Victorian Registration & Qualifications Authority

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

Applicant Details				
Applicant Name	Yarraville Community Centre Inc.		TOID	4207
Address	59 Francis Street, Yarraville Vic 3013			
		Website	www.ycc.net.au	
Registration Contact	Ms Christine McCall			
Phone Number	9687 1560 / 0421 510 774	Email	yarracc@ycc.net.au	

Audit Team			
Audit Firm	Shinewing Australia	Auditor/s	Anna-Louise Allen
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, 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	1,2,3,4,5		
Audit Date/s	31st March and 1st April 2015		

RTO Background

Yarraville Community Centre Inc.(YCC) is a vibrant community hub that provides education, training and support to more than 2000 people each week. The centre celebrates 40 years this year. When they first became an RTO they had business certificates, which were removed when the funding dropped.

YCC has the complete EAL framework on the scope, however not all levels are currently delivered. YCC also deliver the SEE program. YCC services highly disadvantaged clients, and also provide free classes for asylum seekers. YCC does not charge a tuition fee, the only levy is an administrative charge. The centre has two computer labs, occasional childcare and public internet access.

The Blackwood Street, Neighbourhood house is 5 minutes away where CEGA is conducted. It provides a relaxed environment which is a good environment for those clients with other issues.

YCC employs 32 permanent and 25 contract staff. There are currently 93 students enrolled in funded programs - CEGA & EAL. The Centre is part of a well-connected community, including the Angliss and Wynham Neighbourhood house and the learning for employment – consortium. This group has joined together to manage compliance, with the aim to strengthen delivery and compliance. YCC is working with Williamstown to map activities and develop a business plan. They have also developed an e-learning portal for students and trainers containing teaching and learning resources.

A current project is in place to develop industry links through Maribyrnong Council and business networks. There is still a possibility of supporting workers with literacy issues. Obstacles to date have seen a clash of timetables between business and the centre.

YCC is currently delivering small business training during small business week and family literacy program through WELLS. The centre has also worked on resources and information brochures for City West Water, Coles, City of Maribyrnong and the Energy Information Fund.

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

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

Qualifications/Units Audited[1]		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
22235VIC	Certificate I in General Education for Adults (Introductory)	Vic
22253VIC	Certificate II in EAL (Access)	Vic

Interviewee(s) – Staff name and position; employer name and position	
Christine McCall	Centre Manager
Lynette Dawson	Education Manager
Susan Stojanova	Admin Officer
Fabiola Sierra Cortes	EAL Trainer
Meg Cotter	EAL Co-ordinator

Permanent Delivery Sites – Do the RTO's permanent delivery sites match the information provided by the VRQA?	Yes	No
	X	
If ' No' , please provided amended details below:		
Two locations Frances Street Yarraville and Blackwood Street Neighbourhood House		

---

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

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

Audit Summary - AQTF Conditions of Registration

	AQTF Conditions	Compliant	Non - Compliant	Not audited
1	Governance	☒	☐	☐
2	Interactions with the Registering Body	☐	☐	☒
3	Compliance with Legislation	☒	☐	☐
4	Insurance	☐	☐	☒
5	Financial Management	☐	☐	☒
6	Certification & Issuing of Qualifications & Statements of Attainment	☐	☒	☐
7	Recognition of Qualifications Issued by other RTOs	☒	☐	☐
8	Accuracy and Integrity of Marketing	☒	☐	☐
9	Transition to Training Packages/Expiry of Accredited Courses	☒	☐	☐

Summary of Non-Compliance[2]

CF6.1

- Templates for Certificates and Statements of Attainment do not meet the requirements of the AQF.

