



NSW Vocational
Education & Training
Accreditation Board

AQTF 2007 Compliance Audit Report

Hyundai Motor Co Australia Pty Ltd

07-04-2010

AQTF AUDIT REPORT

RTO DETAILS			
RTO Legal Name	Hyundai Motor Co Australia Pty Ltd		NTIS Number 91394
Trading name	Hyundai Motor Co Australia Pty Ltd		Business No
	ACN	ABN	58 008 995 588
Street address	Cnr 394 Lance Cove Road & Hyundai Drive, MACQUARIE PARK NSW		Postcode 2113
Postal address	Locked Bag 2018, NORTH RYDE NSW		Postcode 1670
Phone	8873 6125	Fax	8873 6350
E-mail	Darryl_piper@hyundai.com.au		Website www.hyundai.com.au
Registration contact Person responsible for registration matters	Name Darryl Piper	Position	Training Manager
Student numbers Currently enrolled	55 Students in Cert III Automotive Mechanical Technology.		

AUDIT TEAM			
Lead auditor	Mark Crawford	Auditor(s)	
Technical advisor(s)		Observer(s)	

REGISTERING BODY DETAILS			
Contact person	Gwendoline Bennett		
Phone	9244 5305	E-mail	gwendoline.bennett@det.nsw.edu.au


AUDIT DETAILS	
Type of audit	Amendment to scope / Post initial follow up
Standards audited	All
Conditions audited	All
Audit date(s)	2010-04-07

INTRODUCTION
<p>Hyundai Motor Co Australia Pty Ltd (HMCA) was audited for registration on 09-05-2008 and is registered to 09-05-2013. This audit is a combined post initial follow up and an addition to scope to add AUR30605 to supplement the two existing qualifications from the AUR05 training package. HMCA provides training for apprentices employed at Hyundai dealerships. One of the objectives is to ensure that the network of dealerships has sufficient number of qualified technicians to meet HMCA customer service standards.</p> <p>The purpose of the new qualification, Cert III in Automotive Specialist is to provide specialist training for Hyundai dealer network technicians in the installation, repair and service of LPG fitted vehicles. Initially the training will be undertaken with the assistance of IMPCO, the company responsible for the gas installations. The RTO trainers will be trained in the qualification and then take over the training role (one trainer is currently enrolled in this course).</p> <p>Since registration, the RTO has enrolled approximately 55 students in Cert III Automotive Mechanical Technology. The first intake of 12 students are now in their 2nd year of their 3 year apprenticeship. The students are from NSW and QLD. The Cert II in Automotive Mechanical is offered to qualified technicians who undertake 3 elective units associated with air conditioning, and apply for the rest of the units in the qualification as RPL. The RTO has trained over 100 technicians in the 2 day course.</p> <p>Fees are charged to the dealerships for the training. Funding is also provided through the APL in NSW. The RTO also provides non-accredited training to HMCA staff. The RTO employs 5 trainers and assessors.</p>

FOCUS OF AUDIT		
NTIS Code	Qualification(s), Unit(s) of competency, Accredited course(s) as per NTIS	Delivery site(s)
AUR20705	Cert II in Automotive Mechanical	All
AUR30405	Cert III in Automotive Mechanical Technology	All
AUR30605	Cert III in Automotive Specialist (Gas Vehicles)	All

INTERVIEWEES		
Staff (name and position), Employers (name and position), Students (by program only; do not list by name)		
Name	Position	Program (qualification, course, etc)
Darryl Piper	Training Manager (CEO)	
Peter Quinn	Technical Trainer	All
Lisa Van Praag	Training Administrator	
Rick Parker	Trainer / Compliance Manager	

SUMMARY OF AUDIT
<p>This audit was conducted under Section 22 of the NSW Vocational Education and Training Act 2005 (the VET Act) to assess compliance with the Australian Quality Training Framework Essential Standards for Registration. The Conditions of Registration were also audited.</p> <p>2010-04-10 The organisation has demonstrated compliance with the relevant AQTF Essential Standards and Conditions of Registration.</p>

