

Recd 2/5/12  
OB



**Training and Employment  
Recognition Council**  
Queensland Government

Mr Gerard Crotty  
CEO  
Skill Centred Queensland Inc  
PO Box 642  
GYMPIE QLD 4570

Dear Mr Crotty

### **Information Notice regarding Show Cause Action**

I refer to your organisation's correspondence received on 27 and 30 March 2012. Your correspondence was in response to the Registration Management Entity's invitation to attend a show cause hearing. Your organisation's response was analysed by the department's Audit Services team.

At its meeting of 10 April 2012, the Entity considered your response and the analysis by the audit team and:

- noted the organisation has withdrawn the following qualifications from its scope of registration:
  - RTD20102 Certificate II in Conservation and Land Management
  - RTF20103 Certificate II in Horticulture
- noted the organisation has withdrawn its application to transition to the following qualifications:
  - AHC21010 Certificate II in Conservation and Land Management
  - AHC20410 Certificate II in Horticulture
- determined the organisation is now compliant with the requirements of the AQTF Essential Conditions and Standards for Continuing Registration
- determined to cease the show cause action
- determined the department is to progress the organisation's extension to scope application for the remaining qualifications as per the normal process.

The analysis of your organisation's response is detailed in the attached Show Cause Analysis report for your information.

Should you wish to discuss this matter, please contact Ms Sharyn Bell, Assistant Executive Officer, Council on 07 3237 9962.

Yours sincerely

**BARRY NUTTER**  
Chair  
**Registration Management Entity**  
20/4/2012

Queensland Department of Education and Training  
**Show Cause Analysis**  
**Skill Centred Queensland Inc – NTIS #0709**

Training and International Quality  
 FM-PMA-25  
 TRIM No: 09/215168  
 Version 3 15 June 2011

<p><b>Summary of evidence provided 27/03/12:</b>          The organisation provided an email requesting to relinquish registration for the following two qualifications:</p> <ul style="list-style-type: none"> <li>• RTD20102 Certificate II in Conservation and Land Management (superseded)</li> <li>• RTF20103 Certificate II in Horticulture (superseded)</li> </ul> <p>Additionally, in the email the organisation requested to withdraw the application to transition to the following qualifications:</p> <ul style="list-style-type: none"> <li>• AHC21010 Certificate II in Conservation and Land Management</li> <li>• AHC20110 Certificate II in Horticulture</li> </ul>		
<p><b>Standard 1 – The RTO provides quality training and assessment across all of its operations</b></p>		
<p>1.5 Assessment including Recognition of Prior Learning (RPL)</p> <ul style="list-style-type: none"> <li>a) meets the requirements of the relevant training package or accredited course</li> <li>b) is conducted in accordance with the principles of assessment and the rules of evidence</li> <li>c) meets workplace and, where relevant, regulatory requirements</li> <li>d) is systematically validated.</li> </ul>	<p><b>ADDITIONAL EVIDENCE RECEIVED 12/01/12 &amp; 19/01/12</b></p> <p><b>ASSESSMENT MATERIALS</b></p> <p>The RTO provided evidence to demonstrate it has developed practices to ensure assessment processes, tools and practices are systematically validated and improved. Some evidence indicating implementation of these practices was provided, for example, the internal audit schedule included audit activities related to the delivery and assessment of business, hospitality and retail programs for 2012.</p> <p>Furthermore, whilst the RTO provided sufficient assessment tools for several qualifications, in all instances these were purchased materials. There was no evidence to support that the RTO had validated these tools using the practices outlined above.</p>	<p><b>ADDITIONAL EVIDENCE RECEIVED 24/02/12 &amp; 27/03/12</b></p> <p><b>ASSESSMENT MATERIALS</b></p> <p>The assessment materials provided as recification were developed by external organisations notably: Green Corps &amp; AESHARENET for RTD20102 and RTF20103; and Culinary Solutions for SIT20207.</p> <p>Due to issues identified with assessment tools submitted as further evidence, it cannot be confirmed that the organisation has validated these materials using the validation processes outlined in its provisions submissions.</p> <p>For example, no evidence was provided regarding the outcomes of planned activities relating to moderation/validation activities for the period January 2012 to March 2012 relevant to the qualifications reported below.</p> <p>.....</p> <p><b>Analysis of response received 27/03/12:</b>          The organisation provided an email to the Department relinquishing its registration for the following:</p> <ul style="list-style-type: none"> <li>• RTD20102 Certificate II in Conservation and Land Management (superseded)</li> <li>• RTF20103 Certificate II in Horticulture (superseded)</li> </ul>
<p><b>OUTSTANDING NON-COMPLIANCE</b></p> <p>Insufficient evidence was provided to demonstrate the RTO has implemented activities to ensure assessment processes, tools and practices are systematically validated and improved.</p>		<p><b>STATUS</b></p> <p style="text-align: right;"><b>Attachment</b></p>