---

[2] CF = Condition Finding. Finding references are aligned to the Detailed Findings section of this report.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
Standard 1	☐	☒	☐
1.1 – Continuous Improvement Strategy	☒	☐	☐
1.2 – Training and Assessment Strategies	☒	☐	☐
1.3 – Training and Assessment Resources	☒	☐	☐
1.4 – Trainer and Assessor Competency	☒	☐	☐
1.5 – Assessment Strategies	☐	☒	☐
Standard 2	☒	☐	☐
2.1 – Meeting the Needs of Clients	☒	☐	☐
2.2 – Continuous Improvement of Client Services	☒	☐	☐
2.3 – Provision of Information to Clients	☒	☐	☐
2.4 – Third-Party Engagement in Training and Assessment	☐	☐	☒
2.5 – Provision of Support Services to Clients	☐	☐	☒
2.6 – Learner Access to Records of Participation	☒	☐	☐
2.7 – Complaints and Appeals Strategy	☒	☐	☐
Standard 3	☒	☐	☐
3.1 – Operations Management	☒	☐	☐
3.2 – Continuous Improvement of Operations	☒	☐	☐
3.3 – Third-Party Training and/ or Assessment Services	☐	☐	☒
3.4 – Records Management	☒	☐	☐
Summary of Non-Compliance[3]			
SF1.5.1 • Assessments do not meet the unit requirements**.**			

---

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

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

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

Summary of Non-Compliance[4]

GF1.3.1

- The Trainer matrix for each trainer provides the same generic statement for each unit delivered.
- Staff files do not contain evidence of PD to develop VET knowledge and skills, despite other records demonstrating this.

GF5.1.1

- Assessment record sheets are generic and do not provide a control to ensure that no student will be deemed competent without clear evidence that they have successfully completed all specified assessment requirements.

GF5.1.2

- Assessment tools and processes are not supported by clear instructions to the student and assessor and recording mechanisms that support consistent assessor decision making.

---

[4] GF = Guideline Finding. Finding references are aligned to the Detailed Findings section of this report.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

Detailed Findings - AQTF Conditions of Registration

CONDITION 1 - Governance		Compliant
Finding	**Evidence/Documentation Reviewed**	**Required Rectification(s)**
The RTO is Compliant with Condition 1 The RTO maintains fit and proper person documents for Committee of Management. The experiences of Trainers / Assessors are considered in the decision making of senior management	Evidence reviewed during the audit: • Organisational Chart • Interview with Centre Manager • Interview with Training Manager • Monthly Committee of Management meetings • Monthly Board Education Report • Committee of Management minutes • Regular Trainers meeting at least bimonthly • Trainer Day annually • Yarraville Committee Listing • Meeting register • Fit and Proper Person declaration and police checks for all Committee of Management members	No rectification required.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

CONDITION 3 – Compliance with Legislation		Compliant
Finding	**Evidence/Documentation Reviewed**	**Required Rectification(s)**
The RTO is **Compliant** with **Condition 3.** The standard requires a systematic process to review and manage compliance with relevant Commonwealth, State or Territory legislation and regulatory requirements.	Evidence reviewed at audit: • OH & S Policy and Procedure • Privacy Policy and Procedure • Access and equity Policy and Procedure • Anti-Bullying policy and procedure • Staff Grievance policy and procedure • Staff recruitment policy and procedure • Professional development policy and procedure • Equal opportunity policy and procedure • Sexual harassment policy • Making sense of the VET sector power points – VET development Centre • Teacher Handbook 2015 • Teacher /trainer handbook for VTG funded courses 2015 Access is provided to the following legislation: • Occupational Health & Safety Act 2004 • Disability Act 2006 • Fair Work Australia Act 2009 • Victoria's Equal Opportunity Act 2010 • Education and Training Reform Act 2006 • Privacy Act 2000	No rectification required.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

CONDITION 6 - Certification & Issuing of Qualifications & Statements of Attainment		Non-Compliant
CF6.1 **Finding**	**Evidence/Documentation Reviewed**	**Required Rectification(s)**
The RTO is **Non-Compliant** with **Condition 6**. Templates for Certificates and Statements of Attainment do not meet the requirements of the AQF. The Statement of Attainment includes reference to the AQF. This should be removed. The statement on the Certificate reads 'This statement of attainment is recognized within the Australian Qualifications Framework'. This should be corrected to read 'The qualification is recognised within the Australian Qualifications Framework' The employability skills statement should be removed from the certificate. **Units are printed on the back of the certificate, however the policy states a Record of Results is issued, the RTO will need to determine which process they will follow.**	Evidence reviewed at audit: • Records management policy and procedure • Certificate Issuance Policy and procedure • Record of Certificate • VET Trak Student Management System • Enrolment form • Statement of Attainment template • Certificate template • Record of results	<u>Actions:</u> • **The RTO should remove reference to the AQF on the Statement of Attainment.** • **The RTO should also correct the reference on the Certificate.** • **The employability skills statement should be removed from the certificate.** • **The RTO will need to decide if they are going to use a record of results or print the units on the reverse of the certificate.**
Finding	**Evidence/Documentation Reviewed**	**Required Rectification(s)**
The RTO is **Compliant** with this aspect of **Condition 6**. The RTO has a mechanism in place to retain client records for a period of 30 years The RTO provides AVETMISS compliant data via VET Trak.	Evidence reviewed at audit: • Records management policy and procedure • Certificate Issuance Policy and procedure • Record of Certificate • VET Trak Student Management System • Enrolment form	No rectification required.

