

TOld: 22256  
VRQA-2014-199  
File ref 09/00216



Victorian **Registration &  
Qualifications** Authority

GPO Box 2317  
Melbourne VIC 3001

T 61 3 9637 2806  
F 61 3 9032 1579  
vrqa@edumail.vic.gov.au

[www.vrqa.vic.gov.au](http://www.vrqa.vic.gov.au)

Mr Dennis Syrett  
CEO and Training Manager  
Central Job Mart Pty Ltd  
PO Box 1506  
PRESTON SOUTH VIC 3072

Dear Mr Syrett

**Re: Rectification Matters**

Thank you for your response regarding the rectification of non-compliance matters identified at the audit held on 19 and 20 June 2014.

Please be advised that the Victorian Registration and Qualifications Authority (VRQA) is satisfied that your organisation, Central Job Mart Pty Ltd trading as Practical Training Pathways has taken the appropriate measures to meet the minimum requirements for compliance with the *Australian Quality Training Framework Essential Conditions and Standards for Continuing Registration (AQTF)* and the *VRQA Guidelines for VET Providers (VRQA Guidelines)*.

If you have any queries in relation to these matters, please contact Ms Julie Florence Registration Officer on (03) 9032 1560 or [florence.julie.e@edumail.vic.gov.au](mailto:florence.julie.e@edumail.vic.gov.au).

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Lynn Glover', is written over the 'Yours sincerely' text.

LYNN GLOVER  
Director, VRQA

15 September 2014



VRQA 2014-153  
RTO 22256

Mr Dennis Syrett  
Training Manager  
Central Job Mart Pty Ltd  
PO Box 1506  
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Dear Mr Syrett

### Renewal of Registration Audit

I am writing to you in relation to the audit of the application for renewal of registration of Central Job Mart Pty Ltd trading as Practical Training Pathways registered as a Registered Training Organisation (RTO) pursuant to Part 4.3 of the *Education and Training Reform Act 2006* (ETR Act).

It is a condition of the *Education and Training Reform Act 2006* that a RTO must comply with the minimum conditions and standards and any guidelines for registration including the *Australian Quality Training Framework Essential Conditions and Standards for Continuing Registration (AQTF)* and the *VRQA Guidelines for VET Providers (VRQA Guidelines)*.

An independent audit on 19 and 20 June 2014 assessed the compliance of Central Job Mart Pty Ltd trading as Practical Training Pathways against these standards for the purpose of renewal of registration. I note that you did not accept the findings of the **AQTF and VRQA Guidelines** audit report in full and have provided comments on the draft audit report which was provided to you by the auditor.

I now enclose the final audit report for your attention which indicates significant non-compliance with the **AQTF** and non-compliance with elements of the **VRQA Guidelines**.

Given the extent of non-compliance of Central Job Mart Pty Ltd trading as Practical Training Pathways as a RTO, you are required under Part 4.3.17 of the *Education and Training Reform Act 2006* to provide within **28 days** of receiving this correspondence documented evidence of how non-compliance has been rectified.

Please forward your submission of evidence to Ms Julie Florence, VET Quality Assurance, VRQA, GPO Box 2317, Melbourne, 3001.

Please be advised that the Victorian Registration and Qualifications Authority (VRQA) is satisfied that your organisation meets the minimum principal purpose requirements and the financial viability requirements in compliance with **ETR Act**.

In anticipation of a comprehensive and satisfactory response, I have renewed the registration of Central Job Mart Pty Ltd trading as Practical Training Pathways as a RTO until **30 June 2019**.

Should you have concerns about the conduct of the registration/audit process please address these in writing to the Complaints Manager, VRQA, GPO Box 2317, Melbourne, 3001.

If you have any further questions, please contact Ms Julie Florence on (03) 9032 1560 or email [florence.julie.e@edumail.vic.gov.au](mailto:florence.julie.e@edumail.vic.gov.au).

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Lynn Glover', is written over a light blue horizontal line.