AUDITOR'S RECOMMENDATION					
2010-04-10 That, under the relevant section of the VET Act 2005, the organisation's application be approved .					
Auditor's Name	Mark Crawford	Signature		Date of Report	2010-04-10

ESSENTIAL STANDARDS

Standard 1: The RTO provides quality training and assessment across all of its operations

Audit conclusion	Result		Result	
	Compliant	✓	Not audited	
	Non-compliant		Not applicable	

Training and assessment strategies have been developed to meet Hyundai dealership requirements for technician training employed in their service centres. The strategies have been developed with other industry input including the ITAB. Whilst the RTO has licence to use commercial assessment materials, they are in the process of developing their own assessment tools that better reflect HMCA operations. Assessment validation has been undertaken to ensure that the requirements of the training package have been met. Module guides include the unit of competency criteria for use by the workplace supervisor and trainer and assessors.

Strengths: Course delivery is tailored to meet dealership requirements. The RTO has access to Hyundai workshop and technical manuals. The training facilities at the newly built head office are of a high standard.

Opportunities for Improvement:

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients

Audit conclusion	Result		Result	
	Compliant	✓	Not audited	
	Non-compliant		Not applicable	

Prior to the annual intake, the RTO provides an information session to apprentices, the apprentice's parents and their dealerships in order to provide a general overview of the course requirements. In addition a selection process has been introduced for the employment of apprentices so that the successful candidates are suited to meet the program requirements and achieve a successful outcome.

Strengths:

Opportunities for Improvement: Workplace supervisor responsibilities should be included in the Employer Handbook.

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		Result	
	Compliant	✓	Not audited	
	Non-compliant		Not applicable	

The RTO has a management system that includes policy and procedures for the operations of the RTO. Feedback is sought from both students and the dealers in order to improve training and assessment services.

Strengths:

Opportunities for Improvement:

ESSENTIAL STANDARDS AND ELEMENTS

Standard 1: The RTO provides quality training and assessment across all of its operations

1.1 The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.

Evidence	Result		Result	
	Compliant	✓	Not audited	
	Non-compliant		Not applicable	

- Validation of assessment instruments conducted annually
- Training services evaluation form (to be completed by the dealer every 6 months)
- New initiative to undertake the training services evaluation during the visit by the Trainer/Compliance Manager as a discussion with the dealer and apprentice. Sighted completed survey forms.
- Module Evaluation Form completed by the apprentice at the end of each module (the RTO is developing and on-line version).
- Feedback results are being entered into a database so that feedback can be correlated and reported.
- Dealer requests made to improve training service eg more work tasks to be used, more details in the progress report.

At the time of review, whilst the requirements for Quality Indicator reporting had been acknowledged, no implementation plan had been formulated.

Additional evidence: Email from Darryl Piper outlining the implementation plan for the Quality Indicator surveys for currently enrolled students and their managers as well as completion data.

Findings:

The RTO is collecting and reviewing feedback from apprentices and the dealers. The feedback is being used to improve training and assessment. At the time of review, implementation plans for the Quality Indicator reporting had not been finalized.

Revised finding: The RTO has now finalized their plans for the Quality Indicator reporting as an input to their data collection and data analysis for continuous improvement.

1.2 Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry stakeholders.

Evidence	Result		Result	
	Compliant	✓	Not audited	
	Non-compliant		Not applicable	

Industry Consultation Log

- Wetherill Park TAFE and Ultimo TAFE discussion re training of LPG
- Discussions with LPG Australia
- Discussions with VAAC regarding regulations for Victorian Technician and workshop licensing
- Membership LPG Australia
- Feedback from Hyundai Dealer Network, ATA, Hyundai Motor Company (Korea), FACI and IAME.
- IMPCO – Gas Installation Company is in initial discussions with HMCA regarding installing gas to Hyundai cars and the associated provision of training.