Improvement Opportunities
Both Certificate and Statement of Attainment include both the VRQA logo and name and the statement that the certificate/statement of attainment is '**Issued under the authority of the Victorian Registration and Qualifications Authority'. This is a duplication, suggest the statement is removed.**

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

CONDITION 7 - Recognition of Qualifications Issued by other RTOs		Compliant
Finding	**Evidence/Documentation Reviewed**	**Required Rectification(s)**
The RTO is **Compliant** with **Condition 7**. The RTO recognises the AQF Qualifications and Statements of Attainment issued by any other.	Evidence reviewed at audit: • Recognition of Qualifications from other RTOs Policy and Procedure • Student Information Handbook 2015 • Records Management Policy and Procedure • Privacy policy	No rectification required.

CONDITION 8 - Accuracy and Integrity of Marketing		Compliant
Finding	**Evidence/Documentation Reviewed**	**Required Rectification(s)**
The RTO is **Compliant** with **Condition 8**. The RTO's marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration. The NRT logo is used appropriately in marketing and advertising of AQF qualifications to prospective clients.	Evidence reviewed at audit: • Website http://www.ycc.net.au • Word of mouth • Flyer – Foundation Studies 2015 • Autumn Course brochure • Centrelink and JSAs • Network of community based organisations • Promotion materials policy and procedure • Use of Logos • 2015 ACFE & VTG Fees • General information for students 2015 • Student Information booklet 2015 • General Adult Recording authorisation	No rectification required.

Victorian **Registration &**
Qualifications Authority

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

CONDITION 9 - Transition to Training Packages/Expiry of Accredited Courses		Compliant
Finding	**Evidence/Documentation Reviewed**	**Required Rectification(s)**
The RTO is **Compliant** with **Condition 9.** The RTO has managed the transition from superseded Training Packages within 12 months of their publication on the Training.gov.au.	Evidence reviewed at audit: • Risk identification and management • Validation and moderation • Course transition	No rectification required.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

Detailed Findings - AQTF Standards

STANDARD 1

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 RTO is **Compliant** with **Element 1.1.** The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.	Evidence reviewed at audit: • Risk identification and management • Validation and moderation • Continuous improvement – includes legislation • Access and equity • Complaints and appeals – consider time frames for processing each step • Continuous improvement – includes legislation • Internal Student Survey • QI regulator report • Website: http://www.ycc.net.au • HESG Internal Audit	No rectification required.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

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)**
The RTO is **Compliant** with **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.	Evidence reviewed at audit: Training and assessment strategy: • 22234VIC Course in Initial General Education for Adults • 22235VIC Certificate I in General Education for Adults (Introductory) • 22236VIC Certificate I in General Education for Adults • 22237VIC Certificate II in General Education for Adults • 22238VIC Certificate III in General Education for Adults • 22250VIC Certificate I in EAL (Access) • 22251VIC Certificate II in EAL (Access) • 22253VIC Certificate III in EAL (Access) • 22254VIC Certificate III in EAL (Employment) • 22255VIC Certificate I in EAL (Further Study) • 22256VIC Certificate IV in EAL (Access) • 22257VIC Certificate IV in EAL (Employment / Professional • 22258VIC Certificate IV in EAL (Further Study) • 22257VIC Course in EAL Industry consultation • VU Service Industries Newsletter	No rectification required.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

