

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

**Audit Date: 23/24 August 2017**

**RTO: Migrant Resource Centre North West Region Inc.**

| Applicant Details  |  |                         |   |
|--|--|-------------------------|---|
| Applicant Name   | Migrant Resource Centre North West Region Inc. | TOID                    | 22596   |
| Address  | 20 Victoria Crescent, St Albans VIC 3021       |                         |   |
|  | Website  | www.mrcnorthwest.org.au |   |
| Registration Contact   | Ms Ingrid Sue Tantaró                          |                         |   |
| Phone Number   | 03 9637 6044                                   | Email                   | sue@mrcnorthwest.org.au   |
| Audit Team   |  |                         |   |
| Audit Firm   | ShineWing Australia                            | Auditor/s               | John Molenaar   |
| Auditor/s  |  | Other Attendees         | Sue Tantaró, Training and Compliance Manager<br>Pushkar Raj, Trainer/assessor<br>Meena Chopsa, Records Management |
| Registering Body Details   |  |                         |   |
| Contact Person   | Simon Thorn                                    |                         |   |
| Phone Number   | 9032 1562                                      | Email                   | vet.audit@edumail.vic.gov.au  |
| Audit Details  |  |                         |   |
| Type of Audit  | <b>Extension to Scope Audit</b>                |                         |   |
| Conditions Audited   | 8  |                         |   |
| Standards Audited  | 1.2, 1.3, 1.4, 1.5                             | 2.3, 2.4                | 3.3   |
| 2016 VRQA Guidelines Audited   | 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8         | 3.1 and 3.2             |   |
|  | 4.1, 4.2                                       |                         |   |
| Audit Date/s   | 23/24 August 2017                              |                         |   |
| RTO Background   |  |                         |   |
| <p>Migrant Resource Centre North West Region Inc. (MRCNWR) is an incorporated association governed by a voluntary Committee of Management which is made up of ordinary members and co-opted members. The Committee of Management members are individuals who bring skills from a variety of fields including management, accounting, auditing, finance, health, IT, legal and from the community, government and business sectors, both locally and internationally. The Centre's activities are focused on improving the lives of migrants and refugees settling in Australia.</p> <p>MRCNWR has agreements with the following, which enables learners to access funded accredited and non-accredited training:</p> <ul style="list-style-type: none"> <li>• Department of Education and Training Victoria - Skills First Program</li> <li>• Department of Education and Training Victoria - Adult Community and Further Education (ACFE)</li> <li>• Re-connect program funding</li> </ul> <p>The RTO also delivers Fee-for-Service training.</p> |  |                         |   |

**Audit Date: 23/24 August 2017**

**RTO: Migrant Resource Centre North West Region Inc.**

MRCNWR was first registered as an RTO in June 2015 and currently has one qualification on scope with 12 enrolments. The organisation intends to broaden its accredited training offerings to its clients and has submitted an application to the VRQA to include the following qualifications and units on scope:

- CHC32015 Certificate III in Community Services
  - CHC43015 Certificate IV in Ageing Support
  - CHC43115 Certificate IV in Disability
- and
- CHCCSM004 Coordinate complex case requirements
  - CHCMGT001 Develop, implement and review quality framework
  - CHCPRP001 Develop and maintain networks and collaborative partnerships

Early in the audit, MRCNWR decided to modify its application and only proceed with an Extension to Scope for the following two qualifications:

- CHC43015 Certificate IV in Ageing Support
- CHC43115 Certificate IV in Disability

The audit of the qualifications had identified a number of gaps in its learning and assessment arrangements. Learning and assessment resources were developed by current trainers and assessors who had a good understanding of the migrant client group, a real passion for working with them to achieve their goals in a new country and were able to deliver effective training, most appropriate to the learners' needs. Unfortunately, these trainers did not have experience in writing learning resources and developing assessment tools, resulting in tools that did not meet the unit assessment requirements and template records that would not provide sufficient evidence that the students had been adequately assessed as competent.

The organisation would benefit greatly by identifying experienced people who could work with the organisation to develop compliant learning and assessment resources.

| Qualifications/Units Audited <sup>1</sup>          |   |  |
|--|---|--|
| 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                                | 20 Victoria Crescent, St Albans VIC 3021 |
| CHC43115   | Certificate IV in Disability                                    | 20 Victoria Crescent, St Albans VIC 3021 |

<sup>1</sup> Samples have been selected in accordance with the VRQA VET Audit Sampling Methodology

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

**Audit Date: 23/24 August 2017**

**RTO: Migrant Resource Centre North West Region Inc.**

| <b>Interviewee(s)</b> – Staff name and position; employer name and position |   |
|---|---|
| Pushcar Raj   | Trainer/assessor – Aged Care                    |
| Emily Lynn  | Trainer/assessor - Certificate IV in Disability |

| <b>Permanent Delivery Sites –</b>   | Yes | No |
|---|-----|----|
| Do the RTO's permanent delivery sites match the information provided by the VRQA?                   | X   |    |
| If 'No', please provided amended details below:   |     |    |
| <ul style="list-style-type: none"> <li>• Swan Hill</li> <li>• Tongala</li> <li>• Kyneton</li> </ul> |     |    |

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

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

Audit Date: 23/24 August 2017

RTO: Migrant Resource Centre North West Region Inc.

### Audit Summary - AQTF Conditions of Registration

| AQTF Conditions   |  | Compliant | Non -<br>Compliant | Not<br>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              |
| <b>Summary of Non-Compliance<sup>2</sup></b>  |  |           |                    |                |
| <p><b>CF.8.1</b><br/>MRCNWR had not ensured that its marketing and advertising of AQF qualifications to prospective clients was accurate and consistent with its scope of registration.<br/>A sign on the front and rear of the building identified: 'RTO - Training in Aged Care and Disability TOID 22596. However, MRCNWR did not have a disability qualification on scope.</p> <p>MRCNWR distributed a general brochure which included the CHC33015 Certificate III in Individual Support (Aging and Disability). This inaccurately referred to VTG funding – rather than Skills First. The brochure also included the VRQA logo. This was not used in line with the VRQA Logo Conditions of Use.</p> |  |           |                    |                |

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

Audit Date: 23/24 August 2017

RTO: Migrant Resource Centre North West Region Inc.

