



Evidence analysis – VET Quality Framework

ORGANISATION DETAILS

Organisation's legal name	Australian Salesmasters Training Co Pty Ltd
Trading name/s	Australian Salesmasters Training Co
RTO number (if any)	6854

REVIEW DETAILS

Type of review	Reassessment
Audit number	1008254
Date evidence received	14/07/2015
Date review conducted	17/07/2015

REVIEW TEAM

Reconsideration officer	Sue Hepperlin
Review officer	Karen Kerr
Technical adviser/s	n/a

SCOPE OF REVIEW

Code	Training Product	Mode/s of delivery/assessment*
AUR21112	Certificate II in Automotive Sales	Traineeship
AUR31012	Certificate III in Automotive Sales	Traineeship
SIT30713	Certificate III in Hospitality	Traineeship
BSB40812	Certificate IV in Frontline Management	Traineeship
FNS40211	Certificate IV in Bookkeeping	Traineeship
FNS40611	Certificate IV in Accounting	Traineeship
SIR30212	Certificate III in Retail Operations	Traineeship

FINDING FOLLOWING EVIDENCE REVIEW

Finding as at 21/07/2015: Compliant

- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this analysis describes evidence of the non-compliance.

**Clause 1.3 (SNR 15.3)****FINDING: Compliant**

Outstanding non-compliance:

- The RTO did not provide evidence to demonstrate that Trainer and Assessors meet the requirements of SNR 15.4.
- The RTO did not provide evidence to demonstrate that it has assessment materials that are consistent with the requirements of the Training Package as detailed in SNR 15.5 of this report.

Analysis of evidence:

- The RTO provided evidence to demonstrate that it has assessment materials that consistent with the requirements of each of the Training Packages detailed in Clause 1.8 (SNR 15.5).

Clause 1.8 (SNR 15.5)**FINDING: Compliant**

Outstanding non-compliance:

For the below units of competency:

AUR21112 Certificate II in Automotive Sales

For the unit *SIRXRSK001A Minimise Theft*

- The RTO provided the following evidence:
 - Assessment Guide & Plan
 - AT2-SIRXRSK201 Minimise Loss (Facilitator Guide)
 - AT2- SIRXRSK201 Minimise Loss (Participant)
 - AT3 Instructions
 - AT3 Observation report SIRXRSK201 Minimise Loss
 - AT3 Participant Instructions
 - AT4 SIRXRSK201 Minimise Loss
 - Guide to the workplace supervisor
 - SIRXRSK201 Minimise loss
 - SIRXRSK201 Minimise loss Mapping

The evidence provided:

- does not address all the requirements of the unit of competency, for example Performance Criteria 3.1, 3.2, & 3.3 are listed against question 11 and 12 of AT2 and upon reviewing the AT2 document there are no questions 11 and 12. While the Performance Criteria are listed against the AT4 Observation and AT4 Third Party report, it is unclear if it is an assessor who is assessing the student for the practical assessment tasks.
- The unit of competency is listed in all documents with the wrong code and title: SIRXRSK201 Minimise loss rather than the accurate title SIRXRSK001 Minimise theft as stated in the training package.

AUR31012 Certificate III in Automotive Sales

For the unit *AURFA2004 Solve routine problems in an automotive workplace*

- The RTO provided the following evidence:
 - Assessment guidelines & Plan
 - Assessor Instructions Evidence
 - AT3 Instructions
 - AT3 Participant Instructions
 - AT3 Project (Feedback) AURFA2004
 - AT4 AURFA2004
 - AURFA2004 Assessor Evidence Summary Instructions
 - AURFA2004 Mapping



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- AURAF2004 Solve routine problems in an automotive environment
 - Guide to the workplace supervisor
 - AURAF2004 Validation

The evidence provided:

- Does not provide clear instructions to both learner and assessor for each assessment task. Specifically:
 - In the Assessment guidelines & plan document it lists assessment tools as Questions, Projects, Observation Report and Third party report (in workplace). Upon further review of the other documents in this file it lists AT3 and AT4 documents, but it is unclear which is associated with questions, project and observation assessment tools as listed in the Assessment guidelines & planning document. AT3 Participant Instructions lists assessment as a conversation with an assessor and practical tasks. This information is inconsistent with the Assessor Guide and Planning Document which also includes a project task. It is unclear if a project task is required for this unit competency.
 - The Mapping document lists the project as one of the assessment tools and there is a Project Feedback form, but there is no instructions to the learner or assessor regarding this project.

