



## Audit report – VET Quality Framework Standards for Registered Training Organisations (RTOs)

### ORGANISATION DETAILS

Organisation's legal name	Transformations - Pathways to Competence and Developing Excellence Pty Ltd
Trading name/s	Skills Training Australia
RTO number	20828
CRICOS number	n/a

### AUDIT TEAM

Lead auditor	Ian Penna
Auditor/s	David Scott
Technical adviser/s	n/a

### AUDIT DETAILS

Application number/s	1067096
Audit number/s	1007282
Audit reason 1	Application - renewal The RTO applied to renew their registration to deliver 26 VET training products from the BSB07, CHC08, HLT07 and the TAE10 training packages.
Audit reason 2	n/a
Audit reason 3	n/a
Activity type	Site visit
Address of site/s visited	Level 2, 2 Capital City Boulevard Knox OZone Wantirna South VIC 3152
Date/s of audit	24-25/02/2015
Organisation's contact for audit	Ms Melinda Burgess                      Chief Executive Officer mburgess@skillstraining.vic.ed      1300 656 669 u.au
Clauses audited	1.1 – 1.21, 1.26, 1.27, 2, 3, 4, 5, 6, 7.3, 8.2, 8.6

### BACKGROUND

Transformations - Pathways to Competence and Developing Excellence Pty Ltd trading as Skills Training Australia was approved as a registered training organisation in 2000.

The organisation was recently purchased (20 November 2014) by AKG7 Investment Holdings Pty Ltd, which in turn is owned by Academies Australasia Pty Ltd, with the ultimate holding company being Academies Australasia Group Pty Ltd (AKG), making it part of the Academies Group. The previous owner

of the organisation has continued in the position of the CEO.

The management structure of the RTO consists of the CEO, General Manager Operations, General Manager Strategy and Development, Training Manager and Manager Compliance. The organisation has not engaged external consultants to assist with the development of developing and validating training and assessment strategies and materials or in meeting compliance with the requirements for registration.

At the time of audit, the RTO's current scope consists of qualifications from BSB07, CHC08, HLT07 and the TAE10 training packages. During the audit, the RTO withdrew the:

- TAE40110 Certificate IV in Training and Assessment and
- BSB51607 - Diploma of Quality Auditing course from their scope of registration.

The RTO delivers most of their training activity from their head office which is located at the Knox shopping centre in Wantirna, Victoria. They have been based at this site since 2011. The RTO also delivers training in separate locations around Victoria at client venues (eg. Wonthaggi and Phillip Island). The RTO only offers their courses to adult aged students.

The RTO has a current funding contract with Skills Victoria, and they also offer their courses on a fee for service basis. The RTO has received a Commonwealth grant from the Department of Social Services to deliver courses in residential aged care. The RTO has applied for approval to be a VET-Fee-Help provider.

The main modes of delivery are a blend of face to face and workplace (eg Eastern Health).

Total number of current enrolments in RTO as at audit date 955 as follows:

- HLT07 training package – 230
- CHC training package – 708
- BSB07 training package – 17

#### AUDIT SAMPLE

Code	Training product	Mode/s of delivery/assessment*	Current enrolments (if not yet on scope, record N/A)
TAE40110	Certificate IV in Training and Assessment	Face to Face, and Workplace	Nil
HLT51612	Diploma of Nursing (Enrolled-Division 2 nursing)	Face to Face, and Workplace	215
HLT43212	Certificate IV in Health Administration	Face to Face, and Workplace	15
BSB40812	Certificate IV in Frontline Management	Face to Face, and Workplace	17
BSB51607	Diploma of Quality Auditing	Face to Face, and Workplace	Nil
CHC30212	Certificate III in Aged Care	Face to Face, and Workplace	84
CHC30312	Certificate III in Home & Community Care	Face to Face, and Workplace	11

\*Apprenticeship, Traineeship, Face to face, Distance, Online, Workplace, Mixed, Other (specify)

#### INTERVIEWEES

Name	Position	Training product
Melinda Burgess	CEO	All
Matt Rowe	GM - Strategy & Development	All
Ian Balducci	GM – Operations	All
Sally O'Shea	Training Manager	All
Shani Cossins	RTO Co-ordinator	All

#### ORIGINAL AUDIT FINDING AT TIME OF AUDIT

##### Audit finding as at 25/02/2015: Critical non-compliance

- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this audit report describes evidence of the non-compliance.
- Refer to notification of non-compliance for information on providing further evidence of compliance.

#### AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

##### Audit finding following analysis of additional evidence provided on 24/04/2015: Compliant

#### AUDIT FINDING BY STANDARD

Standard	Original finding	Finding following rectification
Standard 1	Not compliant	Compliant
Standard 2	Not compliant	Compliant
Standard 3	Compliant	n/a
Standard 4	Compliant	n/a
Standard 5	Compliant	n/a
Standard 6	Compliant	n/a
Standard 7	Compliant	n/a
Standard 8	Compliant	n/a

#### ABOUT THIS REPORT

This report details findings against the *Standards for Registered Training Organisations (RTOs) 2015*.

The evidence guidance included against each clause is designed to guide the auditor and RTO on the requirements of the clause. The evidence guidance is not designed to limit the audit findings and there may be other factors an auditor takes into consideration when determining whether compliance has been demonstrated.