

Audit Date: 2–5 November 2020

RTO: International Training Salon Pty Ltd

Applicant Details			
Applicant Name	International Training Salon Pty Ltd	TOID	21961
Address	32–34 Station St, Bayswater, 3153		
	Website	https://www.itsacademy.vic.edu.au/	
Registration Contact	Ms Rose Barca		
Phone Number	03 9738 0836	Email	rose@itsacademy.vic.edu.au
Audit Team			
Audit Firm	Quorum QA Australia Pty Ltd	Auditor/s	Carol Macreadie
Auditor/s		Other Attendees	
Registering Body Details			
Contact Person	Julie Florence		
Phone Number	9032 1560	Email	vet.audit@edumail.vic.gov.au
Audit Details			
Type of Audit	Extension to Scope Audit		
Conditions Audited	8		
Standards Audited	1.2, 1.3, 1.4, 1.5	2.4 (if applicable)	3.3 (if applicable)
2016 VRQA Guidelines Audited	4.3	All 2 (if applicable)	
	3.1, 3.2, 3.3 to 3.5 (if applicable)	4.1,4.2, 4.3 to 4.6 (if applicable)	
Audit Date/s	2–5 November 2020		
RTO Background			
<p>ITS Academy has been operating for 12 years and currently delivers 6 Qualifications relating to the hairdressing and beauty industry to approximately 60 students.</p> <p>The RTO decided to extend into aged care training at the Certificate IV level Qualification rather than the CHC33015 Certificate III in Individual Support (Ageing) as their industry consultation indicated that the advent of the pandemic will increase the demand for the higher-level Qualification, and they believe it will attract more committed students.</p> <p>The RTO is in receipt of Skills First funding for its current courses and expects this will extend to the new Qualification if it is successfully added to scope. The CEO understands that this is a higher-risk Qualification but believes their current model of delivery, with a combination of classroom theory and simulated/actual practice, will transfer well.</p> <p>If this move into a different industry sector goes well, the RTO plans to expand delivery into other health care areas, such as disability.</p>			

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Qualifications/Units Audited¹		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
CHC43015	Certificate IV in Ageing Support	32–34 Station St, Bayswater

Interviewee(s) – Staff name and position; employer name and position	
Ms Rose Barca	Director of Education

Permanent Delivery Sites –	Yes	No
Do the RTO's permanent delivery sites match the information provided by the VRQA?	X	
If 'No', please provide amended details below:		

Third party Arrangements –	Yes	No
Do the RTO's third-party arrangements match the information provided by the VRQA?	X	
If 'No', please provide amended details below:		

¹ 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
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
Summary of Non-Compliance²				
CF.8.1				
The RTO incorrectly presents itself as part of TAFE provision rather than a part of the private training sector.				

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

Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non-Compliant	Not audited
Standard 1			
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			
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			
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-Compliance³			
<p>SF.1.2.1 The amounts of time allocated to training and assessment are not explicitly calculated or stated in the TAS.</p> <p>SF.1.2.2 The self-directed structured learning activities which all students must complete as part of their learning program are not specified sufficiently.</p> <p>SF.1.2.3 The LLN pre-training assessment is not an adequate tool to assess an applicant's ability to successfully complete this Certificate IV level course of study.</p>			

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

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SF.1.2.4

There are omissions, inaccuracies and a lack of detail in the TAS and related documents which mean the strategy may not be clear to, or effective for, the parties it relates to.

SF.1.2.5

Given that this is a move to training in an industry sector very different to the RTO's current scope, there is insufficient evidence of effective industry consultation in the development of the TAS.

SF.1.3.1

The RTO could not provide evidence that they will have access to the training venue in 2021.

SF.1.3.2

CHCCCS011 Meet personal support needs

Some equipment is not consistent with the requirements of the unit of competency.

SF.1.5.1

CHCCCS006 Facilitate individual service planning and delivery

The supervisor workplace observation assessment tool is not designed to provide the assessor with valid evidence to contribute to the judgement of competence.

SF.1.5.2

CHCCCS011 Meet personal support needs

The logistics of workplace observation assessment are not sufficiently clearly articulated to enable the assessor to implement the assessment effectively.

SF.1.5.3

CHCCCS011 Meet personal support needs

The guidelines for the workplace supervisor and assessor observation checklists are not designed to assist the assessor to make a valid judgement of competence.

Audit Summary – 2016 VRQA Guidelines for VET Providers

2016 VRQA Guidelines	Compliant	Non-Compliant	Not audited
1. Governance, Financial viability and Management systems			
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			
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)			
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			
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

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4.7 – TAE – Registration requirements			X
5. Annual Declaration of Compliance			
5.1 – Annual Declaration of Compliance			X

Summary of Non-Compliance⁴

GF.4.1.1

The amounts of time allocated to training and assessment are not explicitly calculated or stated in the TAS, so it is not clear that the program will enable students to meet its requirements.

GF.4.1.2

The self-directed structured learning activities which all students must complete as part of their learning program are not specified sufficiently, so it is not clear how they contribute to enabling students to meet the requirements of the program.

GF.4.1.3

The LLN pre-training assessment is not an adequate tool to validly and reliably assesses an applicant's ability to successfully complete a course of study at Certificate IV level.

GF.4.1.4

Given that the RTO wants to deliver training in an industry sector very different to its current scope, there is insufficient evidence of effective industry consultation in the development of the TAS.

GF.4.1.5

The RTO's assessment tools and strategies are not currently adequate to provide assessors with valid evidence to contribute to the judgment of competency.

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



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Detailed Findings - AQTF Conditions of Registration

CONDITION 1 - Governance	Not audited
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CONDITION 2 - Interactions with the Registering Body	Not audited
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CONDITION 3 - Compliance with Legislation	Not audited
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CONDITION 4 - Insurance	Not audited
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CONDITION 5 - Financial Management	Not audited
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CONDITION 6 - Certification & Issuing of Qualifications & Statements of Attainment	Not audited
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CONDITION 7 - Recognition of Qualifications Issued by other RTOs	Not audited
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