SIT30713 Certificate III in Hospitality

For the unit, *SITXCOM201 Show social and cultural sensitivity*

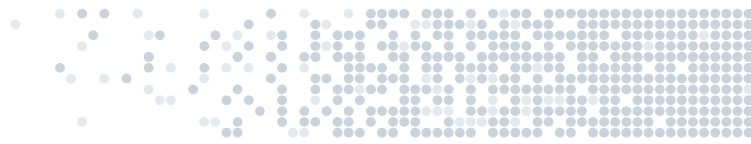
- The RTO provided the following evidence:
 - Assessment Guidelines & Plan
 - Assessor Instructions Evidence
 - AT1 SITXCOM201
 - AT2- SITXCOM201 show social and cultural sensitivity (F)
 - AT2- SITXCOM201 show social and cultural sensitivity (P)
 - AT3- SITXCOM201 show social and cultural sensitivity (F)
 - AT3- SITXCOM201 show social and cultural sensitivity (P)
 - AT3 Instructions
 - AT3 Observation SITXCOM201 show social and cultural sensitivity
 - AT3 Participant Instructions
 - AT3 Project (Feedback)- SITXCOM201
 - AT4 SITXCOM201 show social and cultural sensitivity
 - Guide to the workplace supervisor
 - Mapping SITXCOM201
 - SITXCOM201 Assessor Evidence Summary Instructions
 - SITXCOM201 show social and cultural sensitivity
 - SITXCOM201 show social and cultural sensitivity- Validation

The evidence provided:

- Does not address all the requirements of the unit of competency, for example Performance Criteria 2.5 *refer problems and unresolved issues to the appropriate supervisor or manager for follow up*. The mapping document lists it against the supplementary 3rd party report, which is not assessed by a qualified assessor.

For the unit, *SIRXSL201 Sell products and services*

- The RTO provided the following evidence:
 - Assessment guidelines & Plan
 - Assessor Instructions Evidence
 - AT3- Observation SIRXSL201
 - AT3 Instructions
 - AT3 Participant Instructions
 - AT3 Project (Feedback)- SIRXSL201
 - AT4 SIRXSL201 Sell products and services



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- Guide to the workplace supervisor
 - SIRSL201 Sell products and services
 - SIRSL201 Validation

The evidence provided:

- does not provide clear instructions to both learner and assessor for each assessment task.
- does not provide students and assessors with clear information regarding the assessment criteria for the project assessment. Specifically:
 - the Assessment Guidelines & Planning document lists assessment tools as Questions, Projects, Observation Report and Third party report (in workplace). Review of the other documents in this file lists AT3 and AT4 documents, but it is unclear which is associated with the Questions, Project and Observation assessment tools.
 - AT3 Participant Instructions list assessments as a conversation with an assessor and practical tasks. This information is inconsistent with the Assessor Guide and Planning Document which also includes a project task. It is unclear if a project task is required for this unit of competency.

BSB40812 Certificate IV in Frontline Management

For unit *BSBSUS301A Implement and monitor environmentally friendly sustainable work practices*

- The RTO provided the following evidence:
 - AT2 BSBSUS301A (F)
 - AT2 BSBSUS301A (P)
 - AT3 Instructions
 - AT3 Participant Instructions
 - AT4 BSBSUS301A
 - BSBSUS301A Assessor Evidence Summary Instructions
 - BSBSUS301A Mapping
 - Guide to the workplace supervisor
 - BSBSUS301A Validation

The evidence provided:

- does not provide clear instructions to both learner and assessor for each assessment task.
- does not provide students and assessors with clear information regarding the assessment criteria for the project assessment. Specifically:
 - In the mapping document it lists assessment tools as Questions, Projects, Observation Report and Third party report (in workplace). Review of the other documents in this file lists AT3 and AT4 documents, but it is unclear which is associated with the Questions, Project and Observation assessment tools.
 - AT3 Participant Instructions list assessments as a conversation with an assessor and practical tasks. This information is inconsistent with the Assessor Guide and Planning Document which also includes a project task. It is unclear if a project task is required for this unit of competency.

