



VET Quality Framework audit report

Continuing registration as a national VET regulator (NVR) registered training organisation (RTO)

Legal name of organisation	Complete Lean Solutions
Date/s of audit	11 th and 12 th April 2012

ORGANISATION DETAILS			
RTO legal name	Complete Lean Solutions Pty Ltd		RTO ID number 21884
Registered business trading name	Complete Lean Solutions Pty Ltd		ABN 33108786170
Address	Level 1, 980 Main Rd, Eltham		Postcode 3095
Phone	03 9095 7520	Fax	
E-mail	mvalentine@completeleansolutions.com	Website	http://www.completeleansolutions.com
Registration contact	Name Mr Mike Valentine	Position	General Manager

AUDIT TEAM			
Lead auditor	S. Foster		Technical adviser/s
Audit team members			

ASQA CONTACT DETAILS			
Phone	1300 701801 (ASQA Info line)		E-mail audits@asqa.gov.au

AUDIT DETAILS	
Audit type	<input checked="" type="checkbox"/> Renewal of registration <input type="checkbox"/> Extension to scope of registration <input type="checkbox"/> Compliance monitoring (incl. post-initial registration) <input type="checkbox"/> Other:
Scope of audit	<input checked="" type="checkbox"/> Standards for NVR Registered Training Organisations <input checked="" type="checkbox"/> Australian Qualifications Framework (AQF) <input checked="" type="checkbox"/> Data Provision Requirements <input type="checkbox"/> Fit and Proper Person Requirements <input type="checkbox"/> Financial Viability Risk Assessment Requirements
Date/s of site visit/s	11 April 2012 and 12 April 2012
Site/s visited	Level 1, 980 Main Rd, Eltham 3095
Standards audited	Essential Standards for Continuing Registration 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25

ORGANISATION
<p>The RTO was established in response to a recognised need for manufacturers to undertake lean manufacturing processes. It was established by two lean manufacturing consultants out of Toyota in Europe.</p> <p>The RTO worked primarily with enterprise clients with an interest in using the programs (accredited and nonaccredited) to improve the efficiency of their operations. The RTO delivered consultancy and training services to large and small enterprises across a range of industry sectors, with a particular focus on the automotive supply chain. Its corporate clients for consultancy services were spread across Australia, Europe, North America and the United Kingdom. Accredited programs were delivered solely in Australia.</p> <p>The training and assessment staff were all lean manufacturing experts with first hand experience of working at Toyota, the original designer of lean manufacturing processes.</p> <p>All training was workplace based to ensure that training linked with improvement processes in these organisations and that the learning process was authentic in its content and support for learning. Programs were generally enterprise funded as well as some traineeships.</p> <p>The RTO has a relationship with the University of Ballarat to provide that institution with expert trainers and assessors. Currently the RTO delivered training to around 650 students across Australia. This training is generally funded by the client enterprise, but there are some traineeships funded in Queensland and Victoria.</p>

FOCUS OF AUDIT		
Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment

MSA30107	Certificate III in Process Manufacturing	Workplace based, on and off-the-job
MSA51108	Diploma of Competitive Manufacturing	Workplace based, on and off-the-job
TLI30107	Certificate III in Transport and Logistics (Warehousing and Storage)	Workplace based, on and off-the-job

INTERVIEWEES

Staff (name and position)

Name	Position	Program (qualification, course, etc)
Michael Valentine	General Manager	
Chantelle Marcato	RTO compliance manager	
Chris Dixon	Trainer and assessor	MSA30107, MSA41108


SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *National Vocational Education and Training Regulator Act 2011* (the Act) to assess compliance with requirements of the VET Quality Framework as identified under the Scope of Audit section above.

AUDIT OUTCOME

Audit status as at 14 April 2012

- The organisation **has demonstrated compliance** with all compliance requirements reviewed for the audit.

Auditor's Name	S. Foster	Signature		Date of Report	14 March 2012
-----------------------	-----------	------------------	--	-----------------------	---------------

AUDIT SUMMARY OF VET QUALITY FRAMEWORK REQUIREMENTS

VET QUALITY FRAMEWORK COMPONENT		STATUS*
Financial Viability Risk Assessment Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Fit and Proper Person Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Data Provision Requirements		<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
Australian Qualifications Framework (AQF) Requirements		<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
Standards for NVR Registered Training Organisations 2011		
- Essential Standards for Continuing Registration		
15	The NVR registered training organisation provides quality training and assessment across all of its operations	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
16	The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
17	Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
18	The NVR registered training organisation has governance arrangements in place	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
19	Interactions with the National VET Regulator	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
20	Compliance with legislation	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
21	Insurance	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
22	Financial management	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
23	Certification, issuing and recognition of qualifications and statements of attainment	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
24	Accuracy and integrity of marketing	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
25	Transition to training packages/expiry of VET accredited courses	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
*STATUS: Status of audit findings when audit was conducted C = Compliant NC = Not Compliant NA = Not audited		

Audit Findings

The RTO was compliant with all aspects of the VET Quality Framework that were audited.