

AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers - Audit Report

Audit Date: 22/23 October 2015

Applicant: 20213 Avenue Neighbourhood House @ Eley Inc.

Applicant Details			
Applicant Name	Avenue Neighbourhood House @ Eley Inc.	TOID	20213
Address	87 Eley Rd., Blackburn South VIC 3130		
	Website	www.theavenue.org.au	
Registration Contact	Ms Melinda Brown		
Phone Number	03 9808 2000	Email	Melinda.brown@theavenue.org.au
Audit Team			
Audit Firm	ShineWing Australia	Auditor/s	John Molenaar
Auditor/s		Other Attendees	
Registering Body Details			
Contact Person	Emma Hickingbotham		
Phone Number	9032 1562	Email	vet.audit@edumail.vic.gov.au
Audit Details			
Type of Audit	Re-registration Audit		
Conditions Audited	1, 2, 3, 6, 7, 8, 9		
Standards Audited	1.1, 1.2, 1.3, 1.4, 1.5	2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7	3.1, 3.2, 3.3, 3.4
VRQA Guidelines Audited	1.3, 1.5, 2.1, 2.2, 2.3, 3.4, 4.1, 4.2, 4.4, 5.1		
Audit Date/s	22/23 October 2015		
RTO Background			
<p>The Avenue Neighbourhood House @ Eley Inc. (Avenue Neighbourhood House) is a non-profit organisation governed by a volunteer committee and the house is managed by a fulltime manager and part-time support staff. Opportunities are offered for people to connect with their community by participation in classes, courses, information sessions and workshops.</p> <p>The Avenue Neighbourhood House began in 1982 as an outreach of the Avenue Uniting Church and in 1984 the House was incorporated and became a legal entity in its own right.</p> <p>The House is supported by the City of Whitehorse who provides the buildings, conducts minor works and repairs and provides \$30,000.00 each year towards the running costs and programs provided by the House. ACFE, through the Learn Local program provides funding for 33000 hours of pre-accredited training. This supports computer training, iPad training, café training and will assist in the establishment of the Men's Shed. Commonwealth Government funding supports the operation of the Occasional Child Care. Foundation Skills courses are funded through Victorian Training Guarantee Funding.</p> <p>Social recreational programs are conducted on a fee for service basis. Current fund raising efforts will support the development of the Men's Shed programs.</p>			

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The House became a Registered Training Organisation in 2002 and has been delivering accredited Foundation Skills courses for over 15 years.

Over the past twelve months the House has reviewed all its operations and made significant changes to ensure that the House operates effectively and is able to meet its contractual requirements with the VRQA and HESG. This has resulted in the dismissal of some staff and the appointment of dedicated and skilled administration staff and passionate tutors.

At the time of audit, only minor non-compliances were identified and these were readily rectified during the audit by the dedicated Data Coordinator/Marketing Coordinator.

The Avenue Neighbourhood House is located in a well-appointed centre and delivers a diversity of accredited, pre-accredited and social programs. The main clients include people with a disability, community members interested in up skilling LLN skills and IT skills and participating in social fitness and wellbeing classes. The House also manages an occasional child care facility.

The House employs a team of passionate staff that achieve significant results with the client groups. The House Manager is particularly well skilled and experienced to manage a viable centre, supported by well skilled support staff and passionate tutors.

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Qualifications/Units Audited¹		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
22129VIC	Certificate I in Transition Education	87 Eley Rd., Blackburn South
22234VIC	Course in Initial General Education for Adults	87 Eley Rd., Blackburn South
22235VIC	Certificate I in General Education for Adults (Introductory)	87 Eley Rd., Blackburn South
22236VIC	Certificate I in General Education for Adults	87 Eley Rd., Blackburn South

Interviewee(s) – Staff name and position; employer name and position	
Sarah Gibson	Further Education Coordinator
Sandy Robinson	Data Coordinator/Marketing Coordinator
Deb Fenton	Tutor: Certificate I in Transition Education Course in Initial General Education for Adults
Class of four students	Certificate I in Transition Education

Permanent Delivery Sites –	Yes	No
Do the RTO's permanent delivery sites match the information provided by the VRQA?	X	
If ' No' , please provided amended details below:		

