



Mr William Horrocks
Chief Executive Officer
Aviation Australia
PO Box 1038
EAGLE FARM QLD 4009

WUA
6/7

2011 Audit

Dear Mr Horrocks

Australian Quality Training Framework (AQTF) compliance audit

I refer to the Australian Quality Training Framework (AQTF) compliance audit conducted on 20 May 2011. The audit found your organisation AQTF compliant and, as a result, the audit process is now finalised.

Registration requirements

Throughout the term of registration, your organisation is required to comply with the requirements of the *Vocational Education, Training and Employment Act 2000*, including the conditions of registration and policies set down by the Training and Employment Recognition Council (the Council). The Council's registration policies are published on the department's website:

<http://www.training.qld.gov.au/training-organisations/registration-audit/legislation.html>

It should be noted that a certificate of registration is granted to a legal entity (business or natural person), based upon the entity's demonstrated ability to meet the requirements of the AQTF. While a business may be bought or sold, a certificate of registration cannot be transferred, sold or otherwise assigned to another legal entity. If in the future, you are considering selling your business or changing its legal entity, you should contact Registration Services to understand the impact of your intended actions upon your organisation's certificate of registration.

It is also essential to maintain a current scope of registration at all times. This requires your organisation to comply with the Council's Policy on *transition requirements and maintaining current scope of registration*. To comply with the policy, your organisation must register for reviewed training package qualifications within 12 months of the date of publication on NTIS and ensure that your organisation implements arrangements for all students to transition to new qualifications or complete their studies in superseded qualifications or courses within the transition period. A fact sheet explaining your organisation's obligations is attached.

Compliance with registration policies will be reviewed by the department throughout the life of registration.

Should you have any questions concerning your organisation's registration, please contact Registration Services by phone: 07 3222 2775 or 1300 369 935, or by email: registrationservices@deta.qld.gov.au

Yours sincerely

per 

KERRY DAVEY
Manager
Registration Services
Training and International Quality

01 10/12/2011

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AQTF Audit Report – Continuing Registration

clever - skilled - creative

FM-PMA-34A

TRIM No: 09/182321

Version 11 – 2 November 2010

Training and International Quality

Aviation Australia – 30770

Organisation details			
Registration expiry	20/12/11		
Principal address	16 Boronia Road, Eagle Farm Q 4007		
RTO contact	Adrian.Plath	Phone number	3860 0900
Operations	<ul style="list-style-type: none"> • Operations are focussed around qualifications in the aircraft industry primarily in maintenance and flight crew training • The RTO offers apprenticeships in the three aircraft trade areas of mechanical, avionics and structures. • The RTO is regulated by the Civil Aviation Safety Authority (CASA)(Civil Aviation Order 100.66), the European Aviation Safety Agency (EASA) and the HKAR 66 (Hong Kong Airworthiness requirements) • The latest version of the MEA training package (v3) is written directly against the CASA requirements • The RTO has a User Choice contract, is CRICOS registered, an approved Group Training Organisation and an English Language school • The RTO has strong ties with Aviation High for school based students some of which have converted to the full time course when graduated from school. 		
Audit team			
Lead auditor	Tony Feagan	Auditor/s	Nil
Phone	3357 1168	Adviser/s	Nil
E-mail	tony@wheretofromhere.com.au	Observer/s	Nil
Audit details			
Reason/s for audit	Monitoring		
Audit date/s	20/5/11	Audit number/s	3077015400A
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.2, 2.3, 3.2, 3.3,		
Conditions audited	NIL		
Audit outcome on day of audit	Compliant <input checked="" type="checkbox"/> Significant non-compliance <input type="checkbox"/> Minor non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>		
Other audit notes	<ul style="list-style-type: none"> • The RTO has state of the art facilities in numerous buildings in the Brisbane airport training precinct. These include classrooms, computer laboratories, work areas. • The RTO has acquired many training resources including complete aircraft, aircraft components and testing equipment. • The facilities are hired to various other organisations including airlines, military and helicopter rescue organisations such as Careflight. • Not applied for U/C pre-qualified status. Almost completed old contract. 		
Focus of audit			
Code	Qualification / Course / Unit title	Regulated	Delivery venues



AVI20208	Certificate II in Aviation (Flight Operations)	<input type="checkbox"/>	Brisbane and Cairns
MEA 40607	Certificate IV in Aeroskills (Avionics)	<input type="checkbox"/>	Brisbane and Cairns
30636QLD	Course in Aircraft Maintenance Engineering for Senior School Students	<input type="checkbox"/>	Brisbane and Cairns
30919QLD	Diploma of Aircraft Maintenance Engineering – Mechanical TB1	<input type="checkbox"/>	Brisbane and Cairns

Interviewee/s (incl. position)

Adrian Plath – Quality Assurance Manager
 Terry Ward – Chief Operations Officer
 Tanya Grant – H R Officer

Disclaimer: The Department of Education and Training collects the information on this form as part of the audit of registered training organisations under the AQTF. Only authorised government officers or contracted personnel have access to this information. Your personal information will not be disclosed to any other third party without your consent, unless authorised or required by law, in accordance with the *Information Privacy Act 2009*.

