

# Elena Celona T/A Consider This Training 21883

## AQTF Audit Report

RTO DETAILS			
RTO Name	Elena Celona T/A Consider This Training	NTIS Number	<b>21883</b>
Address	1467 High Street CRANBOURNE, 3977 VIC		
	Website	<a href="http://www.cttraining.net.au">http://www.cttraining.net.au</a>	
Registration Contact	Ms Elena Celona		
Phone Number	03/59952050	E-mail	<a href="mailto:considerus@cttraining.net.au">considerus@cttraining.net.au</a>
Student Numbers			
AUDIT TEAM			
Lead Auditor	Rob Gullan	Auditor/s	
Technical Advisor/s		Observer/s	
REGISTERING BODY DETAILS			
Contact Person	Jerzy Gill		
Phone Number	96513223	E-mail	<a href="mailto:Gill.jerzy.j@edumail.vic.gov.au">Gill.jerzy.j@edumail.vic.gov.au</a>
AUDIT DETAILS			
Type of Audit	Initial/Post-initial/Extension to scope/Renewal/Monitoring/Complaint/Strategic <b>VERIFICATION</b>		
Standards audited	AQTF 1-3		
Conditions audited	Cor 6		
Audit Date/s	30 September 2008		
Other audit notes	Hire rooms in Maidstone and City		
FOCUS OF AUDIT			

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QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
NTIS Code	Qualification/Unit of Competence/Accredited Course (as per NTIS)	Delivery Site
TDT1/2/30102	Certificates I/II/III in Transport and distribution – Warehousing and Storage	<b>Workplace</b>
THH3302	Certificate III in Hospitality	<b>Workplace</b>
CHC20102	Certificate II in Community Services Support Work	<b>Workplace</b>
WRR30202	Certificate III in Retail operations	<b>Workplace</b>
WRR20102	Certificate II in Retail operations	<b>Workplace</b>
CHC30202	Certificate III in Home and Community Care	<b>Workplace</b>
CHC30102	Certificate III in Aged Care work	<b>Workplace</b>

INTERVIEWEE/S (Staff -name and position; employer name and position ; students (by program, do not list by name))		
Elena Celona	Owner	
Delilah Silva	Student	

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### STANDARDS

Standard 1: The RTO provides quality training and assessment across all of its operations			
Audit conclusion	Audit Verification	Result	✓
<p>Elena Celona is not compliant with this standard</p> <p>It is recommended that</p>	<p>Elena Celona is now compliant with this standard</p>	Compliant	✓
		Non-compliant	
		Not audited	
<ul style="list-style-type: none"> <li>Elena Celona develops for each unit of competence specific assessment instruments, tools and criteria that are more directly related to the critical and other aspects of evidence.</li> </ul>	<p>For each qualification Elena Celona has developed an assessment guide that includes information on assessment in general – with plain English explanations of Assessment requirements, set Activities, Tests of Knowledge( written/oral questions, workplace assessment-simulated assessments, third party reports and resources, The qualifications sighted at audit for which this material is available were</p> <ul style="list-style-type: none"> <li>TDT1/2/30102 Certificates I/II/III in Transport and distribution – Warehousing and Storage</li> <li>THH3302 Certificate III in Hospitality</li> <li>CHC20102 Certificate II in Community Services Support Work</li> <li>WRR30202 Certificate III in Retail operations</li> <li>WRR20102 Certificate II in Retail operations</li> <li>CHC30202 Certificate III in Home and Community Care</li> <li>CHC30102 Certificate III in Aged Care work</li> </ul> <p>The assessment tasks for the following specific units of competence were examined in detail</p> <p>THHBFB09B, THHBFB12B, WRRER1B, WRRM6A, CHCCS401B, CHCAC15A</p> <p>All units examined had assessment requirements, criteria, projects, third party reports consistent with internal documentation and advice provided to students and consistent with the requirements of the training package. The RTO uses small print material supplemented by other assessment resources and as indicated below has mapped out the assessments to meet training package requirements</p>	Compliant	✓
		Non-compliant	
		Not audited	

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	<p>A student enrolled as a trainee in the Certificate III in Business administration was interviewed. Her positive comments supported the assessment and delivery processes generally practiced by Elona Celona.</p>		
<ul style="list-style-type: none"> <li>• <b>Elena Celona</b> develops more specific written instructions or information to students about the formal specific assessment requirements for these units</li> </ul>	<p>For each specific unit of competence being undertaken by the student the assessment requirements are specified in writing giving detailed information about ongoing assessment, and any final assessment.</p> <p>The qualifications sighted at audit for which this material is available were</p> <ul style="list-style-type: none"> <li>• TDT1/2/30102 Certificates I/II/III in Transport and distribution – Warehousing and Storage</li> <li>• THH3302 Certificate III in Hospitality</li> <li>• CHC20102 Certificate II in Community Services Support Work</li> <li>• WRR30202 Certificate III in Retail operations</li> <li>• WRR20102 Certificate II in Retail operations</li> <li>• CHC30202 Certificate III in Home and Community Care</li> <li>• CHC30102 Certificate III in Aged Care work</li> </ul> <p>Interview with student confirmed that assessment requirements were adequately conveyed both verbally and in writing to student prior to unit commencing and throughout unit.</p>	<p>Compliant</p> <p>Non-compliant</p>	<p>✓</p>
<ul style="list-style-type: none"> <li>• <b>Elena Celona</b> develops an overt process for identifying/determining the necessary resources that are available in the workplace</li> </ul>	<p>Elena Celona has developed a new process for ensuring that work places have the appropriate resources and equipment necessary for assessment requirements.</p> <p>For each qualification Elena Celona has developed a comprehensive document assessment guide document that includes the resource and equipment requirements for each of the units of competence that are able to be provided by the RTO. The employer at the workplace signs against each unit of competence that the required resources/equipment is available. If the re4sources and equipment is not available the employer is asked to explain in writing “ what arrangements will be put in place or intended to be put in place to ensure that your trainees will have access to the required equipment and resources to make a fair and reasonable assessment’ “</p> <p>The employer, and student sign off on the overall document.</p>	<p>Compliant</p> <p>Non-compliant</p>	<p>✓</p>
		<p>Not audited</p>	

AQTF Audit Report

<b>Strengths</b>
<b>Opportunities for Improvement</b>

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Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients			
Audit conclusion	Audit Verification	Result	✓
Elena Celona is compliant with this standard		Compliant	✓
		Non-compliant	
		Not audited	
Strengths			
Comprehensive set of materials for Employers and students			
Opportunities for Improvement			

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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>Audit conclusion</b>	<b>Audit Verification</b>	<b>Result</b>	<b>✓</b>
Elena Celona is compliant with this standard		Compliant	✓
		Non-compliant	
		Not audited	
<b>Strengths</b>			
<b>Opportunities for Improvement</b>			