¹ Samples have been selected in accordance with the *VRQA VET Audit Sampling Methodology*

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Audit Summary - AQTF Conditions of Registration

AQTF Conditions		Compliant	Non - Compliant	Not audited
1	Governance	X		
2	Interactions with the Registering Body	X		
3	Compliance with Legislation	X		
4	Insurance			X
5	Financial Management			X
6	Certification & Issuing of Qualifications & Statements of Attainment	X		
7	Recognition of Qualifications Issued by other RTOs	X		
8	Accuracy and Integrity of Marketing	X		
9	Transition to Training Packages/Expiry of Accredited Courses		X	
Summary of Non-Compliance				
<p>CF.9.1.1 The Avenue Neighbourhood House had provisions in place for the management of the transition from superseded Training Packages within 12 months of their publication on the TGA however transition arrangements for accredited courses were not identified.</p>				

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Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
Standard 1	X		
1.1 – Continuous Improvement Strategy	X		
1.2 – Training and Assessment Strategies	X		
1.3 – Training and Assessment Resources	X		
1.4 – Trainer and Assessor Competency	X		
1.5 – Assessment Strategies		X	
Standard 2	X		
2.1 – Meeting the Needs of Clients	X		
2.2 – Continuous Improvement of Client Services	X		
2.3 – Provision of Information to Clients	X		
2.4 – Third-Party Engagement in Training and Assessment	X		
2.5 – Provision of Support Services to Clients	X		
2.6 – Learner Access to Records of Participation	X		
2.7 – Complaints and Appeals Strategy	X		
Standard 3	X		
3.1 – Operations Management	X		
3.2 – Continuous Improvement of Operations	X		
3.3 – Third-Party Training and/ or Assessment Services			X
3.4 – Records Management	X		
Summary of Non-Compliance			
<p>SF.1.5.1 Avenue Neighbourhood House had not ensured that assessment, including Recognition of Prior Learning (RPL), met the requirements of the relevant accredited course.</p>			

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Audit Summary – VRQA Guidelines for VET Providers

VRQA Guidelines	Compliant	Non - Compliant	Not audited
1. Governance, Probity and Compliance	X		
1.1 – Strategic Plan and Business Plan			X
1.2 – Financial Viability			X
1.3 – Management Systems	X		
1.4 – Organisational Governance			X
1.5 – Academic/Educational Governance	X		
1.6 – Change Reporting			X
2. Quality Assurance, Review and Evaluation Processes	X		
2.1 – Course Quality	X		
2.2 – Cheating and Plagiarism	X		
2.3 – Quality Education and Training	X		
3. Student Enrolment Records and Certification	X		
3.4 – Provision of Courses to Domestic Students	X		
4. Student Learning Outcomes and Welfare Services	X		
4.1 – Maximum Daily Hours of Attendance	X		
4.2 – Out of Hours Attendance	X		
4.4 – Student Safety	X		
5. Teaching, Learning and Assessment	X		
5.1 – Capacity to Deliver Scope of Registration	X		

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Detailed Findings - AQTF Conditions of Registration

CONDITION 1 - Governance			Compliant
	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	The Manager had ensured that the RTO complied with the AQTF Essential Conditions and Standards for Continuing Registration and national guidelines.	<ul style="list-style-type: none"> • Organisational Chart • Continuous Improvement Policy • Position Descriptions: <ul style="list-style-type: none"> – Manager, Melinda Brown – responsibility for RTO management and requirements – Further Education position description identified responsibilities for RTO management and contact - knowledge of AQTF and HESG. – Marketing/Administration Coordinator – administration role. 	N/A
	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	Senior officers and managers were in a position to influence the management of the organisation and had satisfied fit and proper person requirements through completing a Fit and Proper Person Declaration and maintaining current National Police Checks.	<ul style="list-style-type: none"> • Fit and Proper Person Declarations completed by Manager and Committee of Management members. • Sample of staff files – Working with Children Checks and National Police Checks. 	N/A
	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	Avenue Neighbourhood House had demonstrated that it	<ul style="list-style-type: none"> • Minutes of a sample of tutor meetings. 	N/A