**Audit Summary - AQTF Standards**

| AQTF Standards/Elements  | Compliant | Non - Compliant | Not audited |
|--|-----------|-----------------|-------------|
| <b>Standard 1</b>  | <b>X</b>  |                 |             |
| 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               |             |
| <b>Standard 2</b>  | <b>X</b>  |                 |             |
| 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           |
| <b>Standard 3</b>  | <b>X</b>  |                 |             |
| 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           |
| <b>Summary of Non-Compliance<sup>3</sup></b>   |           |                 |             |
| <p><b>SF.1.2.1</b><br/>Strategies for training and assessment did not meet the requirements of the relevant Training Package and were not developed through effective consultation with industry.</p> <p><b>SF.1.3.1</b><br/>Training and assessment materials developed for qualifications and related units to be included on scope, were not consistent with the requirements of the Training Package.</p> <p><b>SF.1.5.1</b><br/>MRCNWR had not developed assessment resources and instruments, including Recognition of Prior Learning (RPL) that met the requirements of the relevant Training Package to ensure that assessments were conducted in accordance with the principles of assessment and the rules of evidence and that they met</p> |           |                 |             |

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

**Audit Date: 23/24 August 2017**

**RTO: Migrant Resource Centre North West Region Inc.**

workplace requirements. Pre-assessment validations had not been conducted to ensure that assessment instruments, assessed the unit assessment requirements.

**SF.2.3.1**

MRCNWR had not developed draft informational materials for students who wished to enrol in the qualifications:

- CHC43015 Certificate IV in Ageing Support
- CHC43115 Certificate IV in Disability

that provides sufficient information, before clients enrol, about the training, assessment and support services to be provided and about their rights and obligations.

**SF.2.4.1**

The employer is required to contribute to each learner's training and assessment through the provision of Practical Placement opportunities to learners. Though Practical Placement information and resources had been developed, these were not consistent with the *'Guidelines issued by the Department of Education and Training Victoria for Registered Training Organisations and Employers in relation to Post-Secondary Students undertaking Practical Placements (Updated Practical Placement Guidelines) as at 10 April 2017'*.

**SF.3.3.1**

MRCNWR had arrangements with the Institute of Training and Further Education T/A Hospitality Training Australia and First Aid Institute Australia, for the delivery of First units. A Written Agreement had not been entered into between both parties, to identify the monitoring arrangements to be implemented to ensure the third party complied with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration.

**Audit Date: 23/24 August 2017**

**RTO: Migrant Resource Centre North West Region Inc.**

**Audit Summary – 2016 VRQA Guidelines for VET Providers**

| 2016 VRQA Guidelines  | Compliant | Non - Compliant | Not audited |
|---|-----------|-----------------|-------------|
| <b>1. Governance, Financial viability and Management systems</b>  |           |                 | <b>X</b>    |
| 1.1 – Strategic Plan and Business Plan  |           |                 | X           |
| 1.2 – Financial Viability   |           |                 | X           |
| 1.3 – Management Systems  |           |                 | X           |
| 1.4 – Governance  |           |                 | X           |
| <b>2. Transparency and oversight of third parties</b>   |           | <b>X</b>        |             |
| 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               |             |
| <b>3. Trainer and assessor qualification (including individuals working under the supervision of a trainer)</b> | <b>X</b>  |                 |             |
| 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           |
| <b>4. Delivery of training and assessment services</b>  |           | <b>X</b>        |             |
| 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           |
| <b>5. Annual Declaration of Compliance</b>  |           |                 | <b>X</b>    |
| 5.1 – Annual Declaration of Compliance  |           |                 | X           |

**Audit Date: 23/24 August 2017**

**RTO: Migrant Resource Centre North West Region Inc.**

#### **Summary of Non-Compliance<sup>4</sup>**

##### **GF.2.1 – 2.8**

MRCNWR had arrangements with the Institute of Training and Further Education T/A Hospitality Training Australia and First Aid Institute Australia, for the delivery of First Aid units. A Written Agreement had not been entered into between both parties.

##### **GF.4.1.1**

MRCNWR training and assessment strategies and practices, including the amount of training it provided, were consistent with the requirements of the training packages, however the requirement for Practical Placement were not consistently identified.

##### **GF.4.2.1**

Though MRCNWR had determined the amount of training for each qualification and the delivery modes were designed to meet the needs of low literacy learners, the amount of training was based on a very broad client base with a diverse range of existing skills, knowledge and experience.

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



Audit Date: 23/24 August 2017

RTO: Migrant Resource Centre North West Region Inc.

**Detailed Findings - AQTF Conditions of Registration**

| CONDITION 8 - Accuracy and Integrity of Marketing |  |  | Non-Compliant  |
|---|--|--|--|
| CF.8.1  | Finding  | Evidence/Documentation Reviewed  | Required Rectification(s)  |
|   | <p>MRCNWR had not ensured that its marketing and advertising of AQF qualifications to prospective clients was accurate and consistent with its scope of registration.</p> <p>A sign on the front and rear of the building identified: 'RTO - Training in Aged Care and Disability TOID 22596. However, MRCNWR did not have a disability qualification on scope.</p> <p>MRCNWR distributed a general brochure which included the CHC33015 Certificate III in Individual Support (Aging and Disability). This inaccurately referred to VTG funding – rather than Skills First. The brochure also included the VRQA logo. This was not used in line with the VRQA Logo Conditions of Use.</p> | <ul style="list-style-type: none"> <li>• Ethical Marketing Policy and Procedures</li> <li>• Marketing Plan – Short Course and Accredited Course – January 2017</li> <li>• Sample of existing material materials</li> </ul> | <p>MRCNWR is required amend the signage on the front and rear of the building to ensure that it accurately identifies courses on scope and only uses the VRQA Logo with its conditions of use.</p> |

Audit Date: 23/24 August 2017

RTO: Migrant Resource Centre North West Region Inc.

