



Australian Government

Australian Skills Quality Authority

# REPORT

## Audit report: Paradigm Training Group Pty Ltd

Date/s of audit: 19/07/2018

Date report created: 20/07/2018

## Organisation details

Organisation's legal name:	Paradigm Training Group Pty Ltd
Trading name/s:	Paradigm Maritime College Paradigm Training Group Pty Ltd
RTO number:	41059
CRICOS number:	N/A

## Audit team

Lead auditor:	Mark Shrubshall
Assistant/s:	NA

## Audit details

Application number/s:	ADDVET0028933	
Audit number:	AUDREC0008387	
Audit reason	Application - change	
Address of site/s visited:	Suite 1 C Level 1 13- 15 Short St, Southport QLD 4215	
Date/s of audit:	19/07/2018	
Organisation's contact for audit:	Mrs Zalite julie@paradigmtraining.com.au	Chief Executive Officer 1300161640

## Original finding at time of audit

### Audit finding: Concerning non-compliance

Report completed by: Mark Shrubshall

Practice	Standards for RTOs 2015	Finding
Marketing/ Recruitment	4.1	Not compliant
Enrolment	5.1, 5.2, 5.3, 7.3	Compliant
Support and Progression	1.7	Compliant
Training and Assessment	1.1, 1.2, 1.3, 1.13-1.14, 1.16 1.8	Compliant Not compliant
Completion	3.1	Compliant

## Background

Summary of organisation and management structure:

- The organisations management structure consists of:
- Chief Executive Officer/ Director
- Compliance Officer/Director
- Director/ trainer and assessor
- Contact trainers and assessors

Scope of registration:

BSB41415 - Certificate IV in Work Health and Safety  
BSB50215 - Diploma of Business  
BSB51915 - Diploma of Leadership and Management

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MAR10413 - Certificate I in Maritime Operations (Coxswain Grade 2 Near Coastal)  
 MAR10418 - Certificate I in Maritime Operations (Coxswain Grade 2 Near Coastal)  
 MAR20313 - Certificate II in Maritime Operations (Coxswain Grade 1 Near Coastal)  
 MAR20318 - Certificate II in Maritime Operations (Coxswain Grade 1 Near Coastal)  
 MAR30913 - Certificate III in Maritime Operations (Master up to 24 metres Near Coastal)  
 MAR30918 - Certificate III in Maritime Operations (Master up to 24 metres Near Coastal)  
 HLTAID001 - Provide cardiopulmonary resuscitation  
 HLTAID003 - Provide first aid

Suburb and state of all delivery locations:

- Queensland – Gold Coast

Third party usage:

- The organisation does not have any third parties for the delivery and assessment of its scope of registration or for the recruitment of students.

Core clients/target groups:

- Experienced individuals currently working in industry
- Individuals who own vessels (boats) aiming to gain additional skills over and above a recreational boating licence
- New entrants to the industry

Training Revenue (Funded or fee for service):

- Certificate 3 Guarantee
- User Choice (Traineeships & Apprenticeships)
- Fee for service

Total number of current enrolments as at audit date:

- 70

In preparing the audit report, consideration has been given and reference made, where relevant, to:

- Information provided by students as part of a student survey or interview.
- Information provided directly by Paradigm Training Group Pty Ltd to ASQA
- Existing information and records held by ASQA concerning Paradigm Training Group Pty Ltd
- Information provided to ASQA's auditors and documentation reviewed during the site audit of Paradigm Training Group Pty Ltd conducted on 19/7/2018.
- Other publicly available information - including but not limited to, information published on the organisations and third party websites.

## Audit Sample

Code	Training products	Mode/s of delivery / assessment*	Current enrolments
<b>MAR20413</b>	Certificate II in Maritime Operations (Marine Engine Driver Grade 3 Near Coastal)	Face to face/online	0
<b>MAR30813</b>	Certificate III in Maritime Operations (Marine Engine Driver Grade 3 Near Coastal)	Face to face/online	0

<b>BSB50215</b>	Diploma of Business	Face to face	0
<b>MAR30913</b>	Certificate III in Maritime Operations (Master up to 24 metres Near Coastal)	Face to face/online	36

\*Apprenticeship, Traineeship, Face to face, Distance, Online, Workplace, Mixed, Other (specify)

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## Interviewees

<b>Name</b>	<b>Position</b>	<b>Training products</b>
Julie Zalite	Director/Chief Executive Officer	NA
Emily Burkett	Director Compliance	NA
Rikky Burkett	Director	BSB50215 Diploma of Business
Robert Legat	Solicitor	NA

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## About this Report

This report details findings against the *Standards for Registered Training Organisations 2015* (Standards for RTOs 2015). If non-compliance has been identified, this report describes evidence of the non-compliance.

Where non-compliance has been identified, the Registered Training Organisation is accountable for identifying and correcting non-compliant practices and behaviours, particularly those that have had a negative impact on learners.

Correcting non-compliance may require:

- correcting a process or system that has led to the non-compliance, and implementing a revised process or system
- identifying the impact on learners and carrying out remedial action for current and past learners

## Action required by RTO

Paradigm Training Group Pty Ltd did not meet all requirements for clauses 4.1 & 1.8.

