

Audit report – VET Quality Framework

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

ORGANISATION DETAILS

Organisation's legal name	Australian International Skills Training Pty Ltd
Trading name/s	Australian International Skills Training Pty Ltd
RTO number	31792
CRICOS number	N/A

AUDIT TEAM

Lead auditor	Denise Middleton
Auditor/s	N/A
Technical adviser/s	N/A

AUDIT DETAILS

Application number/s	1048270
Audit number/s	1004453
Audit reason 1	Application - renewal
Audit reason 2	n/a
Audit reason 3	n/a
Activity type	Site visit
Address of site/s visited	Level 1, Unit 2/9 Railway Parade, Darra Q 4076
Date/s of audit	21/11/2013
Organisation's contact for audit	Vivian Tran beautycollege@live.com.au Principal 07 32170098
NVR standards audited	All Standards for Continuing Registration

BACKGROUND

- The organisation has developed a business plan for three years with financial projections available until 2016.
- The organisational structure consists of a Principal/Director, two trainers/assessors, one full time administration officer, one part-time administration officer and a contract trainer.
- The organisation has no partnering arrangements with other organisations.
- Training and assessment is fee for service. The Certificate II in Retail Make-up and Skin-Care is delivered under the traineeship system.
- The target market of the organisation is young mothers looking to re-enter the workforce and



clients with English as a second language. Many of the clients are from Vietnam originally.

- The organisation only delivers training to clients located in the Brisbane region.

Total number of current enrolments in RTO as at audit date:

- At the time of the audit, the organisation had roughly 70 students enrolled.

AUDIT SAMPLE

Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
SIB20110	Certificate II in Retail Make-up and Skin Care	Face to face/blended	11
SIB40110	Certificate IV in Beauty Therapy	Face to face	16
SIB50210	Diploma of Salon Management	RPL	12

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

INTERVIEWEES

Name	Position	Qualification/Course/Unit code/s
Vivian Tran	Principal	SIB50210 Diploma of Salon Management SIB40110 Certificate IV in Beauty Therapy SIB20110 Certificate II in Retail Make-up and Skin Care

ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 21/11/2013: Significant non-compliance

- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this audit report describes evidence of the non-compliance.
- Refer to notification of non-compliance for information on providing further evidence of compliance.

AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

Audit finding following analysis of additional evidence provided on 06/12/2013: Compliant

AUDIT FINDING BY STANDARD



Standard	Original finding	Finding following rectification
SNR 15	Not compliant	Compliant
SNR 16	Compliant	n/a
SNR 17	Compliant	n/a
SNR 18	Not compliant	Compliant
SNR 19	Compliant	n/a
SNR 20	Compliant	n/a
SNR 21	Compliant	n/a
SNR 22	Compliant	n/a
SNR 23/AQF	Compliant	n/a
SNR 24	Compliant	n/a
SNR 25	Not compliant	Compliant



SNR 15 The NVR registered training organisation provides quality training and assessment across all of its operations, as follows:

15.1 The NVR registered training organisation collects, analyses, and acts on relevant data for continuous improvement of training and assessment.

Original finding: Compliant

Following rectification: n/a

15.2 Strategies for training and assessment meet the requirements of the relevant Training Package or VET accredited course and have been developed through effective consultation with industry.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- The training and assessment strategy for SIB20110 Certificate II in Retail Make-up and Skin Care did not comply with the packaging rules of the qualification because one unit was listed as both a core unit and an elective.

In order to become compliant, the organisation is required to:

- The organisation is required to update its training and assessment strategy for SIB20110 Certificate II in Retail Make-up and Skin Care to reflect the correct number of core and elective units to complete the qualification.

Analysis of rectification evidence:

- Since the audit, the organisation provided an updated training and assessment strategy that identified the correct number of core and elective units within SIB20110 Certificate II in Retail Make-up and Skin Care.

15.3 Staff, facilities, equipment and training and assessment materials used by the NVR registered training organisation are consistent with the requirements of the Training Package or VET accredited course and the NVR registered training organisation's own training and assessment strategies and are developed through effective consultation with industry.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- The organisation is non-compliant in this standard as there were non-compliances identified in standards 15.4 and 15.5.

