

AQTF Re-registration Audit**RTO: 3945 MEGT (Australia) Ltd****Audit Date: 17th February 2009****AQTF 2007 AUDIT REPORT**

RTO DETAILS			
RTO Name	MEGT (Australia) Ltd.	NTIS Number	3945
Address	1 st Floor, 29 Ringwood Street, Ringwood 3134		
	Website	http://www.megt.com.au	
Registration Contact	Ms Carolyn Burns		
Phone Number	03 9879 5222	E-mail	carolyn_burns@megt.com.au
Student Numbers	1654		
AUDIT TEAM			
Lead Auditor	Marlene Johnson	Auditor/s	Dr Sue Foster
Technical Advisor/s		Observer/s	
REGISTERING BODY DETAILS			
Contact Person	Mr J. Gill		
Phone Number	(03) 9651 3266	E-mail	gill.jerzy.j@edumail.vic.gov.au
AUDIT DETAILS			
Type of Audit	Renewal		
Standards audited	1, 2 and 3		
Conditions audited	6		
Audit Date/s	17 February 2009		
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	
BCG30798	Cert III in General Construction (Carpentry - Framework/Formwork/Finishing)	VIC	
21844VIC	Certificate II in Building and Construction	VIC	
BSA30200	Certificate III in Business (Legal Administration)	VIC	
BSB20101 (superseded)	Certificate II in Business	NSW, SA, TAS, VIC	

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BSB30101 (superseded)	Certificate III in Business	NSW, TAS, VIC,
BSB30201 (superseded)	Certificate III in Business Administration	NSW, SA, VIC
BSB40101 (superseded)	Certificate IV in Business	NSW, TAS, VIC
BSB40201 (superseded)	Certificate IV in Business Administration	NSW, VIC
BSB30504 (superseded)	Certificate III in Business (Frontline Management)	NSW, VIC
BSB31007	Certificate III in Business Administration (Legal)	VIC
BSB41004 (superseded)	Certificate IV in Business (Frontline Management)	NSW, SA, TAS, VIC
BSB50701 (superseded)	Diploma of Business (Marketing)	NSW
BSB51004 (superseded)	Diploma of Business (Frontline Management)	NSW
BSB20107	Certificate II in Business	NSW
BSB30107	Certificate III in Business	NSW, SA, TAS, VIC
BSB30407	Certificate III in Business Administration	NSW, VIC
BSB31207	Certificate III in Frontline Management	NSW
BSB40207	Certificate IV in Business	NSW, TAS, VIC
BSB40507	Certificate IV in Business Administration	TAS, VIC
BSB40807	Certificate IV in Frontline Management	NSW, QLD, VIC, TAS
BSB51107	Diploma of Management	NSW, TAS
BSB51207	Diploma of Marketing	NSW
CHC30102	Certificate III in Aged Care Work	VIC
CHC30402	Certificate III in Children's Services	NSW
CHC50302	Diploma of Children's Services	NSW
CHC60202	Advanced Diploma of Children's Services	NSW
FNS20104	Certificate II in Financial Services	VIC
FNS30107	Certificate III in Financial Services	VIC, TAS
FNS40107	Certificate IV in Financial Services	VIC
SIR20207	Certificate II in Retail	ACT, NSW, QLD, SA, VIC, WA
SIR30207	Certificate III in Retail	ACT, NSW, QLD, SA, VIC, WA
SIR40207	Certificate IV in Retail Management	ACT, NSW, QLD, SA, VIC, WA
SIT20207	Certificate II in Hospitality	NSW, TAS
SIT20307	Certificate II in Hospitality (Kitchen Operations)	NSW, TAS
SIT30207	Certificate III in Tourism (Retail Travel Sales)	NSW

