

Victorian Registration & Qualifications Authority
 AQTF re-registration Audit

RTO: MADEC (TOID 3957)

Audit Date: 29 – 30 January 2009

AQTF 2007 AUDIT REPORT

RTO DETAILS			
RTO Name	MADEC	NTIS Number	3957
Address	339 Deakin Ave Mildura VIC 3500		
	Website	www.madec.edu.au	
Registration Contact			
Phone Number	5023 7233	E-mail	
Student Numbers	200 on campus in F/T courses, over 1000 in short courses (RSA, First Aid, Food handling)		
AUDIT TEAM			
Lead Auditor		Auditor/s	
Technical Advisor/s		Observer/s	
REGISTERING BODY DETAILS			
Contact Person			
Phone Number	9651 3226	E-mail	
AUDIT DETAILS			
Type of Audit	Re-registration		
Standards audited	1,2,3		
Conditions audited	6		
Audit Date/s	29 – 30 /01/09		
Other audit notes			
FOCUS OF AUDIT			
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE			
NTIS Code	Qualification/Unit of Competence/Accredited Course (as per NTIS)	Delivery Site	
CHC30402	Certificate III In Children's Services	Orange Ave, Mildura	
BSB40201	Certificate IV In Business Administration	Deakin Ave, Mildura	

INTERVIEWEE/S (Staff -name and position; employer name and position ; students (by program, do not list by name)	
	RTO Manager
	RTO QA representative
	Team leader
	Trainer and Assessor (Business)
	Trainer and Assessor (Community Services)

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Standard 1: The RTO provides quality training and assessment across all of its operations		Result
Audit conclusion		✓
The RTO is compliant with this Standard. Evidence presented included learning & assessment strategies, learning resources, assessment tools, facilities and staff are appropriate to the requirements of the relevant Training Packages, student satisfaction surveys, staff satisfaction surveys, employer satisfaction surveys. Staff interviews supported the view that quality training and assessment is provided across all RTO operations.	Compliant	✓
Strengths		
Student, staff and employer satisfaction surveys are very comprehensive and the systems for reviewing aggregated data allow management to easily review RTO performance and customer perceptions. The data is analysed and acted upon in an efficient manner, with identified Opportunities For Improvement delegated to appropriate staff for implementation of improvements.	Non-compliant	
Opportunities for Improvement		Not audited

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients		Result
Audit conclusion		✓
The RTO is compliant with this Standard. Evidence presented included Student Information Guide, relevant policies & procedures, satisfaction surveys (cited above), traineeship student files (showing employer engagement in learning & assessment), complaints and suggestions folder (2008) and RTO responses.	Compliant	✓
Strengths		
Opportunities for Improvement		
It is suggested that more specific information is provided to students regarding how they should seek advice on their participation and progress, and how to access their student file. (This could be through updating the Student Information Guide and adding appropriate comments on the Internet site. Students could be directed to seek progress reports and results from their trainer and more formal results statements from the Student Records Officer)	Non-compliant	
	Not audited	

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Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates	
Audit conclusion	Result
The RTO is compliant with this Standard. Evidence presented included comprehensive set of policies & procedures on staff Intranet (with many also available on public RTO website), Quality Assurance officer materials, internal audit documents, management and team minutes, partnership agreement	Compliant ✓ Non-compliant Not audited
Strengths	
The RTO Quality Assurance (continuous improvement) systems are exemplary; continuous improvement processes are strongly embedded in organisational practice and culture. The professional manner in which staff are trained as internal auditors (reviewers) and the comprehensive (but still user-friendly) reports generated from the internal review system are to be commended.	
Opportunities for Improvement	
It is suggested that the RTO develop a register of agreements It is suggested that the RTO provide students with clearer information on how to access their personal files (not student records/academic results)	

Condition 6 – Certification And Issuing Of Qualifications And Statements Of Attainment	
Audit conclusion	Result
The RTO qualifications and Statements of Attainment were examined against the requirements of the AQF Implementation handbook (V4, 2007) and were found to be: <ul style="list-style-type: none"> • Qualifications: compliant • Statements of Attainment: compliant The RTO has in place a policy & procedure to ensure that certificates comply with the AQF requirements, and only students who are eligible receive such certificates.	Compliant ✓ Non-compliant Not audited
Strengths	
Opportunities for Improvement	

