

# **QUALITY AUDIT SUMMARY**

**on**

## **Boating Industry Training Organisation**

Audit Date: 23-25 March 2010

Web Report Date: 18 June 2010

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# AUDIT SUMMARY REPORT

**Organisation:** Boating Industry Training Organisation  
**Dates of Visit:** 23-25 March 2010  
**Assessors name:** Robert Davies, John Keene and Dian Taumata

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## Part One

### ITO details

Elements covered in this audit	All
Number of Unit Standards on NQF	228
Number of unit standards currently under review	1
Number of qualifications on the NQF	8
Number of qualifications due for review	4
Number of full-time staff	9
Number of Active Workplace Assessors	8
Number of trainees/apprentices	593

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### Legislative context

The audit aimed to obtain reasonable assurance that the Boating Industry Training Organisation (BITO):

- has effective quality management systems in place, and
- is substantially achieving its goals and objectives as set out in the Quality Assurance Standard for Industry Training Organisations (QAS-ITOs).

The results of this audit will contribute to the decisions made by the Tertiary Education Commission to continue recognition of BITO as an Industry Training Organisation (ITO).

An audit is a snapshot of the organisation's performance. It is not a guarantee of ongoing compliance and effectiveness. An audit based on sampling may not detect all instances of non-compliance.

### Scope

The audit covered all elements of (QAS-ITOs). BITO will receive a single summary report of the findings of the audit and the proposed actions to address any findings. BITO will confirm or change the proposed action plan within seven working days of the visit.

### Background

NZQA conducted this audit (2010), at BITO's office in Auckland. At its first audit in 2006, BITO elected to add two elements in addition to the two compulsory ones of QAS-ITOs. The elements were 1.2.4 Trainee information and support, 1.2.5 Workplace assessors; 1.2.6 National External Moderation and 1.2.7 Recording and reporting on trainee achievement. At that audit, BITO did not meet 12 requirements of the QAS-ITOs.

## Findings

This report summarises the findings of the ITO's compliance with the QAS-ITOs. Where applicable, findings of non-compliance are addressed through the proposed actions which are also included in the report. Recommendations for improvement have been discussed and included in this report. Recommendations are not mandatory.

## Summary

At this audit (2010), BITO met all but two requirements of QAS-ITOs. The two requirements not met related to:

- 1.2.2. Development and review of unit standards and national qualifications
- 1.2.5. Workplace assessors.

There were two qualifications overdue for review that had been overlooked for submission for rollover. Unit standards belonging to other standard-setting bodies were not included in the internal moderation plan for the workplace assessors.

It was apparent to the auditors that BITO has strengthened its quality management system since the previous audit in 2006. The planned improvements to learner resources will further enhance the ability of BITO's strategies to continuously meet learner needs.

Limiting the registration of workplace assessors primarily to the in-house Field Officers with the use of expert advice is enabling a consistent application of good assessment practices.

## Recommendations

In addition to the findings in the audit report the following recommendations were made. Recommendations are not compulsory but the assessors believe their implementation may improve the quality and effectiveness of the training and education provided by your organisation.

- *Review the current interpretation of the 10 per cent sampling of total unit standards reported to NZQA. We suggest that 10 per cent of each unit standard reported would be more appropriate.*

This should make the workload more realistic and will enable BITO to choose the unit standards they want to moderate.

- *In the review of learner material ensure that for the most part sentences are written in sentence case i.e. mainly lower case.*

This will ensure that apprentices/trainees with literacy problems have the best chance of deciphering text.