	• Network West Update Sheet • VISTA Association of Professionals • Training Packages @ Work • VELG – eNewsletter • My Multicultural Victoria • Quest – Balancing life, work and Wellbeing • VALEC Fine Print • Local JSA and Centrelink • ACFE provider meetings	

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

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)**
The RTO is **Compliant** with **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 courses and the RTO's own training and assessment strategies.	Evidence reviewed at audit: • Risk identification and management • Validation and moderation • Continuous improvement – includes legislation • Course transition • Recognition of Qualifications from other RTOs • Tour of YCC facility Training and assessment strategy: • 22234VIC Course in Initial General Education for Adults • 22235VIC Certificate I in General Education for Adults (Introductory) • 22236VIC Certificate I in General Education for Adults • 22237VIC Certificate II in General Education for Adults • 22238VIC Certificate III in General Education for Adults • 22250VIC Certificate I in EAL (Access) • 22251VIC Certificate II in EAL (Access) • 22253VIC Certificate III in EAL (Access) • 22254VIC Certificate III in EAL (Employment) • 22255VIC Certificate I in EAL (Further Study) • 22256VIC Certificate IV in EAL (Access)	No rectification required.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

	• 22257VIC Certificate IV in EAL (Employment / Professional • 22258VIC Certificate IV in EAL (Further Study) • 22257VIC Course in EAL Staff Files • Michelle Ryan • Helen Lucas • Fabiola Sierra Cortes • Wendy Stimson	

Audit Date: 31st March and 1st April 2015

RTO: Yarraville Community Centre Inc.

ELEMENT 1.4 - Training and assessment is delivered by trainers and assessors who: 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.	**Compliant**

Finding	Evidence/Documentation Reviewed	Required Rectification(s)
The RTO is **Compliant** with **Element 1.4.** Training and assessment is delivered by Trainers and Assessors who have the necessary training and assessment competencies as determined by the National Quality Council Trainers are undertaking professional development in line with the standard, however their record keeping requires review. See the recommendation for guideline 1.3.	Evidence reviewed at audit: • Staff meeting minutes • Teacher Handbook 2015 • Teacher /trainer handbook for VTG funded courses 2015 • Staff Grievance policy and procedure • Staff recruitment policy and procedure • Professional development policy and procedure • Making sense of the VET sector power points – VET development Centre • Teacher Handbook 2015 • Teacher /trainer handbook for VTG funded courses 2015 Staff Files • Michelle Ryan • Helen Lucas • Fabiola Sierra Cortes • Wendy Stimson	No rectification required.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

ELEMENT 1.5 - Assessment including Recognition of Prior Learning (RPL): 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.	**Non-Compliant**

SF1.5.1 **Finding**	**Evidence/Documentation Reviewed**	**Required Rectification(s)**
The RTO is **Non-Compliant** with **Element 1.5.** Assessment to support: • VU21299 Engage with simple texts for personal purposes • VU21303 Create simple texts for personal purposes do not meet the critical requirements of the units. VU21303 requires candidates to identify the purpose and audience for a range of personally relevant digital and paper based text types and to produce one digital and one paper based simple, personally relevant text. VU21299 requires candidates to locate, read and interpret information in a minimum of 2 personally relevant, simple and familiar text types, one of which must be print based and the other digital. VU21464 Examine current issues requires the candidates to examine current issues by identifying and discussing local transport options and information and to source and discuss information on local community and recreational activities and identify information relevant to self	Evidence reviewed at audit: Certificate I in General Education (Introductory) • VU21299 Engage with simple texts for personal purposes • VU21303 Create simple texts for personal purposes Certificate II in EAL (Access) • VU21297 Develop and document a learning plan and portfolio with guidance • VU21464 Examine current issues Student files • Lauren Booth • John Duarte • Oei, Gwat-Hwa • Fufita, Kari	**Actions:** • **The RTO should review all assessment tasks to make sure they meet the critical requirements of the unit of competency.** • **The RTO must monitor trainer/assessors to make sure they are using validated tools that meet the unit requirements. It is not acceptable to use assessment tasks of choice in reference to validated assessment tasks.**

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

The two tasks presented at audit do not specify the topic content as required by the critical requirements of the unit. The RTO is using a mixture of validated assessment tools from the Think West assessment bank and internally developed assessment tools. The Think West assessment bank supports the core units and meets the unit requirements. There are not being consistently used by all trainers. The RTO is developing assessment tools to support elective units. These will need to be validate to ensure they meet the unit requirements.		

