



Australian Government
Australian Skills Quality Authority

REPORT

Audit report: Australis College Pty Ltd

Date: 08/09/2017



Organisation details

Organisation's legal name:	Australis College Pty Ltd
Trading name/s:	Australis Aviation College; Australis Natural Health College and Australis College
RTO number:	31518
CRICOS number:	03569A

Audit team

Lead auditor:	Ms Sonja Anders
Assistant/s:	n/a

Audit details

Application number/s:	RENVET0003283
Audit number:	AUDREC0007603
Audit reason	Application - renewal
Address of site/s visited:	Shop 1, Level 1, 407 Logan Road, Greenslopes Qld 4120
Date/s of audit:	27/09/2017 – 28/09/2017
Organisation's contact for audit:	Mr Andrew Hetherington Chief Executive Officer Andrew.hetherington@australiscollege.edu.au 0411597297
Clauses audited:	4.1, 5.1, 5.2, 5.3, 7.3, 1.7, 1.1, 1.2, 1.3, 1.5, 1.8, 1.13, 1.14, 1.15, 1.16, 1.20, 3.2, 2.3, 2.4, 8.2.
Clauses not audited:	1.17, 1.18.

Background

Summary of RTO organisation and management structure:

- CEO, Operations Manager, Quality Manager, Administration, Contact Centre/Student Services, Student Support, Trainers and Assessors, Head of Faculties (5), Quality Compliance team (3).

Scope of RTOs registration:

- Refer to *training.gov.au* attachment

Suburb and state of all delivery sites:

- Yes all states except Aviation which is Queensland delivery only

Third party usage:

- Flight One (Archerfield)
- ADFA (Maroochydore)

Core clients/target groups:

- Corporate
- General entry

Training Revenue (Funded or fee for service):

- Certificate III Guarantee funding
 - BSB30415 Certificate III in Business Administration

- VET Student Loans funding
 - BSB51415 Diploma of Project Management
 - BSB51915 Diploma of Leadership and Management
 - CHC40413 Certificate IV in Youth Work
 - CHC42015 Certificate IV in Community Services
 - CHC43415 Certificate IV in Leisure and Health
 - CHC50313 Diploma of Child, Youth and Family Intervention
 - CHC50413 Diploma of Youth Work
 - CHC51015 Diploma of Counselling
 - CHC52015 Diploma of Community Services
 - CHC53415 Diploma of Leisure and Health
 - FNS50215 Diploma of Accounting
 - FNS50315 Diploma of Finance and Mortgage Broking Management
 - FNS50615 Diploma of Financial Planning
 - ICT50615 Diploma of Website Development
 - ICT50715 Diploma of Software Development
- High Level Skills (HLS) funding
 - CHC40413 Certificate IV in Youth Work
 - CHC42015 Certificate IV in Community Services
 - CHC43415 Certificate IV in Leisure and Health

Total number of current enrolments in RTO as at audit date: 1387 students

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 Australis College Pty Ltd to ASQA
- Existing information and records held by ASQA concerning Australis College Pty Ltd
- Information provided to ASQA's auditors and documentation reviewed during the site audit of Australis College Pty Ltd conducted on 27-28 September 2017
- Other publically available information - including but not limited to, information published on the RTO's and third party websites.

Audit Sample

Code	Training products	Mode/s of delivery / assessment*	Current enrolments
AVI50215	Diploma of Aviation (Commercial Pilot Licence – Aeroplane)	Face to face	17
BSB50215	Diploma of Business	On-line	22
CHC43415	Certificate IV in Leisure and Health	On-line; Work-based	47
FNS40815	Certificate IV in Finance and Mortgage Broking	On-line	51
HLT60112	Advanced Diploma of Western Medicine	Face to face	83
CUL50111	Diploma of Library and Information Services	N/A (Removed from scope of registration May 2017)	0

