

Audit Date: October 2020

RTO: 21732 Inner Melbourne VET Cluster Inc.

Applicant Details			
Applicant Name	Inner Melbourne VET Cluster Inc.	TOID	21732
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Audit Team			
Audit Firm	ShineWing Australia	Lead Auditor	John Molenaar
Auditor/s		Other Attendees	Ms Penny Vakakis, Executive Officer Ms Michele Van Looy, Vocational Training Manager
Registering Body Details			
Contact Person	Julie Florence		
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Audit Details			
Type of Audit	Re-registration Audit		
Conditions Audited	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
2016 VRQA Guidelines Audited	2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8 (If applicable)		
	3.1, 3.2,	4.1,4.2	
Audit Date/s	October 2020		
RTO Background			
Organisation 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 realise outcomes and seamless transitions for stakeholders. IMVC supports learners from schools associated with the Inner North VET Cluster, Inner Eastern VET Local Learning and Employment Network, South Eastern VET Local Learning and Employment Network to access vocational qualifications.</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"> • Learn – participate in education and training. • Work – participate in employment, unpaid or voluntary work. 			

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- Engage – connect with people and community.

The IMVC works at the strategic level with a range of stakeholders including:

- Schools, including government, catholic and independent;
- Tertiary Education institutions, including universities, Technical and Further Education (TAFE) institutes, community colleges, Registered Training Organisations (RTOs), Group Training Organisations (GTOs) and 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.

Programs at IMVC include the following:

- Career and Transition Programs – providing assistance in skills development and exploring career paths and opportunities in targeted industry areas.
- Employment Programs – IMVC pro-actively engages in the development of initiatives that address the challenges marginalised communities face in securing long-term employment.
- Facilitation of Vocational Training – linking young people with Registered Training Organisations to undertake over 30 accredited courses.
- Delivery of Vocational Training – directly providing low-cost access to accredited (as an RTO) and pre-accredited training (as a Learn Local Provider).
- Youth2Industry – a specialist program for youths with disability seeking to successfully secure work, training or education.
- Workplace Learning Program – providing young people with access to applied learning via structured workplace learning, practical placements or work experience.
- Youth Services – IMVC provides a diverse suite of youth support services that include outreach, tailored case management services and re-engagement programs to support the transition of young people into further education, training and employment.
- National Disability Coordination Officer Program – provides information, coordination and referral services for people with a disability who are looking for post IMVC education and training, to help them gain employment.
- Social Enterprise Program – Australia's first social enterprise hair salon, Avidity. Programs at Avidity provide marginalised members of our community with opportunities for training and employment.

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. It is managed by an executive team including the Executive Officer, Coordinator of Workplace Learning Program, Vocational Training Manager, RTO Training Coordinator, RTO Administrator.

RTO background

IMVC was registered as an RTO in 2006, and although 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 1,150 secondary school students are enrolled each year to complete a hairdressing/beauty, screen and media or hospitality qualification. Fourteen students in clusters of units, and 14 students in an accredited course. During 2019 and 2020 training was conducted in over 25 secondary schools.

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Inner Melbourne Vet Cluster members oversee the facilitation of VET programs in schools for three clusters including Inner Melbourne VET Cluster (73 schools), Eastern Network VET Cluster (29 schools), Pathways To Success VET Cluster (8 schools).

Third party arrangements exist with 24 schools for the delivery and assessment of qualifications and partnership agreements are in place.

IMVC maintains a hair dressing and beauty services salon as a commercial operation that provides a training facility for its students. Hospitality training is conducted at the organisation's The Little Kitchen in Montague Street and at host schools who have established commercial standard facilities for hospitality training. Screen and media training is conducted in the IMVC IT Hub in Albert Street.

The RTO operations are managed by the Vocational Training Manager.

The largest component of training is conducted as pre-accredited training supported by ACFE with funding of approximately 10,575 hours delivered over four ACFE regions.

IMVC has a current contract with HESG for Skills First Funding. Funding for accredited training is mainly through fee for service – schools DET budgets.

The IMVC has introduced a new Quality Management System inclusive of organisation wide Policies, Procedures, Registers, Forms and Documents that have been implemented to support the effective management of the IMVC training operations and to ensure compliance with the AQTF and VRQA Guidelines.

Summary of audit findings

IMVC was very efficient in organising and providing evidence for the conduct of the Desk Audit. The preparation of an Evidence Guide and provision of supporting evidence files enabled the audit to proceed effectively. Responses to requests for additional evidence were provided in a timely way and the provision of contact details for the interview of trainers/assessors and students enabled interviews to progress within the audit timeframe.

IMVC has partnership agreements with over 20 schools which provides a potentially high risk of non-compliance with Standards and Guidelines, however, due to the high level of guidance and support provided to cluster schools and school participation in the VCAA activities for the development, review and implementation of VET VCE course guides and delivery arrangements, sufficient evidence was provided to confirm compliance with the AQTF Standards and VRQA Guidelines for RTOs for all but Standard 2.1.

Telephone interviews were conducted with five trainers/assessors, delivering at auspiced schools, and five students, as part of the audit. Both the trainers/assessors and students confirmed thoroughness of planning by the IMVC team and the support provided. A number of opportunities for improvement were identified.

