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

Audit Date: 19–20 November 2014   RTO: Lalor Living and Learning Centre Inc

Applicant Details			
Applicant Name	Lalor Living and Learning Centre Inc	TOID	3902
Address	47A French Street, LALOR VIC 3075		
		Website	http://lalorllc.vic.edu.au
Registration Contact	Alex Findlay		
Phone Number	03 9465 6409	Email	manager@lalorllc.vic.edu.au
Audit Team			
Audit Firm	RTO Advice Group	Auditor/s	Sally Tansley
Auditor/s	NA	Other Attendees	NA
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, 2.6, 2.7	3.1, 3.2, 3.3, 3.4
VRQA Guidelines Audited	1.3, 2.1, 2.2, 2.3, 4.1, 4.2, 4.4, 5.1		
Audit Date/s	19–20 November 2014		
RTO Background			

Lalor Living and Learning Centre has been in existence for 27 years and provides a range of services in addition to accredited training, including occasional childcare, neighbourhood house and being a pre-accredited ACFE provider.

Lalor is a multi-cultural area with 10% of its population speaking Arabic, a strong Vietnamese community and people from India and Africa.

The focus of the Centre is on providing accredited training to meet the needs of the local community – those being to learn to speak and write English and to acquire skills to prepare for further study and/or employment i.e. general adult education.

Most of the staff are part-time and volunteers also assist with running the Centre.

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Qualifications/Units Audited[1]		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
ICA10111	**Certificate I in Information, Digital Media and Technology**	**Lalor**
ICAICT103A	Use, communicate and search securely on the internet	Lalor
ICAICT101A	Operate a personal computer	Lalor
22236VIC	**Certificate I in General Education for Adults**	**Lalor**
VU21343	Undertake a simple investigation of health and well being	Lalor
VU21330	Create texts of limited complexity for learning purposes.	Lalor
10364NAT	**Certificate III in Spoken and Written English**	**Lalor**
SWENAR309A	Comprehending and composing narrative texts (Written)	Lalor
SWEDIS306A	Comprehending and participating in discussions (Spoken)	Lalor

Interviewee(s) – Staff name and position; employer name and position	
Alex Findlay	Manager
Cindy Geyer	Compliance Officer
Silvana Barba	Administration Coordinator

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:		

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[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**
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-Compliance				

CF.6.1

The RTO did not demonstrate that it has a mechanism in place to ensure that the qualification certificates and statements of attainment it issues cannot be fraudulently reproduced.

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Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
Standard 1		**Non-Compliant**	
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		**Compliant**	
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 (refer to 2.1)		
2.6 – Learner Access to Records of Participation	X		
2.7 – Complaints and Appeals Strategy	X		
Standard 3		**Compliant**	
3.1 – Operations Management	X		
3.2 – Continuous Improvement of Operations	X		
3.3 – Third-Party Training and/ or Assessment Services	X		
3.4 – Records Management	X		
Summary of Non-Compliance			

SF.1.3.1

Staff and assessment resources do not meet Training Package requirements.

SF.1.4.1

The trainer for 10346NAT Certificate III in Spoken and Written English does not meet requirements.

SF.1.5.1 – 1.5.6

Assessment tools for the audited units from ICA10111 Certificate I in Information, Digital Media and Technology and 22236VIC Certificate I in General Education for Adults do not meet unit requirement or the principles of assessment and rules of evidence.

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Audit Summary – VRQA Guidelines for VET Providers			

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

Summary of Non-Compliance
GF.5.1 Lalor Living and Learning Centre did not demonstrate it is able to deliver and assess ICA10111 Certificate I in Information, Digital Media and Technology and 22236VIC Certificate I in General Education for Adults in accordance with the requirements of this Guideline.