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<p>ensured the decision making of senior management was informed by the experiences of its trainers and assessors.</p>	<ul style="list-style-type: none"> • Examples of trainer/assessor advice to management. 	
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CONDITION 2 - Interactions with the Registering Body			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
Management had ensured that the Avenue Neighbourhood House cooperated with its registering body as confirmed by submission of applications and reports.	<ul style="list-style-type: none"> Learner satisfaction results Outcomes Report – Student Completions 2014 (Submitted Oct 2015) AVETMISS data 	N/A	

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CONDITION 3 - Compliance with Legislation			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
The Avenue Neighbourhood House complied with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration and ensured that its staff and clients were fully informed of these requirements that affected their duties or participation in vocational education and training.	<ul style="list-style-type: none"> • Student information on web and in handbook. • Tutor handbook. • Induction process. • Standing agenda item for Tutor meetings – changes to legislation. • Policy manuals. • Policy and Procedure RTO Compliance with Legislation. 	N/A	

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CONDITION 6 - Certification & Issuing of Qualifications & Statements of Attainment			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
The Avenue Neighbourhood House had issued testamurs in accordance with the requirements of the Training Package that met the Australian Qualifications Framework (AQF) TGA. The testamurs included the Nationally Recognised Training (NRT) logo in accordance with the current conditions of service.	<ul style="list-style-type: none"> Issuing Qualifications Policy and Procedure Template Statement of Attainment Template certificate and Statement of results. 	N/A	
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
The Avenue Neighbourhood House had confirmed that it would retain client records of attainment of units of competency and qualifications for a period of 30 years.	<ul style="list-style-type: none"> Policy and Procedure – Archiving Records 	N/A	
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
The Avenue Neighbourhood House had a student records management system in place that had the capacity to provide the registering body with AVETMISS compliant data.	<ul style="list-style-type: none"> Student Enrolment Form Sample VETtrak records 	N/A	
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
The Avenue Neighbourhood House had provided a return of its client records of attainment of units of competency and qualifications to the VRQA for 2014.	<ul style="list-style-type: none"> Completion records – submitted 26/10/2015. 	N/A	

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Improvement Opportunities

CI.6.1

The Avenue Neighbourhood House would benefit by:

- Including the Statement of Results on the template Certificate
- Reviewing ASQA directions on the format of Statements of Results.

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CONDITION 7 - Recognition of Qualifications Issued by other RTOs			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The Avenue Neighbourhood House had procedures in place for the recognition of AQF Qualifications and Statements of Attainment issued by any other RTO. Students were informed in the Participant Handbook 2014.</p>	<ul style="list-style-type: none"> Policy and Procedures: RTO - National Recognition, Credit Transfer and RPL. Participant Handbook. Tutor handbook 	<p>N/A</p>	

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CONDITION 8 - Accuracy and Integrity of Marketing			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The Avenue Neighbourhood House had ensured that its marketing and advertising of AQF qualifications to prospective clients was ethical, accurate and consistent with its scope of registration. The NRT logo was employed in accordance with its conditions of use.</p>	<ul style="list-style-type: none"> Marketing material - brochures Website Marketing and Advertising Checklists 	<p>N/A</p>	

Improvement Opportunities
<p>CI.8.1 The Avenue Neighbourhood House would benefit by including the date of usage on signed declarations of release for the use of images in marketing materials.</p>

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CONDITION 9 - Transition to Training Packages/Expiry of Accredited Courses			Non-Compliant
CF.9.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	The Avenue Neighbourhood House had provisions in place for the management of the transition from superseded Training Packages within 12 months of their publication on the TGA however transition arrangements for accredited courses were not identified.	<ul style="list-style-type: none"> Transition from superseded Training Packages/expired accredited courses policy and procedure. 	Avenue Neighbourhood House is required to identify its transition arrangements for the accredited courses on its scope.

