

AQTF Re-registration Audit**RTO: 21646 Health Skills Australia Pty Ltd****Audit Date: 24 June 2010****DRAFT AQTF 2007 AUDIT REPORT**

RTO DETAILS			
RTO Name	Health Skills Australia Pty Ltd	NTIS Number	21646
Address	Suite 5 2 Nelson Street Ringwood 3134		
	Website	www.healthskills.com.au	
Registration Contact	Mr Chris White		
Phone Number	03 8804 2437	E-mail	chris@healthskills.com.au
Student Numbers	441 (June 2010)		
AUDIT TEAM			
Lead Auditor	Cheryl Leary	Auditor/s	N/A
Technical Advisor/s	N/A	Observer/s	N/A
REGISTERING BODY DETAILS			
Contact Person	Jerzy Gill		
Phone Number	9651 3226	E-mail	gill.jerzy.j@edumail.vic.gov.au
AUDIT DETAILS			
Type of Audit	Renewal of Registration		
Standards audited	1, 2, 3		
Conditions audited	6, 9		
Audit Date	24 June 2010		
FOCUS OF AUDIT			
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE			
NTIS Code	Qualification/Unit of Competence	Delivery Site	
HLT43407	Certificate IV in Nursing (Enrolled/Division 2 nursing)	RTO and workplaces. Ringwood campus and Melbourne campus.	
HLT43207	Certificate IV in Health Administration	Workplaces, RTO.	
TAA40104	Certificate IV in Training and Assessment	RTO. Ringwood and Melbourne campuses.	
INTERVIEWEES			
Mr Chris White	General Manager		
Ms Jenny McKinnon	Administration Manager		
Mr Philip Pratt	Nursing Coordinator		

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Standard 1: The RTO provides quality training and assessment across all of its operations		
Audit conclusion	Result	
The audit finding is that the RTO meets the requirements of Elements 1.1, 1.2, 1.3, 1.4 and 1.5.	Compliant	✓
	Non-compliant	
	Not audited	
Opportunities for Improvement		

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients		
Audit conclusion	Result	
The audit finding is that the RTO meets the requirements of Elements 2.1, 2.2, 2.3, 2.4, 2.5, 2.6. An improvement recommendation is provided for Element 2.6.	Compliant	✓
	Non-compliant	
	Not audited	
Strengths		
Opportunities for Improvement		

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Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients
<p>Element 2.6 Complaints</p> <p>The RTO has a Complaints and Appeals Policy and Procedure and flow chart, and it is being communicated and used. The procedures meet the needs of the RTO as it now operates. However, the organisation intends to provide services in other jurisdictions, thus widening its field of operations, and should consider updating its Complaints and Appeals Policy and Procedure to provide more specifics on the processes to be undertaken in investigating an informal and formal complaint or appeal, and the responsibilities for actions, communicating outcomes and recording.</p>

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	
The audit finding is that the RTO meets the requirements of Elements 3.1 and 3.3. Element 3.2 does not apply.	Compliant	✓
	Non-compliant	
	Not audited	
Strengths		
Opportunities for Improvement		