



REPORT

Audit report: Link Resources Training Pty Ltd

RTO number:	45483
CRICOS number:	N/A
Date/s of site visit	N/A
Date report created:	20/03/2019

Provider details

Provider's legal name:	Link Resources Training Pty Ltd
Trading name/s:	Link Resources Pty Ltd
RTO number:	45483
CRICOS number:	N/A

Audit team

Lead auditor:	Pauline Bowtell
Auditor/s:	N/A

Audit details

Application number/s:	RENVET0004946
Audit number/s:	AUDREC0011151
Audit reason/s:	Application - Renewal
Date of opening meeting/discussion	19/01/2021
Date of closing meeting/discussion	19/01/2021
Provider's contact for audit:	Tiffany Irving Chief Executive Officer tirving@link-resources.com.au 0730365249

Summary of audit findings

Audit finding: Compliant

Report completed by: Pauline Bowtell

Practice	Standards for RTOs	Finding
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13, 1.14, 1.16	Compliant
Marketing/Recruitment Practices	4.1	Compliant
Enrolment	5.1, 5.2, 5.3	Compliant
Support and Progression	1.7	Compliant
Completion	3.1	Compliant

*Indicates a non-compliant clause

Background

Summary of provider and management structure:

- Link Resources Training Pty Ltd deliver training services, as part of Link Resources a consultancy company who provide safety and environment and human resource support for the oil and gas, mining, energy, civil and general construction industries.
- The three Directors have a combined experience in several industries in which training is offered and have significant experience in registered training organisation operations.
- The organisation engages approximately sixteen trainers and assessors on a full-time, part-time and contractual basis. The training and assessment staff are supported by a Quality and Compliance Manager, three Instructional Designers, and two Quality and Compliance Officers. The organisation also engages two external Quality and Compliance Consultants.

Scope of provider's registration:

BSB41415	Certificate IV in Work Health and Safety
BSB41419	Certificate IV in Work Health and Safety
BSB51315	Diploma of Work Health and Safety
BSB51319	Diploma of Work Health and Safety
AHCBIO201	Inspect and clean machinery for plant, animal and soil material
AHCBIO203	Inspect and clean machinery, tools and equipment to preserve biosecurity
AHCCHM304	Transport and store chemicals
AHCCHM307	Prepare and apply chemicals to control pest, weeds and diseases
AHCPMG301	Control weeds
CPCCWHS1001	Prepare to work safely in the construction industry
FWPCOT2237	Maintain chainsaws
FWPCOT2239	Trim and cut felled trees
FWPCOT2254	Maintain chainsaws
FWPCOT2256	Trim and cut felled trees
FWPFGM3212	Fall trees manually (intermediate)
FWPFGM3216	Fell trees manually (intermediate)
HLTAID001	Provide cardiopulmonary resuscitation
HLTAID003	Provide first aid
HLTAID009	Provide cardiopulmonary resuscitation
HLTAID011	Provide First Aid
MSMPER200	Work in accordance with an issued permit
MSMPER300	Issue work permits

MSMWHS201	Conduct hazard analysis
MSMWHS216	Operate breathing apparatus
MSMWHS217	Gas test atmospheres
PMASUP236	Operate vehicles in the field
PUAEME001	Provide emergency care
PUAFIR207	Operate breathing apparatus open circuit
PUAFIR210	Prevent injury
PUAFIR306	Identify, detect and monitor hazardous materials at an incident
PUASAR022	Participate in a rescue operation
PUASAR025	Undertake confined space rescue
PUASAR032	Undertake vertical rescue
RIICOM201D	Communicate in the workplace
RIICOM201E	Communicate in the workplace
RIICOM301D	Communicate Information
RIICOM301E	Communicate information
RIICOM302D	Communicate workplace information
RIIERR205D	Apply initial response First Aid
RIIERR302E	Respond to local emergencies and incidents
RIIGOV201D	Comply with site work processes/procedures
RIIGOV201E	Comply with site work processes/procedures
RIIHAN203D	Conduct lifting operations
RIIHAN203E	Conduct lifting operations
RIIHAN305D	Operate a gantry or overhead crane
RIIMPO321F	Conduct civil construction wheeled front end loader operations
RIIRIS201D	Conduct local risk control
RIIRIS201E	Conduct local risk control
RIIRIS301D	Apply risk management processes
RIIRIS301E	Apply risk management processes
RIIVEH201D	Operate light vehicle
RIIVEH201E	Operate a light vehicle

