

Compliance report



Frontier Training and Technology Pty Ltd

RTO number: 21244
CRICOS number: N/A
Date report finalised: 28 January 2022

Compliance Report and Provider Details

Provider details

Provider's legal name:	Frontier Training and Technology Pty Ltd
Trading name/s:	Frontier Institute of Technology
RTO number:	21244
CRICOS number:	N/A

Compliance case details

Application number/s:	ADDVET0036979 ADDVET0038027
Audit number:	AUDREC0011143
Compliance case reason/s:	Application - Change
Date:	28 January 2022
Provider's contact details:	Ms. Lupa Borah Chief Executive Officer Frontier Training and Technology Pty Ltd 0390411820 0422 291 141 lupa@frontier.edu.au
Address/es of site/s visited (if applicable):	N/A

Compliance team

Compliance Officer:	Andrea Masters
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Report Summary

This report describes ASQA's assessment of the provider's evidence submitted in response to findings of non-compliance against the *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs).

This Report should be read in conjunction with the original Performance Assessment (audit) report which sets out the details of the original non-compliance.

Compliance findings

Report completed by: Andrea Masters

Practice	Findings	Standards for RTOs (Clauses)
Training and Assessment	Compliant	1.1, 1.2, 1.8

Training products sampled

Training Products	Mode/s of delivery/ assessment*	Current enrolments
CPC50210 Diploma of Building and Construction (Building)	Face to Face	Nil
SIT40516 Certificate IV in Commercial Cookery	Face to Face	39
TAE40116 Certificate IV in Training and Assessment	Face to Face	156
ICT30519 Certificate III in Telecommunications Technology	Face to Face	N/A
ICT60220 Advanced Diploma of Information Technology	Face to Face	N/A

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

Detailed findings

Training and Assessment

Training and assessment strategies

Standards for RTOs 2015 – Standard 1

The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

Clause 1.1

Finding: Compliant

The RTO's training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

Clause 1.2

Finding: Compliant

For the purposes of Clause 1.1, the RTO determines the amount of training they provide to each learner with regard to:

- a) the existing skills, knowledge and the experience of the learner;
- b) the mode of delivery; and
- c) where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

Actions required of provider

- Provide evidence that demonstrates that the provider has rectified their training and assessment strategies and/or practices for all qualifications that were assessed to ensure they meet the requirements of the training product.
- Establish and implement appropriate systems to ensure training and assessment strategies and/or practices for students meet the requirements of the training product.
- For all training products that were reviewed, rectify training and assessment strategies and/or practices to ensure they determine and provide an appropriate amount of training to students.
- Establish and implement appropriate systems to ensure training and assessment strategies and/or practices provide an appropriate amount of training to students.

Key sources of evidence relevant to finding

- Final_Basic Open Cabler Registration TAS_V1.2_Nov 2021.pdf
- Final_ICT30519 Certificate III in Telecommunications Technology_TAS_V1.4_Dec 2021.pdf

- Final_ICT60220 Advanced Diploma of Information Technology TAS V1.3_Dec 2021.pdf
- Final_TAE40116_TAS_Certificate IV in TAE advanced Assessment Only_V1.4_Dec 2021.pdf
- Final_TAE40116_TAS_Certificate IV in TAE beginner V3.3_Dec 2021.pdf
- Final_TAE40116_TAS_Certificate IV in TAE Intermediate-Partial Study Mode_V1.4_Dec 2021.pdf
- Final_TAS_CPC50210 Dip of Building and Construction (Building) RPL_Qld_V1.4_Dec 2021.pdf
- Final_TAS_CPC50210 Diploma of Building and Construction (Building) RPL_NSW_V1.4_Dec 2021.pdf
- Final_TAS_CPC50210 Diploma of Building and Construction (Building) RPL_VIC_V3.2_Dec 2021.pdf
- TAS SIT40516_Certificate IV in Commercial Cookery RPL only V1.1_Dec 2021.pdf
- 2.1 Training and assessment policy and procedure_V5.0_Nov 2021.pdf
- Continuous Improvement and Version Control Register_V1.0.xlsx - 2020-2021 (2).pdf
- Industry Validation Letter_Frontier_CPC50210.pdf
- Industry Validation Letter_Frontier_ICT.pdf
- Industry Validation Letter_Frontier_SIT40516.pdf
- Industry Validation Letter_Frontier_TAE40116.pdf
- Industry Consultation re strategies
 - Frontier Training Mail - Fwd_ Rpl candidate guide for your review.pdf
 - Gavin Comments for TAS Dip Building and Constructions-Snip1.PNG
 - Gavin Comments for TAS Dip Building and Constructions-Snip2.PNG
 - Industry consultant review feedback on Dip fromgavin.pdf.