LYNN GLOVER  
Director, VRQA

10 July 2014



## AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers

Audit Date: 19 and 20 June 2014

RTO: Central Job Mart Pty Ltd

Applicant Details			
Applicant Name	Central Job Mart Pty Ltd Trading as Practical Training Pathways	TOID	22256
Address	1 <sup>st</sup> Floor, 174 High Street, Preston VIC 3072		
	Website	www.practicaltrainingpathways.com.au	
Registration Contact	Mr Dennis Syrett, Training Manager		
Phone Number	03 9484 1556	Email	denniss@pracpath.com.au
Audit Team			
Audit Firm	Moore Stephens	Auditor/s	John Molenaar
Auditor/s	John Molenaar	Other Attendees	Dennis Syrett, Director/Training Manager Kevin Curran, Director/Finance Manager Sylvia Lushaj, Director/Trainer Manager Rebecca Pratt, RTO Manager
Registering Body Details			
Contact Person	Emma Hickingbotham		
Phone Number	9032 1562	Email	vet.audit@edumail.vic.gov.au
Audit Details			
Type of Audit	Re-registration Audit		
Conditions Audited	1, 2, 3, 6, 7, 8, 9		
	1.1, 1.2, 1.3, 1.4, 1.5	2.1, 2.2, 2.3, 2.4, 2.6, 2.7	3.1, 3.2, 3.3, 3.4
VRQA Guidelines Audited	1, 2, 4, 5		
Audit Date/s	19 and 20 June 2014		
RTO Background			
<p>Practical Training Pathways (PTP) was established in late 2009 to provide training in sectors identified by the Federal Government as having skilled labor shortages namely transport and logistics, hospitality and retail. The company operates out of premises in Preston where classroom training facilities are available.</p> <p>PTP delivers both Government funded and fee for service training at the Certificate II, III and IV levels with training delivered through workplace based traineeships and face to face classroom options. PTP also offers short courses in responsible service of alcohol, responsible service of food and food safety for supervisors, which can be delivered at their training facility or at employers' premises.</p>			

## AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers

Audit Date: 19 and 20 June 2014

RTO: Central Job Mart Pty Ltd

The RTO is governed by three directors who are hands-on in the RTO, two of them being active trainers and assessors. The organisation has recently employed a part-time RTO Manager to ensure that compliance requirements are met.

The RTO's training operations largely include learners referred from JSAs who are enrolled in funded traineeship programs and work based apprentices and sees itself as a small RTO that is reactive to individual learner needs to assist them to develop skills to achieve an employment outcome.

The qualifications delivered are mainly funded through the Victoria Government Skills for Growth program funding and fee for service activities for the delivery of the White Card unit.

Enrolments in 2013 included approximately 300 students enrolled in the Certificate II in Hospitality (Kitchen Operations) and Certificate II in Warehousing Operations. A small number of fee for service students were enrolled in the 'Work safely in the construction industry' unit.

Enrolments in 2014 to date have included about 50 students enrolled in the Certificate III in Commercial Cookery and Certificate III in Warehousing Operations qualifications.

Policies and procedures to ensure compliance with the AQTF Conditions and Standards have recently been reviewed and updated and were at various stages of implementation. As a result, a number of inconsistencies were identified at audit between policies and procedures and the practices implemented.

Practical Training Pathways has established training facilities at its premises in Preston which include a simulated warehouse environment, a small commercial kitchen and two classrooms with a capacity for 15 students each.

Practical Training Solutions has a learning philosophy that disadvantaged learners should be provided with every possible opportunity to complete a course that is relevant to their interests and will provide an employment outcome. Therefore classes include a small number of students to enable one-to-one support for learners. Most students are assisted to obtain employment before they complete their course.

PTP has prided itself on delivering employment outcomes for its learners.



## AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers

Audit Date: 19 and 20 June 2014

RTO: Central Job Mart Pty Ltd

Qualifications/Units Audited <sup>1</sup>		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
SIT20307	Certificate II in Hospitality (Kitchen Operations)	Practical Training Pathways, Preston
SIT30813	Certificate III in Commercial Cookery	Practical Training Pathways, Preston
TLI31610	Certificate III in Warehousing Operations	Selected worksites
CPCCOHS1001A	Work safely in the construction industry	Practical Training Pathways, Preston and selected training locations – rented facilities.