RIIVEH305E	Operate and maintain a four wheel drive vehicle
RIIVEH305F	Operate and maintain a four wheel drive vehicle
RIIWHS201D	Work safely and follow WHS policies and procedures
RIIWHS201E	Work safely and follow WHS policies and procedures
RIIWHS202D	Enter and work in confined spaces
RIIWHS202E	Enter and work in confined spaces
RIIWHS204D	Work safely at heights
RIIWHS204E	Work safely at heights
RIIWHS205D	Control traffic with stop-slow bat
RIIWHS205E	Control traffic with stop-slow bat
RIIWHS301D	Conduct safety and health investigations
RIIWHS301E	Conduct safety and health investigations
RIIWHS302D	Implement traffic management plan
RIIWHS302E	Implement traffic management plans
TLID2004	Load and unload goods/cargo
UETTDRRF06	Perform rescue from a live LV panel

Suburb and state of all delivery sites:

- Sunshine Coast Facility - 10 Technology Dr, WARANA, QLD, 4575
- Logan Facility - SHED 4 27-31 Henry St, LOGANHOLME, QLD, 4129
- Clients premises Australia wide

Third party usage:

- Nil

Core clients/target groups:

- Existing workers
- Corporate clients

Training Revenue (Funded or fee for service):

- Fee for service
- Funded - Construction skills Qld Short Courses – General Construction Program

Total number of current enrolments in the organisation as at 19/01/2021:

- 148

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 Link Resources Training Pty Ltd to ASQA
- existing information and records held by ASQA concerning Link Resources Training Pty Ltd

- information provided to ASQA's auditors and documentation reviewed during the site visit of Link Resources Training Pty Ltd conducted on 19/01/2021
- other publicly available information - including but not limited to, information published on the organisation's and third-party websites.

Training products sampled

Training Products	Mode/s of delivery/assessment*	Current enrolments
<i>CPCWHS1001 Prepare to work safely in the construction industry</i>	Blended, face to face	7
<i>HLTAID001 Provide cardiopulmonary resuscitation</i>	Blended, face to face	14
<i>MSMWHS217 Gas test atmospheres</i>	Blended, face to face	7
<i>RIIWHS204D Work safely at heights</i>	Blended, face to face	17

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

Interviewees

Name	Position	Training products
Tiffany Irving	Quality & Compliance Manager	BSB41419, BSB51319, RIICOM201D, RIICOM301D, RIIERR205D, RIIERR302D, RIIGOV201D, RIIRIS201D, RIIRIS301D, RIIWHS201D, RIIWHS301D
Angela Bradby	CEO	BSBWHS402, BSBWHS403, BSBWHS404, BSBWHS405, BSBWHS406, HLTAID001, HLTAID003, MSMPER200, MSMPER205, MSMWHS216, MSMWHS217, PMASUP236, RIIWHS202D, RIIWHS204D, UETDRRF06
Mark McKnight	Business Manager	N/A

About this Report

This report details findings against the *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs). 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 a 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.

Areas of non-compliance and action required

Minor deficiencies

During the course of the audit, some minor deficiencies were noted. These were not significant such that they resulted in a finding of non-compliance against the relevant clause. They were however discussed with the provider and the provider agreed to remedy these. This included:

- LR-OPS-30.5 HLTAID001 Provide cardiopulmonary resuscitation Trainers guide Version 2.3.doc

Practical assessment Task 2 states that “this scenario is to be verbally discussed”. However, during a conversation with the Director’s the auditor was advised that this only relates to the patient report component. The Director’s confirmed that the tool should be updated to include instructions for the assessor regarding the specifics of the verbal component. The auditor noted that the completed student work evidenced the demonstration of CPR on an infant as required by the unit of competency.

In further discussions with the Director’s it was also identified that some of the criteria in the practical checklist could be further detailed for the assessors. For example “provide a verbal handover to the medical team”. Whilst the majority of the criteria are considered sufficient, some need to be further benchmarked and the Director’s agreed. The auditor notes that student work included detailed feedback and notes from the assessor. This was not considered to be a systemic issue and therefore recorded as a minor deficiency.

- CPCCW LR-OPS-32.5 CPCCWHS1001 Prepare to work safely in the construction industry Trainer Guide Version 1.3HS1001.doc

The unit of competency requires the student to demonstrate correctly fitting four specific PPE items. The practical assessment includes six PPE items however, there are no instructions for the assessor on the specific number required to be demonstrated. Completed student work shows that assessors have ticked all six items. Therefore, students have met the requirements if the unit of competency. The Director’s agreed that the instructions need to be amended to specify the number to be demonstrated.