FNS40211 Certificate IV in Bookkeeping

For unit *BSBITU306A Design and produce business documents*

- The RTO provided the following evidence:
 - Assessment guidelines & Plan
 - AT1 BSBITU306A
 - AT3- Observation
 - AT3 Instructions
 - AT3 Participant Instructions
 - BSBITU306A- AT4 Third Party
 - Mapping- BSBITU306A
 - BSBITU306A Validation
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The evidence provided:

- does not provide clear instructions to both learner and assessor for each assessment task.
- does not provide students and assessors with clear information regarding the assessment criteria for the project assessment. Specifically:
 - In the Assessment guidelines & plan document it lists assessment tools as Questions, Projects, Observation Report and Third party report (in workplace). Review of the other documents in this file lists AT1, AT3 and AT4 documents, but it is unclear which is associated with questions, project and observation assessment tools.
 - In the Mapping document and Assessment Guidelines & Plan document it states the AT2 is a Project assessment, but there is no AT2 project material provided or instructions regarding the Project and its requirements and outcomes. It is unclear if a project task is required for this unit of competency.

For unit *BSBCUS301B Deliver and monitor a service to customers*

- The RTO provided the following evidence:
 - Assessment guidelines
 - AT3 Instructions
 - AT4 BSBCUS301B
 - BSBCUS301B mapping
- The RTO has not demonstrated that it address the requirements of the unit of competency.
- The RTO has not provided, as stated in both the Assessment Guidelines and Mapping Document:
 - AT2 Questions
 - AT3 Project
 - the supplement documents to support those assessment tools
- AT2 and AT3 where not submitted which in the mapping document are identified as assessing competency for the majority of the Performance Criteria, Required Skill and Knowledge and Critical Aspects of evidence of the unit.

FNS40611 Certificate IV in Accounting

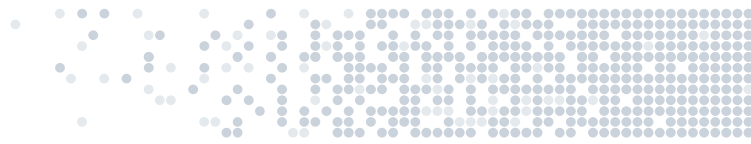
For unit *FISINC401A Apply principles of professional practice to work in the financial service industry*

- The RTO provided the following evidence:
 - Assessment Guidelines & Plan
 - AT1- FISINC401A
 - AT3- Observation FISINC401A
 - AT3- Instructions
 - AT3 Participant Instructions
 - AT3 Project (Feedback)- FISINC401A
 - AT4 FISINC401A
 - FISINC401A Assessor Evidence Summary Instructions
 - Guide to the workplace supervisor
 - Mapping FISINC401A

The evidence provided:

- Does not provide clear instructions to both learner and assessor for each assessment task.
- Does not provide students and assessors with clear information regarding the assessment criteria for the project assessment. Specifically:
 - In the Assessment Guidelines & Plan document it lists assessment tools as Questions, Projects, Observation Report and Third party report (in workplace). In the Mapping document and Assessment Guidelines & plan document it states the AT2 is a Project assessment, but there is no AT2 project material provided or instructions regarding the Project and its requirements and outcomes. It is unclear if a project task is required for this unit competency.

SIR30212 Certificate III in Retail Operations



For unit *SIRXCOM101 Communicate in the workplace to support team and customer outcomes*:

- The RTO provided no evidence of assessment tools.

