



VET Quality Framework audit report

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

Legal name of organisation	Morrissey Group Pty Ltd
Date/s of audit	19 March 2013

ORGANISATION DETAILS			
RTO legal name	Morrissey Group Pty Ltd	RTO ID number	30929
Registered business trading name	Morrissey Group Pty Ltd	ABN	22103334345
Address	Unit 1, 273 Abbotsford Road, BOWEN HILLS, QLD	Postcode	4006
Phone	07 3852 1656	Fax	07 3852 6056
E-mail	vic@morrisseytraining.com.au	Website	http://www.morrisseytraining.com.au
Registration contact	Name Victor Morrissey	Position	Director

AUDIT TEAM			
Lead auditor	Anthony Barkey	Technical adviser/s	N/A
Audit team members	Rebekkah Parsons		

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

AUDIT DETAILS	
Audit type	<input type="checkbox"/> Renewal of registration <input type="checkbox"/> Extension to scope of registration <input type="checkbox"/> Compliance monitoring (incl. post-initial registration) <input checked="" type="checkbox"/> Other: Strategic review
Scope of audit	<input checked="" type="checkbox"/> Standards for NVR Registered Training Organisations <input type="checkbox"/> Australian Qualifications Framework (AQF) <input 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	19 March 2013
Site/s visited	Unit 1, 273 Abbotsford Road, BOWEN HILLS, QLD, 4006
Standards audited	Essential Standards for Continuing Registration SNR 15.2, 15.3, 15.4, 15.5, 16.3 and 18.1

ORGANISATION
<p>Morrissey Group Pty Ltd was originally established in January 2003 and registered in May 2003 under than name Morrissey Training & Consulting Pty Ltd. The RTO changed its business name in 2009.</p> <p>Morrissey Group Pty Ltd is owned by Victor Morrissey who acts as the Director of the company. The RTO has five trainers and assessors including the Director, and one additional trainer and assessor who operate under a partnership arrangement on behalf of A1 Dial a Guard (of which he is the owner operator).</p> <p>The RTO predominantly provides fee for service training and assessment to clients in security operations to a range of sectors within the securities industry including mining, commercial patrol and nightclubs. Morrissey Group Pty Ltd.'s primary delivery mode is face to face training with a 'take home' (correspondence component). The RTO delivers training and assessment from its premises at Unit 1, 273 Abbotsford Road, BOWEN HILLS, QLD, 4006, and at hired venues in Mackey, Hervey Bay, Bundaberg and Rockhampton (QLD). The core client group currently focused on is students wishing to enter the securities industry with some delivery to existing workers in mining or hospitality for whom security training is complementary to their job role.</p> <p>At the time of audit, Morrissey Group Pty Ltd has a scope of registration consisting of 19 qualifications, 1 accredited course and 17 individual units of competency. At the time of audit Morrissey Pty Ltd had 13 students enrolled in CPP20211 Certificate II in Security Operations and 155 who had completed the same qualification during the past six months.</p>

Morrissey Group Pty Ltd undertakes management processes which include: business planning and working with VET consultants. In addition the RTO is currently in the process of obtaining ISO compliance. The Director of Morrissey Group Pty Ltd currently sits as the President for the National Security Association Australia through which he engages regularly with employers, regulators and stakeholders within the securities industry.

Morrissey Group Pty Ltd provides no other business activities.

FOCUS OF AUDIT

Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment	Current enrolments (If not yet on scope, record 'N/A')
CPP20207	Certificate II in Security Operations	Face to Face and Correspondence (blended)	13

INTERVIEWEES

Staff (name and position)

Name	Position	Program (qualification, course, etc)
Victor Morrissey	Director	Certificate II in Security Operations
Dan McNaughton	Training Manager	

SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *National Vocational Education and Training Regulator Act 2012* (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 19 March 2013

- The organisation **has not demonstrated compliance** with all compliance requirements reviewed for the audit.

The level of non-compliance is considered to be minor when considering the potential for adverse impact on the quality of training and assessment outcomes for students.

The audit report describes evidence of non-compliance identified. Each issue referenced must be rectified by the organisation with evidence provided to ASQA within **20 working days** of the date of the letter accompanying this audit report to demonstrate corrective actions implemented.

Auditor's Name	Anthony Barkey	Date of Report	26/04/2013
----------------	----------------	----------------	------------

AUDIT RECTIFICATION

Audit status following additional evidence received 7 June 2013

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

Auditor's Name	Anthony Barkey	Date of Report	11/06/2013
----------------	----------------	----------------	------------

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 type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Australian Qualifications Framework (AQF) Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Standards for NVR Registered Training Organisations 2012 - Essential Standards for Continuing Registration		
15	The NVR registered training organisation provides quality training and assessment across all of its operations	<input type="checkbox"/> C <input checked="" 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 type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
18	The NVR registered training organisation has governance arrangements in place	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
19	Interactions with the National VET Regulator	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
20	Compliance with legislation	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
21	Insurance	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
22	Financial management	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
23	Certification, issuing and recognition of qualifications and statements of attainment	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
24	Accuracy and integrity of marketing	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
25	Transition to training packages/expiry of VET accredited courses	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
*STATUS: Status of audit findings when audit was conducted C = Compliant NC = Not Compliant NA = Not audited		