Interviewee(s) – Staff name and position; employer name and position	
Chris Papaioannou	Trainer/Assessor: White Card
Sylvia Lushaj	Trainer/Assessor: Certificate III in Hospitality Commercial Cookery
Dennis Syrett	Trainer/Assessor: Certificate III in Warehousing Operations
Class of 4 students	Certificate III in Commercial Cookery

Permanent Delivery Sites –	Yes	No
Do the RTO's permanent delivery sites match the information provided by the VRQA?	X	
If 'No', please provided amended details below:		
The facilities at 1 <sup>st</sup> Floor, 174 High Street, Preston were constructed over 20 years ago and local Council has no records or requirements for occupancy. The RTO is seeking advice from Council on its requirements for operating as a training facility.		

<sup>1</sup> Samples have been selected in accordance with the VRQA VET Audit Sampling Methodology

## AQTF Essential Conditions and Standards for Initial Registration & VRQA Guidelines for VET Providers - Audit Report

Audit Date: 19 and 20 June 2014

Applicant: Central Job Mart Pty Ltd

### Audit Summary - AQTF Conditions of Registration

	AQTF Conditions	Compliant	Non - Compliant	Not audited
1	Governance		X	
2	Interactions with the Registering Body	X		
3	Compliance with Legislation		X	
4	Insurance			X
5	Financial Management			X
6	Certification & Issuing of Qualifications & Statements of Attainment		X	
7	Recognition of Qualifications Issued by other RTOs	X		
8	Accuracy and Integrity of Marketing	X		
9	Transition to Training Packages/Expiry of Accredited Courses	X		

#### Summary of Non-Compliance

##### CF.1.1

PTP CEO had not effectively ensured that the RTO complied with the AQTF Essential Conditions and Standards for Continuing Registration and national guidelines.

##### CF.3.1

PTP had developed policies and procedures to ensure compliance with Commonwealth, State or Territory legislation and regulatory requirements however the policies and procedures had not identified the Victorian Education and Training Reform Act 2006 and 2010 Amendments, VRQA Guidelines and AQTF Conditions and Standards.

##### CF6.2

PTP had developed a Records Management Policy and Procedures. No reference or commitment was provided to ensuring that client records of attainment of units of competency and qualifications would be retained for a period of 30 years.



## AQTF Essential Conditions and Standards for Initial Registration & VRQA Guidelines for VET Providers - Audit Report

Audit Date: 19 and 20 June 2014

Applicant: Central Job Mart Pty Ltd

### Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
<b>Standard 1</b>		X	
1.1 – Continuous Improvement Strategy		X	
1.2 – Training and Assessment Strategies		X	
1.3 – Training and Assessment Resources	X		
1.4 – Trainer and Assessor Competency	X		
1.5 – Assessment Strategies		X	
<b>Standard 2</b>		X	
2.1 – Meeting the Needs of Clients	X		
2.2 – Continuous Improvement of Client Services		X	
2.3 – Provision of Information to Clients		X	
2.4 – Third-Party Engagement in Training and Assessment		X	
2.5 – Provision of Support Services to Clients	X		
2.6 – Learner Access to Records of Participation	X		
2.7 – Complaints and Appeals Strategy		X	
<b>Standard 3</b>		X	
3.1 – Operations Management		X	
3.2 – Continuous Improvement of Operations		X	
3.3 – Third-Party Training and/ or Assessment Services		X	
3.4 – Records Management	X		
<b>Summary of Non-Compliance</b>			
<p><b>SF.1.1.1</b> PTP had not implemented systemic and consistent procedures for the collection, analysis and acting on relevant data for the continuous improvement of training and assessment.</p> <p><b>SF 1.2.1</b> <b>SIT20307 Certificate II in Hospitality (Kitchen Operations)</b> Strategies for training and assessment met the requirements of the relevant Training Package and qualification however evidence that learning and assessment arrangements were developed in consultation with industry was not provided.</p> <p><b>SF1.5.1</b> <b>SIT20307 Certificate II in Hospitality (Kitchen Operations)</b> Assessments and student performance were not systematically validated involving external parties. <b>SIT30813 Certificate III in Commercial Cookery</b></p>			

**Audit Date: 19 and 20 June 2014**

**Applicant: Central Job Mart Pty Ltd**

Unit: **SITHCCC301 Produce poultry dishes**

PTP had not maintained records of the students having completed required assessments to confirm competency for the unit.

**TLI31610 Certificate III in Warehousing Operations**

Assessments and student performance were not systematically validated involving external parties

**SF2.2.1**

PTP had not identified or implemented strategies for continuously improving client services by collecting, analysing and acting upon relevant data.