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SIT30707	Certificate III in Hospitality	NSW, TAS
SIT30807	Certificate III in Hospitality (Commercial Cookery)	TAS
SIT31007	Certificate III in Hospitality (Catering Operations)	TAS
SIT40307	Certificate IV in Hospitality	NSW, TAS
SIT50307	Diploma of Hospitality	NSW, TAS
TAA40104	Certificate IV in Training and Assessment	VIC, TAS
TDT30102 (superseded)	Certificate III in T&D (Warehousing & Storage)	VIC
TDT31102 (superseded)	Certificate III in T&D (Administration)	VIC
TDT40102 (superseded)	Certificate IV in T&D (Warehousing & Storage)	VIC
TDT41102 (superseded)	Certificate IV in T&D (Administration)	VIC
THH21802 (superseded)	Certificate II in Hospitality (Operations)	NSW, TAS
THH22002 (superseded)	Certificate II in Hospitality (Kitchen Operations)	NSW, TAS
THH31502 (superseded)	Certificate III in Hospitality (Commercial Cookery)	TAS
THH33002 (superseded)	Certificate III in Hospitality (Operations)	NSW, TAS
THH42602 (superseded)	Certificate IV in Hospitality (Supervision)	NSW, TAS
THH51202 (superseded)	Diploma of Hospitality Management	NSW, TAS
THT30302 (superseded)	Certificate III in Tourism (International Retail Travel Sales)	NSW
THT31002 (superseded)	Certificate III in Tourism (Operations)	NSW
TLI10107	Certificate I in Transport and Logistics (Warehousing and Storage)	
TLI20107	Certificate II in Transport and Logistics (Warehousing and Storage)	VIC
TLI30107	Certificate III in Transport and Logistics (Warehousing and Storage)	VIC
TLI31107	Certificate III in Transport and Logistics (Logistics Operations)	VIC
TLI40107	Certificate IV in Transport and Logistics (Warehousing and Storage)	VIC
TLI41107	Certificate IV in Transport and Logistics (Logistics)	VIC
FPP30101	Certificate III in Pulp and Paper Manufacturing	TAS
WRR20102 (superseded)	Certificate II in Retail Operations	ACT, NSW, SA, VIC, TAS
WRR30102 (superseded_)	Certificate III in Retail Supervision	ACT, NSW, SA, VIC, QLD
WRR30202 (superseded)	Certificate III in Retail Operations	ACT, NSW, SA, VIC, WA
WRR40102 (superseded)	Certificate IV in Retail Management	ACT, NSW, QLD, SA, VIC, WA

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INTERVIEWEE/S (Staff -name and position; employer name and position ; students (by program, do not list by name))	
	Carolyn Burns, National Training Manager, MEGT (Australia) Ltd.
	Mryee Russell, National Compliance Manager, MEGT (Australia) Ltd.
	Vanessa Hoppe, Training Manager, Victoria, MEGT (Australia) Ltd.

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Standard 1: The RTO provides quality training and assessment across all of its operations		
Audit conclusion	Result	✓
<p>The RTO was not compliant with elements 1.2, 1.3 and 1.5. The assessment tools did not contain advice to the candidate on the conduct of assessment and expectations of student performance. Assessment tools did not provide sufficient advice to assessors on the conduct of assessment and the basis of assessor judgements of student competence in relation to the elements.</p> <p>The assessment tools used checklists of performance criteria for third party reports. They did not include sufficient advice to supervisors to guide their observations of students or details of the context or roles that students were performing to provide the background to assist assessors to interpret third party reports.</p> <p>The holistic unit sampled from the hospitality training package, SITHCCC028A Prepare, cook and serve food for menus, relied on employers' sign-off on 48 occasions, but there was no information on the activities, service periods or meal types that students engaged in.</p> <p>Recommendation 1: <i>That the RTO develops assessment tools that include information to the candidate on the conduct of assessment and expectations of their performance; information to assessors to ensure consistency in the conduct of assessments and judgement of competence.</i></p> <p>Recommendation 2: <i>That third party reports be designed to provide clear descriptions of candidate performance, the context of the performance and clear guidelines to supervisors on completing third party reports.</i></p> <p>Recommendation 3: <i>That the RTO revises assessment of holistic hospitality units to ensure that assessment complies with the rules of evidence and principles of assessment.</i></p>	Compliant	
	Non-compliant	✓
	Not audited	
Strengths		
The RTO has very strong business processes which enable the collection of sufficient data to inform Continuous Improvement processes.		
Opportunities for Improvement		
The training and assessment processes can be strengthened by the development of assessment instruments which address the principles of assessment more comprehensively.		

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Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients		
Audit conclusion	Result	✓
The RTO is compliant with this standard.	Compliant	✓
	Non-compliant	
	Not audited	
Strengths		
The organisation has good communication structures in place which ensure employers, trainers and trainees provided feedback into the training system.		
Opportunities for Improvement		

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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.	Compliant	✓
	Non-compliant	
	Not audited	
Strengths		
The RTO has comprehensive record keeping processes which support strong business practices.		
Opportunities for Improvement		

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Condition 6 – Certification And Issuing Of Qualifications And Statements Of Attainment		
Audit conclusion	Result	✓
The RTO is compliant with this Condition.	Compliant	✓
	Non-compliant	
	Not audited	
Strengths		
Opportunities for Improvement		