Detailed Findings - AQTF Standards

| 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. |  | Non-Compliant   |
|---|--|---|
| SF.1.2.1  | Finding  | Evidence/Documentation Reviewed   |
|   |  | Required Rectification(s)   |
|   | <p>Strategies for training and assessment did not meet the requirements of the relevant Training Package and were not developed through effective consultation with industry.</p> <p><b>CHC43015 Certificate IV in Ageing Support</b><br/>The Training and Assessment Strategy (TAS) included the unit title CHCCCS017 Provide loss and grief. The correct title is CHCCCS017 Provide loss and grief support.</p> <p><b>CHC43015 Certificate IV in Ageing Support</b><br/><b>CHC43115 Certificate IV in Disability</b><br/>The TASs referred to assessment moderation, however no assessment moderation would be conducted. The TAS included a section on <i>Assessment Decision Appeal</i> which inaccurately referred to 'Not Yet Competent in any Performance Criteria, students are to be provided the opportunity for re-assessment,' rather than them being provided with another assessment attempt in the case of an assessment task or re-assessment in the case of the unit.</p> | <p>Training and assessment strategies for the following two qualifications.</p> <ul style="list-style-type: none"> <li>• CHC43015 Certificate IV in Ageing Support</li> <li>• CHC43115 Certificate IV in Disability</li> </ul> <p><b>CHC43015 Certificate IV in Ageing Support</b><br/>It is recommended that MRCNWR review and modify Training and Assessment Strategies to ensure that they include the correct code and title for all units.</p> <p><b>CHC43015 Certificate IV in Ageing Support</b><br/><b>CHC43115 Certificate IV in Disability</b><br/>It is recommended that MRCNWR review its procedures for the conduct of industry consultation and ensure that sufficient employers are consulted who are representative of the different sectors within each industry for both qualifications and identify how industry feedback contributes to the development of the Training and Assessment Strategies.</p> <p><b>Opportunities for Improvement:</b><br/>MRCNWR would benefit by:</p> <ul style="list-style-type: none"> <li>• Reviewing and modifying the section in the TAS on <i>Assessment Decision Appeal</i> to accurately refer to 'assessment attempts' as related to Assessment Tasks and 're-assessment' as related to units identified as 'Not Yet Competent'.</li> </ul> |

**Audit Date: 23/24 August 2017**

**RTO: Migrant Resource Centre North West Region Inc.**

|   |  |  |
|---|--|--|
| <p>Industry consultation for both qualifications identified engagement with one and two employers retrospectively.<br/>This was considered insufficient to obtain feedback from the diversity of sectors in the aged care and disability sectors. MRCNWR had not identified how industry feedback had contributed to the development of the Training and Assessment Strategies.</p> |  | <ul style="list-style-type: none"> <li>• Deleting reference to 'moderation' in training and assessment arrangements unless it is intended that moderation activities are undertaken.</li> <li>• Reviewing all units that require assessment in the workplace and nominate these for workplace assessments during Practical Placement.</li> </ul> |
|---|--|--|

### **Improvement Opportunities**

#### **SI.1.2.1**

MCRNWR would benefit by:

- Reviewing and modifying the section in the TAS on *Assessment Decision Appeal* to accurately refer to 'assessment attempts' as related to Assessment Tasks and 're-assessment' as related to units identified as 'Not Yet Competent'.
- Deleting reference to 'moderation' in training and assessment arrangements unless it is intended that moderation activities are undertaken.
- Reviewing all units that require assessment in the workplace and nominate these for workplace assessments during Practical Placement.

Audit Date: 23/24 August 2017

RTO: Migrant Resource Centre North West Region 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. |  | Non-Compliant   |
|--|--|---|
| SF.1.3.1   | Finding  | Evidence/Documentation Reviewed   |
|  | <p>Training and assessment materials developed for qualifications and related units to be included on scope were not consistent with the requirements of the Training Package.</p> <p><b>CHC43015 Certificate IV in Ageing Support</b><br/>Units:<br/><b>CHCDIV001 Work with diverse people</b><br/>The session plan for the unit was incorrectly identified as for the qualification Certificate III in Individual Support.<br/>The six-day program identified resources including SmallPrint and Aspire learner/participant guides, however insufficient information was provided to ensure a consistency of training by all trainers. PowerPoint presentation for the unit referred to Lessons 1 and 2. These were consistent with the information in the Session Plan. PowerPoint Lesson 3 referred to multicultural society and inclusiveness, however there was no information included in the Session Plan to identify what part of the program these slides related to. PowerPoint Lesson 4 referred to work with diverse people however there was no information included in the Session Plan to identify what part of the program these slides related to.</p> | <p>Reviewed staff, facilities, equipment and training and assessment materials for the following qualifications</p> <ul style="list-style-type: none"> <li>• CHC43015 Certificate IV in Ageing Support</li> <li>• CHC43115 Certificate IV in Disability</li> </ul> <p>Resources included:</p> <ul style="list-style-type: none"> <li>• Unit Session Plans</li> <li>• PowerPoint Presentations</li> <li>• Assessment tools for sampled units</li> <li>• Trainer/assessor information</li> <li>• Classroom environments</li> <li>• Equipment – bed and lifting frame</li> </ul>   |
|  |  | <p><b>CHC43015 Certificate IV in Ageing Support</b><br/>Units:<br/><b>CHCDIV001 Work with diverse people</b><br/><b>CHCPAL001 Deliver care services using a palliative approach</b><br/>It is recommended that MRCNWR review and modify trainer resources, including Session Plans, and ensure that these include the correct qualification title and that they provide a complete and sequential flow of learning and assessment activities to ensure a consistent approach to training and assessment by all trainers/assessors and that they accurately identify sections of learning resources.</p> <p><b>CHC43115 Certificate IV in Disability</b><br/>Unit:<br/><b>CHCMHS001 Work with people with mental health issues</b><br/>It is recommended that MRCNWR review and modify trainer resources, including Session Plans, and ensure that these include the correct qualification title and that they provide a complete and sequential flow of learning and assessment activities to ensure a consistent approach to training and assessment by all trainers/assessors and that they accurately identify sections of learning resources.</p> |

Audit Date: 23/24 August 2017

RTO: Migrant Resource Centre North West Region Inc.