![Victorian Registration & Qualifications Authority]

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

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

Detailed Findings - AQTF Standards

STANDARD 2

ELEMENT 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 RTO is **Compliant** with **Element 2.1.** The RTO establishes the needs of clients and delivers services to meet these needs.	Evidence reviewed at audit: • Initial inquiry or JSA or support worker call • Set interview times for meeting with students • Pre-training assessment tools – reading, writing tasks • Don't know if they are accredited or pre-accredited • Enrolment and eligibility form • If going into a VTG – look at previous courses • Support completion of eligibility form and enrolment form • Negotiate the most suitability of course location • Individual training plan – 6 hours per week or 12 hours per week • Some flexibly can be built into this. • Negotiation around days, times and in line with personal circumstances • No tuition fee but small amenities fees. • Majority are concessions – or financial hardship • Student Handbook – but the tutor needs to go through this with the client • Shortened version • Student Guarantee • In class the trainer will go through this information again.	No rectification required.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

ELEMENT 2.2 - The RTO continuously improves client services by collecting, analysing and acting upon relevant data.		Compliant
Finding	**Evidence/Documentation Reviewed**	**Required Rectification(s)**
The RTO is **Compliant** with **Element 2.2.** The RTO continuously improves client services by collecting, analysing and acting upon relevant data.	Evidence reviewed at audit: • Risk identification and management • Validation and moderation • Continuous improvement – includes legislation • Access and equity • Complaints and appeals – consider time frames for processing each step • Continuous improvement – includes legislation • Internal Student Survey • QI regulator report • Website: http://www.ycc.net.au • HESG Internal Audit	No rectification required.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

ELEMENT 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 RTO is **Compliant** with **Element 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.	Evidence reviewed at audit: • Initial inquiry or JSA or support worker call • Set interview times for meeting with students • Pre-training assessment tools – reading, writing tasks • Don't know if they are accredited or pre-accredited • Enrolment and eligibility form • If going into a VTG – look at previous courses • Support completion of eligibility form and enrolment form • Negotiate the most suitability of course location • Individual training plan – 6 hours per week or 12 hours per week • Some flexibly can be built into this. • Negotiation around days, times and in line with personal circumstances • No tuition fee but small amenities fees. • Majority are concessions – or financial hardship • Student Handbook – but the tutor needs to go through this with the client • Shortened version • Student Guarantee • In class the trainer will go through this information again.	No rectification required.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

ELEMENT 2.6 - Learners have timely access to current and accurate records of their participation and progress.		**Compliant**
Finding	**Evidence/Documentation Reviewed**	**Required Rectification(s)**
Element 2.6 was **Compliant** Learners have timely access to current and accurate records of the participation and progress. One application in 2015 for copies of student work	Evidence reviewed at audit: • Student Information Handbook 2015 • Records management policy and procedure • Form • Website http://www.ycc.net.au • Flyer – Foundation Studies 2015 • Autumn Course brochure • Promotion materials policy and procedure • 2015 ACFE & VTG Fees • General information for students 2015 • Request to review and correct personal information form	No rectification required.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

ELEMENT 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 RTO is **Compliant** with **Element 2.7.** The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.	Evidence reviewed at audit: • Student Information Handbook 2015 • Complaints and appeals –Complaints action record • Complaint form • Complaints appeals form • Continuous improvement – includes legislation • Student Feedback Survey • QI regulator report • Website	No rectification required.

Improvement Opportunities
The RTO might consider adding time frames for processing each step of the complaints and appeals process.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

Detailed Findings - AQTF Standards

STANDARD 3

ELEMENT 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)**
The RTO is **Compliant** with **Element 3.1.** The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.	Evidence reviewed during the audit: • Website http://www.ycc.net.au • Flyer – Foundation Studies 2015 • Autumn Course brochure • Promotion materials policy and procedure • 2015 ACFE & VTG Fees • General information for students 2015 • Student Information booklet 2015 • Enrolment form • VTG Student Agreement	No rectification required.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

