Australian Government

Australian Skills Quality Authority

REPORT

Audit report: University of Southern Queensland

Date/s of audit: 9 November 2017

Date report created: Denise Middleton

Organisation details

Organisation's legal name:	University of Southern Queensland met
Trading name/s:	Queensland College of Wine and Tourism
RTO number:	41142
CRICOS number:	N/A

Audit team

Lead auditor:	Denise Middleton
Assistant/s:	N/A

Audit details

Application number/s:	N/A	
Audit number:	AUDREC0000530	
Audit reason	Post initial	
Address of site/s visited:	22 Cave Street, Stanthorpe QLD 4480	
Date/s of audit:	9/11/2017	
Organisation's contact for audit:	Mrs Christine Mattiazzi chrissy.mattiazzi@usq.edu.au	Campus Manager 07 46855050

Original finding at time of audit

Audit finding: Compliant
Report completed by: Denise Middleton

Practice	Standards for RTOs 2015	Finding
Marketing/Recruitment	4.1	Compliant
Enrolment	5.1, 5.2, 5.3, 7.3	Compliant
Support and Progression	1.7	Compliant
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13-1.18, 1.20	Compliant
Completion	3.1	Compliant
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Compliant

Background

Summary of organisation and management structure:
- The organisational structure at the delivery site consists of Chief Executive Officer, Campus Manager, Administration Officer and four trainer/assessors.
- The organisation is located at Stanthorpe and has direct links to the University of Southern Queensland which is based in Toowoomba.
- The Stanthorpe site has a fully operational winery, cellar and restaurant on site as well as training rooms and computer facilities. The computer facilities are networked to the University of Southern Queensland main facilities in Toowoomba.
- Professor Janet Verbyla oversees the operations of the registered training organisation and she is based at the University of Southern Queensland, West Street, Toowoomba.

Scope of registration:
- FDF20111 Certificate II in Food Processing
- FDF20411 Certificate II in Wine Industry Operations
- FDF30111 Certificate III Food Processing

- FDF30411 Certificate III in Wine Industry Operations
- SIT20316 Certificate II in Hospitality
- SIT20416 Certificate II in Kitchen Operations
- SIT30116 Certificate III Tourism
- SIT30616 Certificate III in Hospitality
- SIT30816 Certificate III in Commercial Cookery
- SIT50116 Diploma of Travel and Tourism Management
- SIT50416 Diploma of Hospitality Management
- SITHFAB002 Provide responsible service of alcohol
- SITHFAB005 Prepare and serve espresso coffee
- SITHFAB007 Serve food and beverage
- SITHFAB009 Conduct a product tasting for alcoholic beverage
- SITHFAB012 Provide advice on Australian wines
- SITHFAB014 Provide table service of food and beverage
- SITHFAB016 Provide advice on food
- SITHFAB017 Provide advice on food and beverage matching
- SITXCCS002 Provide visitor information
- SITXFIN001 Provide financial transactions
- SITXFSA001 Use hygiene practices for food safety
- SITXFSA002 Participating in safe food handling practices

Suburb and state of all delivery locations:
- The organisation delivers Responsible service of alcohol to Gateway schools Queensland wide. The other training on scope is delivered primarily in Stanthorpe and Warwick.

Third party usage:
- There are no third party arrangements associated with this registered training organisation.

Clients/target groups
- The target markets are school students, hospitality industry employees and the Southern Downs Industry Association.

Training Revenue (Funded or fee for service):
- The organisation has a various funding contract with the Department of Education, Training and Employment including User Choice funding.
- Fee for service training is also delivered to the general public and industry associations.

Total number of current enrolments as at audit date:
- 200
- The number of students enrolled varies because a lot of training/assessment is for a short period of duration such Responsible service of alcohol.

In preparing the audit report, consideration has been given and reference made, where relevant, to:
- Information provided by students as part of a student survey or interview.
- Information provided directly by University of Southern Queensland met to ASQA
- Existing information and records held by ASQA concerning University of Southern Queensland met
- Information provided to ASQA's auditors and documentation reviewed during the site audit of University of Southern Queensland met conducted on 9 November 2017...
- Other publically available information - including but not limited to, information published on the organisations and third party websites.

Audit Sample

Code	Training products	Mode/s of delivery / assessment*	Current enrolments

FDF20411	Certificate III in Wine Operations	Face to face	35
SIT30616	Certificate III in Hospitality	Face to face	6
SIT30816	Certificate III in Commercial Cookery	Face to face	N/A
SIT50116	Diploma of Travel and Tourism Management	Face to face	N/A
SITHFAB002	Provide responsible service of alcohol	Face to face	80

*Apprenticeship, Traineeship, Face to face, Distance, Online, Workplace, Mixed, Other (specify)

Interviewees

Name	Position	Training products
Peter O'Reilly	Chief Executive Officer	N/A
Chrissy Mattazzi	Campus Manager	N/A

About this Report

This report details findings against the *Standards for Registered Training Organisations 2015* (Standards for RTOs 2015). If non-compliance has been identified, this report describes evidence of the non-compliance.

Where non-compliance has been identified, the Registered Training Organisation is accountable for identifying and correcting non-compliant practices and behaviours, particularly those that have had a negative impact on learners.

Correcting non-compliance may require:
- correcting a process or system that has led to the non-compliance, and implementing a revised process or system
- identifying the impact on learners and carrying out remedial action for current and past learners

Action required by RTO

University of Southern Queensland met requirements for clauses 4.1, 5.1, 5.2, 5.3, 7.3, 1.7, 1.1, 1.2, 1.3, 1.8, 1.13 – 1.16 and 3.1; therefore no remedial action is required.