



## Audit report – VET Quality Framework

### Standards for Registered Training Organisations 2015

#### ORGANISATION DETAILS

Organisation's legal name:	Pragmatic Training Pty Ltd as the Trustee for Training Trust
Trading name/s:	Pragmatic Training Pty Ltd Pragmatic Training Courses National Academy of Early Childhood National Academy of Beauty National Academy of Technology Australian Institute of Business Leadership Pragmatic Education Group
RTO number:	121391
CRICOS number:	N/A

#### AUDIT TEAM

Lead auditor:	[REDACTED]
Assistant/s:	[REDACTED]
Technical advisor/s:	N/A

#### AUDIT DETAILS

Application number/s:	INTCRI0000246
Audit number/s:	AUDREC0000079
Audit reason 1:	Application - initial <b>CRICOS initial with select clauses of VET Standards scoped due to no VET audit in the past 12 months</b>
Audit reason 2:	n/a
Audit reason 3:	n/a
Activity type:	Site visit
Address of site/s visited:	Levels 23 and 24, 143 Turbot Street, Brisbane QLD 4000 K1, 1 King Street, cnr St Paul's Terrace, Fortitude Valley QLD 4006 Levels 6, 7, and 8, 601 Bourke Street, Melbourne VIC 3000 Levels 10, 11, 13, 14 and 15, 276 Flinders Street, Melbourne VIC 3000 438 Nepean Highway, Frankston VIC 3199
Date/s of audit:	3, 17 and 23 November 2016
Organisation's contact for audit:	[REDACTED] Chief Executive Officer & Managing Director [REDACTED] (03) 8796 0100
Clauses audited:	1.1, 1.2, 1.3, 1.4, 1.5, 1.8, 1.13 – 1.20, 1.22



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## BACKGROUND

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### Organisational structure, including senior management authorities

- [REDACTED] CEO – owner
- [REDACTED] Owner, exec officer, non-training
- [REDACTED] – Group operation manager
- [REDACTED] – Group finance manager
- [REDACTED] – Group education manager

### Current business activities if relevant (such as non-accredited training, work with other RTOs)

- Domestic students at multiple locations including interstate, conduct professional development workshops for staff

### Outsourcing arrangements

- Nil

### Core clients / target groups

- students upskilling, career change or just entering the workforce

Plan to use education agents with CRICOS, work based training for early childhood, beauty and make up.

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

- 1213

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## AUDIT SAMPLE

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Code	Training products	Mode/s of delivery / assessment*	Current enrolments (If not yet on scope, record N/A)
BSB51915	Diploma of Leadership and Management	Face to face	NA
CHC50113	Diploma of Early Childhood Education and Care	Face to face, Workplace	NA
ICT50615	Diploma of Website Development	Face to face	NA
SHB30115	Certificate III in Beauty Services	Face to face, Workplace	NA

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

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## INTERVIEWEES

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Name	Position	Training products
[REDACTED]	CEO and Managing Director	ALL
[REDACTED]	Consultant	ALL
[REDACTED]	Training Coordinator - Queensland	ALL

[REDACTED]	Group Education Manager	ALL
[REDACTED]	Early Childhood and Care trainer	CHC30113 CHC50113
[REDACTED]	Instructional Designer	ALL
[REDACTED]	Instructional Designer	ALL

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#### ORIGINAL FINDING AT TIME OF AUDIT

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**Audit finding: Compliant**

**Report completed by:** [REDACTED]

**Date: 23 November 2016**

- 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.
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#### AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

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**Audit finding following analysis of additional evidence provided on : n/a**

**Report completed by:**

**Date:**

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#### AUDIT FINDING BY STANDARD

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

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#### ABOUT THIS REPORT

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This report details findings against the *Standards for Registered Training Organisations 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.

Where evidence of non-compliance is identified, the '*Reasons for finding of non-compliance*' section of the report will document the issues that were considered in the formulation of a finding of non-compliance.

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**STANDARD 1** The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.  
To be compliant with Standard 1 the RTO must meet the following:

**Clause 1.1**  
The RTO's training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

Original finding: Compliant	Following rectification: n/a		
Evidence guidance	Y	N	N/A
A training and assessment strategy (or strategies) was provided for each training product sampled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Each strategy is consistent with the requirements of the training product	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Each strategy provides a framework to guide the learning requirements and the training and assessment arrangements of each training product – the macro level requirements of the learning and assessment process	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Each strategy identifies an amount of training to be provided to learners that is consistent with the requirements of the training product	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Each strategy has been consistently implemented	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Clause 1.2**  
For the purposes of Clause 1.1, the RTO determines the amount of training they provide to each learner with regard to:  
a) the existing skills, knowledge and the experience of the learner;  
b) the mode of delivery; and  
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.