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

Interviewees

Name	Position	Training products
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Mr Andrew James Hetherington	CEO/Director	FNS40815 Certificate IV in Finance and Mortgage Broking
Ms Dawn Foster	QA Manager representative	N/A
Mr Marshall Newton	Chief Operations Officer	N/A
Mr Tony Feagan	Consultant	N/A
Ms Wendy Webber	Trainer and Assessor	CHC43415 Certificate IV in Leisure and Health
Mr Craig Duncan	Trainer and Assessor	AVI50215 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)
Mr Maciek Fibrich	Trainer and Assessor	CUL50111 Diploma of Library and Information Services (no longer on scope of registration)
Ms Lee Green	Trainer and Assessor	FNS40815 Certificate IV in Finance and Mortgage Broking
Ms Julie Aspin	Trainer and Assessor	BSB50215 Diploma of Business

Original finding at time of audit: Minor non-compliance

Report completed by: Ms Sonja Anders

Date: 27-28 September 2017

- 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.

Audit finding by Practice

Practice	Standards for RTOs 2015	Original Finding
Marketing/Recruitment	4.1	Not compliant
Enrolment	5.1, 5.2, 5.3, 7.3	Compliant
Support and Progression	1.7	Compliant
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13-1.18, 1.20	Compliant
Completion	3.1	Compliant
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Compliant

Audit finding following analysis of additional evidence provided on enter date : Compliant

Report completed by: Sonja Anders

Practice	Standards for RTOs 2015	Finding
Marketing/Recruitment	4.1	Compliant

This report details findings against the *Standards for Registered Training Organisations 2015*.

Where evidence of non-compliance is 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

Original Action required by RTO

Australis College Pty Ltd trading as Australis Aviation College; Australis Natural Health College and Australis College did not meet the requirements for clause 4.1.

Remedial action is required for the following:

The RTO is required to provide evidence that demonstrates:

Clause 4.1

- All information whether disseminated directly by the RTO/provider or on its behalf by third parties is accurate and factual and addresses all of the requirements specified in Clause 4.1.

Audit finding following analysis of additional evidence

Following analysis of additional evidence provided by Australis College Pty Ltd on the second day of site audit (28 September 2017) the RTO:

- provided sufficient evidence to demonstrate compliance with clause 4.1

Refer to analysis of additional evidence detailed under each clause in this report for further information.

Areas of non-compliance

Marketing/Recruitment Practices

Clause 4.1

Information, whether disseminated directly by the RTO or on its behalf, is both accurate and factual, and:

- a) accurately represents the services it provides and the training products on its scope of registration;
- b) includes its RTO Code;
- c) refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained;
- d) uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4;
- e) makes clear where a third party is recruiting prospective learners for the RTO on its behalf;
- f) distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party;
- g) distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO;
- h) includes the code and title of any training product, as published on the National Register, referred to in that information;
- i) only advertises or markets a non-current training product while it remains on the RTO's scope of registration;

j) only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised;

k) includes details about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment; and

l) does not guarantee that:

i) a learner will successfully complete a training product on its scope of registration; or

ii) a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2; or

iii) a learner will obtain a particular employment outcome where this is outside the control of the RTO.

Findings: Non-compliant

- The RTO did not meet the requirements for clause 4.1 in the form of Marketing. The signage on the front of the Head Office address indicates that the organisation is delivering qualifications in the beauty industry area.
- Remedial action is required to rectify the signage at the Head Office address to provide a true and accurate reflection of what the organisation delivers as per their scope of registration on *training.gov.au*.
- The RTO provided evidence before the closing of the site audit in the form of the signage being removed at the front of the organisations Head Office address. The signage does not display or make any reference that the organisation is delivering qualifications in the beauty industry area (pictures attached in file).

No further action is required.

These practices and behaviours are now compliant with clause 4.1 of the *Standards for RTOs 2015*.

Enrolment

Clause 5.1

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

Clause 5.2

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- a) the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;
- b) the training and assessment, and related educational and support services the RTO will provide to the learner including the:
- i) estimated duration;
 - ii) expected locations at which it will be provided;
 - iii) expected modes of delivery;
 - iv) name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf; and
 - v) any work placement arrangements.

