

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

**Audit Date: 24/25 November 2015**

**Applicant: 21732 Inner Melbourne VET Cluster Inc.**

Applicant Details			
Applicant Name	Inner Melbourne VET Cluster Inc.	TOID	21732
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	Website	<a href="http://www.imvc.com.au">www.imvc.com.au</a>	
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Audit Team			
Audit Firm	ShineWing Australia	Auditor/s	John Molenaar
Auditor/s		Other Attendees	Janine Livingstone, Youth and Community Transitions Manager Kirsty Brown, Compliance Manager
Registering Body Details			
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Audit Details			
Type of Audit	<b>Re-registration Audit</b>		
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	24/25 November 2015		
RTO Background			
<p>The Inner Melbourne VET Cluster (IMVC) is a not-for-profit incorporated association which aims to serve the needs of young people, providing them with opportunities to fulfil their potential for economic and social participation.</p> <p>The IMVC focuses on service delivery in Inner, Northern and Eastern Metropolitan Melbourne, working with schools, government, industry and the broader community to achieve real outcomes and seamless transitions for stakeholders.</p> <p>The IMVC provides a diverse suite of programs with a holistic approach to the development of skills, assets, opportunities and capabilities to:</p> <ul style="list-style-type: none"> <li>• Learn – participate in education and training;</li> <li>• Work – participate in employment, unpaid or voluntary work; and</li> <li>• Engage – connect with people and community.</li> </ul> <p>The IMVC works at the strategic level with a range of stakeholders including:</p> <ul style="list-style-type: none"> <li>• schools, including government, catholic and independent;</li> <li>• Tertiary Education institutions, including universities, Technical and Further Education (TAFE) institutes, community colleges, Registered Training Organisations (RTOs), Group Training Organisations (GTOs) and</li> </ul>			

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alternative education program providers;

- employment agencies, including Disability Employment Service (DES) providers, Job Services Australia (JSA) providers, employer groups and peak bodies;
- community groups and agencies
- mainstream government programs which operate in the education, training and employment sectors

IMVC programs, in addition to RTO operations include:

- Pre-accredited training with support of ACFE funding – 90,000 hours a year across four ACFE regions.
- Brokerage program (VET Programs) working with schools and RTOs to link school students with RTOs for delivery of VET programs.
- Workplace training coordination – coordination of work placement for 1,500 students each year.
- National disability program for the 16 – 50 years of age group, providing linkages with TAFE.
- Youth at risk programs.

IMVC was registered as an RTO in 2006, and though the RTO operations are only a small part of the organisation's role, it is seen as a significant role in working with senior secondary school students to enable them to access accredited VET programs. Approximately 500 – 600 secondary school students are enrolled each year to complete a hairdressing/beauty or hospitality qualification. During 2015 training was conducted in 10 secondary schools. IMVC also auspices a number of schools to delivery and assess qualifications on it behalf.

IMVC maintains a hair dressing and beauty services salon as a commercial operation that provides a training facility for its students. Hospitality training is mainly conducted at host schools who have established commercial standard facilities for hospitality training.

IMVC is governed by a voluntary Board of eight members, who are appointed for their specialist skills and industry experience, related to the organisation's operations, and is managed by an Executive team including the Executive Officer, Coordinator of Work Place Learning Program, RTO Manager/VCAL Coordinator, Communications/Business Development Manager and Corporate Services Manager.

The RTO operations are managed by a senior management team including the RTO Manager/VCAL Coordinator, RTO Operations Manager, RTO Compliance Manager and Training Coordinator.

The largest component of training is conducted as pre-accredited training support by ACFE with funding of approximately 90,000 hours delivered over four ACFE regions.

Though IMVC has a current contract with HESG for VTG funding, this was not accessed in 2015. Funding for accredited training is mainly through fee for service – schools DET budgets. IMVC auspices training to a number of secondary schools and has partnership agreements in place which identify arrangements.

The RTO has developed and implemented a comprehensive Quality Management System to support its RTO operations and employed a dedicated and committed Compliance Manager to ensure that standards are implemented and maintained. This person has been with the organisation for almost 12 months and has had a considerable impact on ensuring the ongoing review and consistent implementation of the RTOs Quality Management System and was working on the re-development of assessment instruments, to meet unit assessment requirements, at the time of audit.

It was noted that the delivery and assessment of VETiS programs and related qualifications met VCAA course

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guidelines for the qualifications on scope, however the durations of the qualifications were significantly less than industry recommended nominal hours. IMVC would benefit by continuing its input with the VCAA to review the structure of the VETiS programs and related durations, to ensure that adequate durations are identified to ensure effective delivery and assessment of qualifications.

Qualifications/Units Audited <sup>1</sup>		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
SIB20110	Certificate II in Retail Make-Up and Skin Care	Level 1, 71 Palmerston Cres, Sth Melbourne
SIH20111	Certificate II in Hairdressing	Level 1, 71 Palmerston Cres, Sth Melbourne
SIT20213	Certificate II in Hospitality	Level 1, 71 Palmerston Cres, Sth Melbourne
SIT20312	Certificate II in Kitchen Operations	Level 1, 71 Palmerston Cres, Sth Melbourne

Interviewee(s) – Staff name and position, employer name and position	
Kirsty Brown	Compliance Manager
It was noted that at this time of the school year it was difficult to contact and interview trainers/assessors and school students.	

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:		

<sup>1</sup> 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		
<b>Summary of Non-Compliance</b>				
<b>CF.8.1.1</b>				
IMVC 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 not employed in accordance with its conditions of use.				
<b>VRQA comment- RTO has provided evidence of rectification post audit.</b>				

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### Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
<b>Standard 1</b>		<b>X</b>	
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	
<b>Standard 2</b>		<b>X</b>	
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		
<b>Standard 3</b>	<b>X</b>		
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		
<b>Summary of Non-Compliance</b>			
<p><b>SF.1.5.1</b> IMVC had not ensured that assessment met the requirements of the relevant Training Package. Assessments were not conducted in accordance with the principles of assessment and the rules of evidence.</p> <p><b>SF.2.2.1</b> IMVC had not identified or implemented a strategy for the continuous improvement of client services by collecting, analysing and acting upon relevant data. <b>VRQA comment- RTO has provided evidence of rectification post audit.</b></p>			

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### Audit Summary – VRQA Guidelines for VET Providers

VRQA Guidelines	Compliant	Non - Compliant	Not audited
<b>1. Governance, Probity and Compliance</b>	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
<b>2. Quality Assurance, Review and Evaluation Processes</b>		X	
2.1 – Course Quality	X		
2.2 – Cheating and Plagiarism	X		
2.3 – Quality Education and Training	X		
<b>3. Student Enrolment Records and Certification</b>	X		
3.4 – Provision of Courses to Domestic Students	X		
<b>4. Student Learning Outcomes and Welfare Services</b>	X		
4.1 – Maximum Daily Hours of Attendance	X		
4.2 – Out of Hours Attendance	X		
4.4 – Student Safety	X		
<b>5. Teaching, Learning and Assessment</b>		X	
5.1 – Capacity to Deliver Scope of Registration		X	

#### Summary of Non-Compliance

##### GF.2.1.1

IMVC had not demonstrated that it was able to monitor course quality, externally moderate student performance and drive continuous improvement in course delivery.

**VRQA comment- RTO has provided evidence of rectification post audit.**

##### GF.5.1.1

IMVC had not demonstrated that they had the capacity to deliver and assess all the courses on the scope of registration.

IMVC had not ensured that assessment tools met the requirements of the units sampled.