Standard 1: The RTO provides quality training and assessment across all of its operations

Elements	Examined
1.1 The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.	<input checked="" type="checkbox"/>
1.2 Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry stakeholders.	<input checked="" type="checkbox"/>
1.3 Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.	<input checked="" type="checkbox"/>
1.4 Training and assessment is delivered by trainers and assessors who: <ul style="list-style-type: none"> a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors b) have the relevant vocational competencies at least to the level being delivered or assessed, and c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and d) continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence. 	<input checked="" type="checkbox"/>
1.5 Assessment, including Recognition of Prior Learning (RPL): <ul style="list-style-type: none"> a) meets the requirements of the relevant Training Package or accredited course b) is conducted in accordance with the principles of assessment and the rules of evidence c) meets workplace and, where relevant, regulatory requirements d) is systematically validated. 	<input checked="" type="checkbox"/>

At time of audit:

- Compliant**
 Not Compliant

Findings:

Continuous improvement Quality Indicators are supplemented by the RTO's own survey instruments. Evaluative tools are developed for each course. The tools are collated and converted to a balanced scorecard, disseminated to management before decisions are made at senior management meetings (weekly). Action plans are put in place to ensure matters are followed through. The majority of the actionable items appear to be generated by the international students and this is taken into account when actions are considered.



The RTO has recently implemented a system of actively evaluating trainers on a regular basis to ensure standards are kept consistently high.

Every time an assessment is administered (MEA training package based), set figures are used to validate the outcomes. For example, if more than 30% of the students get a question incorrect, the question is reviewed.

System improvement forms are online on the intranet. These are used to highlight any problems with the conduct and content of courses. There are over 1000 system improvement forms in the system. A number of outside providers use the RTO's materials and are actively involved in the System Improvement Process.

Internal audits are conducted on a regular basis as per a documented plan which is tied to the company's strategic plan. These audits are targeted at a range of activities across all course areas.

All courses delivered by the RTO are modularised and aligned to the respective units of competency. Training and assessment strategies are presented as course plans and include information regarding the qualification code and name, packaging rules, delivery and assessment methodologies, associated resource requirements, nominal hours for each unit. These documents are developed to account for the associated regulatory framework including Civil Aviation Safety Authority and European Aviation Safety Agency (CASA and EASA)

Resources used by the RTO include in-house developed learning resources (the RTO has a dedicated development team in each of the primary industry areas (maintenance, air crew training etc.). All learning resources are available on-line to all students so they can access these in their own homes at any time. These are very high quality resources written to the target audience.

A record of authority is kept by the RTO outlining what units each trainer has been authorised to deliver and assess.

Institutional student are not assessed in a practical sense so no certificate is issued.

Assessment across all areas uses a standardised methodology of multiple choice questions for theory content, practical activities using checklist and CASA approved Journal of Experience (work journals) and verbal questions used by the assessor during the practical activities to ensure the transferability skills are evident. In the MEA training package qualifications, theory questions are drawn from a question bank of approximately 40,000 questions. The software is able to randomly select a set number of questions so that no two examinations are the same. There are also a lot of third party validations conducted by Licensed Aircraft Mechanical Engineers. Assessment against range of variables.

There is a systematic approach to developing consistency in all course related materials. Each qualification or course has a course plan which includes set documents such as course data, syllabus, curriculum, assessments, cross references (practical task, competency training log (practical portfolio), training and assessment matrix.

Assessment in the workplace by AA assessors and are truly conducted over time in variety of contexts.

- Quality system addresses numerous regulator's requirements
- Learning resources are high quality
- Nil identified

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients

Elements		Examined
2.2	The RTO continuously improves client services by collecting, analysing and acting on relevant data.	<input checked="" type="checkbox"/>
3	Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.	<input checked="" type="checkbox"/>

At time of audit:
 Compliant



Not compliant

Findings:

Amongst the large number of System Improvement forms are improvement suggestions which focus on the client service aspect of the operations. Improvements have been made to the student handbook, course information and website. The information has been both pro-active and re-active from a wide range of sources including student and industry feedback.

Aviation Australia uses a Mc Quaig pre entry psychology test for trade selection. All prospective students must undertake an Interview process before being offered a position on the courses. Aviation Australia has developed numerous LLN diagnostics which are administered as part of the application and selection process.

Student handbooks have been developed for both international and domestic students and are available on the company website. Aviation Australia develops a number of hardcopy course flyers which are used at trade shows.

All materials sampled are comprehensively written and professionally presented.

Standards

Nil identified

Opportunities for improvement

• Nil identified

Standard 3 Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates

Elements	Examined
3.2 The RTO uses a systematic and continuous improvement approach to the management of operations.	<input checked="" type="checkbox"/>
3.3 The RTO monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration.	<input checked="" type="checkbox"/>

Audit findings

At time of audit:

- Compliant
 Not Compliant

Findings:

The systems used to administer the RTO's operations are continually improved through data collection primarily from a range of systematic internal audit and various regulatory external audits. The systems are very well integrated ensuring a level of management and operational efficiency.

The RTO tracks student enrolments and progression through an AVETMISS compliant database.

Sampled qualification and statement of attainment meet the requirements of the current AQF handbook.

The RTO has one partnering arrangement with Aviation High which is monitored regularly and clearly documented.

• Nil identified

• Nil identified