ELEMENT 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 RTO is **Compliant** with **Element 3.2.** The RTO uses a systematic and continuous improvement approach to the management of operations.	Evidence reviewed at audit: • Risk identification and management • Validation and moderation • Access and equity • Complaints and appeals – consider time frames for processing each step • Continuous improvement – includes legislation • Course transition • Student information handbook • Version control	No rectification required.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

ELEMENT 3.4 - The RTO manages records to ensure their accuracy and integrity.		Compliant
Finding	**Evidence/Documentation Reviewed**	**Required Rectification(s)**
The RTO is **Compliant** with **Element 3.4.** The RTO manages records to ensure their accuracy and integrity	Evidence reviewed at audit: • VET Trak Student Management System • Delegation of Authority for HESG Program • HESG induction booklet • Staff meetings include contract requirement • Staff meeting minutes • Teacher Handbook 2015 • Teacher /trainer handbook for VTG funded courses 2015 • Records management policy and procedure • Certificate Issuance policy and procedure • Copyright and intellectual property policy and procedure • Promotion materials policy • YCC receipts • Fraud policy • Raising invoices policy • 2015 ACFE & VTG Fees • Student fees and refund policy • General information for students 2015 • Student Information booklet 2015 • Enrolment form • VTG Student Agreement • Privacy • Procedure for short course enrolment	No rectification required.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

GUIDELINE 1.3 - Staff records for each training and assessment staff member must include the following:	Non-Compliant
• Verified or certified and/or signed documents are held by the RTO • Trainer skills matrix – signed by trainer/assessor • Trainer and assessor qualifications - verified by RTO or otherwise certified • Vocational qualifications – verified by RTO or otherwise certified • CV – signed by trainer/assessor • Professional development activities verified and/or signed by trainer/assessor • Position description • Employment contract/agreement	

GF1.3.1 **Finding**	**Evidence/Documentation Reviewed**	**Required Rectification(s)**
The RTO is **Non-Compliant** with **Guideline 1.3.** Trainer/assessor records are not consistent with the requirements of the guideline. The trainer skills matrix on file does not detail the vocational experience and qualifications held by each trainer at the unit level. The purpose of the matrix is to demonstrate that the trainer has the vocational qualifications and experience at the unit level. The use of 25 years teaching does not provide sufficient specific detail. Trainer professional development records are not systematically recorded. The records on the trainer files do not indicate that the trainers are undertaking Professional Development to develop VET knowledge and skills, however records elsewhere do demonstrate that the RTO discusses this in trainer's meetings.	Evidence reviewed at audit: • Staff meeting minutes • Teacher Handbook 2015 • Teacher /trainer handbook for VTG funded courses 2015 • Staff Grievance policy and procedure • Staff recruitment policy and procedure • Professional development policy and procedure • Making sense of the VET sector power points – VET development Centre • Teacher Handbook 2015 • Teacher /trainer handbook for VTG funded courses 2015 • Trainer meeting minutes Staff Files • Michelle Ryan • Helen Lucas • Fabiola Sierra Cortes • Wendy Stimson	**Actions:** • **The RTO will need to review all trainer matrix to make sure they provided the required information.** • **The RTO will need to make sure that PD records are systematically recorded and include all PD activities in line with the Standard.**

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

Detailed Findings – VRQA Guidelines for VET Providers

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)
The RTO is **Compliant** with **Guideline 2.1.** The RTO monitors course quality. While the RTO is not following a traditional approach to validation, they are regularly reviewing training and assessment and making improvements which are recorded in the continuous improvement register.	Evidence reviewed at audit: • Validation and moderation policy and procedure • Version control Policy and Procedure • Validation schedule • Assessment validation tool • Moderation of assessment evidence • Annual Validation report 2014 • Validation and moderation meeting minutes June 2 2014 • Validation and moderation meeting minutes 2013 Training and assessment strategy: • 22234VIC Course in Initial General Education for Adults • 22235VIC Certificate I in General Education for Adults (Introductory) • 22236VIC Certificate I in General Education for Adults • 22237VIC Certificate II in General Education for Adults • 22238VIC Certificate III in General Education for Adults • 22250VIC Certificate I in EAL (Access)	No rectification required.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