Training and assessment strategies

- AUR30605
 - Packaging rules / core and elective units
 - Option 1, 4 specialist units delivered over 10 days for LPG and RPL for remaining units acquired at TAFE
 - Training to be undertaken at the HMCA training centres.
 - Option 2, full apprenticeship over a two year period (via block release – 1 week per month)
 - Matrix mapping unit to HMCA module, nominal hours and Hyundai Step Name
 - Mapping of units with resources and assessment strategies (written knowledge test, practical demonstration both simulated and in the work environment and collection of evidence of tasks performed in the workplace and

- time frame when evidence is due.
- Course information
 - o Overview
 - o Duration and options available (10 day specialist LPG units / 2 year full qualification)
 - o Training resources and facilities
 - o Cost and program start date
 - o Enrolment details
- AUR30405
 - o 8 x 1 week blocks per year
 - o Conducted over 3 years
 - o Theory and practical undertaken during the block release
 - o Workplace supervisors undertake on the job observations of competencies
 - o Trainer undertakes quarterly visits during the apprenticeship (monitoring visit to assess performance and sign off each unit).
- Annual Apprentice Training Schedule provides details regarding block timing, modules, assessment dates and evidence requirements.
- Module information summaries provided details of the units (clustering), assessment strategy (eg written, practical and workplace evidence), and evidence guide, learning outcomes (performance criteria), resources and trainer qualifications.
- AUR20705
 - o 2 day course undertaken by qualified technicians (3 specialist units)
 - o RPL provided for common units (10)

Findings:

The RTO has provided evidence of industry consultation and has developed training and assessment strategies that meet the requirements of the training package.

1.3 Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.				
Evidence	Result		Result	
	Compliant	✓	Not audited	
	Non-compliant		Not applicable	
<ul style="list-style-type: none"> - Training packages for the qualifications on scope - Staff matrix listing qualified trainers and assessors - Training facilities; classrooms for theory, practical workshop rooms - Fully equipped and operational workshop with access to the apprentices. - Training store containing practical demonstration materials - Learning and assessment materials covering the units of competency - Text books eg Automotive Mechanics (Ed May and Les Simpson) mapped to AUR05. This has been updated to Automotive Technology (Jack Erjavec) also mapped to AUR05. CDX Online eTexbook for additional resources. Shop manual, printed materials and HMCA on line resources. - Dealerships for on the job training 				

Findings:

The RTO has the required resources for the delivery of the qualifications on scope.

1.4 Training and assessment are conducted by trainers and assessors who:				
(a) have the training and assessment competencies determined by the National Quality Council or its successors				
(b) have the relevant vocational competencies at least to the level being delivered or assessed, and				
(c) continue to develop their vocational and training and assessment competencies to support continuous improvements in the delivery of RTO services.				
Evidence	Result		Result	

	Compliant	✓	Not audited	
	Non-compliant		Not applicable	

Trainer and assessor qualifications matrix listing 6 trainers and assessors (two active trainers for Cert III). Sighted staff files with trainer and assessor qualifications.

- Two trainers noted as delivering under supervisor and co-assessment with fully qualified assessors
- All trainers enrolled in Cert III in Automotive for completion by Dec 2010
- All trainers attended training sessions in Jan 2010 for the AUR30605 qualification

Trainer Competency Mapping, based on trade qualifications and work experience for each qualification

Peter Ferri is undertaking the AUR30605 qualification. Initially the training will be undertaken by a qualified trainer and assessor from the selected provider.

Findings:

The RTO has qualified trainers and assessors for the delivery of qualifications on scope.

1.5 Assessment, including Recognition of Prior Learning (RPL):

- (a) meets the requirements of the relevant Training Package or accredited course
- (b) is conducted in accordance with the principles of assessment and the rules of evidence, and
- (c) meets workplace and, where relevant, regulatory requirements.