In order to become compliant, the organisation is required to:

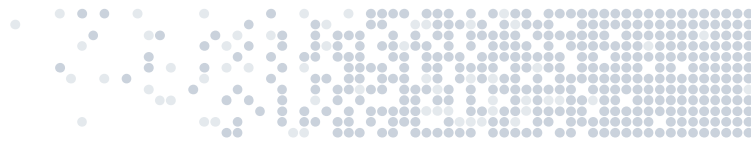
- The organisation is required to address the non-compliances identified in standards 15.4 and 15.5. If these non-compliances are addressed in standards 15.4 and 15.5 then this standard will become compliant.

Analysis of rectification evidence:

- Evidence yet to be supplied

Reasons for outstanding non-compliance:

- Not applicable at this time



- 15.4 Training and assessment is delivered by trainers and assessors who:**
- (a) have the necessary training and assessment competencies as determined by the National Skills Standards Council or its successors; and**
 - (b) have the relevant vocational competencies at least to the level being delivered or assessed; and**
 - (c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and**
 - (d) continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.**

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- The organisation could not provide evidence to demonstrate the following:
 - Kevin Tran holds the relevant vocational competencies at least to the level being trained and assessed and can demonstrate current industry skills directly relevant to the training and assessment being undertaken
 - Chi Quach holds relevant vocational competencies at least to the level being trained and assessed and can demonstrate current industry skills directly relevant to the training and assessment being undertaken

In order to become compliant, the organisation is required to:

- The organisation is to provide evidence to demonstrate the following:
 - Kevin Tran holds the relevant vocational competencies at least to the level being trained and assessed and can demonstrate current industry skills directly relevant to the training and assessment being undertaken
 - Chi Quach holds the relevant vocational competencies at least to the level being trained and assessed and can demonstrate current industry skills directly relevant to the training and assessment being undertaken

Analysis of rectification evidence:

- Evidence yet to be supplied

Reasons for outstanding non-compliance:

- Not applicable at this time

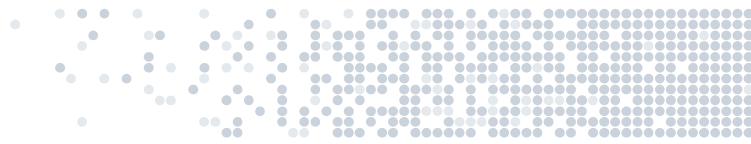
- 15.5 Assessment including Recognition of Prior Learning (RPL):**
- (a) meets the requirements of the relevant Training Package or VET accredited course; and**
 - (b) is conducted in accordance with the principles of assessment and the rules of evidence; and**
 - (c) meets workplace and, where relevant, regulatory requirements; and**
 - (d) is systematically validated.**

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- The organisation could not provide assessment tools for the following:
 - **SIB20110 Certificate II in Retail Make-up and Skin Care**
 - SIRXRPK002A Recommend hair, beauty and cosmetic products and services
 - **SIB40110 Certificate IV in Beauty Therapy**
 - SIBBSKS302A Apply cosmetic tanning products



The organisation therefore did not demonstrate it has assessment tools that::

- address all of the units' performance criteria, elements, required skills and knowledge, critical aspects of evidence, required range statement and context and consistency of assessment
- include clear information to assessors and learners about assessment requirements including the context and purpose of assessment, how assessment will be conducted and recorded
- include criteria defining acceptable performance for all assessment tools/tasks to ensure consistency in the judgements made by assessor/s
- meet the principles of assessment and rules of evidence.

In order to become compliant, the organisation is required to:

- The organisation is to provide a full suite of assessment tools for the following:
 - **SIB20110 Certificate II in Retail Make-up and Skin Care**
 - SIRXRPK002A Recommend hair, beauty and cosmetic products and services
 - **SIB40110 Certificate IV in Beauty Therapy**
 - SIBBSKS302A Apply cosmetic tanning products

These tools must address the following:

- address all of the units' performance criteria, elements, required skills and knowledge, critical aspects of evidence, required range statement and context and consistency of assessment
- include clear information to assessors and learners about assessment requirements including the context and purpose of assessment, how assessment will be conducted and recorded
- include criteria defining acceptable performance for all assessment tools/tasks to ensure consistency in the judgements made by assessor/s
- meet the principles of assessment and rules of evidence.