Improvement Opportunities
<p>CI.9.1 The Avenue Neighbourhood House would benefit from identifying networks and sources of information that will enable it to identifying upcoming changes to Training Packages and Accredited Courses before they are published on the TGA.</p>

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Detailed Findings - AQTF Standards

ELEMENT 1.1 - The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
The Avenue Neighbourhood House collected, analysed and acted on relevant data for continuous improvement of training and assessment.	<ul style="list-style-type: none"> • Continuous Improvement Policy and Procedures • Monthly calendar of proposed dates • Continuous Improvement Register • Internal survey on student services - report on completed surveys 2015 	N/A	

Improvement Opportunities

SI.1.1

The Avenue Neighbourhood House would benefit from reviewing processes for continuous improvement through determining what information is most valuable in improving learning and assessment and how this can best be obtained from stakeholders.

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ELEMENT 1.2 - Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
Avenue Neighbourhood House had strategies for training and assessment in place that met the requirements of the relevant accredited courses and were developed in consultation with industry through relevant networks.	Notes of industry network meetings: <ul style="list-style-type: none"> • Transition Education • CGEA 	N/A	

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ELEMENT 1.3 - Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
Staff, facilities, equipment and training and assessment materials used by the Avenue Neighbourhood House were consistent with the requirements of the accredited courses and the RTO's own training and assessment strategies.	Training and assessment strategies for: <ul style="list-style-type: none"> • 22129VIC Certificate I in Transition Education • 22235VIC Certificate I in General Education for Adults (Introductory) • Session Plans for sampled units. • Facilities and equipment. 	N/A	

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ELEMENT 1.4 - Training and assessment is delivered by trainers and assessors who:			Compliant
a) have the necessary training and assessment competencies as determined by the National Quality 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.			
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>Avenue Neighbourhood House ensured that training and assessment was delivered by trainers and assessors who had the necessary training and assessment competencies as determined by the National Quality Council or its successors, had the relevant vocational competencies at least to the level being delivered or assessed, could demonstrate current industry skills directly relevant to the training/assessment being undertaken and continued to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</p>	<p>Trainer/assessor information for</p> <ul style="list-style-type: none"> • 22129VIC Certificate I in Transition Education • 22235VIC Certificate I in General Education for Adults (Introductory) 	<p>N/A</p>	

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ELEMENT 1.5 - Assessment including Recognition of Prior Learning (RPL):			Non-Compliant
a) meets the requirements of the relevant Training Package or accredited course b) is conducted in accordance with the principles of assessment and the rules of evidence c) meets workplace and, where relevant, regulatory requirements d) is systematically validated.			
SF.1.5.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	Avenue Neighbourhood House had not ensured that assessment, including Recognition of Prior Learning (RPL), met the requirements of the relevant accredited course.	<p>Assessment arrangements and completed student assessments for the following sampled units:</p> <p>22129VIC Certificate I in Transition Education <i>VU20443 Participate in travel, orientation and mobility</i></p> <ul style="list-style-type: none"> • David Holowko • Bernadette <p><i>VU 21298 Conduct a project with guidance</i></p> <ul style="list-style-type: none"> • Veronica Milicevic • Tim Mathews <p>22235VIC Certificate I in General Education for Adults (Introductory) <i>VU21297 Develop and document a learning plan and portfolio with guidance</i></p> <ul style="list-style-type: none"> • Steph • Ben M • Jess • Carolyn <p><i>VU21307 Work with numbers and money in simple familiar situations</i></p>	<p>22235VIC Certificate I in General Education for Adults (Introductory) Avenue Neighbourhood House is required to:</p> <ul style="list-style-type: none"> • Review and modify assessments for the unit <i>VU21298 Conduct a project with guidance</i> to ensure that students assessed identify barriers to the completion of the project. • Implement the modified assessment tools for the unit <i>VU21307 Work with numbers and money in simple familiar situations</i> to ensure that students are assessed on their ability to identify and compare simple everyday fractions, decimals and percentages.

