

VET Quality Framework audit report

Continuing registration as a national VET regulator (NVR) registered training organisation (RTO)

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| Legal name of organisation | Australian College of Fitness & Bodywork Pty Ltd |
| Dates of audit | 21 and 22 May 2012 |

| ORGANISATION DETAILS | | | |
|----------------------------------|----------------------------------------------------------|---------------|------------------------------------------------------|
| RTO legal name | Australian College of Fitness & Bodywork Pty Ltd | RTO ID number | 21150 |
| Registered business trading name | Australian College of Fitness & Bodywork | ABN | 23 095 258 763 |
| Address | Suite 4, 333 Mitcham Rd, MITCHAM VIC | Postcode | 3132 |
| Phone | (03) 9873 4858 | Fax | (03) 9873 8051 |
| E-mail | admin@acfb.com.au | Website | www.acfb.com.au |
| Registration contact | Name Andrew Maas | Position | Principal Director |

| AUDIT TEAM | | | |
|--------------------|--------------|---------------------|-----|
| Lead auditor | Cheryl Leary | Technical adviser/s | N/A |
| Audit team members | N/A | | N/A |

| ASQA CONTACT DETAILS | | | |
|----------------------|------------------------------|--------|------------------------------------------------------------|
| Phone | 1300 701801 (ASQA Info line) | E-mail | audits@asqa.gov.au |

| AUDIT DETAILS | |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Audit type | <input checked="" type="checkbox"/> Renewal of registration <input type="checkbox"/> Extension to scope of registration <input type="checkbox"/> Compliance monitoring (incl. post-initial registration) <input type="checkbox"/> Other: |
| Scope of audit | <input checked="" type="checkbox"/> Standards for NVR Registered Training Organisations <input checked="" type="checkbox"/> Australian Qualifications Framework (AQF) <input checked="" type="checkbox"/> Data Provision Requirements <input type="checkbox"/> Fit and Proper Person Requirements <input type="checkbox"/> Financial Viability Risk Assessment Requirements |
| Dates of site visit | 21 and 22 May 2012 |
| Site visited | Suite 4, 333 Mitcham Rd MITCHAM (Head Office) |
| Standards audited | Standards for NVR Registered Training Organisations 2011 – Essential Standards for Continuing Registration SNR15 to SNR25, except SNR22.1 |

| ORGANISATION |
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| <p>The RTO provides training and assessment services for the Fitness and Massage Industries. Training is provided from its premises at Mitcham, or via distance and blended approaches. The Mitcham premises provide facilities such as a fully equipped and operational massage clinic, individual massage rooms, a small fitness studio, a student common room and RTO administration facilities. The fitness training facilities are augmented by a partnership arrangement with an operational gym. Online provision is supported with the use of telecommunications such as Skype and a student online access point, and learning and assessment materials developed by the RTO, including a range of DVDs for skills development. The RTO's target group includes mature age clients returning to study. The RTO currently has 59 enrolled students (data from RTO-returned delivery activity data form). The RTO provides fee-for-services training and also accesses Victorian Government funding.</p> |

| FOCUS OF AUDIT | | |
|----------------|--------------------------------------------|-------------------------------------|
| Code | Qualification / Accredited course name | Mode(s) of delivery &/or assessment |
| SRF30206 | Certificate III in Fitness | RTO based, Distance, Blended |
| SRF40206 | Certificate IV in Fitness | RTO based, Distance, Blended |
| HLT40307 | Certificate IV in Massage Therapy Practice | RTO based, Distance, Blended |
| HLT50307 | Diploma in Remedial Massage | RTO based, Distance, Blended |

| INTERVIEWEES | | |
|---------------------------|--------------------------------------------------------|---------------------------------|
| Staff (name and position) | | |
| Name | Position | Program (qualification, course) |
| Andrew Maas | Principal Director / Business Manager / Business owner | All program areas |
| Kylie Bradshaw | Director / Course Director / Business owner | All program areas |

SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *National Vocational Education and Training Regulator Act 2011* (the Act) to assess compliance with requirements of the VET Quality Framework as identified under the Scope of Audit section above.


AUDIT OUTCOME

Audit status as at 24 May 2012

- The organisation **has not demonstrated compliance** with all compliance requirements reviewed for the audit.

The level of non-compliance is considered to be **minor** when considering the potential for adverse impact on the quality of training and assessment outcomes for students.

The audit report describes evidence of non-compliance identified. Each issue referenced must be rectified by the organisation with evidence provided to ASQA within **20 working days** of the date of the letter accompanying this audit report to demonstrate corrective actions implemented.