|  |  |  |
|--|--|--|
| <p><b>CHCPAL001 Deliver care services using a palliative approach</b><br/>The Lesson Plan for the unit referred to weeks and dates in which the unit would be delivered. The six days of training identified was not consistent with the intended four day delivery schedule.</p> <p><b>CHC43115 Certificate IV in Disability</b><br/>Unit:<br/><b>CHCMHS001 Work with people with mental health issues</b><br/>Session Plans were incomplete and notes on related sessions were inconsistent.</p> |  |  |
|--|--|--|

| Improvement Opportunities  |
|--|
| <p><b>SI.1.3.1</b><br/>MRWNWR would benefit by setting up the range of equipment and materials, (currently stored in a corner of a room), in a training location to provide for a simulated age care environment in which candidates can demonstrate their skills.</p> |

Audit Date: 23/24 August 2017

RTO: Migrant Resource Centre North West Region Inc.

| ELEMENT 1.4 - Training and assessment is delivered by trainers and assessors who:   |   |                           | Compliant |
|---|---|---------------------------|-----------|
| a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and<br>b) have the relevant vocational competencies at least to the level being delivered or assessed, and<br>c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and<br>d) continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.                                      |   |                           |           |
| Finding   | Evidence/Documentation Reviewed   | Required Rectification(s) |           |
| <p>Review of trainer/assessor information confirmed that training and assessment would be delivered by trainers and assessors who had the necessary training and assessment competencies and the relevant vocational competencies at least to the level being delivered or assessed. They were able to demonstrate current industry skills directly relevant to the training/assessment being undertaken, and evidence of continued development of their Vocational Education and Training (VET) knowledge and skills as well as their industry currency.</p> | <p>Trainer/assessor information for the following qualifications:</p> <ul style="list-style-type: none"> <li>• <b>CHC43015 Certificate IV in Ageing Support</b><br/>Trainer/assessor Michelle McNally</li> <li>• <b>CHC43115 Certificate IV in Disability</b><br/>Trainer/assessor: Emily Lynn</li> </ul> | N/A                       |           |

| Improvement Opportunities   |
|---|
| <p><b>SI.1.4.1</b><br/>MRCNWR had identified one trainer/assessor for each qualification. MRCNWR would benefit by identifying additional trainers that could be available, should the identified trainer/assessor not be able to conduct classes through extenuating circumstances.</p> |

Audit Date: 23/24 August 2017

RTO: Migrant Resource Centre North West Region Inc.

| ELEMENT 1.5 - Assessment including Recognition of Prior Learning (RPL):  |   |  | Non-Compliant  |
|--|---|--|--|
| a) meets the requirements of the relevant Training Package or accredited course<br>b) is conducted in accordance with the principles of assessment and the rules of evidence<br>c) meets workplace and, where relevant, regulatory requirements<br>d) is systematically validated. |   |  |  |
| SF.1.5.1   | Finding   | Evidence/Documentation Reviewed  | Required Rectification(s)  |
|  | <p>MRCNWR had not developed assessment resources and instruments, including Recognition of Prior Learning (RPL) that met the requirements of the relevant Training Package to ensure that assessments were conducted in accordance with the principles of assessment and the rules of evidence and that they met workplace requirements. Pre-assessment validations had not been conducted to ensure that assessment instruments, assessed the unit assessment requirements.</p> <p><b>CHC43015 Certificate IV in Ageing Support</b><br/>Units:<br/><b>CHCDIV001 Work with diverse people</b><br/>The assessment instruments did not meet the unit Performance Evidence that requires candidates to effectively:</p> <ul style="list-style-type: none"> <li>undertake a structured process to reflect on own perspectives on diversity</li> <li>recognise and respect the needs of people from diverse social and cultural backgrounds in at least 3 different situations:</li> </ul> | <p>Assessment strategies for the following qualifications and units:</p> <ul style="list-style-type: none"> <li><b>CHC43015 Certificate IV in Ageing Support</b><br/>CHCDIV001 Work with diverse people<br/>CHCPAL001 Deliver care services using a palliative approach<br/>HLTAID003 Provide First Aid</li> <li><b>CHC43115 Certificate IV in Disability</b><br/>CCHDIS010 Provide person-centered services to people with disability with complex needs<br/>CHCMHS001 Work with people with mental health issues.</li> </ul> | <p>MRCNWR is required to:</p> <ul style="list-style-type: none"> <li>Conduct pre-assessment validations of all units within the qualifications CHC43015 Certificate IV in Ageing Support and CHC43115 Certificate IV in Disability to ensure that assessment instruments, assess the unit assessment requirements.</li> <li>Review and modify the assessment instruments for the following qualifications, and all the units within each of the two qualifications, and ensure that they meet the unit assessment requirements include the unit Performance Evidence as follows:</li> </ul> <p><b>CHC43015 Certificate IV in Ageing Support</b><br/>Units:<br/><b>CHCDIV001 Work with diverse people</b></p> <ol style="list-style-type: none"> <li>Ensure that the assessments assess the unit Performance Evidence and require candidates to effectively: <ul style="list-style-type: none"> <li>undertake a structured process to reflect on own perspectives on diversity</li> </ul> </li> </ol> |

