



## VET Quality Framework audit report

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

Legal name of organisation	In Focus Management Group
Date/s of audit	8 <sup>th</sup> – 10 <sup>th</sup> August 2012

ORGANISATION DETAILS			
RTO legal name	Infocus Management Group Pty Ltd		RTO ID number 21202
Registered business trading name	As above		ABN 40 765 033 578
Address	G5/2 Montrose Place, Hawthorn East		Postcode 3123
Phone	1300 818 408	Fax	1300 818 408
E-mail	<a href="mailto:melinda@infocusmg.com.au">melinda@infocusmg.com.au</a>		Website <a href="http://www.infocusmg.com.au">http://www.infocusmg.com.au</a>
Registration contact	Name Ms Melinda Chapman	Position	Managing Director

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

ASQA CONTACT DETAILS			
Phone	1300 701801 (ASQA Info line)	E-mail	Insert relevant regional office email address

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	8 <sup>th</sup> , 9 <sup>th</sup> and 10 <sup>th</sup> August 2012
Site/s visited	
Standards audited	Essential Standards for Continuing Registration 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25

ORGANISATION
<p>The Infocus Management Group provided food safety consultancy, public health consultancy and training services to food businesses, aged care facilities, hospitals, childcare centres, local government and community organisations across Australia.</p> <p>It provided accredited and non-accredited training in food safety, food handling, food hygiene, allergen awareness, HACCP (FDFCORFSY2A, FDFFSCHZA, FDFOPHCP3A, HLTF311B, HLTF309B, HLTF310B) and Responsible Service of Alcohol.</p> <p>Publicly funded courses included the Diploma of Management, Advanced Diploma of Management and Traineeships.</p> <p>Short courses were provided in food handling, food safety supervision, food hygiene refresher, food handler refresher and allergen awareness</p> <p>Online delivery was available for HLTF207C (to the Health and community sectors), SITXOHS002A (to the Hospitality and Retail Sector), FDFFS1001A (Food processing sectors ). The program included practical demonstration in the workplace. Traineeships were available for the Diploma of Management and the Advanced Diploma of Management.</p> <p>The RTO gained accreditation for the Advanced Diploma of Alliance Management (22068VIC) to provide training to a niche market.</p> <p>The majority of delivery was in the workplace with support for access to resources including all learning content, extra reading and link to practical work that must be completed in the workplace. There were 150 current enrolments, mainly in the short courses.</p>

FOCUS OF AUDIT

Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment
BSB60407	Advanced Diploma of Management	Workplace and face to face
22068VIC	Advanced Diploma of Alliance Management	Workplace and face to face
FDFTECCS4A	Control Food contamination and spoilage	Face to face, self-paced, online resources, and work based
FDFFS4A	Audit a cook chill process	Face to face, self-paced, online resources, and work based
FDFAU4006A	Audit a cook chill process	Face to face, self-paced, online resources, and work based
HLTFS207C	Follow basic food safety practices	Face to face, self-paced, online resources, and work based
HLTFS311C	Develop food safety programs	Face to face, self-paced, online resources, and work based
SIRRFSA001A	Apply retail food safety programs	Face to face, self-paced, online resources, and work based
SIRRFSA002A	Monitor food safety program	Face to face, self-paced, online resources, and work based
SITXFSA001A	Implement food safety procedures	Face to face, self-paced, online resources, and work based
SITHFAB009A	Provide responsible service of alcohol	Face to face, self-paced, online resources, and work based

INTERVIEWEES		
Staff (name and position)		
Name	Position	Program (qualification, course, etc)
Melinda Chapman	CEO	FDFFS1001A, FDFFS2001A, FDFTEC3001A, FDFTEC4003A, HLTFS207C, HLTFS309C, HLTFS310C, HLTFS311C, SIRRFSA001A, SIRRFSA002A, SITXFSA001A and SITXOHS002A
Sharen Cameron	Trainer/assessor	BSB60407, 22068VIC
Jaclyn Huntley	Consultant, Trainer/assessor	FDFFS1001A, FDFFS2001A, FDFAU4001A, FDFAU4002A, FDFAU4003A, FDFAU4004A, FDFAU4006A, FDFTEC3001A, HLTFS207C, HLTFS309C, HLTFS310C, HLTFS311C, HLTFS312C, SIRRFSA001A, SITXFSA001A, SITXOHS002A and SITXOHS002A
Simon Berton	General Manager, Trainer/assessor	FDFFS1001A; FDFFS2001A; HLTFS207C; HLTFS309C; HLTFS310C; SIRRFSA001A; SITXFSA001A and SITXOHS002A
Julie Apidopoulos	Business Support	


### 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 August 2012

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

Auditor's Name	S. Foster	Signature		Date of Report	14 August 2012
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## 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
<b>Standards for NVR Registered Training Organisations 2011</b> - 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 each of the standards audited.