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| Auditor's Name | Cheryl Leary | Signature |  | Date of Report | 24 May 2012 |
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AUDIT SUMMARY OF VET QUALITY FRAMEWORK REQUIREMENTS

| VET QUALITY FRAMEWORK COMPONENT | | STATUS* |
|--------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| Financial Viability Risk Assessment Requirements | | <input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA |
| Fit and Proper Person Requirements | | <input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA |
| Data Provision Requirements | | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| Australian Qualifications Framework (AQF) Requirements (minor non-compliance rectified at audit) | | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| Standards for NVR Registered Training Organisations 2011 - Essential Standards for Continuing Registration | | |
| 15 | The NVR registered training organisation provides quality training and assessment across all of its operations | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| 16 | The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients | <input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA |
| 17 | Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates | <input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA |
| 18 | The NVR registered training organisation has governance arrangements in place | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| 19 | Interactions with the National VET Regulator | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| 20 | Compliance with legislation | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| 21 | Insurance | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| 22 | Financial management (SNR22.1 not audited) | <input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA |
| 23 | Certification, issuing and recognition of qualifications and statements of attainment (minor non-compliance rectified at audit) | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| 24 | Accuracy and integrity of marketing | <input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA |
| 25 | Transition to training packages/expiry of VET accredited courses | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| <small>*STATUS: Status of audit findings when audit was conducted C = Compliant NC = Not Compliant NA = Not audited</small> | | |

| Audit Findings |
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| <p>SUMMARY</p> <p>The RTO was compliant with Data Provision Requirements; Australian Qualifications Framework (AQF) Requirements; SNR 15; SNR 16.1, 16.2, 16.3, 16.4, 16.5, 16.6; SNR 17.1, 17.4; SNR18; SNR19; SNR20; SNR21; SNR22.2; SNR 23.1, 23.2; SNR24.1; SNR25.1.</p> <p>The RTO was not compliant with SNR16.7; SNR17.2; SNR22.3; SNR24.2.</p> <p>SNR 17.3 and 25.2 were not applicable. SNR 22.1 was not audited.</p> <p>NON-COMPLIANCES IDENTIFIED</p> <p><i>SNR16.7 Complaints and appeals</i></p> <p>The RTO had a policy and a procedure for dealing with complaints and appeals, and provided information to students and staff. However, its processes were not sufficiently articulated to guide staff or students. For example, the procedures:</p> <ul style="list-style-type: none"> • did not give enough information on the steps that RTO staff can or are required to undertake in investigating and attempting to resolve informal and formal complaints and appeals, and those steps for which the permission of the complainant or appellant is required • did not include mechanisms for handling potentially sensitive complaints such as complaints of discrimination • did not fully articulate the rights of complainants in the process, such as the right to bring another person with them in bringing a complaint or appeal and the right to have decisions in writing |

- did not include details for record-keeping or monitoring that agreed resolutions were being followed or effective
- included appeals about assessment decisions, but these could also involve an appeal against another RTO decision, including how they dealt with a complaint.

SNR17.2 Continuous improvement of management of operations

The organisation was guided by a continuous improvement philosophy, and had developed and implemented a systematic process for continuous improvement to its management of operations.

However, some of the RTO's documentation, such as its policies and procedures, used incorrect nomenclature in relation to aspects of the VET Quality Framework and the registering body. For example, the policies and procedures referred to the previous registration standards and registering body. While the RTO's systems have resulted in improvements, and its documentation shows that the RTO is aware of its obligations under the VET Quality Framework, it had not updated to current nomenclature in all of its documentation.

SNR22.3 Option for fees in advance

The RTO allows students to pay their full course fee upfront and had considered that its membership of the ACPET Australian Tuition Assurance Scheme and its arrangements for a separate bank account to be used only for fees in advance would meet the requirements Option 5 in this Standard. However, these actions do not meet Option 5 requirements. In addition, Option 1 does not apply to this RTO, and Option 2 is not available until the National Skills Standards Council issues further advice.

SNR 24.2 Use of NRT logo

The RTO had used the Nationally Recognised Training (NRT) Logo on its business cards.

Rectification requirements – evidence of rectification to be submitted within 20 working days

SNR16.7 Complaints and appeals

The RTO is required to:

- improve its policies and procedures for dealing with complaints and appeals to ensure that they:
 - include sufficiently described steps to ensure that informal and formal complaints are appropriately investigated and differentiate between 'complaints' and 'appeals'
 - include appropriate advice or procedures for complaints that might fall under specific legislation, or that could potentially be highly sensitive, such as complaints of racial or sexual harassment
 - specify and provide complainant's or appellant's rights such as the right to be supported by another in the processes, the right to confidentiality, and the right to have outcomes provided in writing
 - include mechanisms for monitoring the effectiveness of resolutions over time so that the RTO's services and effectiveness in managing complaints can be monitored
- ensure associated documentation, such as advice in the Student Handbook is consistent with the revised policy.

SNR17.2 Continuous improvement of management of operations

The RTO is required to:

- take steps to ensure all references in its policy and procedure documentation are consistent with the VET Quality framework and that, where applicable, they refer to ASQA as the registering body.

SNR22.3 Option for fees in advance

The RTO is required to consider the Options set out in SNR22.3 and:

- take steps to ensure that the fees it collects in advance comply with either Option 3 or Option 4
- ensure that the chosen option is reflected in all relevant student and staff documentation.

SNR24.2 Use of NRT logo

The RTO is required to:

- provide evidence that its business cards do not include the NRT logo.