Evidence	Result		Result	
	Compliant	✓	Not audited	
	Non-compliant		Not applicable	

The learning and assessment materials have been sourced from both IMPCO and LPG Australia for AUR30605

Module Information details for each unit (sighted AURE218708A + AURE218676A, AURT270278A)

- Unit code, title and nominal hours
- Content / range statement
- Assessment strategy and method (theory based, practical and workplace evidence)
- Critical aspects of evidence / underpinning knowledge
- Elements and performance criteria
- Resource requirements

Sample assessment tasks AURT27027A, AURE218708A + AURE218676A

- Multiple choice / questions / calculations
- Workplace task / assignment – includes supervisor verification
- Observation checklist

Sighted assessment units AURT270278A, AURT200108A, AURE2186676A (note that whilst HMCA has commercially available assessment tools covering all qualifications they are in the process of tailoring these and developing their own assessment tools specific to HMCA requirements. To date they have developed the assessment tools up to block 2 in year 2.

- Assessment tools based on theory and practical assessment.
- Learner Progress Reports includes workplace evidence (3 items) and supervisor reports collected as part of the assessment evidence.

RPL details are included in the Learner Handbook, application form, interview schedule and RPL assessment records used to record evidence provided. RPL assessment is based on the information contained in the Module Information – unit of competency criteria.

Completed assessment validation records for each assessment tool. The validation was undertaken in Nov 2009. The validation forms identify a number of improvements to the assessment tools. Evidence provided to show updated of assessment tools.

Assessments have been designed by the RTO based on the unit requirements, workshop workbooks and HMCA procedures.

Findings:

Assessment strategies include a range of assessment methods used to demonstrate competencies. Assessment tools have validated and mapped to the training package requirements.

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients

2.1 The RTO continuously improves client services by collecting, analysing and acting on relevant data.

Evidence	Result		Result	
	Compliant	✓	Not audited	
	Non-compliant		Not applicable	

- Evidence reported under standard 1.1
- Program reviews eg meeting undertaken in Jan 2010 (annually).
- Sighted Training Program Review Action Plan from Jan 2010 addressing insufficient resources for 3 units. Additional resources were acquired. Other plans are on file for non-accredited courses. The meetings are conducted to plan the delivery for new modules.
- Corrective Action Request forms available for use to action improvements (one report on file).
- Updated learning resource text books.
- Weekly staff reporting of KPI's.

Findings:

The RTO has demonstrated that it is collecting feedback from stakeholders to identify and act on improvements.

2.2 Before clients enroll or enter into a contract, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.

Evidence	Result		Result	
	Compliant	✓	Not audited	
	Non-compliant		Not applicable	

Learner Handbook provides information regarding the courses, assessment process, appeals, induction, LLN. RPL, costs, complaints, discipline etc

Web site for access by dealers where a course information pack can be downloaded.

Student induction presentation conducted prior to enrolment. This extends to dealers and parents.

Findings:

Apprentices are provided with information regarding training, assessment and support services including their rights and obligations prior to enrolment through the student handbook and induction sessions.

2.3 Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.

Evidence	Result		Result	
	Compliant	✓	Not audited	
	Non-compliant		Not applicable	

- Employer Handbook providing similar details to the Student Handbook
- Online Apprentice Information kit available to the dealer.
- Progress reports provided to the dealer give information regarding training progress and workplace activities to be undertaken.
- Annual Apprentice Training Schedule provides information on the timing of modules, trainer visits and assessments.
- Email and phone conversations with the dealers regarding student progress and completion of work tasks.

- 3rd party observations reports completed by the workplace supervisor.
- Service Manager meetings provide input into the training program.
- Area Managers meetings and reports back to the RTO regarding dealer requirements.
- Orientation sessions attended by workplace supervisors
- Training plan summary identifying supervisor commitment for workplace training
- Letter to Supervisor provided to outline requirements for the next module.
- Elective options selected based on dealer input.