**Audit Date: 23/24 August 2017**

**RTO: Migrant Resource Centre North West Region Inc.**

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|--|--|--|
| <ul style="list-style-type: none"> <li>• select and use appropriate verbal and non verbal communication</li> <li>• recognise situations where misunderstandings may arise from diversity and form appropriate responses</li> </ul> <p>The assessments instruments identified that a simulated/workplace report was to be completed through candidate observation. This included a Practical Placement Checklist, however the observation criteria were not consistent with the unit assessment requirements.</p> <p>The Assessment Activity 2 Observation 2 - Role play/simulated work environment/scenario information provided insufficient information to enable the candidate to respond to the observation criteria identified in the assessor checklist. The scenario did not include the context of the discussion between people and the issues that arose. A scenario that identified the interaction between two people and the disagreements that had arisen between the two was not provided.</p> <p><b>CHCPAL001 Deliver care services using a palliative approach</b></p> <p>The assessment instruments did not meet the unit Performance Evidence, i.e. there must be evidence that the candidate has:</p> <ul style="list-style-type: none"> <li>• supported, reported and documented issues and needs of 3 people in palliative care</li> </ul> |  | <ul style="list-style-type: none"> <li>• recognise and respect the needs of people from diverse social and cultural backgrounds in at least 3 different situations</li> <li>• select and use appropriate verbal and non verbal communication</li> <li>• recognise situations where misunderstandings may arise from diversity and form appropriate responses.</li> </ul> <ol style="list-style-type: none"> <li>2. Modify the Practical Placement Checklist to ensure that the observation criteria are consistent with the unit assessment requirements.</li> <li>3. Ensure that Role Play scenarios include sufficient information to enable the candidate to respond to the observation criteria identified in the assessor checklist including the context of the discussion between people and the issues that arose and a scenario that identified the interaction between two people and the disagreements that had arisen between the two.</li> </ol> <p><b>CHCPAL001 Deliver care services using a palliative approach</b></p> <ol style="list-style-type: none"> <li>1. Ensure that the assessments assess the unit Performance Evidence and require candidates to effectively demonstrate that they have supported, reported and documented issues</li> </ol> |
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**Audit Date: 23/24 August 2017**

**RTO: Migrant Resource Centre North West Region Inc.**

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| <p>The Assessment Activity 2: Observation 1 - Role play scenario was identical to the assessment as for the unit – Work with diverse people.</p> <p><b>HLTAID003 Provide First Aid</b><br/>The assessment instruments did not meet the unit Performance Evidence, i.e. there must be evidence that the candidate has completed the following tasks in line with state/territory regulations, first aid codes of practice, Australian Resuscitation Council (ARC) guidelines and workplace procedures:</p> <ul style="list-style-type: none"> <li>• Followed DRSABCD in line with ARC guidelines, including: <ul style="list-style-type: none"> <li>• performed at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor</li> <li>• performed at least 2 minutes of uninterrupted single rescuer CPR (5 cycles both compressions and ventilations) on an infant resuscitation manikin placed on a firm surface</li> <li>• responded appropriately in the event of regurgitation or vomiting</li> </ul> </li> <li>• and that the candidate had responded to at least two simulated first aid scenarios contextualised to the candidate's workplace/community setting,</li> </ul> <p><b>CHC43115 Certificate IV in Disability</b></p> |  | <p>and needs of 3 people in palliative care and that role play scenarios are relevant to the unit content.</p> <p><b>HLTAID003 Provide First Aid</b></p> <ol style="list-style-type: none"> <li>1. Ensure that the assessments assess the unit Performance Evidence and require candidates to have satisfactorily completed the following tasks in line with state/territory regulations, first aid codes of practice, Australian Resuscitation Council (ARC) guidelines and workplace procedures including: <ul style="list-style-type: none"> <li>• Followed DRSABCD in line with ARC guidelines, including: <ul style="list-style-type: none"> <li>• performed at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor</li> <li>• performed at least 2 minutes of uninterrupted single rescuer CPR (5 cycles both compressions and ventilations) on an infant resuscitation manikin placed on a firm surface</li> <li>• responded appropriately in the event of regurgitation or vomiting</li> </ul> </li> <li>• and that the candidate had responded to at least two simulated first aid scenarios</li> </ul> </li> </ol> |
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**Audit Date: 23/24 August 2017**

**RTO: Migrant Resource Centre North West Region Inc.**

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| <p>Units:<br/><b><i>CCHDIS010 Provide person-centered services to people with disability with complex needs</i></b><br/>The assessment instruments did not meet the unit Performance Evidence, i.e. there must be evidence that the candidate has:</p> <ul style="list-style-type: none"> <li>• evaluated and prioritised the needs of at least 3 people with complex support issues and developed individualised plans to meet their needs</li> <li>• coordinated the delivery, monitoring, evaluation and review of at least 3 individualised plans</li> </ul> <p>Assessment Activity 2 - Observation 1 – Identified a role play based on a scenario ‘draw’ a care plan of the patient and present to class. Insufficient information was provided in the role play information to enable the candidate to demonstrate the evidence identified in the assessor observation criteria e.g. identify his psychological and physical needs.</p> <p>Assessment Activity 2 – Observation 3 identified a role play scenario. The task provided insufficient opportunity for the candidate to demonstrate skills e.g. speak to other members of the family to know more and take notes and ensure changes in care plan, as identified in the assessor observation criteria.</p> <p>The unit assessment requirements identified that there must be evidence that the candidate has:</p> |  | <p>contextualised to the candidate’s workplace/community setting,</p> <p><b><i>CHC43115 Certificate IV in Disability</i></b><br/>Units:<br/><b><i>CCHDIS010 Provide person-centered services to people with disability with complex needs</i></b></p> <ol style="list-style-type: none"> <li>1. Ensure that the assessments assess the unit Performance Evidence. There must be evidence that the candidate has: <ul style="list-style-type: none"> <li>• evaluated and prioritised the needs of at least 3 people with complex support issues and developed individualised plans to meet their needs</li> <li>• coordinated the delivery, monitoring, evaluation and review of at least 3 individualised plans</li> </ul> </li> <li>2. Ensure that Role Play scenarios include: <ul style="list-style-type: none"> <li>• sufficient information to enable the candidate to respond to the observation criteria identified in the assessor checklist including to enable the candidate to demonstrate the evidence identified in the assessor observation criteria e.g. identify his psychological and physical needs and to evaluate and prioritise the needs of at least 3 people with complex support issues</li> <li>• develop individualised plans to meet their needs.</li> </ul> </li> </ol> |
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**Audit Date: 23/24 August 2017**