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	<ul style="list-style-type: none">• Ben Mariniello• Laura Hanos	
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2.1 - The RTO establishes the needs of clients and delivers services to meet these needs.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
The Avenue Neighbourhood House had established the needs of clients and delivered services to meet these needs.	<ul style="list-style-type: none"> • Pre-training Review Checklist • Class delivery adjustment form • Participant Handbook • LLN assessment • Referral agency student information 	N/A	

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2.2 - The RTO continuously improves client services by collecting, analysing and acting upon relevant data.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The Avenue Neighbourhood House had identified and implemented a strategy for the continuous improvement of client services by collecting, analysing and acting upon relevant data.</p>	<ul style="list-style-type: none"> Support Services Survey Continuous Improvement Register 	<p>N/A</p>	

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2.3 - Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
The Avenue Neighbourhood House had provided sufficient information, before clients enrolled or entered into an agreement, about the training, assessment and support services to be provided and about their rights and obligations.	<ul style="list-style-type: none"> • Course information on the website. • Participant handbook on the website. • Code of Practice • Student interview program 	N/A	

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2.4 - 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.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
The employers were engaged in the development, of training and assessment and assessment arrangements through relevant network meetings.	<ul style="list-style-type: none"> Notes of network meetings attended. 	N/A	

Improvement Opportunities
<p>SI.2.4 The Avenue Neighbourhood House would benefit by talking to employers at sheltered workshops, when the opportunities arise, to identify employer expectations of skills to be developed.</p>

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2.5 - Learners receive training, assessment and support services that meet their individual needs.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The Avenue Neighbourhood House had provided sufficient support to ensure that learners received training, assessment and support services that met their individual needs.</p>	<ul style="list-style-type: none"> See Standards 2.1 and 2.3 	<p>N/A</p>	

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2.6 - Learners have timely access to current and accurate records of their participation and progress.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
The Avenue Neighbourhood House had developed and implemented procedures to ensure that learners had timely access to current and accurate records of their participation and progress.	<ul style="list-style-type: none"> Participant Handbook 	N/A	

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2.7 - The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
The complaints and appeals procedures included procedures for students to appeal a complaints decision.	<ul style="list-style-type: none"> Complaints and Appeals Policy and Procedure Complaints Register Participant Handbook Tutor Handbook 	N/A	

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3.1 - The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
Avenue Neighbourhood House management ensured clients received the services detailed in their agreement with the organisation.	<ul style="list-style-type: none"> • QMS Policies and Procedures • Student Enrolment Form • Tutor Handbook • Participant Handbook • Enrolment Form • Training Plans 	N/A	

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3.2 - The RTO uses a systematic and continuous improvement approach to the management of operations.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
The Avenue Neighbourhood House used a systematic and continuous improvement approach to the management of operations.	<ul style="list-style-type: none"> Internal audit conducted in March. 2015. Staff meetings agenda and minutes. RTO meeting agenda and minutes. Audit notes from Manager - notebook 21/3/2015 Follow up action plans reviewed at RTO meetings 28/4/2015, 16/6/2015 and 25/8/2015. Review of conditions, standards and guidelines. 	N/A	

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3.4 - The RTO manages records to ensure their accuracy and integrity.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
The Avenue Neighbourhood House managed records to ensure their accuracy and integrity.	<ul style="list-style-type: none"> • Archiving Policy and Procedures • Server Backup Procedures • Privacy and Confidentiality Procedures • Sustainability Procedures • Version Control - included in Archiving Procedures • Retention Procedures identified in Archiving Policy and Procedures. 	N/A	

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Detailed Findings – VRQA Guidelines for VET Providers

GUIDELINE 1.3 - The provider must provide information about its management systems.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
Avenue Neighbourhood House provided information about its management systems.	See Condition 1.	N/A	

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GUIDELINE 1.5 - Consistent with its overall governance arrangements the provider must have appropriate academic/educational governance arrangements.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
The Avenue Neighbourhood House had appropriate academic/educational governance arrangements in place.	<ul style="list-style-type: none"> Committee of Management Members – identified skill sets. 	N/A	

Improvement Opportunities
<p>GI.1.5 The Avenue Neighbourhood House would benefit from considering people that have expertise in working with people with a disability and an LNN skill set for the Committee of Management.</p>

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GUIDELINE 2.1 - The provider must demonstrate that it is able to monitor course quality, externally moderate student performance and drive continuous improvement in course delivery.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
Avenue Neighbourhood House demonstrated that it was able to monitor course quality, externally moderate student performance and drive continuous improvement in course delivery.	See Standards 1.1 and 1.5.	N/A	

AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers - Audit Report

Audit Date: 22/23 October 2015

Applicant: 20213 Avenue Neighbourhood House @ Eley Inc.