Evidence analysis

During the performance assessment, the provider did not demonstrate that its training and assessment strategies and practices, including the amount of training it provides, were consistent with the requirements of training packages to enable each learner to meet the requirements of the training product they were enrolled. Additionally, the provider did not demonstrate that it had determined the amount of training it provides to each learner with regard to their existing skills, knowledge and experience.

On 27 December 2021, the provider submitted all evidence to finalise the Agreement to Rectify (ATR), which included revised training and assessment strategies for all qualifications subject of the performance assessment, along with revised policies and procedures, as follows:

- For *TAE40116 Certificate IV in Training and Assessment*, the strategy now includes the pre-requisite eligibility requirements (including vocational competence) as stated in the Qualification Packaging Rules. Additionally, the strategy sufficiently describes

the RPL process, amount of training and the characteristics of the relevant cohorts (Beginner, Intermediate and Advanced). The strategy for the Immersive Cohort was not provided as the provider confirmed it is no longer delivering to this cohort.

- For *CPC50210 Diploma of Building and Construction (Building)*, the strategy now includes the correct core units and licensing requirements. Therefore, is consistent with the qualification packaging rules.

The revised Training and Assessment Policy & Procedure now requires an internal- review of its training and assessment strategies with corrective actions. This will be followed by an external validation, encompassing 360-feedback from industry consultation. The details will be recorded on the Training and Assessment Review Checklist. Any gaps, non-compliance or other feedback will be collated and where applicable, the relevant strategy and its version number updated for continuous monitored.

Finding

The provider has now demonstrated that its training and assessment strategies and practices, including the amount of training it provides, will be consistent with the requirements of the above training products to enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

Assessment

Standards for RTOs 2015 – Standard 1

The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

Clause 1.8

Finding: Compliant

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.

Actions required of provider

- For all qualifications reviewed, rectify assessment practices (to comply with Clause 1.8) and establish appropriate systems that are followed. The evidence to be provided must:
 - demonstrate the provider will implement an assessment system that ensures assessment:
 - complies with the requirements of the relevant training product(s)
 - will be conducted in accordance with the Principles of Assessment and the Rules of evidence.
 - include the full suite of assessment tools for each unit of competency identified as non-compliant.

Key sources of evidence relevant to finding

- Quality Assurance Policy_V2.0_Nov 2021.pdf
- TAS CPC Review Checklist.pdf
- TAS ICT Review Checklist.pdf
- TAS SIT Review Checklist.pdf
- TAS TAE Review Checklist.pdf
- TAELLN411, QA Checklists
 - TAELLN411_QA_Student 1.jpeg
 - TAELLN411_QA_Student 2.jpeg
 - TAELLN411_QA_Student 3.jpeg
 - TAELLN411_QA_Student 4.jpeg
 - TAELLN411_QA_Student 5.jpeg
 - TAELLN411_QA_Student 6.jpeg
 - TAELLN411_QA_Student 7.jpeg
 - TAELLN411_QA_Student 8.jpeg
 - TAELLN411_QA_Student 9.jpeg
 - TAELLN411_QA_Student 10.jpeg
 - TAELLN411_QA_Student 11.jpeg
- RPL Kits
 - SIT40516 - Candidate RPL Guide Approved-12212021171901-compressed.pdf
 - SIT40516_RPL Marking Guide Approved.pdf
 - TAE40116 - Candidate RPL Guide Approved 502 & LLN-12212021180425-compressed.pdf
 - TAE40116 - RPL Marking Guide Approved 502 & LLN-12212021175719.pdf