	• 22251VIC Certificate II in EAL (Access) • 22253VIC Certificate III in EAL (Access) • 22254VIC Certificate III in EAL (Employment) • 22255VIC Certificate I in EAL (Further Study) • 22256VIC Certificate IV in EAL (Access) • 22257VIC Certificate IV in EAL (Employment / Professional) • 22258VIC Certificate IV in EAL (Further Study) • 22257VIC Course in EAL	

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)**
The RTO is **Compliant** with **Guideline 2.2**. The RTO has measures in place to prevent and detect cheating and plagiarism amongst its students and to deal appropriately with any instances of these practices. There have not been any instances of cheating and plagiarism.	Evidence reviewed at audit: • Participant conduct policy and procedure • Plagiarism and cheating • Student Information Handbook 2015	No rectification required.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre 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)**
The RTO is **Compliant** with **Guideline 2.3**. The RTO has policies and procedures in place to ensure the retention unit of competency training and assessment information *for a minimum of 1 year post completion of the unit, including mechanisms for the retention of master resources.	Evidence reviewed at audit: • VET Trak Student Management System • Delegation of Authority for HESG Program • HESG induction booklet • Staff meetings include contract requirement • Staff meeting minutes • Teacher Handbook 2015 • Teacher /trainer handbook for VTG funded courses 2015 • Records management policy and procedure • Certificate Issuance policy and procedure • Copyright and intellectual property policy and procedure • Promotion materials policy • YCC receipts • Fraud policy • Raising invoices policy • 2015 ACFE & VTG Fees • Student fees and refund policy • General information for students 2015 • Student Information booklet 2015 • Enrolment form • VTG Student Agreement • Privacy • Procedure for short course enrolment	No rectification required.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre 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)
The RTO is **Compliant** with **Guideline 4.1**. The RTO does 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).	Evidence reviewed at audit: • Student Information Handbook 2015 • Classes are schedules are between 9.30 and 3.00 • Contact hours 6 – 15 hours per week • OH&S Policy & Procedure • Yarraville Community Centre Emergency Procedure • Student safety policy and procedure	No rectification required.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre 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)**
The RTO is **Compliant** with **Guideline 4.2.** The RTO does 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).	Evidence reviewed at audit: • Student Information Handbook 2015 • Classes are schedules are between 9.30 and 3.00 • Contact hours 6 – 15 hours per week • OH&S Policy & Procedure • Yarraville Community Centre Emergency Procedure • Student safety policy and procedure • OH&S Procedure	No rectification required.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre 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)**
The RTO is **Compliant** with **Guideline 4.4** Both the RTO and School policies are designed to address matters of student wellbeing and Safety.	Evidence reviewed at audit: • Student Information Handbook 2015 • Classes are schedules are between 9.30 and 3.00 • Contact hours 6 – 15 hours per week • OH&S Policy & Procedure • Yarraville Community Centre Emergency Procedure • Student safety policy and procedure	No rectification required.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre 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.		**Non-Compliant**
GF5.1.1 **Finding**	**Evidence/Documentation Reviewed**	**Required Rectification(s)**
The RTO is **Non-Compliant** with **Guideline 5.1** The RTO has developed internal record sheets for use with individual tasks and for the overall unit. These record sheets contain the elements and performance criteria, which is misleading and appears to encourage a focus on this aspect of the unit only, without considering the essential skills and knowledge and critical unit requirements. The format is generic across all units and suggests that there are 5 assessment tasks, which is not an accurate reflection of the units audited. The purpose of the record sheets is to identify the tasks that need to be completed and supports the control to ensure that no student can be recorded as competent without clear evidence that they have successfully completed all specified assessment requirements including ensuring that assessment record sheets include reference to all required assessments consistent with the validation matrix.	Evidence reviewed at audit: Certificate I in General Education (Introductory) • VU21299 Engage with simple texts for personal purposes • VU21303 Create simple texts for personal purposes YCC Internally developed assessment tools Units clustered VU21299, 21302, 21303, 21306 and 21314 • Assessor instructions and making guide, Assessment task 2 Moving hours • Student instructions Assessment task 2 • Assessor instructions and making guide, Assessment task 3 In my area • Student instructions Assessment task 3 VU21299 Observation checklist – no instructions, cut and paste of PC and E not clear how it will be used or instructions /guidelines to the assessor for support decision making • Coversheet • Assessment mapping document • Unit assessment summary sheet - lists elements and performance criteria • Lists 5 tasks, however there are only 2 tasks and an observation, not 5 documented tasks? Certificate II in EAL (Access)	<u>Actions:</u> • **The RTO should review their use of record sheets for each assessment task and the overall record sheet to make sure that it support this process,**