**RTO: Migrant Resource Centre North West Region Inc.**

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| <ul style="list-style-type: none"> <li>evaluated and prioritised the needs of at least 3 people with complex support issues and developed individualised plans to meet their needs. (The assessment only required this for one client).</li> </ul> <p>and</p> <ul style="list-style-type: none"> <li>coordinated the delivery, monitoring, evaluation and review of at least 3 individualised plans. (The assessment did require the candidate to demonstrate this).</li> </ul> <p><b>CHCMHS001 Work with people with mental health issues</b></p> <p>The assessment instruments did not meet the unit Performance Evidence, i.e. there must be evidence that the candidate has:</p> <ul style="list-style-type: none"> <li>worked with at least 3 people with mental health issues in ways that support individual empowerment and recovery through:             <ul style="list-style-type: none"> <li>use of communication techniques</li> <li>provision and adaptation of services to meet particular needs</li> </ul> </li> </ul> <p>Assessment Activity 1 - Observation1 included a role play assessment based on a scenario 'Conduct a support meeting'. The scenario and task did not provide sufficient information to enable the candidate to demonstrate understanding and skill, e.g. show understanding of the types of mental illness,</p> |  | <ul style="list-style-type: none"> <li>coordinate the delivery, monitoring, evaluation and review of at least 3 individualised plans.</li> </ul> <p><b>CHCMHS001 Work with people with mental health issues</b></p> <ol style="list-style-type: none"> <li>Ensure that the assessments assess the unit Performance Evidence including evidence that the candidate has:             <ul style="list-style-type: none"> <li>worked with at least 3 people with mental health issues in ways that support individual empowerment and recovery through:                 <ul style="list-style-type: none"> <li>use of communication techniques</li> <li>provision and adaptation of services to meet particular needs</li> </ul> </li> </ul> </li> <li>Ensure that Role Play scenarios include sufficient information to enable the candidate to:             <ul style="list-style-type: none"> <li>demonstrate understanding and skill, e.g. show understanding of the types of mental illness</li> <li>demonstrate the rights of people with a mental illness to demonstrate an understanding of and the skill to 'Work within a recovery orientated framework'</li> <li>demonstrate an understanding of and the skill to demonstrate an understanding of</li> </ul> </li> </ol> |
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**Audit Date: 23/24 August 2017**

**RTO: Migrant Resource Centre North West Region Inc.**

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| <p>demonstrate the rights of people with a mental illness, as included in the assessor observation criteria sheet.</p> <p>Assessment Activity 2 - Observation 2 included a role play assessment based on a scenario in a simulated work environment. The scenario and task did not provide sufficient information to enable the candidate to demonstrate an understanding of and the skill to 'Work within a recovery orientated framework', as included in the assessor observation criteria sheet.</p> <p>Assessment Activity 3 - Observation 3 included a role play assessment based on a scenario in a simulated work environment. The scenario and task did not provide sufficient information to enable the candidate to demonstrate an understanding of and the skill to demonstrate an understanding of work role boundaries and understanding of duty of care, as included in the assessor observation criteria sheet.</p> |  | <p>work role boundaries and understanding of duty of care.</p> |
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Audit Date: 23/24 August 2017

RTO: Migrant Resource Centre North West Region Inc.

| 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. |   |                                 | Non-Compliant  |
|---|---|---------------------------------|--|
| SF.2.3.1  | Finding   | Evidence/Documentation Reviewed | Required Rectification(s)  |
|   | <p>MRCNWR had not developed draft informational materials for students who wished to enrol in the qualifications:</p> <ul style="list-style-type: none"> <li>• CHC43015 Certificate IV in Ageing Support</li> <li>• CHC43115 Certificate IV in Disability</li> </ul> <p>that provides sufficient information, before clients enrol about the training, assessment and support services to be provided and about their rights and obligations.</p> |                                 | <p>MRCNWR is required to develop informational materials for students who wish to enrol in the qualifications:</p> <ul style="list-style-type: none"> <li>• CHC43015 Certificate IV in Ageing Support</li> <li>• CHC43115 Certificate IV in Disability</li> </ul> <p>that provide sufficient information, before clients enrol, about the training, assessment and support services to be provided and about their rights and obligations.</p> |

Audit Date: 23/24 August 2017

RTO: Migrant Resource Centre North West Region Inc.

| 2.4 - Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment. |   |  | Compliant  |
|--|---|--|--|
| SF.2.4.1   | Finding   | Evidence/Documentation Reviewed  | Required Rectification(s)  |
|  | <p>The employer is required to contribute to each learner's training and assessment through the provision of Practical Placement opportunities to learners. Though Practical Placement information and resources had been developed, these were not consistent with the <i>'Guidelines issued by the Department of Education and Training Victoria for Registered Training Organisations and Employers in relation to Post-Secondary Students undertaking Practical Placements (Updated Practical Placement Guidelines) as at 10 April 2017'</i>.</p> | <ul style="list-style-type: none"> <li>• Workplace Record Book (5 – 3003) – CHC33015 Certificate III in Individual Support. Included the aims of the placement. What it is about. Practical experience to be provided.</li> <li>• Competency based training overview.</li> <li>• Work Placement Structure</li> </ul> | <p>MRCNWR is required to review and modify Practical Placement information and resources to ensure that they are consistent with the qualifications to be included on scope and the <i>'Guidelines issued by the Department of Education and Training Victoria for Registered Training Organisations and Employers in relation to Post-Secondary Students undertaking Practical Placements (Updated Practical Placement Guidelines) as at 10 April 2017'</i>. These can be located at: Workplace Learning – Victorian Guidelines <a href="http://www.education.vic.gov.au/training/providers/rto/Pages/workplacelearn.aspx">http://www.education.vic.gov.au/training/providers/rto/Pages/workplacelearn.aspx</a></p> |

**Audit Date: 23/24 August 2017**

**RTO: Migrant Resource Centre North West Region Inc.**

| <b>3.4 - The RTO manages records to ensure their accuracy and integrity.</b> |  |  | <b>Non-Compliant</b>   |
|--|--|--|--|
| <b>SF.3.3.1</b>  | <b>Finding</b>   | <b>Evidence/Documentation Reviewed</b>   | <b>Required Rectification(s)</b>   |
|  | <p>MRCNWR had arrangements with the Institute of Training and Further Education T/A Hospitality Training Australia and First Aid Institute Australia, for the delivery of First units. A Written Agreement had not been entered into between both parties, to identify the monitoring arrangements to be implemented to ensure the third party complied with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration.</p> | <ul style="list-style-type: none"> <li>• Invoice from First Aid Institute Australia</li> </ul> | <p>MRCNWR is required to enter into an agreement with the Institute of Training and Further Education T/A Hospitality Training Australia and First Aid Institute Australia, for the delivery of First Aid units, to identify the monitoring arrangements to be implemented to ensure the third party complies with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration.</p> |

Audit Date: 23/24 August 2017

RTO: Migrant Resource Centre North West Region Inc.