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Qualifications/Units Audited ¹		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
CUA31015	Certificate III in Screen and Media Units: CUAACD201 Develop drawing skills to communicate ideas BSBDES303 Explore and apply creative design process to 3D forms ICTWEB303 - Produce digital images for the web CUADIG201 Maintain interactive content BSBCRT301 Develop and extend critical and creative thinking skills	Level 1, 71 Palmerston Cres., South Melbourne VIC 3205 Auspiced secondary schools
SHB30215	Certificate III in Make-Up Units: SHBBMUP003 Design and apply make-up for photography SHBXCCS002 Provide salon services to clients SHBXIND001 - Comply with organisational requirements within a personal services environment	Level 1, 71 Palmerston Cres., South Melbourne VIC 3205 Auspiced secondary schools
SIT20416	Certificate II in Kitchen Operations Units: SITXFSA001 Use hygienic practices for food safety SITHCCC001 Use food preparation equipment SITHCCC011 - Use cookery skills effectively	Level 1, 71 Palmerston Cres., South Melbourne VIC 3205 Auspiced secondary schools

Interviewee – (telephone interviews)	
Shiyang Yin, Swinburne Senior High School	Auspiced Trainer/assessor: Certificate III in Screen and Media
Ana Tuckerman, Bayside Secondary College and VET Cluster of Schools	IMVC Trainer/assessor: Certificate III in Screen and Media
Mark Roberts, Billanook College	Auspiced Trainer/assessor: Certificate III in Screen and Media
Lee Read, Westall Secondary College	IMVC Trainer/assessor:

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

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	Certificate II in Kitchen Operations
Leonia Cattach	IMVC Trainer/assessor: Certificate III in Make-Up
Michele Van Looy	Vocational Training Manager
Yi Ji Koeng, Westall Secondary College	Student, Certificate II in Kitchen Operations
Yehuda Holtzman, Yeshivah College	Student, Certificate II in Kitchen Operations
Aya Ishii, Box Hill Secondary College	Student, Certificate III in Screen and Media
Emma Dodds, Warrandyte Secondary College	Student, Certificate III in Screen and Media
Isabell Cooper, NCAT	Student, Certificate III in Make-Up

Permanent Delivery Sites –	Yes	No
Do the RTO's permanent delivery sites match the information provided by the VRQA?	X	
<p>Training is delivered at:</p> <p>IMVC training locations:</p> <ul style="list-style-type: none"> • Albert Road Campus • The Little Kitchen That Could • Avidity Salon <p>Auspiced school sites:</p> <ul style="list-style-type: none"> • Alexandra Secondary College • Assumption College • Bayside P-12 College • Billanook College • Collingwood College • Gilson College • Gisborne Secondary College • Greensborough College • Horsham College • Kambrya College • Loyola College • Marian College • Mentone Girls Grammar School • Mentone Grammar School • Penola Catholic College • St Joseph's College • Strathcona Baptist Girls GS 		

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- Swinburne Senior SC
- Taylors Lake Secondary College
- The Knox School
- Victorian College for the Deaf
- Warrandyte High School
- Westall Secondary College

Third party Arrangements –	Yes	No
Do the RTO's third party arrangements match the information provided by the VRQA?	X	

Third party arrangements had been entered into with the following schools:

- Alexandra Secondary College
- Assumption College
- Bayside P-12 College
- Billanook College
- Collingwood College
- Gilson College
- Gisborne Secondary College
- Greensborough College
- Horsham College
- Kambrya College
- Loyola College
- Marian College
- Mentone Girls Grammar School
- Mentone Grammar School
- Penola Catholic College
- St Joseph's College
- Strathcona Baptist Girls GS
- Swinburne Senior SC
- Taylors Lake Secondary College
- The Knox School
- Victorian College for the Deaf
- Warrandyte High School
- Westall Secondary College

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Audit Summary - AQTF Conditions of Registration

AQTF Conditions		Compliant	Non-Compliant	Not audited
Place an X in the appropriate column				
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		

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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-Compliance²			
SF.2.2.1			
Inner Melbourne VET Cluster Inc. had not collected data, specific to obtaining information about the effectiveness of the continuous improvement of client services to enable the analysing and acting upon relevant information to ensure that student services met student needs.			

² SF = Standard Finding. Finding references are aligned to the Detailed Findings section of this report.

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Audit Summary – 2016 VRQA Guidelines for VET Providers

2016 VRQA Guidelines	Compliant	Non-Compliant	Not audited
1. Governance, Financial viability and Management systems			X
1.1 – Strategic Plan and Business Plan			X
1.2 – Financial Viability			X
1.3 – Management Systems			X
1.4 – Governance			X
2. Transparency and oversight of third parties	X		
2.1 – Third party agreement	X		
2.2 – Co-operation with VRQA	X		
2.3 – Notifying VRQA of Third party agreements	X		
2.4 – Information - Disclosure of third party services	X		
2.5 – Pre-enrolment materials - Disclosure of third party services	X		
2.6 – Changes to third party services	X		
2.7 – Complaints - Third party services	X		
2.8 – Appeals - Third party services	X		
3. Trainer and assessor qualification (including individuals working under the supervision of a trainer)	X		
3.1 – Vocational & Industry skill requirements	X		
3.2 – Training and Assessment (TAE) skill requirements	X		
3.3 – Assessment only skill requirements			X
3.4 – Supervision arrangement requirements			X
3.5 – Trainer under supervision skill requirements			X
4. Delivery of training and assessment services	X		
4.1 – Training and assessment practices	X		
4.2 – Amount of training	X		
4.3 – TAE - Independent validation of assessment system, tools, processes and outcomes			X
4.4 – TAE – Trainer and Assessor skills (1 January 2016 to 31 December 2016)			X
4.5 – TAE – Trainer and Assessor skills (1 January 2017 onwards)			X
4.6 – TAE – Trainer under supervision requirements			X
4.7 – TAE – Registration requirements			X
5. Annual Declaration of Compliance			X
5.1 – Annual Declaration of Compliance			X