

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

Audit Date: 26 & 27 February 2015

**Applicant: 3834 Victorian Vocational Rehabilitation
Association**

Applicant Details			
Applicant Name	Victorian Vocational Rehabilitation Association	TOID	3834
Address	463-467 High Street, Northcote VIC 3070		
	Website	www.briteind.com.au	
Registration Contact	Ms Jan Roberts, Executive Officer		
Phone Number	03 9481 6422	Email	jroberts@briteind.com.au
Audit Team			
Audit Firm	ShineWing Australia Pty Ltd	Auditor/s	John Molenaar
Auditor/s		Other Attendees	Helena Gillies, Executive Chair Jan Roberts, Executive Officer Kathleen Rose, Audit and Compliance Coordinator
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, 3.4
VRQA Guidelines Audited	1, 2, 3, 4, 5		
Audit Date/s	26 & 27 February 2015		
RTO Background			
<p>The Victorian Vocational Rehabilitation Association (Brite Institute) is a not-for-profit organisation with a history of providing training and employment services to people with a disability (primarily intellectual disability) and to people in the community experiencing vocational disadvantage.</p> <p>Comprised of two companies, Brite Services trading as Brite Pak and Brite Plants and the Victorian Vocational Rehabilitation Association (V.V.R.A) trading as Brite Institute, the organisation is governed by a voluntary Board of Directors.</p> <p>Brite is quality assured under FaHCSIA's 12 Disability Service Standards and its supported employees are constant contributors to the continuous improvement of their workplace.</p> <p>Brite Institute is one of three business arms of the organisation, the other two include Brite Services, Brite Plants and Brite Pak, and has been operating as an RTO for over 15 years, with an initial focus on delivering training to support the skill development of people with an intellectual disability and assisting them to achieve a nationally recognised qualification. Over the years the training offered had diversified to include community services, aged care and process industries qualifications.</p>			

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The organisation is a Learn Local Centre and has agreements with the Victorian Higher Education and Skills Group - Victorian Training Guarantee (VTG), Adult Community Further Education (ACFE) the Australian Government Department of Social Services and Aged Care Workforce Vocational Education and Training Program (ACWVET Program), which provide funding to support training initiatives.

The majority of support for training is through the VTG funding (60%), ACFE funding 9%, AQAVET funding 30% and a small fee for service component.

The RTO's clients include people seeking employment in the residential aged care industry, including disability and aged care. Many clients are referred through Job Services Australia including people who are long term unemployed, migrants seeking non-institution training and adults returning to the workforce. Local municipal councils also refer their new employees for training in aged care services, home and community care services and leisure and health services.

Training is also provided to supported employees and people with learning difficulties and the intellectually disabled.

Over the past three years Brite has reviewed the management of its training services and employed an Audit and Compliance Coordinator who has progressively reviewed quality training arrangements and put in place a system of compliance and strategies for sustainable implementation, to ensure that the organisation is fully compliant with the quality standards for training organisations. This has resulted in the implementation of quality training programs by support trainers/assessors and the development of competent students.

The re-registration audit identified that Brite Institute had implemented quality training and assessment services for its clients, consistent with the requirements of the regulator, quality standards and Training Packages. This is as a result of the Audit and Compliance Coordinator who has thoroughly reviewed the operations of the RTO, implemented quality practices and educated staff on the requirements of maintaining a quality training organisation.

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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
CHC40608	Certificate IV in Leisure and Health	Northcote
CHC30212	Certificate III in Aged Care	Northcote
MSS20312	Certificate II in Competitive Systems and Practices	Broadmeadows
AHC20410	Certificate II in Horticulture	Broadmeadows

interviewee(s) – Staff name and position; employer name and position	
Jan Roberts	Executive Officer
Kathleen Rose	Audit and Compliance Coordinator
Judith Cooke	Trainer/assessor: Certificate III in Aged Care
Class of 10 students	Certificate IV in Leisure and Health

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:		
<p>The Broadmeadows site has a Class 9B Occupancy Certification. The Northcote site does not have Class 9B Occupancy Certification. Communications have been entered into with the Darebin City Council.</p>		

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

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Audit Date: 26 & 27 February 2015

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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		



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Audit Date: 26 & 27 February 2015

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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 CHC40608 Certificate IV in Leisure and Health Unit: CHCAC318B Work effectively with older people Unit identified that <i>“It is recommended that assessment or information for assessment will be conducted or gathered over a period of time and cover the normal range of workplace situations and settings”</i>. The assessment instruments and completed student assessments did not demonstrate that assessment evidence was gathered over a period of time and covered the normal range of workplace situations and settings.</p> <p>SF.1.5.2 Unit: CHCRH404B Plan, implement and monitor leisure and health programs Unit identified that <i>“Consistency of performance should be demonstrated over the required range of workplace situations and should occur on more than one occasion and be assessed by a qualified leisure and health</i></p>			

Audit Date: 26 & 27 February 2015

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professional". The assessment instruments for the unit and completed student assessments did not demonstrate that students were assessed on consistency of performance demonstrated over the required range of workplace situations and that skill was demonstrated on more than one occasion and was assessed by a qualified leisure and health professional.

VRQA Comment: Following the audit, the RTO provided additional evidence which addressed the above non-compliances. The RTO is now compliant with AQTF Element 1.5.

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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	

Summary of Non-Compliance

GF.5.1.1

CHC40608 Certificate IV in Leisure and Health

Unit: *CHCAC318B Work effectively with older people*

Assessment Mapping Guide: Note: 2.2 *Comply with duty of care implementation in home and community care settings and work role.* This was assessed through one question, i.e.5.7 You must report elder abuse - Select answer a, b, c or d. This one question did not assess the criteria adequately. It identified the mapping document was not accurate. The actual assessment had been conducted.

A review of a sample of entries of assessment mappings for individual unit assessment tasks identified that the mappings did not accurately identify the assessments that were conducted to ensure assessment of unit knowledge and skills and critical aspects of evidence.

VRQA Comment: Following the audit, the RTO provided amended mapping documents which addressed the above non-compliance. The RTO is now compliant with VRQA Guideline 5.1.