		<p>The email also advised the organisation was withdrawing its application to transition to the following replacement qualifications:</p> <ul style="list-style-type: none"> <li>AHC21010 Certificate II in Conservation and Land Management</li> <li>AHC20110 Certificate II in Horticulture.</li> </ul> <p>[Closed]</p>
<p>RTD20102 Certificate II in Conservation and Land Management (superseded)  <i>RTD2022A Carry out natural area restoration works</i></p> <p>For the above unit of competency insufficient evidence was provided to demonstrate the RTO has developed assessment tools to address all unit of competency requirements, in particular, the application of required skills. Furthermore, insufficient evidence was provided to demonstrate the RTO has developed evidence criteria defining acceptable performance for all instruments and provided clear information for assessors and students about assessment requirements particularly for the practical tasks to ensure that assessment judgements are consistent and reliable across a range of assessors and learners.</p>	<p>RTD20102 Certificate II in Conservation and Land Management (superseded)  <i>RTD2022A Carry out natural area restoration works</i></p> <p>The RTO stated in its cover letter assessment materials will be developed for  <i>AHCNAR201A Carry out natural area restoration works</i> (replaces <i>RTD2022A</i>).</p> <p>No further evidence was provided to address the outstanding non-compliances for this qualification.</p>	<p>RTD20102 Certificate II in Conservation and Land Management (superseded)  <i>RTD2022A Carry out natural area restoration works</i></p> <p>For the above unit of competency evidence was provided by way of the following externally developed materials from <i>Green Corps &amp; AESHARENET</i>:</p> <ul style="list-style-type: none"> <li>Written questions</li> <li>Workplace observation checklist</li> <li>Third party (supervisor's) report.</li> </ul> <p>Analysis of the tools provided determined the assessment tools do not address all unit of competency requirements, nor was sufficient evidence provided to demonstrate the organisation had reviewed and validated the tools to ensure they were appropriate for their cohort of students. For example, the tools do not align with the training and assessment strategy for this qualification as the tools include third party reports and workplace observation checklists.</p> <p>The Workplace observation checklist and the third party (supervisor's) reports are direct copies of the unit performance criteria and elements and have not been interpreted into work tasks. Consequently, these tools do not enable a workplace supervisor to verify performance in the workplace and as a result, do not gather sufficient or valid evidence of the learner's skills to contribute to a final judgement of competence.</p> <p>Furthermore, insufficient evidence was provided to demonstrate the RTO has developed evidence criteria defining acceptable performance for all instruments. It has not provided clear information for assessors and students</p>