Remedial action is required for the following training products:

### **MAR30913 Certificate III in Maritime Operations (Master up to 24 metres Near Coastal)**

*MARF002 Follow procedures to minimise and fight fires on board a vessel*

*The RTO is required to provide evidence that demonstrates:*

#### Clause 1.8

- Provide evidence that:
  - The RTO has corrected its assessment system (to comply with Clause 1.8) for future students and has systems in place to ensure it is this system that is applied.
  - The RTO has carried out remedial action to identify and address the impact the non-compliance may have caused to students in the training product sampled that were assessed in a manner that did not meet the requirements of Clause 1.8. Remedial action needs to cover current students and students who were assessed by your training provider in the past 1 month.

#### Clause 4.1

- Provide evidence that:
  - All information, whether disseminated directly by the RTO or on its behalf by third parties is now accurate and factual and addresses all of the requirements specified in Clause 4.1.
  - The RTO has carried out remedial action to identify and address the impact the non-compliance may have caused to students in the training product sampled who received marketing that was not accurate and factual. Remedial action needs to cover current students and students who enrolled with your training provider in the past 1 month.

## Areas of non-compliance

### Marketing/Recruitment Practices

#### Standards for RTOs Clause 4.1

*Original Finding: Not compliant*

*Finding following additional evidence: Not yet determined*

Information, whether disseminated directly by the RTO or on its behalf, is both accurate and factual, and:

- a) accurately represents the services it provides and the training products on its scope of registration;
- b) includes its RTO Code;
- c) refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained;
- d) uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4;
- e) makes clear where a third party is recruiting prospective learners for the RTO on its behalf;
- f) distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party;
- g) distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO;
- h) includes the code and title of any training product, as published on the National Register, referred to in that information;
- i) only advertises or markets a non-current training product while it remains on the RTO's scope of registration;
- j) only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised;
- k) includes details about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment; and
- l) does not guarantee that:
  - i) a learner will successfully complete a training product on its scope of registration; or
  - ii) a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2; or
  - iii) a learner will obtain a particular employment outcome where this is outside the control of the RTO.

The following evidence was reviewed in relation to marketing and recruitment:

- Website
- Brochure
- Flyers
- Student Handbook

The RTO's marketing practices are not compliant with the requirements of the *Standards for RTOs 2015* as the marketing practises do not:

- d) use the NRT Logo only in accordance with the conditions of use specified in Schedule 4.

Evidence of non-compliant marketing practice includes:

- The NRT logo is included in the footer of all web pages resulting in it appearing adjacent to enrolment forms etc.

Use of the NRT Logo is only permitted where there is a direct relationship to an AQF qualification and/or unit of competency as specified within training packages or VET accredited courses.

These practices and behaviours are non-compliant with Clause 4.1 of the *Standards for RTOs 2015*

## Training Delivery and Assessment

### Standards for RTOs Clause 1.8

**Original Finding: *Not compliant***

**Finding following additional evidence: *Not yet determined***

**The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):**

- a) complies with the assessment requirements of the relevant training package or VET accredited course; and**
- b) is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.**

Table 1.8.1 Principles of Assessment

Fairness	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> <li>• reflecting the learner's needs;</li> <li>• assessing competencies held by the learner no matter how or where they have been acquired; and</li> <li>• drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.</li> </ul>
Validity	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> <li>• assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;</li> <li>• assessment of knowledge and skills is integrated with their practical application;</li> <li>• assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and</li> <li>• judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.</li> </ul>
Reliability	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

Table 1.8.2 Rules of Evidence

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as
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	described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

### **MAR30913 Certificate III in Maritime Operations (Master up to 24 metres Near Coastal)**

*MARF002 Follow procedures to minimise and fight fires on board a vessel*

The following evidence was reviewed in relation to training and assessment systems:

- Completed student assessments
- Training and assessment strategies
- Master assessment tools (Assessment book, Marking guide, PowerPoint)

The RTO's assessment practices are not compliant with the requirements of the *Standards for RTOs 2015* as:

- The organisation did not demonstrate that it had implemented an assessment system that ensures that assessment:
  - b) is conducted in accordance with the principles of assessment contained in table (1.8.1).

Evidence of non-compliance practices includes:

- The practical assessment checklist did not provided criteria defining acceptable performance to ensure consistency between trainers and assessors for example but not limited to:
  - Item 3 states - *Demonstrates the correct method of operating the following extinguishers and equipment on a controlled fire while complying with appropriate WHS requirements:*  
Number 8 identifies - *Fire blanket* - satisfactory or non-satisfactory

The checklist does not ensure that important safety steps have been observed, such as but not limited to how to hold the blanket when approaching the fire.

These practices and behaviours are non-compliant with Clause 1.8 of the *Standards for RTOs 2015*

Notes:

It is noted that the Marine training package (MAR) was updated and released on the 9 July 2018.

At the time of the audit 20 July 2018 the organisation had actioned their transition policy and procedure and had started the re alignment and validation of assessment tools to meet the new requirements.