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

	• VU21297 Develop and document a learning plan and portfolio with guidance • VU21464 Examine current issues Think West Assessment bank – core units for Certificate II in EAL (Access) VU21297 Develop and document a learning plan and portfolio with guidance Think West Assessment Tools: • Assessor guide containing 6 tasks • Competency mapping • instructions to the Assessor • Student instruction • Assessment tasks • Marking guide YCC Internally Developed Assessment tools • Unit competency summary record sheet • Observation sheet • Trainer selected tasks VU21464 Examine current issues No Think West Assessment tools YCC Internally Developed Assessment tools • Assessor instructions and marking guide • Task 1 -discussion of issue • Task 2 Writing about an issue • Assessment coversheet	

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

	• Assessment mapping document • Assessment summary • Observation checklist	

GF5.1.2 Finding	**Evidence/Documentation Reviewed**	**Required Rectification(s)**
The RTO is **Non-Compliant** with **Guideline 5.1** Assessment tasks must include clear advice to students and assessors as to how the unit(s) will be assessed. Observation checklists should include both a description of the task to be completed, the conditions of assessment and guidance to the assessor on decision making rules and what the student is expected to demonstrate. Current internally developed observation checklists are a cut and paste of the performance criteria, with no explanation of the task to be observed or any guidelines on what the candidate is to demonstrate.	Evidence reviewed at audit: Certificate I in General Education (Introductory) • VU21299 Engage with simple texts for personal purposes • VU21303 Create simple texts for personal purposes Certificate II in EAL (Access) • VU21297 Develop and document a learning plan and portfolio with guidance • VU21464 Examine current issues	**Actions** • **The RTO should review their observation checklists to make sure that they include clear instructions to the student and the assessor on what they are to do during the observation. The RTO should also include guidance to the assessor on decision making.**
Finding	**Evidence/Documentation Reviewed**	**Required Rectification(s)**
The RTO has the dedicated and operational educational facilities including classrooms, library/information resource centre, laboratories, administrative areas and staff office accommodation, appropriate in scope and quality for the size, mode of delivery and nature of the institution.	Evidence reviewed at audit: Training and assessment strategy: • 22234VIC Course in Initial General Education for Adults • 22235VIC Certificate I in General Education for Adults (Introductory) • 22236VIC Certificate I in General Education for Adults • 22237VIC Certificate II in General Education for Adults • 22238VIC Certificate III in General Education for Adults • 22250VIC Certificate I in EAL (Access) • 22251VIC Certificate II in EAL (Access)	No rectification required.

Audit Date: 31st March and 1st April 2015   **RTO:** Yarraville Community Centre Inc.

	22253VIC Certificate III in EAL (Access) 22254VIC Certificate III in EAL (Employment) 22255VIC Certificate I in EAL (Further Study) 22256VIC Certificate IV in EAL (Access) 22257VIC Certificate IV in EAL (Employment / Professional 22258VIC Certificate IV in EAL (Further Study) 22257VIC Course in EAL Service Agreements - Grant to the Yarraville Community Centre Inc (incorporating Blackwood Street Neighbourhood House) – June 30 2015 - MOU with Maribyrnong City Council - Annual Essential Safety Measures Report – 9B – 114 Blackwood Street Yarraville - Annual Essential Safety Measures Report – 9B – 59 Frances Street Yarraville - Adult Community & Further Education Board - Skills Victoria - Adult Migration Education Services - Department of Human Services - Non-recurrent grants applied for on an annual basis.	

Improvement Opportunities
For the Think West assessment bank each tasks should include a ruling of satisfactory or not satisfactory for each task. At present the tasks D & F are the only tasks that include a ruling of satisfactory/not satisfactory. This could be added to Tasks A, B, C & E for the unit VU21297 Develop and document a learning plan and portfolio with guidance.