Detailed Findings – 2016 VRQA Guidelines for VET Providers

| GUIDELINE 2.1 - An RTO ensures that where services are provided on its behalf by a third party the provision of those services is the subject of a written agreement.  |   |  | Non-Compliant   |
|--|---|--|---|
| <ul style="list-style-type: none"> <li>A <i>third party</i> means any party that provides services on behalf of the RTO but does not include a party to a contract of employment with the RTO.</li> <li><i>Services</i> mean training, assessment, related educational or support services and/or any activities related to the recruitment of prospective students, but does not include student counselling, mediation or ICT support services.</li> </ul> |   |  |   |
| GF.2.1.1   | Finding   | Evidence/Documentation Reviewed  | Required Rectification(s)   |
|  | MRCNWR had arrangements with the Institute of Training and Further Education T/A Hospitality Training Australia and First Aid Institute Australia, for the delivery of First Aid units. A Written Agreement had not been entered into between both parties. | <ul style="list-style-type: none"> <li>Invoice from First Aid Institute Australia</li> </ul> | MRCNWR is required to enter into an agreement with the Institute of Training and Further Education T/A Hospitality Training Australia and First Aid Institute Australia, for the delivery of First Aid units. |



**Audit Date: 23/24 August 2017**

**RTO: Migrant Resource Centre North West Region Inc.**

| <b>GUIDELINE 2.2 – An RTO ensures that any third party delivering services on its behalf is required, under a written agreement, to cooperate with the VRQA:</b>   |   |  | <b>Non-Compliant</b>  |
|--|---|--|---|
| a) by providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and<br>b) for the purposes of the conduct of any audit or monitoring of its operations |   |  |   |
| <b>GF.2.2.1</b>  | <b>Finding</b>  | <b>Evidence/Documentation Reviewed</b>   | <b>Required Rectification(s)</b>  |
|  | MRCNWR had arrangements with the Institute of Training and Further Education T/A Hospitality Training Australia and First Aid Institute Australia, for the delivery of First Aid units. A Written Agreement had not been entered into between both parties. | <ul style="list-style-type: none"> <li>Invoice from First Aid Institute Australia</li> </ul> | MRCNWR is required to enter into an agreement with the Institute of Training and Further Education T/A Hospitality Training Australia and First Aid Institute Australia, for the delivery of First Aid units. |

Audit Date: 23/24 August 2017

RTO: Migrant Resource Centre North West Region Inc.

| GUIDELINE 2.3 – An RTO notifies the VRQA of any written agreement entered into under Guideline 2.2 for the delivery of services on its behalf:   |   |  | Non-Compliant   |
|--|---|--|---|
| a) within 30 calendar days of the agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first; and<br>b) within 30 calendar days of the agreement coming to an end. |   |  |   |
| GF.2.3.1   | Finding   | Evidence/Documentation Reviewed  | Required Rectification(s)   |
|  | MRCNWR had arrangements with the Institute of Training and Further Education T/A Hospitality Training Australia and First Aid Institute Australia, for the delivery of First Aid units. A Written Agreement had not been entered into between both parties. | <ul style="list-style-type: none"> <li>Invoice from First Aid Institute Australia</li> </ul> | MRCNWR is required to enter into an agreement with the Institute of Training and Further Education T/A Hospitality Training Australia and First Aid Institute Australia, for the delivery of First Aid units. |

**Audit Date: 23/24 August 2017**

**RTO: Migrant Resource Centre North West Region Inc.**

| <b>GUIDELINE 2.4 – Information, whether disseminated directly by an RTO or by another party on its behalf, is both accurate and factual, including by:</b> |   |  | <b>Non-Compliant</b>   |
|--|---|--|--|
| <b>GF.2.4.1</b>  | <b>Finding</b>  | <b>Evidence/Documentation Reviewed</b>   | <b>Required Rectification(s)</b>   |
|  | <p>a) clarifying whether a third party is recruiting prospective students for an RTO on its behalf; and<br/>b) distinguishing where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party.</p> |  |  |
|  | <p>MRCNWR had arrangements with the Institute of Training and Further Education T/A Hospitality Training Australia and First Aid Institute Australia, for the delivery of First Aid units. A Written Agreement had not been entered into between both parties.</p>                            | <ul style="list-style-type: none"> <li>• Invoice from First Aid Institute Australia</li> </ul> | <p>MRCNWR is required to enter into an agreement with the Institute of Training and Further Education T/A Hospitality Training Australia and First Aid Institute Australia, for the delivery of First Aid units.</p> |

Audit Date: 23/24 August 2017

RTO: Migrant Resource Centre North West Region Inc.

| GUIDELINE 2.5 - Prior to the enrolment of students or the commencement of training and assessment, whichever comes first, an RTO provides, in print or through referral to an electronic copy, current and accurate information that: |   |  | Non-Compliant  |
|---|---|--|--|
| GF.2.5.1  | Finding   | Evidence/Documentation Reviewed  | Required Rectification(s)  |
|   | <p>a) enables the student to make informed decisions about undertaking training with the RTO and</p> <p>b) (at a minimum) includes the name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the student on an RTO's behalf</p> | <ul style="list-style-type: none"> <li>Invoice from First Aid Institute Australia</li> </ul> | <p>MRCNWR is required to enter into an agreement with the Institute of Training and Further Education T/A Hospitality Training Australia and First Aid Institute Australia, for the delivery of First Aid units.</p> |

**Audit Date: 23/24 August 2017**

**RTO: Migrant Resource Centre North West Region Inc.**

| <b>GUIDELINE 2.6 - Where there are any changes to agreed services, an RTO advises the student of those changes as soon as practicable, including in relation to any relevant changes to existing or new third party arrangements or changes in ownership.</b> |   |  | <b>Non-Compliant</b>  |
|---|---|--|---|
| <b>GF.2.6.1</b>   | <b>Finding</b>  | <b>Evidence/Documentation Reviewed</b>   | <b>Required Rectification(s)</b>  |
|   | MRCNWR had arrangements with the Institute of Training and Further Education T/A Hospitality Training Australia and First Aid Institute Australia, for the delivery of First Aid units. A Written Agreement had not been entered into between both parties. | <ul style="list-style-type: none"> <li>• Invoice from First Aid Institute Australia</li> </ul> | MRCNWR is required to enter into an agreement with the Institute of Training and Further Education T/A Hospitality Training Australia and First Aid Institute Australia, for the delivery of First Aid units. |