GUIDELINE 2.2 - The provider must demonstrate that it has measures in place to prevent and detect cheating and plagiarism amongst its students and to deal appropriately with any instances of these practices.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
Avenue Neighbourhood House demonstrated that it had measures in place to prevent and detect cheating and plagiarism amongst its students and could deal appropriately with any instances of these practices.	<ul style="list-style-type: none"> Participant Handbook Policy and Procedure Plagiarism and Cheating. 	Details of required rectification relating to Guideline 2.2	

Improvement Opportunities
<p>GI.2.2 Avenue Neighbourhood House would benefit by including in the Participant Handbook the consequences if a student is found to have plagiarised or cheated.</p>

Audit Date: 22/23 October 2015

Applicant: 20213 Avenue Neighbourhood House @ Eley Inc.

GUIDELINE 2.3 - The provider must demonstrate that they can provide quality education and training to students			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
Avenue Neighbourhood House demonstrated that it could provide quality education and training to students.	See Standards 1.5 and 2.6	N/A	

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Audit Date: 22/23 October 2015

Applicant: 20213 Avenue Neighbourhood House @ Eley Inc.

<p>GUIDELINE 3.4 - For provision of courses to domestic students (students who do not hold Student Visas) a provider who is not exempt under the provisions of any Ministerial Direction, Order, Regulation or Act must:</p> <ul style="list-style-type: none"> • be a member of a Tuition Assurance Scheme for domestic students or • obtain appropriate tuition fee insurance, or bank guarantee sufficient to meet refund of fees paid in advance or • only accept student tuition payments in arrears. 			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
For the provision of courses to domestic students the Avenue Neighbourhood House only accepted student tuition payments of less than \$1,000.00.	<ul style="list-style-type: none"> • Course Fees and Charges Policy and Procedures. 	N/A	

AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers - Audit Report

Audit Date: 22/23 October 2015

Applicant: 20213 Avenue Neighbourhood House @ Eley Inc.

GUIDELINE 4.1 - A provider must not require or permit students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, specifying different maximum hours for that course).			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
Avenue Neighbourhood House did not require or permit students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day.	<ul style="list-style-type: none"> Student information Participant Handbook 	N/A	

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Audit Date: 22/23 October 2015

Applicant: 20213 Avenue Neighbourhood House @ Eley Inc.

GUIDELINE 4.2 - A provider must not require or permit full time students to attend scheduled classes (including time allocated for self-paced or online studies) outside of 0800hrs to 2200 hrs on any day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, approving a different schedule for that course and with the written agreement of the student).			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
Avenue Neighbourhood House did not require or permit students to attend scheduled classes (including time allocated for self-paced or online studies) outside of 0800hrs to 2200 hrs on any day.	<ul style="list-style-type: none"> • Student information • Participant Handbook 	N/A	

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Audit Date: 22/23 October 2015

Applicant: 20213 Avenue Neighbourhood House @ Eley Inc.

GUIDELINE 4.4 - Providers must indicate the measures they intend to take to address matters of student safety.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
Avenue Neighbourhood House indicated the measures they had in place to address matters of student safety.	<ul style="list-style-type: none"> • Participant Handbook – Participant Safety 	N/A	

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Audit Date: 22/23 October 2015

Applicant: 20213 Avenue Neighbourhood House @ Eley Inc.

GUIDELINE 5.1 - The provider must demonstrate that they have the capacity to deliver and assess ALL the courses requested/on the scope of registration.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
Avenue Neighbourhood House had demonstrated that it had the capacity to deliver and assess ALL the courses requested/on the scope of registration.	<ul style="list-style-type: none"> • Delivery and assessment plans. See Standard 1.2. • Training and assessment materials, resources and equipment. See Standard 1.3. • Offers and acceptance of employment in the form of work contracts. See Standard 1.4. • Assessment materials included a matrix that aligned the unit content with the assessment tasks for sampled units. See Standard 1.5. • Student information for each assessment. • Assessment criteria/model answers. • Operational educational facilities for the delivery of identified qualifications. • Timetables for the use of facilities. 	N/A	