

**Office of the Training Accreditation Council Confidential Report**

**Audit Report**

| <b>Organisation Details</b> |   |                        |   |
|-----------------------------|---|------------------------|---|
| <b>Legal Name</b>           | LabTech Training Pty Ltd  | <b>NTIS ID</b>         | 51621   |
| <b>Trading Name</b>         | LabTech Training Pty Ltd  |                        |   |
| <b>Size of RTO</b>          | Medium  | <b>No of Students</b>  | Approximately 500 enrolments                              |
| <b>Website</b>              | www.ltt.com.au  |                        |   |
| <b>Registration Contact</b> | Ms Linda Engledow   | <b>Phone Number</b>    | 1300 588 588  |
| <b>RTO Description</b>      | <p>The RTO has significantly expanded their operations since their initial registration in 2007 when they commenced their provision of training services using a model of "on-the-job" delivery with a small number of students. Since that time they have increased their presence in the laboratory operations industry training arena and have become a leading training provider to employer organisations throughout the State. The RTO has recently commenced operating nationally and in response to client demands intends to increase its presence in the Eastern States. They have just opened a branch of their RTO in Brisbane and appointed fulltime staff to provide training services to client organisations. Locally, their staff has increased from three to approximately 20 individuals which includes 11 fulltime Trainers / Assessors. Additionally, they have access to Consultants to assist them should the need arise.</p> <p>The RTO provides Laboratory Training across the scope of the MSL Training Package and is still providing training services for completion of the PML qualification in line with their "teach-out" policy. The RTO uses a model of delivery and assessment that utilises PPP funding and also provides fee for service delivery. The "fast-track" model focuses on recruiting participants who have a significant background in laboratory work, chemistry and mathematics and uses an RPL process to recognise this knowledge and skill. The Directors stress that the focus of the service provision is quality of the training and assessment outcomes.</p> <p><b>ENROLMENTS</b></p> <p>Western Australia<br/>           Certificate III in Laboratory Skills (11)<br/>           Certificate IV in Laboratory Techniques (322)<br/>           Diploma of Laboratory Operations (128)<br/>           Advanced Diploma of Laboratory Operations (52)</p> <p>Queensland<br/>           Certificate IV in Laboratory Techniques (5)<br/>           Diploma of Laboratory Operations (9)</p> <p>South Australia<br/>           Certificate IV in Laboratory Techniques (10)<br/>           Diploma of Laboratory Operations (6)</p> <p>Victoria<br/>           Certificate IV in Laboratory Techniques (5)<br/>           Diploma of Laboratory Operations (21)</p> |                        |   |
| <b>Audit Details</b>        |   |                        |   |
| <b>Audit Method</b>         | Site Visit  | <b>Date of Audit</b>   | 07/06/2011 to 08/06/2011                                  |
| <b>Audit Type</b>           | Renewal of Registration   |                        |   |
| <b>Other Audit Notes</b>    | Contract Audit  |                        |   |
| <b>Audit Team</b>           |   |                        |   |
| <b>Lead Auditor</b>         | Helen McCarter  | <b>Contact Details</b> | Mobile No: 0407 779 050<br>Email: mccarter@bigpond.net.au |
| <b>Observer</b>             | Marian Melder   | <b>Contact Details</b> | Telephone No:<br>Email:                                   |
| <b>Observer</b>             | Elizabeth McMullin  | <b>Contact Details</b> | Telephone No: 9264 4130                                   |