Audit Date: 23/24 August 2017

RTO: Migrant Resource Centre North West Region Inc.

| GUIDELINE 2.7 - An RTO has a complaints policy to manage and respond to allegations involving the conduct of:  |   |  | Non-Compliant   |
|--|---|--|---|
| a) the RTO, its trainers, assessors or other staff;<br>b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or<br>c) a student of the RTO. |   |  |   |
| GF.2.7.1   | Finding   | Evidence/Documentation Reviewed  | Required Rectification(s)   |
|  | MRCNWR had arrangements with the Institute of Training and Further Education T/A Hospitality Training Australia and First Aid Institute Australia, for the delivery of First Aid units. A Written Agreement had not been entered into between both parties. | <ul style="list-style-type: none"> <li>Invoice from First Aid Institute Australia</li> </ul> | MRCNWR is required to enter into an agreement with the Institute of Training and Further Education T/A Hospitality Training Australia and First Aid Institute Australia, for the delivery of First Aid units. |

**Audit Date: 23/24 August 2017**

**RTO: Migrant Resource Centre North West Region Inc.**

| <b>GUIDELINE 2.8 - An RTO has an appeals policy to manage a request for the review of a decision, including an assessment decision, made by an RTO or a third party providing services on the RTO's behalf.</b>   |  |   | <b>Non-Compliant</b> |
|---|--|---|----------------------|
| <b>Finding</b>  | <b>Evidence/Documentation Reviewed</b>   | <b>Required Rectification(s)</b>  |                      |
| MRCNWR had arrangements with the Institute of Training and Further Education T/A Hospitality Training Australia and First Aid Institute Australia, for the delivery of First Aid units. A Written Agreement had not been entered into between both parties. | <ul style="list-style-type: none"> <li>• Invoice from First Aid Institute Australia</li> </ul> | MRCNWR is required to enter into an agreement with the Institute of Training and Further Education T/A Hospitality Training Australia and First Aid Institute Australia, for the delivery of First Aid units. |                      |

**Audit Date: 23/24 August 2017**

**RTO: Migrant Resource Centre North West Region Inc.**

| <p><b>GUIDELINE 3.1 In addition to the requirements specified in Guidelines 3.2 and 3.3, an RTO's training and assessment is only delivered only by persons who have:</b></p> <ul style="list-style-type: none"> <li>a) vocational competencies at least to the level being delivered and assessed;</li> <li>b) current industry skills directly relevant to the training and assessment being provided; and</li> <li>c) current knowledge and skills in vocational training and learning that informs their training and assessment.</li> </ul> <p>Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.</p> |                                 |                           | <b>Compliant</b> |
|---|---------------------------------|---------------------------|------------------|
| Finding   | Evidence/Documentation Reviewed | Required Rectification(s) |                  |
| All trainers held the TAE40110 and provided evidence of current competency.   | See Standard 1.4                | N/A                       |                  |



**Audit Date: 23/24 August 2017**

**RTO: Migrant Resource Centre North West Region Inc.**

| <b>GUIDELINE 3.2 An RTO's training and assessment is only delivered only by persons who have the qualifications specified in Item 1 or Item 2 of Schedule 1 of these Guidelines.</b> |  |                                  | <b>Non-Compliant</b> |
|--|--|----------------------------------|----------------------|
| <b>Finding</b>   | <b>Evidence/Documentation Reviewed</b> | <b>Required Rectification(s)</b> |                      |
| All trainers held the TAE40110 and provided evidence of current competency.  | See Standard 1.4                       | N/A                              |                      |

Audit Date: 23/24 August 2017

RTO: Migrant Resource Centre North West Region Inc.

| GUIDELINE 4.1 - An RTO's training and assessment strategies and practices, including the amount of training it provides, are consistent with the requirements of the training packages and VET accredited courses and enable each student to meet the requirements for each unit of competency or module in which the student is enrolled. |  |   | Non-Compliant   |
|--|--|---|---|
| GF.4.1.1   | Finding  | Evidence/Documentation Reviewed   | Required Rectification(s)   |
|  | MRCNWR training and assessment strategies and practices, including the amount of training it provided, were consistent with the requirements of the training packages, however the requirement for Practical Placement were not consistently identified. | Review of learning and assessment strategies for the following qualifications and units: <ul style="list-style-type: none"> <li>• CHC43015 Certificate IV in Ageing Support</li> <li>• CHC43115 Certificate IV in Disability</li> </ul> | MRCNWR is required to consistently identify the requirements for Practical Placement in the training and assessment strategies and practices. |

Audit Date: 23/24 August 2017

RTO: Migrant Resource Centre North West Region Inc.

| GUIDELINE 4.2 - For the purposes of Guideline 4.1, an RTO determines the amount of training it provides to each student with regard to:   |  |  | Non-Compliant  |
|---|--|--|--|
| a) the existing skills, knowledge and the experience of the student;<br>b) the mode of delivery; and<br>c) where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification. |  |  |  |
| GF.4.2.1  | Finding  | Evidence/Documentation Reviewed  | Required Rectification(s)  |
|   | <p>Though MRCNWR had determined the amount of training for each qualification and the delivery modes were designed to meet the needs of low literacy learners, the amount of training was based on a very broad client base with a diverse range of existing skills, knowledge and experience.</p> | <p>Review of learning and assessment strategies for the following qualifications and units:</p> <ul style="list-style-type: none"> <li>• CHC43015 Certificate IV in Ageing Support</li> <li>• CHC43115 Certificate IV in Disability</li> </ul> | <p>MRCNWR is required to identify in its training and assessment arrangements, the amount of training for each qualification identifying the existing skills, knowledge and the experience of each learner and providing a rationale for how the amount of training is appropriate for the learners.</p> |