

Office of the Training Accreditation Council Confidential Report

Audit Report – Review 1

Organisation Details			
Legal Name	Wesley Personnel Pty Ltd	NTIS ID	50921
Trading Name	Wesley Health Management		
Size of RTO	Small	No of students	Appx 1500 pa
Website	www.wesleyhealth.com.au		
Registration Contact	Mrs Jan Hurn	Phone Number	08 0894702000
RTO Description	<p>The Managing Director Mrs Jan Hurn started the organisation approx ten years ago as a recruitment agency and identified the need for training for medical reception to support employability and hence started the Registered Training Organisation (RTO).</p> <p>The business currently has two core areas, IT for the medical industry and the RTO.</p> <p>The RTO operates in most States and Territories across Australia with the head office located in Perth. The head offices in Bentley presented very professionally and had a pleasant atmosphere</p>		
Audit Details			
Audit Method	Site Visit	Date of Audit	20/6/2010
Audit Type	Renewal of Registration		
Audit Team			
Lead Auditor	Mairead Dempsey	Contact Details	Mobile No : 0431 226 275
Registering Body Details			
Case Manager	Karen Scale	Contact Details	Telephone No: 9441 1927

Conditions of Registration	
Conditions Audited	2, 8

Industry Report: Business Services			
Qualifications Audited	NTIS Code	Qualification/Unit of Competence/Accredited Course	Delivery Site
Size of RTO	Small	No of students	Appx 1500 pa
	BSBMED301B	Interpret and apply medical terminology appropriately	
	BSBMED302B	Prepare and process medical accounts	
	BSBMED303B	Maintain patient records	
	BSBMED304B	Assist in controlling stocks and supplies	
	BSBMED305B	Apply the principles of confidentiality, privacy and security within the medical environment	
	BSBOHS201A	Participate in OHS processes	
Standards Audited	1.1, 1.2, 1.3, 1.4a, 1.4b, 1.4c, 1.5a, 1.5b, 1.5c, 2.1, 3.1, 3.3		
Strengths			
Standard 1	N/A		
Standard 2	N/A		
Standard 3	N/A		

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Opportunities for Improvement	
Standard 1	NA
Standard 2	NA
Standard 3	NA
Standard 1 – The RTO provides quality training and assessment across all of its operations	
Compliant	Evidence demonstrated the RTOs capacity to provide quality training and assessment across its medical reception and terminology course and within its scope of operations
Standard 2 – The RTO adhere to principles of access and equity and maximises outcomes for its clients	
Compliant	Evidence demonstrated compliance
Standard 3 – The RTO adhere to principles of access and equity and maximises outcomes for its clients	
Compliant	Compliant

Auditors Comments	
It would be helpful to follow up as they had not been audited for a long time before the 2010 audit.	
Observed Good Practice	
The RTO has presented comprehensive evidence that demonstrated each of the area raised in the initial (2010) report have been addressed in a way that indicates ease of practical application.	
Change of Scope	
Has the organisations scope changed as a result of this audit? If yes please list the qualifications that have been added/deleted: N/A	
Reason for the organisations change of scope: N/A	
The RTO has presented comprehensive evidence that demonstrated each of the area raised in the initial (2010) report have been addressed in a way that indicates ease of practical application.	
Auditors Declaration	
I declare/confirm that: - This audit was conducted in accordance with the contractual requirements and the AQTF Audit Handbook including the National code of practise for auditors and technical advisors; and - I have completed all audit requirements as stated in the audit assignment.	
I recommend registration for the attached scope : Yes	
Signature of lead auditor :	Date :