**SF2.3.1**

PTP had not adequately informed students about the training, assessment and support services to be provided and about their rights and obligations, prior to enrolment.

**SF.1.1.1**

PTP had not implemented systemic and consistent procedures for the collection, analysis and acting on relevant data for the continuous improvement of training and assessment.

**SF 1.2.1**

**SIT20307 Certificate II in Hospitality (Kitchen Operations)**

Evidence that learning and assessment arrangements were developed in consultation with industry was not provided.

**SF1.3.1**

**SIT20307 Certificate II in Hospitality (Kitchen Operations)**

Staff, facilities, equipment and training and assessment materials used by the RTO were consistent with the requirements of the unit and the RTO's own training and assessment strategies. However students interviewed confirmed that insufficient utensils were available for their use.

**SF1.5.1**

**SIT20307 Certificate II in Hospitality (Kitchen Operations)**

Assessments and student performance were not systematically validated.

**SIT30813 Certificate III in Commercial Cookery**

Unit: **SITHCCC301 Produce poultry dishes**

PTP had not maintained records of the students having completed required assessments to confirm competency for the unit.

**TLI31610 Certificate III in Warehousing Operations**

Assessments and student performance were not systematically validated.

**SF2.2.1**

PTP had not identified or implemented strategies for continuously improving client services by collecting, analysing and acting upon relevant data.

**SF2.3.1**

PTP had not adequately informed students about the training, assessment and support services to be provided and about their rights and obligations, prior to enrolment.

**SF2.4.1**

**Audit Date: 19 and 20 June 2014**

**Applicant: Central Job Mart Pty Ltd**

Employers who contributed to a learner's training and assessment through work placement were not adequately informed of the relevant skills required as part of the course to be developed through work placement or the length of placement.

Note: Advice was sought from DEECD on requirements for work placement however but this was not in compliance with the guidelines.

**SF2.7.1**

PTP had not identified or implemented appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.

**SF3.1.1**

The PTP had developed a Quality Management System, including policies and procedures however these had not been consistently implemented.

**SF3.2.1**

PTP had not implemented a systematic and continuous improvement approach to the management of operations

**SF3.3.1**

PTP had not provided evidence of the monitoring of training and assessment services provided on its behalf by St John's Ambulance for the delivery and assessment of First Aid units to ensure that it complied with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration.

## AQTF Essential Conditions and Standards for Initial Registration & VRQA Guidelines for VET Providers - Audit Report

Audit Date: 19 and 20 June 2014

Applicant: Central Job Mart Pty Ltd

### Audit Summary – VRQA Guidelines for VET Providers

VRQA Guidelines	Compliant	Non - Compliant	Not audited
<b>1. Governance, Probity and Compliance</b>	X		
1.1 – Strategic Plan and Business Plan			X
1.2 – Financial Viability			X
1.3 – Management Systems	X		
1.4 – Organisational Governance			X
1.5 – Academic/Educational Governance	X		
1.6 – Change Reporting			X
<b>2. Quality Assurance, Review and Evaluation Processes</b>		X	
2.1 – Course Quality		X	
2.2 – Cheating and Plagiarism		X	
2.3 – Quality Education and Training		X	
<b>3. Student Enrolment Records and Certification</b>	X		
3.4 – Provision of Courses to Domestic Students	X		
<b>4. Student Learning Outcomes and Welfare Services</b>	X		
4.1 – Maximum Daily Hours of Attendance	X		
4.2 – Out of Hours Attendance	X		
4.4 – Student Safety	X		
<b>5. Teaching, Learning and Assessment</b>		X	
5.1 – Capacity to Deliver Scope of Registration		X	

#### Summary of Non-Compliance

**GF.2.1.1**

PTP had not demonstrated that it had monitored course quality and the external moderation student performance to drive continuous improvement in course delivery for all its qualifications and unit on scope.

**GF.2.2.1**

PTP had not demonstrated that it had measures in place to prevent and detect cheating and plagiarism amongst its students.

**GF.2.3.1**

PTP had not adequately demonstrated that they could provide quality education and training to students

**GF.5.1.1**

Work Placement Agreements did not meet the requirements of the Amended Guidelines for Registered Training Organisations and Employers in relation to students of technical and further education undertaking Practical