Audit Findings
<p>A strategic review monitoring site audit was conducted of Morrissey Group Pty Ltd on 19 March 2013 to confirm compliance with the Standards for NVR Registered Training Organisations – Essential Standards for Continuing Registration; SNR 15.2, 15.3, 15.4, 15.5, 16.3 and 18.1.</p> <p>Morrissey Group Pty Ltd demonstrated compliance with; SNR 15.2, 15.3, 15.4 and 16.3.</p> <p>Morrissey Group Pty Ltd was identified non-compliant with the following Standards for NVR Registered Training Organisations 2012- Essential Standards for Continuing Registration:</p> <p>SNR 15.5 Assessment CPP20211 Certificate II in Security Operations <i>CPPSEC2015A Patrol premises</i> <i>CPPSEC2004B Respond to security risk situation</i></p> <p>For both units of competency listed, the organisation provided a suite of assessment tools consisting of a range of activities; predominately case study and role play scenario based written questions, activity check sheets for 18 activities for all 11 units of competency and three crowd control units of competency, and workbook (theory questions) for all 11 units of competency and three crowd control units of competency.</p> <p>Although the organisation advised that it conducts holistic assessment which covers multiple units of competency within the qualification, the organisation was unable to provide evidence to demonstrate how sufficient assessment evidence is gathered to substantiate a competency judgement at the individual unit level. This was confirmed following the review of completed assessment on student files which demonstrated that students have been determined to be competent without appropriate evidence having been gathered or retained particularly concerning practical assessment.</p> <p>While it appears that on the review of all the assessment methods together that the units of competency required knowledge are addressed; there are gaps where the required skills, the critical aspects of assessment and the context of and specific resources for assessment are not being fully addressed for both units of competency included in the scope of</p>

the audit. Therefore indicating that assessment is not meeting training package requirements and is not being conducted in accordance with the principles of assessment and the rules of evidence.

The overall issues with the organisation's assessment process and tools identified:

- practical tasks are based around group activities with no instructions regarding how the assessment activity is to be conducted (simulated), the assessment conditions and how evidence will be recorded.
- 'mapping' document contains errors and makes several references to "trainer observation" as an assessment method; however, there was no supporting assessment instrument.
- 'Activity check sheets' references the respective unit of competency above each activity; however, the 'mapping' refers to other activities which are not marked as being applicable to that unit of competency.
- the group activities used for many of the practical tasks did not actually seem to be practical tasks but rather than group discussions which are then presented back to the group.
- the group activities don't provide clarity around how each individual student is assessed, for example, whether students are rotated and does not ensure individual students area assessed against each requirement of the units of competency.
- insufficient information regarding how assessors are to simulate an activity, in some instances it is not clear whether the activity will be simulated or just a scenario.
- insufficient guidance developed on the level of performance required to be demonstrated to ensure sufficient evidence is gathered for assessors to make competency judgments.

Furthermore, instructions to assessors for the role play and scenario activity check sheets do not include sufficient information about simulating the work environment, recording results or how to conduct the assessment. It is unclear in many of the assessments whether the activities are conducted once per student or in groups with one student taking the lead, it is unclear if this is duplicated and whether the activities run simultaneously, and whether outcomes are recorded individually or as a group.

SNR 18.1 – Governance

The non-compliances identified at audit demonstrate the NVR registered training organisation's chief executive has not ensured the NVR registered training organisation complies with the VET Quality Framework across all of its operations.

Rectification requirements – evidence of rectification to be submitted within 20 working days

SNR 15.5 Assessment

CPP20211 Certificate II in Security Operations

CPPSEC2015A Patrol premises

CPPSEC2004B Respond to security risk situation

The organisation is required to provide a suite of assessment tools/tasks and evidence to demonstrate how its assessment processes meet the requirements of the training package, in particular, addressing all requirements of the units of competency listed including the required skills, critical aspects of assessment and the context of and specific resources for assessment. Furthermore, the evidence provided must demonstrate how the organisations assessment will be conducted in accordance with the principles of assessment and the rules of evidence.

The organisation is required to provide with its assessment tools/tasks guidance for assessors that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners.

In addition the organisation is required to provide evidence to demonstrate how it will ensure the assessment activities e.g. group role plays/scenarios when they are used as an assessment task are commenced and completed within the timeframes stipulated by the organisation for the delivery and completion of the qualification i.e. aligns with its own training and assessment strategies. Furthermore, for these practical assessment activities the organisation is required to provide evidence to demonstrate how the assessor/s determines each learner's contribution to the assessment judgement as a result of participation in the role plays/scenarios and that processes are in place that will ensure that only learners who hold the requisite skills and knowledge will be given a competent outcome.

SNR 18.1

Addressing all the non-compliances identified at audit will demonstrate the NVR registered training organisation's chief executive has ensured the NVR registered training organisation complies with the VET Quality Framework across all of its

operations.

Analysis of rectification received – 7 June 2013

SNR 15.5 Assessment

CPP20211 Certificate II in Security Operations

CPPSEC2015A Patrol premises

CPPSEC2004B Respond to security risk situation

The organisation provided a suite of assessment tools/tasks and evidence that its assessment processes meets the requirements of the training package, in particular, addressing all requirements of the units of competency listed including the required skills, critical aspects of assessment and the context of and specific resources for assessment. Furthermore, the evidence provided sufficiently demonstrated how the organisations assessment will be conducted in accordance with the principles of assessment and the rules of evidence.

The organisation provided with its assessment tools/tasks guidance for assessors that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners.

In addition, the organisation provided evidence of how it will ensure the assessment activities e.g. group role plays/scenarios when they are used as an assessment task are commenced and completed within the timeframes stipulated by the organisation for the delivery and completion of the qualification and aligns with its own training and assessment strategies. Furthermore, these practical assessment activities demonstrate how the assessor/s determines how each learner's contribution to the assessment judgement as a result of participation in the role plays/scenarios and that processes are in place that will ensure that only learners who hold the requisite skills and knowledge will be given a competent outcome.

SNR 18.1

The NVR registered training organisation's chief executive has ensured the NVR registered training organisation complies with the VET Quality Framework across all of its operations.