For unit *SIRXQUA001A Develop innovative ideas at work* revised assessment tool sighted:

- The RTO provided the following evidence:
 - Assessment Guidelines & Plan
 - Guide to the workplace supervisor
 - SIRXQUA001 Mapping
- The RTO did not provide evidence of the assessment tools stated in both the Assessment Guidelines & Plan document and SIRXQUA001A Mapping document: Questions, Project, Observation Report and Third Party Report.

The RTO remains non-compliant with SNR 15.5.

Analysis of evidence:

AUR2112 Certificate II in Automotive Sales

For unit *SIRXRSK001A Minimise theft*

- The RTO provided the following evidence:
 - 2a AT2 SIRXRSK001A Minimise Theft 2
 - 2b AT3 Observation report SIRXRSK001A Minimise Theft

The RTO provided evidence that demonstrated that:

- All the assessment requirements of the training package have been met
- The title of the unit of competency is accurately and consistently displayed across all assessment tools.

AUR31012 Certificate III in Automotive Sales

For the unit *AURFAFA2004 Solve routine problems in an automotive workplace*

- The RTO provided the following evidence:
 - 3a AURFAFA2004 Assessment guide & Plan 2
 - 3b Assessor Evidence Summary
 - 3c Training & Assessment Matrix TAS AUR31012
 - 3d AT3- AURFAFA2004 Solve routine problems in an automotive workplace (Assessor)
 - 3e AT3- AURFAFA2004 Solve routine problems in an automotive workplace (Participant)
 - 3f AURFAFA2004 Mapping

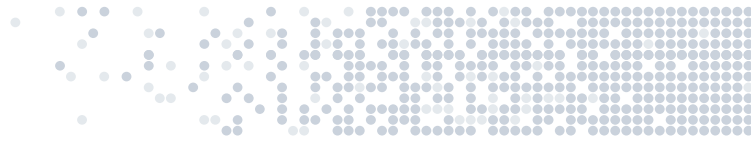
The RTO provided evidence that demonstrated that:

- That clear information is provided to both learners and assessors about assessment requirements for each assessment task.

SIT30713 Certificate III in Hospitality

For the unit, *SITXCOM201 Show social and cultural sensitivity*

- The RTO provided the following evidence:
 - 4a AT3- SITXCOM201 Show social and cultural sensitivity (F)
 - 4b AT1- SITXCOM201



- 4c AT1- SITXCOM201
- 4d AT3- Observation SITXCOM201 Show social and cultural sensitivity
- 4e Mapping SITXCOM201
- 4f Guide to the workplace supervisor
- 4g AT4- SITXCOM201 Show social and cultural sensitivity
- 4h Assessment guidelines & Plan
- 4i Assessment Validation SITXCOM201 Show social and cultural sensitivity
- 4j AT2- SITXCOM201 Show social and cultural sensitivity

The RTO provided evidence that demonstrated:

- All the assessment requirements of the training package have been met.

For the unit, *SIRXSL201 Sell products and services*

- The RTO provided the following evidence:
 - 5a Assessment guidelines & Plan
 - 5b AT2-SITXSL201 Sell products and services (L)
 - 5c AT2- SITXSL201 Sell products and services (A)
 - 5d AT3- SITXSL201 Sell products and services (L)
 - 5e AT3- SITXSL201 Sell products and services (A)
 - 5f AT3- Observation SITXSL201
 - 5g AT3- Observation Participant Instructions
 - 5i Training & Assessment Matrix TAS SIT30713
 - Guide to the workplace supervisor

The RTO provided evidence that demonstrated:

- That it provides clear instructions to both learner and assessor for each assessment task.
- That it provides students and assessors with clear information regarding the assessment criteria

BSB40812 Certificate IV in Frontline Management

For unit *BSBSUS301A Implement and monitor environmentally friendly sustainable work practices*