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Findings:

Dealers and workplace supervisors are engaged the dealers in the development and ongoing delivery of the training program

2.4 Learners receive training, assessment and support services that meet their individual needs.

Evidence	Result		Result	
	Compliant	✓	Not audited	
	Non-compliant		Not applicable	

- Key competency assessment tool used to identify the suitability of the applicant for apprentice positions (the use of this pre-employment assessment by the dealer has improved the suitability of apprentices to undertake employment and training).
- Student Handbook provides information for student support in the areas of LLN and student support including the assistance of a Welfare Officer. The HR department is available to assist with student support.
- Enrolment form includes information for special needs.
- Assistance has been provided through additional verbal guidance for a student with a dyslexic problem.
- Elective units chosen based on dealership requirements.

Findings:

The RTO has systems in place for determining student needs and providing assistance where necessary.

2.5 Learners have timely access to current and accurate records of their participation and progress.

Evidence	Result		Result	
	Compliant	✓	Not audited	
	Non-compliant	✓	Not applicable	

Learner Attendance and Progress Report

Learner Progress Report

Course Outcome Record

Student Database of student results

No notification that students can access their own records.

Additional evidence: Learner Handbook (v4) amended to include student access to records.

Findings:

The RTO maintains records of student participation and progress. However the requirement for student's right to access their own records is not stated.

Revised finding: The Handbook now includes student access to their records.

2.6 Complaints and appeals are addressed efficiently and effectively.				
Evidence	Result		Result	
	Compliant	✓	Not audited	
	Non-compliant		Not applicable	
<p>A description of the evidence reviewed against the Essential Element</p> <p>Complaints and grievance policy – Student Handbook p9</p> <p>Appeals policy – Student Handbook p5</p> <p>Grievance form for recording complaint details – no complaints have been received to date.</p>				

Findings:

The RTO has procedures in place for handling complaints and appeals.

Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates

3.1 The RTO uses a systematic and continuous improvement approach to the management of operations.				
Evidence	Result		Result	
	Compliant	✓	Not audited	
	Non-compliant	✗	Not applicable	
<p>Policy Manual</p> <p>Procedure Manual</p> <p>Document version matrix. Documents issued with version status and review dates.</p> <p>Continuous Improvement Policy – improvement based on client feedback, management meetings, staff meetings, Corrective Action Reports and internal audits.</p> <p>Management meeting outcome report for meeting dated Jan 2009.</p> <p>No evidence to show monthly management meetings are required by Procedure S3.Pr21.</p> <p>Weekly reports provided to the RTO manager and After Sales report.</p> <p>Annual training meeting to review assessment tools.</p> <p>Revised assessment tools tailored to meet workplace requirements.</p> <p>Updated learner resources purchased as a better option for the students.</p> <p>Internal audit conducted April 2010.</p> <p>Additional evidence: Continuous improvement procedure (v2) amended to replace the monthly management meeting with weekly management meetings and weekly reporting.</p>				

Findings:

The RTO has demonstrated that it has a management system that is based on continuous improvement. However, there was no evidence provided to show that the monthly management review meeting is undertaken as required by the continuous improvement procedure.

Revised finding: The RTO's continuous improvement procedure now reflects the RTO's management review and reporting cycle.

3.2 The RTO monitors training and/or assessment services provided on its behalf to ensure they comply with all aspects of the AQTF 2007 Essential Standards for Registration.				
Evidence	Result		Result	
	Compliant		Not audited	
	Non-compliant		Not applicable	✓
HMCA does not subcontract any training and assessment delivery.				

Findings:

As no training delivery is subcontracted, this standard is not applicable.

3.3 The RTO manages records to ensure their accuracy and integrity.				
Evidence	Result		Result	
	Compliant	✓	Not audited	
	Non-compliant		Not applicable	
<p>Administration and records management policy and procedure.</p> <p>Document Approval form used to approve all documents (signed off by the CEO).</p> <p>Version control register of forms and documents.</p> <p>Training records are maintained electronically on the server. Backup of data is undertaken.</p> <p>Lockable filing cabinets used for hard copies</p> <p>Archive data management service</p>				

Findings:

The RTO has procedures and systems in place for the management of records.