- c) the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- d) the learner's rights, including:
 - i) details of the RTO's complaints and appeals process required by [Standard 6](#); and
 - ii) if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;
- e) the learner's obligations:
 - i) in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;
 - ii) any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and
 - iii) any materials and equipment that the learner must provide; and
- f) information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

Findings: Compliant

Clause 5.3

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a) all relevant fee information including:
 - i) fees that must be paid to the RTO; and
 - ii) payment terms and conditions including deposits and refunds;
- b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - i) arrangement is terminated early; or
 - ii) the RTO fails to provide the agreed services.

Findings: Compliant

Clause 7.3

Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.

Findings: Compliant

Support and Progression

Clause 1.7

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

Findings: Compliant

Training and Assessment

Clause 1.1

The RTO's training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

Clause 1.2

For the purposes of [Clause 1.1](#), the RTO determines the amount of training they provide to each learner with regard to:

- a) the existing skills, knowledge and the experience of the learner;
- b) the mode of delivery; and
- c) where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

Findings: Compliant

Clause 1.3

The RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:

- a) trainers and assessors to deliver the training and assessment;
- b) educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
- c) learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
- d) facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

Findings: Compliant

Clause 1.8

The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

- a) complies with the assessment requirements of the relevant training package or VET accredited course; and
- b) is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.

Findings: Compliant

Clause 1.13

In addition to the requirements specified in [Clause 1.14](#) and [Clause 1.15](#), the RTO's training and assessment is delivered only by persons who have:

- a) vocational competencies at least to the level being delivered and assessed;
- b) current industry skills directly relevant to the training and assessment being provided; and
- c) current knowledge and skills in vocational training and learning that informs their training and assessment.

Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

Clause 1.14

The RTO's training and assessment is delivered only by persons who have:

- a) ~~prior to 1 January 2016, the training and assessment qualification specified in Item 1 or Item 2 of Schedule 1, or demonstrated equivalence of competencies; and~~
- b) from 1 January 2016, the training and assessment qualification specified in Item 1 or Item 2 of Schedule 1.

Clause 1.15

Where a person conducts assessment only, the RTO ensures that the person has:

- a) ~~prior to 1 January 2016, the training and assessment qualification specified in Item 1 or Item 2 or Item 3 of Schedule 1, or demonstrated equivalence of competencies; and~~
- b) from 1 January 2016, Item 1 or Item 2 or Item 3 of Schedule 1.

Clause 1.16

The RTO ensures that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency based training and assessment.

Findings: Compliant

Clause 1.17

Where the RTO, in delivering training and assessment, engages an individual who is not a trainer or assessor, the individual works under the supervision of a trainer and does not determine assessment outcomes.

Clause 1.18

The RTO ensures that any individual working under the supervision of a trainer under Clause 1.17:

- a) holds the skill set defined in Item 4 of Schedule 1 ~~or, prior to 1 January 2016, is able to demonstrate equivalence of competencies;~~
- b) has vocational competencies at least to the level being delivered and assessed; and
- c) has current industry skills directly relevant to the training and assessment being provided.

Clause 1.20

Without limiting Clauses 1.17 - 1.19, the RTO:

- a) determines and puts in place:
 - i) the level of the supervision required; and
 - ii) any requirements, conditions or restrictions considered necessary on the individual's involvement in the provision of training and collection of assessment evidence; and
 - b) ensures that trainers providing supervision monitor and are accountable for all training provision and collection of assessment evidence by the individual under their supervision.
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Findings: Not audited

Completion

Clause 3.1

The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

Findings: Compliant

Regulatory Compliance / Governance

Clause 2.3

The RTO ensures that where services are provided on its behalf by a third party the provision of those services is the subject of a written agreement.

Clause 2.4

The RTO has sufficient strategies and resources to systematically monitor any services delivered on its behalf, and uses these to ensure that the services delivered comply with these Standards at all times.

Findings: Compliant

Clause 8.2

The RTO ensures that any third party delivering services on its behalf is required under written agreement to cooperate with the VET Regulator:

- a) by providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and
- b) in the conduct of audits and the monitoring of its operations.

Findings: Compliant