- The RTO provided the following evidence:
 - 6a AURAF2004 Assessment guidelines & Plan 2
 - 6b AT2 BSBSUS301A (L)
 - 6c AT2 BSBSUS301A (A)
 - 6d AT3 (L) Project- BSBSUS301A
 - 6e AT3 (A) Project- BSBSUS301A
 - 6f AT3 Observatio Learner Instructions
 - 6g AT3 Observation Assessor Instructions
 - 6h AT3 Observation BSBSUS301A
 - 6i Training and Assesment Matrix TAS BSB40812

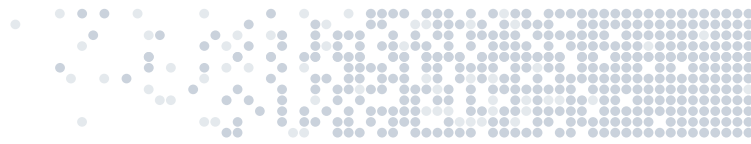
The RTO provided evidence that demonstrated:

- That it provides clear instructions to both learner and assessor for each assessment task.
- That it provides students and assessors with clear information regarding the assessment

FNS40211 Certificate IV in Bookkeeping

For unit *BSBITU306A Design and produce business documents*

- The RTO provided the following evidence:
 - 7a BSBITU306A Assessment Guidelines & Plan 2



- 7b AT2 BSBITU306 Design and produce business documents (L)
- 7c AT2 BSBITU306 Design and produce business documents (Assessor)
- 7d AT3 BSBITU306 Design and produce business documents (L)
- 7e AT3 BSBITU306 Design and produce business documents (Assessor)
- 7f Mapping BSBITU306
- 7g Training & Assessment Matrix TAS FNS40211

The RTO provided evidence that demonstrated:

- That it provides clear instructions to both learner and assessor for each assessment task.
- That it provides students and assessors with clear information regarding the assessment

For unit *BSBCUS301B Deliver and monitor a service to customers*

- The RTO provided the following evidence:
 - 8a BSBCUS301B mapping
 - 8b Assessment guidelines and Plan
 - 8c BSBCUS301B Assessor Evidence Summary Instructions
 - 8d AT1 BSBCUS301B Assessment
 - 8e AT2 BSBCUS301B (Learner)
 - 8f AT2 BSBCUS301B Assessor
 - 8g AT3 Project BSBCUS301B (L)
 - 8h AT3 Project BSBCUS301B (A)
 - 8i AT3 Project (Feedback) BSBCUS301B
 - 8j AT3 BSBCUS301B Observation Report
 - 8k AT3 Observation Assessor Instructions
 - 8l AT3 Observatio Participant Instructions
 - 8m AT4 Third party report BSBCUS301B
 - 8n Guide to the workplace supervisor
 - 8o Training & Assessment Matrix TAS FNS40211

The RTO provided evidence that demonstrated:

- All the assessment requirements of the training package have been met.
- That it provides clear instructions to both learner and assessor for each assessment task.
- That it provides students and assessors with clear information regarding the assessment

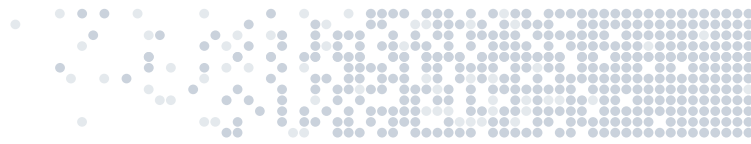
FNS40611 Certificate IV in Accounting

For unit *FNSINC401A Apply principles of professional practice to work in the financial service industry*

- The RTO provided the following evidence:
 - 9a Mapping FNSINC401A
 - 9b FNSINC401A Assessment Guidelines & Plan 2
 - 9c FNSINC401A Assessor Evidence Summary Instructions
 - 9d AT2 FNSINC401A (P)
 - 9e AT2 FNSINC401A (Assessor)
 - 9f AT3 Project FNSINC401A (L)
 - 9g AT3 Project (Assessor)
 - 9h AT3 Observation Participant Instructions
 - 9i AT3 Assessor Instructions
 - 9j AT3 Observation FNSINC401A