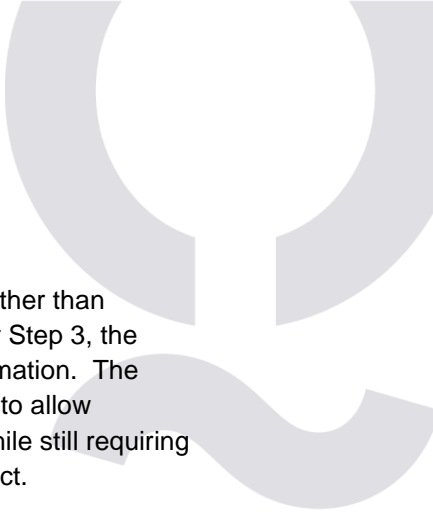
- ICT30519_Candidate RPL Guide Approved-compressed.pdf
- ICT30519 RPL Marking Guide Approved.pdf
- Professional Development re Quality Training and Assessment
 - Videos x2, interactive virtual training sessions with RTO staff
 - Frontier Training Mail - Trainers Professional Development session - 8_12_2021 (Attendance Compulsory).pdf
 - Frontier Training Mail - Trainers Professional Development session - 17_12_2021 (Attendance Compulsory).pdf
 - Participant attendance sheet 08_12_2021.PNG
 - Participant attendance sheet 17_12_2021.PNG
 - PD100_01_PD_Certificate_Allan Parker-Benton_10_12_2021.pdf
 - PD100_17_PD_Certificate_George Damascos_14_12_2021.pdf
- Competency bases assessment marking guides
 - SITXMG001MarkingGuide_V2.1_Dec 2021.pdf
 - SIXTHRM003 MarkingGuide_V3.1_Dec 2021.pdf
 - TAEASS502 Develop Assessment Tools_AG_V2.1_Dec 2021_await approval.pdf
 - TAELLN411 Language Literacy Numeracy_AG_V4.1_Dec 2021_await approval.pdf.

Evidence analysis

During the performance assessment, the provider did not demonstrate that it had implemented an effective assessment system that ensured all its assessment tools, and assessment practices, including RPL, meets the Principles of Assessment, and the Rules of Evidence.

On 27 December 2021, the provider submitted a suite of documents that demonstrated the providers assessment system meets the requirements of the Standards. This included:

- Revised assessment tools for *TAELLN411 Language Literacy Numeracy* and *TAEASS502 Develop Assessment Tools* now provide additional benchmarking to assist assessors in their judgement of competency.
- A revised Quality Assurance policy and procedure that states assessments are reviewed based on three parameters, Assessor's judgement, Learner's submission, and Administration record keeping, noting that for RPL, only a content expert can conduct the review. The Compliance Manager is stated as responsible for this process. To demonstrate this process has been implemented, the organisation provided evidence of the Quality Assurance Checklists for 11 students who had completed *TAELNN411 Language Literacy Numeracy* over the past 3 months.
- A revised RPL tool kit that now provides more instructions for applicants and assessors. The RPL assessment tools clearly detail the 6 steps in the RPL process and functions, such as an evaluation at step 1, which requires an assessor



judgement to be made as to whether the applicant is suited to RPL rather than another pathway. Step 2 the portfolio of evidence is explained and for Step 3, the verification of evidence by third parties requires more stringent confirmation. The previous mandatory evidence requirements have also been removed to allow candidates to show competency with documents of their choosing, while still requiring them to illustrate how they meet all requirements of the training product.

- Furthermore, video evidence was provided of a 2-hour interactive video conference with the organisation's trainers and assessors, led by an external consultant who explained the new RPL process in detail, while reinforcing the principles of assessment and rules of evidence required to achieve quality training and assessment outcomes.
- RPL kits for *TAE40116 Certificate IV in Training and Assessment*, and *ICT30519 Certificate III in Telecommunications Technology* were also provided and follow the same process as described above.

Finding

The provider has demonstrated that its revised assessment system meets the Principles of Assessment and Rules of Evidence.