<p>RTF20103 Certificate II in Horticulture (superseded)  <i>RTC2801A Participate in workplace communication</i>                  For the above unit of competency insufficient evidence was provided to demonstrate the RTO has developed assessment tools to address all unit of competency requirements, in particular, the application of required skills. Furthermore, insufficient evidence was provided to demonstrate the RTO has developed evidence criteria defining acceptable performance for all instruments and provided clear information for assessors and students about assessment requirements particularly for the practical tasks to ensure that assessment judgements are consistent and reliable across a range of assessors and learners.</p>	<p>RTF20103 Certificate II in Horticulture (superseded)  <i>RTC2801A Participate in workplace communication</i>                  The RTO stated in its cover letter assessment materials will be developed for  <i>AHCWRL205A Participate in workplace communication</i>                  (replaces <i>RTC2801A</i>).                  No further evidence was provided to address the outstanding non-compliances for this qualification.</p>	<p>about assessment requirements. This particularly relates to the practical tasks and ensuring that assessment judgements are consistent and reliable across a range of assessors and learners.                  .....                  Analysis of response received 27/03/12:                  The organisation provided an email to the Department relinquishing its registration for RTD20102 Certificate II in Conservation and Land Management (superseded).                  [Closed]</p>
<p>RTF20103 Certificate II in Horticulture (superseded)  <i>RTC2801A Participate in workplace communication</i>                  For the above unit of competency evidence was provided by way of the following externally developed materials from Green Corps &amp; AESHARENET:  <ul style="list-style-type: none"> <li>o Written questions and answers</li> <li>o Third party (supervisor's) report</li> <li>o Observation/Demonstration checklist.</li> </ul>                 Analysis of the tools provided determined the assessment tools do not address all unit of competency requirements, nor was sufficient evidence provided to demonstrate the organisation had reviewed and validated the tools to ensure they were appropriate for their cohort of students. For example, the tools do not align with the training and assessment strategy for this qualification as the tools include third party reports and workplace observation checklists. At the site audit the RTO advised that it would conducting training and assessment activities in the workplace. However, the RTO did not have an approved Vocational Placement Scheme. During the first rectification the RTO advised that it would no longer be conducting training or assessment in the workplace. Subsequently, the RTO advised that all training and assessment would be conducted in simulated environments.</p>	<p>RTF20103 Certificate II in Horticulture (superseded)  <i>RTC2801A Participate in workplace communication</i>                  The RTO stated in its cover letter assessment materials will be developed for  <i>AHCWRL205A Participate in workplace communication</i>                  (replaces <i>RTC2801A</i>).                  No further evidence was provided to address the outstanding non-compliances for this qualification.</p>	<p>RTF20103 Certificate II in Horticulture (superseded)  <i>RTC2801A Participate in workplace communication</i>                  For the above unit of competency evidence was provided by way of the following externally developed materials from Green Corps &amp; AESHARENET:  <ul style="list-style-type: none"> <li>o Written questions and answers</li> <li>o Third party (supervisor's) report</li> <li>o Observation/Demonstration checklist.</li> </ul>                 Analysis of the tools provided determined the assessment tools do not address all unit of competency requirements, nor was sufficient evidence provided to demonstrate the organisation had reviewed and validated the tools to ensure they were appropriate for their cohort of students. For example, the tools do not align with the training and assessment strategy for this qualification as the tools include third party reports and workplace observation checklists. At the site audit the RTO advised that it would conducting training and assessment activities in the workplace. However, the RTO did not have an approved Vocational Placement Scheme. During the first rectification the RTO advised that it would no longer be conducting training or assessment in the workplace. Subsequently, the RTO advised that all training and assessment would be conducted in simulated environments.</p>

		<p>tasks. Consequently these tools do not enable a workplace supervisor to verify performance in the workplace and as a result, do not gather sufficient or valid evidence of the learner's skills to contribute to a final judgement of competence.</p> <p>Furthermore, insufficient evidence was provided to demonstrate the RTO has developed evidence criteria defining acceptable performance for all instruments. It has not provided clear information for assessors and students about assessment requirements. This particularly relates to the practical tasks and ensuring that assessment judgements are consistent and reliable across a range of assessors and learners.</p> <p>.....</p> <p><b>Analysis of response received 27/03/12:</b>                  The organisation provided an email to the Department relinquishing its registration for RTF20103 Certificate II in Horticulture (superseded).</p> <p>[Closed]</p>
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