The RTO provided evidence that demonstrated:

- That it provides clear instructions to both learner and assessor for each assessment task.
- That it provides students and assessors with clear information regarding the assessment criteria



SIR30212 Certificate III in Retail Operations

For unit *SIRXCOM101 Communicate in the workplace to support team and customer outcomes*:

- The RTO provided the following evidence:
 - 10a SIRXCOM101 Mapping guide
 - 10b Assessment Guidelines & Plan
 - 10c AT2 SIRXCOM101 (learner)
 - 10d AT2 SIRXCOM101 Assessor marking guide
 - 10e AT3 Observation Instructions to Assessor
 - 10f AT3 Observation (Learner) Instructions
 - 10g AT3 SIRXCOM101 Assessor Observation
 - 10h AT4 SIRXCOM101
 - 10i AT4 Guide to workplace supervisor
 - 10j SIRXCOM101 Assessor Evidence Summary Instructions

The RTO provided evidence that demonstrated:

- All the assessment requirements of the training package have been met.

For unit *SIRXQUA001A Develop innovative ideas at work* revised assessment tool sighted:

- The RTO provided the following evidence:
 - 11a Assessment guidelines & Plan
 - 11b AT2 SIRXQUA001A (Assessor)
 - 11c AT2 SIRXQUA001A (Learner)
 - 11d AT3 SIRXQUA001A (assessor)
 - 11e AT3 SIRXQUA001A (Learner)
 - 11g AT4 SIRXQUA001A
 - 11h Guide to the workplace supervisor
 - 11i SIRXQUA001A Assessor Evidence Summary
 - 11j SIRXQUA001A Mapping

The RTO provided evidence that demonstrated:

- All the assessment requirements of the training package have been met.
- That it provides clear instructions to both learner and assessor for each assessment task.
- That it provides students and assessors with clear information regarding the assessment

The RTO is now compliant with Clause 1.8 (SNR 15.5).

Clause 1.9 (SNR 15.5 part)

FINDING: Compliant

Outstanding non-compliance:

For the below units of competency:

AUR21112 Certificate II in Automotive Sales

- *SIRXRSK001A Minimise Theft*

AUR31012 Certificate III in Automotive Sales

- *AURFA2004 Solve routine problems in an automotive workplace*

SIT30713 Certificate III in Hospitality

- *SITXCOM201 Show social and cultural sensitivity*
- *SIRXSL201 Sell products and services*

BSB40812 Certificate IV in Frontline Management

- *BSBSUS301A Implement and monitor environmentally friendly sustainable work practices*



FNS40211 Certificate IV in Bookkeeping

- *BSBITU306A Design and produce business documents*
- *BSBCUS301B Deliver and monitor a service to customer*

FNS40611 Certificate IV in Accounting

- *FISINC401A Apply principles of professional practice to work in the financial service industry*

SIR30212 Certificate III in Retail Operations

- *SIRXCOM101 Communicate in the workplace to support team and customer outcomes*
- *SIRXQUA001A Develop innovative ideas at work*

The RTO provided evidence of validation for the above units. However, it is unclear how the validation process has identified the issues and non-compliances raised in SNR 15.5 of the Final Audit Report.

Analysis of evidence:

AUR21112 Certificate II in Automotive Sales

For unit *SIRXRSK001A Minimise Theft*

- The RTO provided the following evidence:
 - 2c Assessment Validation SIRXRSK001A Minimise theft

AUR31012 Certificate III in Automotive Sales

For the unit *AURFAFA2004 Solve routine problems in an automotive workplace*

- The RTO provided the following evidence:
 - 3g Validation- AURFAFA2004 Solve routine problems in an automotive workplace

SIT30713 Certificate III in Hospitality

For the unit, *SITXCOM201 Show social and cultural sensitivity*

- The RTO provided the following evidence:
 - 4i Assessment Validation SITXCOM201 Show social and cultural sensitivity

For the unit, *SIRXSLS201 Sell products and services*

- The RTO provided the following evidence:
 - 5j Assessment Validation SIRXSLS201 Sell products and services