Analysis of rectification evidence:

- Evidence yet to be supplied

Reasons for outstanding non-compliance:

- Not applicable at this time

SNR 16 The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients, as follows:

16.1 The NVR registered training organisation establishes the needs of clients, and delivers services to meet these needs.

Original finding: Compliant

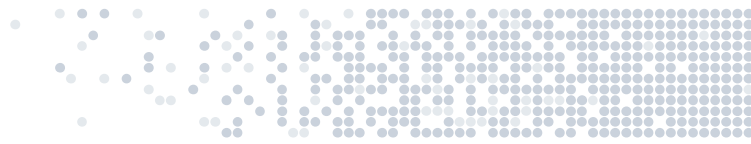
Following rectification: n/a

16.2 The NVR registered training organisation continuously improves client services by collecting, analysing and acting on relevant data.

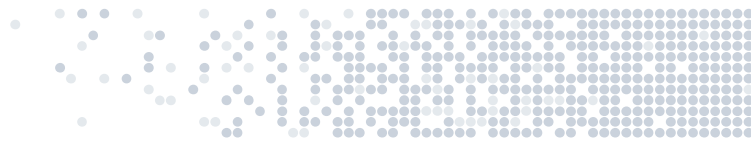
Original finding: Compliant

Following rectification: n/a

16.3 Before clients enrol or enter into an agreement, the NVR registered training organisation informs them about the training, assessment and support services to be provided, and about their rights and obligations.



	Original finding: Compliant	Following rectification: n/a
16.4	Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.	
	Original finding: Compliant	Following rectification: n/a
16.5	Learners receive training, assessment and support services that meet their individual needs.	
	Original finding: Compliant	Following rectification: n/a
16.6	Learners have timely access to current and accurate records of their participation and progress.	
	Original finding: Compliant	Following rectification: n/a
16.7	The NVR registered training organisation provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.	
	Original finding: Compliant	Following rectification: n/a
SNR 17	Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates, as follows:	
17.1	The NVR registered training organisation's management of its operations ensures clients receive the services detailed in their agreement with the NVR registered training organisation.	
	Original finding: Compliant	Following rectification: n/a
17.2	The NVR registered training organisation uses a systematic and continuous improvement approach to the management of operations.	
	Original finding: Compliant	Following rectification: n/a
17.3	The NVR registered training organisation monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the VET Quality Framework.	
	Original finding: Compliant	Following rectification: n/a
17.4	The NVR registered training organisation manages records to ensure their accuracy and integrity.	
	Original finding: Compliant	Following rectification: n/a



SNR 18 The NVR registered training organisation has governance arrangements in place as follows:

18.1 The NVR registered training organisation's Chief Executive must ensure that the NVR registered training organisation complies with the VET Quality Framework. This applies to all of the operations within the NVR registered training organisation's scope of registration, as listed on the National Register.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- As there have been non-compliance identified in various standards it demonstrates that the CEO has not complied with the VET Quality Framework.

In order to become compliant, the organisation is required to:

- If the CEO ensures that all non-compliance has been addressed in other standards then no further evidence will be required to demonstrate compliance with this standard.

Analysis of rectification evidence:

- Evidence yet to be supplied

Reasons for outstanding non-compliance:

- Not applicable at this time

18.2 The NVR registered training organisation must also explicitly demonstrate how it ensures the decision making of senior management is informed by the experiences of its trainers and assessors.

Original finding: Compliant

Following rectification: n/a

SNR 19 Interactions with the National VET Regulator

19.1 The NVR registered training organisation must co-operate with the National VET Regulator:
(a) in the conduct of audits and the monitoring of its operations;
(b) by providing accurate and timely data relevant to measures of its performance;
(c) by providing information about significant changes by its operations;
(d) by providing information about significant changes to its ownership; and
(e) in the retention, archiving, retrieval and transfer of records consistent with National VET Regulator's requirements.