CONDITIONS OF REGISTRATION

CONDITIONS OF REGISTRATION	RESULTS				EVIDENCE	CORRECTIVE ACTION TO BE TAKEN
	Yes	No	Not audited	Not applicable		
CONDITION 1 – GOVERNANCE						
The RTO's chief executive must ensure that the RTO complies with the <i>Essential Standards for Registration</i> and any national guidelines approved by the National Quality Council. This applies to all operations within the RTO's scope of registration, as listed on the National Training Information Service.	✓				CEO Declaration signed by D Piper as reported in the initial audit report. Job Description CEO	
CONDITION 2 – INTERACTIONS WITH THE REGISTERING BODY						
The RTO's chief executive must ensure that the RTO cooperates with its registering body: <ul style="list-style-type: none"> in the conduct of audits and monitoring of its operations by providing accurate and timely data relevant to measures of its performance by providing information about significant changes to its operations in the retention, archiving, retrieval and transfer of records consistent with its registering body's requirements.	✓				Signed declaration. S3.Pr22 RTO Operations Cancellation Procedure	
CONDITION 3 – COMPLIANCE WITH LEGISLATION						
The RTO must comply with Commonwealth, State or Territory legislation and regulatory requirements that are relevant to its operations and its scope of registration. It must ensure that its staff and clients are fully informed of requirements that affect their duties or participation in vocational education and training.	✓				S3.P4 Legislative Compliance Policy. Student Handbook and Policy and Procedures include legislation requirements.	
CONDITION 4 – INSURANCE						
The RTO must hold insurance for public liability throughout its registration period.	✓				Policy with QBE Ref 059944 exp 31/12/10	
CONDITION 5 – FINANCIAL MANAGEMENT						
The RTO must protect fees paid in advance and have a fair and reasonable refund policy.	✓				Fees are paid by the Dealer. Advance fees are identified in the accounts. S3.P10 Charges, Fee Protection and Refund Policy.	
The RTO must have its accounts certified by a qualified accountant to Australian Accounting Standards at least annually, and must provide the certificate of accounts to	✓				Accounts are audited by KPMG of Sydney.	

CONDITIONS OF REGISTRATION	RESULTS				EVIDENCE	CORRECTIVE ACTION TO BE TAKEN
	Yes	No	Not audited	Not applicable		
its registering body on request. If the registering body reasonably deems it necessary, the chief executive must provide a full audit report on the RTO's financial accounts from a qualified and independent accountant.						

CONDITION 6 – CERTIFICATION AND ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

The RTO must issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or accredited course, a qualification or statement of attainment (as appropriate) that: <ul style="list-style-type: none"> meets the Australian Qualifications Framework (AQF) requirements identifies the RTO by its national provider number from the National Training Information Service includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of use 	✓				Testamur meeting requirements Issuance of Qualifications Policy.	
The RTO must retain learners' records of attainment of units of competency and qualifications for a period of 30 years.	✓				S3.Pr9 p1	

CONDITION 7 – RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS

The RTO must recognise the AQF qualifications and statements of attainment issued by any other RTO.	✓				Learner Handbook p7 Mutual Recognition policy	
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CONDITION 8 – ACCURACY AND INTEGRITY OF MARKETING

The RTO must ensure that its marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration. The NRT logo must be employed only in accordance with its conditions of use.	✓				Direct marketing to Dealers. S3.P14 Marketing Policy. Logo guides	
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CONDITION 9 – TRANSITION TO TRAINING PACKAGES/EXPIRY OF ACCREDITED COURSES

The RTO must manage the transition from superseded Training Packages within 12 months of their publication on the National Training Information Service. The RTO must also manage the transition from superseded accredited courses so that it delivers only currently endorsed Training Packages and currently accredited courses.	✓				S3.Pr18 Evaluation & Review. Training Package is currently under review and HMCA has had two meetings with MSA regarding changes.	
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