BSB40812 Certificate IV in Frontline Management

For the unit, *BSBSUS301A Implement and monitor environmentally friendly sustainable work practices*

- The RTO provided the following evidence:
 - 6j Assessment Validation BSBSUS301A

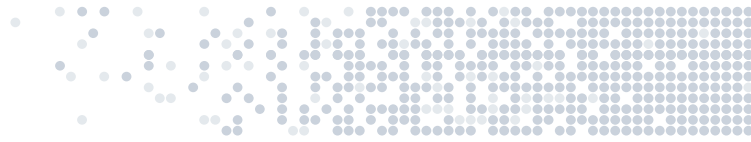
FNS40211 Certificate IV in Bookkeeping

For the unit *BSBITU306A Design and produce business documents*

- The RTO provided the following evidence:
 - 7h BSBITU306A Validation

For the unit *BSBCUS301B Deliver and monitor a service to customer*

- The RTO provided the following evidence:



- 8p Assessment Validation

FNS40611 Certificate IV in Accounting

For the unit *FISINC401A Apply principles of professional practice to work in the financial service industry*

- The RTO provided the following evidence:
 - 9k Validation

SIR30212 Certificate III in Retail Operations

For the unit *SIRXCOM101 Communicate in the workplace to support team and customer outcomes*

- The RTO provided the following evidence:
 - *SIRXCOM101 Communicate in the workplace to support team and customer outcomes* Validation

For the unit *SIRXQUA001A Develop innovative ideas at work*

- The RTO provided the following evidence:
 - 11k Assessment Validation

The evidence provided for the above units of competency has demonstrated that the RTO has implemented a plan for ongoing systematic validation of assessment practices and judgements.

The RTO is now compliant with Clause 1.9 (part of SNR 15.5).

Clause 1.13 (SNR 15.4)

FINDING: Compliant

Outstanding non-compliance:

- The RTO has provided evidence that states Ron Micallef “*is not on our trainer matrix and there is no intention to reinstate him*” however he is still listed on the Trainer Mapping Matrix. There is a similar statement regarding Mark Whitehead who is also still listed on the Trainer Mapping Matrix. This inconsistency in the RTOs rectification material makes it unclear whether Ron Micallef and Mark Whitehead are still training for the organisation.
- As both Ron Micallef and Mark Whitehead are still listed in the Trainer Matrix the RTO has not provided evidence that:
 - Ron Micallef has relevant vocational competencies and
 - Mark Whitehead has relevant vocational competencies, current industry skills directly relevant to the training/assessment being undertaken, continued development of their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence
- The RTO remains not compliant with SNR 15.4

Analysis of evidence:

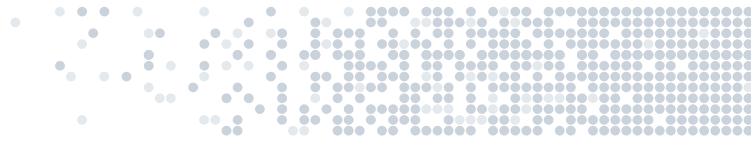
The RTO provided the following evidence:

- Staff Mapping Matrix

The evidence provided by the RTO has made it clear that:

- Ron Micallef is no longer working for the RTO and has been removed from the Staff Mapping Matrix.
- Mark Whitehead is not providing training and assessment for BSB40312 Certificate IV in Customer Contact and SIT2213 Certificate II in Hospitality.

The RTO is now Compliant with Clause 1.13 (SNR 15.4).



Clause 2.1 (SNR 18.1)

FINDING: Compliant

Outstanding non-compliance:

- Due to outstanding non-compliances identified against SNR 15.3, 15.4 and 15.5 the RTO remains non-compliant with SNR 18.1.

Analysis of evidence:

- The RTO has provided evidence that demonstrates compliance with Clause 1.3, 1.8, and 1.13.
- The RTO is now compliant with Clause 2.1 (SNR 18.1).