

RTO DETAILS			
RTO Name	Complete Lean Solutions Pty Ltd	NTIS Number	21884
Address	7 Sunray Court ELTHAM, 3095		
	Website	<a href="http://www.completeleansolutions.com">http://www.completeleansolutions.com</a>	
Registration Contact	Richard Pounder		
Phone Number	9431 0316	E-mail	<a href="mailto:Rpounder@completeleansolutions.com">Rpounder@completeleansolutions.com</a>
Student Numbers	78		
AUDIT TEAM			
Lead Auditor	B.Delaney	Auditor/s	
Technical Advisor/s		Observer/s	
REGISTERING BODY DETAILS			
Contact Person	J Gill		
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AUDIT DETAILS			
Type of Audit	Initial/ <b>Post-initial</b> /Extension to scope/Renewal/Monitoring/Complaint/Strategic		
Standards audited	1,2,3		
Conditions audited			

Audit Date/s	17.3.08	
Other audit notes		
<b>FOCUS OF AUDIT</b>		
<b>QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE</b>		
<b>NTIS Code</b>	<b>Qualification/Unit of Competence/Accredited Course (as per NTIS)</b>	<b>Delivery Site</b>
MCM40104	Certificate IV in Competitive Manufacturing	Workbased- Bayswater, Airport West
PMB30401	Cert III in Process Manufacturing	Workbased- Bayswater, Airport West, Lillydale

## STANDARDS

Standard 1: The RTO provides quality training and assessment across all of its operations		
Audit conclusion	Result	✓
<p>The RTO was compliant in this standard because it had implemented a continuous improvement process and it had evaluated the delivery of the two training programs. As the training programs were sponsored by industry and linked to a wider restructuring program, of changing practices and cultures in manufacturing enterprises, evaluation was considered important. The employer at each enterprise was involved in the design of the program so that the best learning outcomes could be achieved. Feedback from employers was very positive and evidenced by repeat business and testimonials read during the audit. Training and assessment occurred on the job and real work projects were used for both the learning experience and the assessment. Assessment tasks for MCM40104 and PMB30401 were based on activities that were carried out in the businesses to support the learning of the students on the course, while also giving a clear benefit to the business. CLS also presented the clients with sheets explaining <i>estimated annual savings calculations</i> as further evidence of the effectiveness of training. Staff had strong industry backgrounds and suitable experience and expertise to advise industry on new directions in 'lean' manufacturing. Staff were either trained in TAA or worked under a supervision arrangement with a senior partner. There was a well-documented system of visits to different sites to train and review student progress and collect of evidence for assessment. Assessment was conducted in the workplace according to training package guidelines and current workplace practices.</p>	Compliant	✓
	Non-compliant	
	Not audited	
Strengths		
Involvement of enterprises in training design.		
Opportunities for Improvement		
<p>It is suggested to emphasize student learning in the feedback sheet that students complete.</p> <p>It is suggested that an electronic file is constructed to stores all employer feedback.</p> <p>It is suggest that the policy manual is edited and reviewed to reflect AQTF2007 Standards.</p>		

**Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients**

Audit conclusion	Result	✓
<p>The RTO was compliant in all aspects of this standard. The training delivered was all fee-for-service and based on a definite enterprise need. Employers and training participants were involved in constructing the training delivery. The employers were from manufacturing plants and the RTO used its consultancy experience in manufacturing to construct and refine the course delivery as well as undertake consultancy, in improving the efficiency of the manufacturing plant. Students had outlined on the enrolment forms what would be expected of them in terms of training commitment and assessment. As the training and assessment was integrally bound up with work duties, the students are supported by their work team, their supervisor and the CLS coach. Employer opinion was canvassed at the completion of the course and there was ongoing liaison with employers to promote the course. Learners received training and assessment specifically designed around their workplace. They were supported in the assessment by the RTO coach and assessor. Students received regular feedback on their progress. There was a complaints and appeals policy provided to students in their handbook. An independent person was used in the resolution of complaints. There had been no registered complaints.</p>	Compliant	✓
	Non-compliant	
	Not audited	

**Strengths**

Good client relationships.  
 Excellent up to date industry knowledge and experience used in the training program.

**Opportunities for Improvement**

**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	✓
<p>The RTO was compliant in this standard as management and record-keeping approaches reflected well organised practices. The RTO operated under specific policies and procedures such as recruitment, induction and performance review as well as risk management. There were regular team days to manage the directions of the RTO. Staff were regularly communicated with through email, reports and meetings. There was a staff development policy and approach and the senior partners monitored the other trainers. The intranet allowed trainers and managers to access reports and records remotely.</p>	Compliant	✓
	Non-compliant	
	Not audited	

**Strengths**

**Opportunities for Improvement**

Australian Quality Training Framework 2007

Acceptance Form

**RTO Name:** Complete Lean Solutions Pty Ltd

**TOID:** 21884

**Contact:** R. Pounder

**Contact Phone Number:** 03/9431 0316

**Audit Type:** 12month

**Audit Date:** 17.3.08

**Auditor's Name:** B.Delaney

The RTO accepts the findings of the audit in full *Yes / No*

OR

Where the RTO disputes the audit findings the reasons should be detailed in the "Provider Comments" document attached. This page together with any comments on the audit findings should be faxed or e-mailed back to the auditor within four days of the audit visit.

Auditor's Signature: ..... *B.Delaney* .....

CEO's Signature: .....

(or authorised representative)

Name of Auditor: ...B.Delaney.....

Name of CEO: .....

(or authorised representative)

Date: .....31.3.08.....

Date: .....

Provider Comments	
RTO:	
Audit Date(s):	
AQTF (Reference)	Comments