

Ref No: TQ/Corres2008/1908-08.doc
Action Officer: Drew Clark
Contact No: (07) 3247 5410

Mr Mike Sorensen
Manager - Training Services
Cairns Region Group Training
PO Box 68 W
WESTCOURT QLD 4870

Dear Mr Sorensen

I refer to the integrated 2006/ 2009 User Choice contract and AQTF compliance audit of Cairns Region Group Training conducted by officers of this department. Following the audit, audit reports outlining the outcome were forwarded for your attention and action. On 9 May and 30 June 2008, submissions outlining rectifications to areas of non-compliance were provided by your organisation.

The submissions indicate that Cairns Region Group Training has rectified identified non-compliances and is committed to compliance with the 2006/2009 User Choice contract and the AQTF. The department accepts your undertakings and therefore this notification represents finalisation of the audit process.

Rectifications carried out by Cairns Region Group Training may be examined as part of future compliance audits. In order to ensure ongoing compliance, your organisation must comply with and maintain its currency of knowledge of all relevant sections of the AQTF, the *Vocational Education, Training and Employment Act 2000*, the 2006/2009 User Choice contract, and departmental policies and guidelines.

I would like to take this opportunity to thank you for the cooperation your organisation has demonstrated throughout the audit process. Should you need further clarification regarding the finalisation of the audit process, please contact Mr Drew Clark, A/Senior Lead Auditor, Training Quality on (07) 3247 5410 or via email at drew.clark@deta.qld.gov.au.

Yours sincerely

REX TOM
A/Director
Training Quality
/ /

RTO DETAILS			
NTIS number	1607		
Address	Wilkinson Street, Manunda, Qld 4870		
Audit venue	As above		
Contact person	Michael Sorensen	Web site	http://www.crgt.com.au
Phone number	4031-2033	E-mail	mike.sorensen@crgt.com.au
Student numbers	443 apprentices and trainees		
AUDIT TEAM			
Lead Auditor	UC - Drew Clark AQTF - Andrea Masters	Auditor Tony	Farrington
Phone	(07) 3247 5410	Adviser	David Thompson Construction Skills Queensland (CSQ)
E-mail	drew.clark@deta.qld.gov.au	Observer	Nil
AUDIT DETAILS			
Type of audit	Integrated User Choice/AQTF 2007 and Monitoring (to follow-up on issues from 2006 audit)		
Standards audited	1.2, 1.3, 1.4, 1.5, 2.2, 2.3, 3.2		
Conditions audited	N/A		
Clauses audited	3(h), 6(a), 7(b), 18		
Audit date/s	2-4 April 2008		
Audit outcome on day of audit	Compliant <input type="checkbox"/>	Minor non-compliance <input checked="" type="checkbox"/>	Significant non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>
Audit outcome following rectification	Compliant <input checked="" type="checkbox"/>	Minor non-compliance <input type="checkbox"/>	Significant non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>
Other audit notes	<ul style="list-style-type: none"> ○ Cairns Region Group Training (CRGT) delivers vocational education to the construction industry for new entrants and existing workers, in a variety of modes including face-to-face. ○ The organisation delivers Certificate III in Business Administration to candidates seeking industry knowledge and skills, including administrative and office workers. ○ The organisation delivers Certificate III in Furniture Making (Cabinet Making) to participants seeking broad industry knowledge, cabinet making apprentices, full time, school based, unemployed workers or disadvantaged groups etc. ○ The organisation has implemented total business quality systems and is seeking to achieve 'AQTF 2007 Excellence Criteria'. ○ The directive audit was conducted as a result of an audit conducted in December 2006, where the technical adviser considered the practical assessment tools for BCG30203 Certificate III in Carpentry to be inadequate. The organisation provided an action plan to implement improved practical assessment activities as part of its rectification response. ○ User Choice contract value – 2007/08 allocation \$1,265,000.00 		
FOCUS OF AUDIT			
NTIS code	Qualification/Unit of Competence/Accredited Course	Licensed outcome	Delivery site

BCG30203	Certificate III in Carpentry	Yes	Cairns
BCG31203	Certificate III in Wall and Ceiling Lining	Yes	Cairns
BSB30201	Certificate III in Business Administration	No	Cairns
LMF30402	Certificate III in Furniture Making (Cabinet Making)	No	Cairns
WRR20102	Certificate II in Retail Operations	No	Cairns
WRR30202	Certificate III in Retail Operations	No	Cairns
INTERVIEWEES			
Matthew Turner, A/General Manager (Chief Financial Officer)		Mike Sorensen, Training Manager	
Lynda Verevis, Business Services Manager		Vanessa McCarthy, Risk and Compliance Officer	
Claire Cropper, Business Services Officer		Roger Milroy, Project Coordinator	