

## AQTF Essential Conditions and Standards for Continuing Registration AUDIT REPORT

**RTO:** Hi-Energy Network Pty Ltd trading as Australian Fitness Academy

**Audit Date:** 19 and 20 April 2011

RTO DETAILS				
RTO Name	Hi-Energy Network Pty Ltd trading as Australian Fitness Academy	NTIS Number	21062	
Address	701 Glenhuntly Road, Caulfield South, 3162			
	Website	<a href="http://www.afa.com.au">http://www.afa.com.au</a>		
Registration Contact	Steve Hore			
Phone Number	9532 7800	Email	<a href="mailto:steveh@afa.com.au">steveh@afa.com.au</a>	
Student Numbers	158			
AUDIT TEAM				
Lead Auditor	Les Comley	Auditor/s	Virginia Fenelon	
Technical Advisor/s		Observer/s		
REGISTERING BODY DETAILS				
Contact Person	Katherine Papastathopoulos			
Phone Number	9651 3225	Email	<a href="mailto:vet.audit@edumail.vic.gov.au">vet.audit@edumail.vic.gov.au</a>	
AUDIT DETAILS				
Type of Audit	Post-initial/Extension to scope/Renewal/Monitoring/Complaint/Strategic			
Conditions audited	1, 3, 4, 6, 7, 8, 9. <i>(Conditions 2 &amp; 5 are not required to be audited, see page 3 below)</i>			
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5.	2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7	3.1, 3.2, 3.3, 3.4	
Audit Date/s	19 and 20 April 2011			
Other audit notes				
ACCOMPANYING REPORTS			Yes	No
VRQA Guidelines Audit Report			✓	
VRQA Guidelines – Re-registration Checklist				✓

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FOCUS OF AUDIT		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
NTIS Code	Qualification/Unit of Competence/Accredited Course (as per NTIS)	Delivery Site
SRF30206	Certificate III in Fitness	Caulfield South and online
SRF40206	Certificate IV in Fitness	Caulfield South and online
HLTFA301B	Apply first aid	Caulfield South

INTERVIEWEE/S: Staff name and position; employer name and position; students by program (do not list by name)	
Steve Hore	National Manager
Lauren Kennedy	Education Manager
Nerida Lardner	Administration Manager/Company Director
Shana Lazar	Careers Consultant
Katrina Zun	Student Services Liaison
Steve Corney	Student Services Officer/Trainer

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### AUDIT SUMMARY

Conditions of Registration		Compliant	Non-compliant	Not audited
1	<b>Governance</b> 1.1 CEO must ensure the RTO complies with relevant conditions, standards and guidelines 1.2 Fit & Proper Persons Tests 1.3 Input of Trainers and Assessors in senior management decision making	✓		
2	Interactions with the Registering Body			✓
3	<b>Compliance with Legislation</b>	✓		
4	<b>Insurance</b>	✓		
5	Financial Management			✓
6	<b>Certification &amp; Issuing of Qualifications &amp; Statements of Attainment</b>	✓		
7	<b>Recognition of Qualifications Issued by other RTOs</b>	✓		
8	<b>Accuracy and Integrity of Marketing</b>	✓		
9	<b>Transition to Training Packages/Expiry of Accredited Courses</b>	✓		

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Summary of non-compliances – Conditions of Registration
Nil
Recommendations
Strengths
Opportunities for Improvement
<b>Condition 3 Compliance with legislation</b> It is <b>suggested</b> that the RTO develop a program to undertake a regular, systematic review of all relevant legislation to satisfy itself that there have been no changes to legislation which affect its operations.

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### AUDIT REPORT

<b>Standard 1: The RTO provides quality training and assessment across all of its operations</b>	<b>Result</b>	✓
	<b>Compliant</b>	
	<b>Non-compliant</b>	✓
	<b>Not audited</b>	
<b>Audit conclusion</b>		
<p>The RTO is non-compliant with Standard 1.2 and 1.4.</p> <p><b>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.</b></p> <p>The RTO submitted a folder which included copies of Training Plans for face-to-face, integrated and online delivery, Delivery Plans and Lesson Plans. These documents were taken together to represent the RTO's delivery and assessment strategy. (Note that the Training Plans are developed at student level whereas the Delivery and Lesson Plans are developed at course level).</p> <p>The assessments conducted in each lesson were not identified in the Training Plans for face to face training. Training Plans for integrated and face to face modes of delivery itemise assessment for each lesson.</p> <p>The RTO has structured learning resources in place and these are used across the RTO's operations by staff and learners. They include RTO developed hard copy notes, PowerPoint presentations, video resources, commercial texts and comprehensive, well produced online learning material. These resources address the unit of competency requirements and are consistent with the information detailed in the training and delivery plans and the lesson plans for the online and integrated delivery methods. Eight units sampled at audit had a complete assessment tool in place. The common elements of the assessment tools consisted of advice to students and assessment tasks. The following aspects required for Standard 1.2 and Guideline 2.1 were not included:</p> <ul style="list-style-type: none"> <li>• A clear set of criteria/model responses (or equivalent) in place for all assessment tasks (the Education Manager advised at audit that RTO has recognised the need to develop model answers-evidence was sighted for the issue to be discussed on the agenda for a staff meeting on April 26, 2011).</li> </ul> <p>It is <b>recommended</b> that the RTO:</p> <ol style="list-style-type: none"> <li>1. Reviews and revises its training and assessment strategy for the face to face delivery option to ensure that the AQTF requirements are met.</li> </ol>		

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2. Develops a set of model responses / templates to be used by assessors as a marking guide

**1.4 Training and assessment is delivered by trainers and assessors who:**

- a) **have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and**
- 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.**

A copy of the *Current Trainer and Assessor Staff Files* was sighted. These files include copies of position description, code of conduct, policies and procedures manual, confidentiality agreement, working with children (WWC), copies of qualifications and resume for each staff member. In total, 12 staff files were sighted. Certificates of qualifications for 2 staff have not been signed off as being verified.

It is **recommended** that the RTO implements process to ensure all qualifications documents are verified.

### Strengths

### Opportunities for Improvement

**1.1 The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.**

It is **suggested** that the RTO considers enhancing its Continuous Improvement Policy and Procedures by:

- including details of all of its continuous improvement activities such as its internal audit program and feedback received from industry

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<b>Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients</b>	<b>Result</b>	✓
	Compliant	✓
	Non-compliant	
	Not audited	
<b>Audit conclusion</b>		
The RTO is compliant with Standard 2.		
<b>Strengths</b>		
<b>Opportunities for Improvement</b>		

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<b>Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates</b>	<b>Result</b>	✓
	Compliant	✓
	Non-compliant	
	Not audited	
<b>Audit conclusion</b>		
The RTO is compliant with Standard 3.		
<b>Strengths</b>		
<b>Opportunities for Improvement</b>		