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|---|--|----------------------------------|----------------------------|
|   | MSL50109   | Diploma of Laboratory Technology | Head Office - Osborne Park |
| <b>Standards Audited</b>  | 1.1, 1.2, 1.3, 1.4a, 1.4b, 1.4c, 1.4d, 1.5a, 1.5b, 1.5c, 2.1, 2.2, 1.5d, 2.3, 2.4, 2.5, 2.6, 3.1, 2.7, 3.2, 3.3, 3.4   |                                  |                            |
| <b>Strengths</b>  |  |                                  |                            |
| Standard 1  | Strongly developed working relationships with client groups.   |                                  |                            |
| Standard 2  | Strong focus on students meeting workplace outcomes.   |                                  |                            |
| Standard 3  | An effective Student Management System.  |                                  |                            |
| <b>Opportunities for Improvement</b>  |  |                                  |                            |
| Standard 3  | Conduct file reviews to ensure the accuracy and correct completion of student results.   |                                  |                            |
| <b>Standard 1 - The RTO provides quality training and assessment across all of its operations</b>   |  |                                  |                            |
| <b>Compliant</b>  | <p>The RTO is compliant with Standard 1.</p> <p>The RTO provided delivery and assessment strategies which are based on the needs of clients and clearly identify the specialisation areas of the qualifications being delivered. The SMS is an effective tool for organising the information for Trainers and Assessors. Interviews with employers confirmed that the RTO liaises constantly with employers to make sure industry standards are met.</p> <p>The RTO has a strong focus on identifying improvements to training and assessment and holds monthly meetings with staff who provide feedback to guide the RTO in implementing any improvements to learning and assessment resources. Improvements are centrally managed to ensure the currency of the available learning and assessment resources. The RTO has recently reviewed the assessment tools that are used, to include guidance to assessors about the required responses or answers on the assessment tool records to ensure that the quality of evidence will contribute to the assessment judgement and provide "rich" evidence for moderation purposes.</p> <p>The RTO ensures that all training and assessment staff are TAE qualified and have a significant background in laboratory work, chemistry and mathematics. They have recently established a formal performance management process which will review the vocational competence of training and staff and place priority on the professional development undertaken during the year. As an outcome of a recent external audit process, the RTO has developed a Training Toolbox Schedule which will focus on improving the teaching skills of the trainers as part of the PD process.</p> |                                  |                            |
| <b>Standard 2 - The RTO adheres to principles of access and equity and maximises outcomes for its clients.</b>  |  |                                  |                            |
| <b>Compliant</b>  | <p>The RTO is compliant with Standard 2.</p> <p>Interviews with employers confirmed that the organisation has constant and ongoing contact with the workplace and continually provides and seeks feedback on the services. In one of the client groups the RTO has permanent training staff which enables them to provide timely ongoing support to workplace employees (students).</p> <p>Interviews with students indicated that they were very satisfied with the services they were receiving. However, reference was made to confusion relating to the RTO's RPL process and, at times, ambiguous assessment questions. As the student tend to be those where English is not their first language, the RTO may benefit from reviewing the language used in the theory assessment questions.</p>   |                                  |                            |
| <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>Compliant</b>  | <p>The RTO is compliant with Standard 3.</p> <p>The RTO has effective internal review processes to ensure that its management systems are working effectively and are supporting a system that is responsive to the needs of stakeholders. The RTO does not use delivery or assessment partnerships.</p>   |                                  |                            |

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|  |  |  | Email: elizabeth.mcmullin@det.wa.edu.au |
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**Registering Body Details**

|                     |              |                        |  |
|---------------------|--------------|------------------------|--|
| <b>Case Manager</b> | Kane Depiazz | <b>Contact Details</b> | Telephone No: 9441 1922<br>Email: Kane.depiazz@des.wa.gov.au |
|---------------------|--------------|------------------------|--|

**Staff Interviews**

| Staff Name      | Position/Title     | Entry | Exit |
|-----------------|--------------------|-------|------|
| Linda Engledow  | Director           | Yes   | Yes  |
| John Cattermoul | Director           | Yes   | Yes  |
| Simon Gaznia    | Director           | Yes   | Yes  |
| Tracey Ober     | Office Manager     | No    | No   |
| Jody Kershaw    | Trainer / Assessor | No    | No   |
|                 |                    | No    | No   |

**Student Interviews**

|                      |
|----------------------|
| <b>Student Group</b> |
| Student 1 - Cert IV  |
| Student 2 - Diploma  |
| Student 3 - Diploma  |

**Employer Interviews**

|                      |
|----------------------|
| <b>Employer Name</b> |
| Employer - GEOTECH   |
| Employer 2 - ALS     |

**Conditions of Registration**

|                                      |                           |   |
|--------------------------------------|---------------------------|---|
| <b>Conditions Audited</b>            | 1, 2, 3, 4, 5, 6, 7, 8, 9 |   |
| <b>Opportunities for Improvement</b> | <b>Condition</b>          | <b>Comments</b>   |
|                                      | <b>6</b>                  | When conducting validation / moderation sessions conduct a review of student Evidence Review reports to (i) ensure final C/NYC records are completed by the Assessor (ii) ensure references to the old PML qualification are replaced with MSL qualifications, where appropriate. |
|                                      | <b>8</b>                  | Review the website / marketing information to ensure that the "Training WA" logo is displayed in accordance with Department guidelines, where appropriate.  |

**Industry Report: Laboratory Operations**

| Qualifications Audited | NTIS Code | Qualification/Unit of Competence/Accredited Course | Delivery Site              |
|------------------------|-----------|--|----------------------------|
|                        | MSL40109  | Certificate IV in Laboratory Techniques            | Head Office - Osborne Park |

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|--|--|
|  | Employer group representatives expressed a high level of satisfaction with the services provided by the RTO. |
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**Not Audited Elements**

**Element 3.3**

No partnering arrangements in place.

**Observed Good Practice**

There was clear evidence of a continuous improvement approach to the RTOs system and operations. Good practice was demonstrated through the consultation and customisation undertaken with employers to develop delivery and assessment strategies to meet the client needs. The strong focus on vocational outcomes appropriate to the workplace provided examples of good practice in action.