Original finding: Compliant

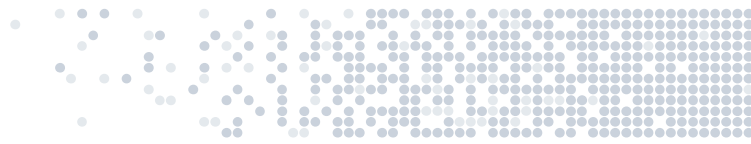
Following rectification: n/a

SNR 20 Compliance with legislation

20.1 The NVR registered training organisation must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.

Original finding: Compliant

Following rectification: n/a



20.2 The NVR registered training organisation must ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.

Original finding: Compliant

Following rectification: n/a

SNR 21 Insurance

21.1 The NVR registered training organisation must hold public liability insurance throughout its registration period.

Original finding: Compliant

Following rectification: n/a

SNR 22 Financial management

22.1 The NVR registered training organisation must be able to demonstrate to the National VET Regulator, on request, that it is financially viable at all times during the period of its registration.

Original finding: Compliant

Following rectification: n/a

22.2 The NVR registered training organisation must provide the following fee information to each client:

- (a) the total amount of all fees including course fees, administration fees, materials fees and any other charges;**
- (b) payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;**
- (c) the nature of the guarantee given by the NVR registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;**
- (d) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and**
- (e) the organisation's refund policy.**

Original finding: Compliant

Following rectification: n/a

22.3 Where the NVR registered training organisation collects student fees in advance it must ensure it complies with one of the following acceptable options:

- (a) (Option 1) the NVR registered training organisation is administered by a State, Territory or Commonwealth government agency;**
- (b) (Option 2) the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme;**
- (c) (Option 3) the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500;**



(d) (Option 4) the NVR registered training organisation holds an unconditional financial guarantee from a bank operating in Australia for no less than the full amount of funds held by the NVR registered training organisation which are prepayments from students (or future students) for tuition to be provided by the NVR registered training organisation to those students; or

(e) (Option 5) the NVR registered training organisation has alternative fee protection measures of equal rigour approved by the National VET Regulator.

Original finding: Compliant

Following rectification: n/a

SNR 23 Certification, issuing and recognition of qualifications & statements of attainment

23.1 The NVR registered training organisation must issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited course, a VET qualification or VET statement of attainment (as appropriate) that:

- (a) meets the Australian Qualifications Framework (AQF) requirements;
- (b) identifies the NVR registered training organisation by its national provider number from the National Register and
- (c) includes the NRT logo in accordance with its current conditions of use.

Original finding: Compliant

Following rectification: n/a

23.2 The NVR registered training organisation must recognise the AQF and VET qualifications and VET statements of attainment issued by any other RTO.

Original finding: Compliant

Following rectification: n/a

23.3 The NVR registered training organisation must retain client records of attainment of units of competency and qualifications for a period of 30 years.

Original finding: Compliant

Following rectification: n/a

23.4 The NVR registered training organisation must provide returns of its client records of attainment of units of competency and VET qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator. [no requirements currently exist]

This element was not audited.

23.5 The NVR registered training organisation must meet the requirements for implementation of a national unique student identifier. [no requirements currently exist]

This element was not audited.

SNR 24 Accuracy and integrity of marketing

24.1 The NVR registered training organisation must ensure its marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.

Original finding: Compliant

Following rectification: n/a



24.2 The NVR registered training organisation must use the NRT logo only in accordance with its conditions of use.

Original finding: Compliant

Following rectification: n/a

SNR 25 Transition to Training Packages/expiry of VET accredited courses

25.1 The NVR registered training organisation must manage the transition from superseded Training Packages within 12 months of their publication on the National Register so that it delivers only currently endorsed Training Packages.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- On the day of the audit, the organisation could not provide any evidence to demonstrate that it had processes in place to ensure that the organisation will transition from superseded training packages within the given timeframe.

In order to become compliant, the organisation is required to:

- The organisation is to provide evidence that it has processes in place to demonstrate that it will transition from superseded training packages within the given timeframe of 12 months from publication of the updated training package.

Analysis of rectification evidence:

- Since the audit, the organisation provided a policy and procedure for transitioning from superseded training packages within the prescribed timeframe.

25.2 The NVR registered training organisation must manage the transition from superseded VET accredited courses so that it delivers only currently endorsed Training Packages or currently VET accredited courses.

Original finding: Not audited

Following rectification: n/a