Original finding: Compliant	Following rectification: n/a	
Evidence guidance	Y	N
For each training product sampled, the amount of training to be provided identified in each strategy is consistent with:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• the existing skills, knowledge and experience of learners	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• the mode/s of delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• the number of units and/or modules being delivered	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Clause 1.3**  
The RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:  
a) trainers and assessors to deliver the training and assessment;  
b) educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;

- c) learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
- d) facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a		
<b>Evidence guidance</b>	<b>Y</b>	<b>N</b>	
For all training products sampled, there are sufficient:	<input type="checkbox"/>	<input type="checkbox"/>	
• trainers and assessors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• educational and support services to meet the needs of learners	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• learning resources that address the requirements of all components of the relevant training product and are accessible to all learners	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• facilities and equipment to accommodate the number of learners	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Consistency is evident between each strategy and the above resources	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**Clause 1.4**

The RTO meets all requirements specified in the relevant training package or VET accredited course.

<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a		
<b>Evidence guidance</b>	<b>Y</b>	<b>N</b>	<b>N/A</b>
Training and assessment strategies and resources are consistent with the requirements of each training product sampled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Training and assessment practices are consistent with the requirements of each training product sampled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Clause 1.5**

The RTO's training and assessment practices are relevant to the needs of industry and informed by industry engagement.

<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a		
<b>Evidence guidance</b>	<b>Y</b>	<b>N</b>	
Training and assessment practices are informed by and consistent with the outcomes from industry engagement strategies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**Clause 1.8**

The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

- a) complies with the assessment requirements of the relevant training package or VET accredited course; and
- b) is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.

Table 1.8.1 Principles of Assessment

Fairness	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> <li>• reflecting the learner's needs;</li> <li>• assessing competencies held by the learner no matter how or where they have been acquired; and</li> <li>• drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.</li> </ul>
Validity	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> <li>• assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;</li> <li>• assessment of knowledge and skills is integrated with their practical application;</li> <li>• assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and</li> <li>• judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.</li> </ul>
Reliability	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

Table 1.8.2 Rules of Evidence

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

**Original finding:** Compliant

**Following rectification:** n/a

**Evidence guidance**

**Y N**

**ICT50615 Diploma of Website Development**

*BSBWHS501 Ensure a safe workplace*

**CHC50113 Diploma of Early Childhood Education and Care**

*CHCECE007 Develop positive and respectful relationships with children*

**SHB30115 Certificate III in Beauty Services**

SHBBHRS001 Provide waxing services

**BSB51915 Diploma of Leadership and Management**

BSBLDR502 Lead and manage effective workplace relationships

Assessment complies with the assessment requirements of the relevant training package or VET accredited course.

Assessment is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of evidence contained in Table 1.8-2

**Clause 1.13**

In addition to the requirements specified in Clause 1.14 and Clause 1.15, the RTO's training and assessment is delivered only by persons who have:

- a) vocational competencies at least to the level being delivered and assessed;
- b) current industry skills directly relevant to the training and assessment being provided; and
- c) current knowledge and skills in vocational training and learning that informs their training and assessment.

Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

Original finding: Compliant

Following rectification: n/a

**Evidence guidance**

Each trainer / assessor must meet all requirements for each training product being delivered:

Trainer / Assessor name	Training product code/s delivered	1.13 (a)		1.13 (b)		1.13 (c)	
		Y	N	Y	N	Y	N
[REDACTED]	SHB30115 SHB40115 SHB50115	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
[REDACTED]	BSB51915	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
[REDACTED]	ICT50615	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
[REDACTED]	CHC30113 CHC50113	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Clause 1.14**

The RTO's training and assessment is delivered only by persons who have:

- a) prior to 1 January 2016, the training and assessment qualification specified in Item 1 or Item 2 of Schedule 1, or demonstrated equivalence of competencies; and
- b) from 1 January 2016, the training and assessment qualification specified in Item 1 or Item 2 of Schedule 1.

Original finding: Compliant

Following rectification: n/a

**Evidence guidance**

Y N

VET qualifications of trainers and assessors have been verified

Each trainer / assessor must meet at least one of the following requirements:

Trainer / Assessor name	Schedule 1 Item 1		Schedule 1 Item 2	
	Y	N	Y	N
[REDACTED]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
[REDACTED]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[REDACTED]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Schedule 1, Item 1: TAE40110 Certificate IV in Training and Assessment or its successor

Schedule 1, Item 2: A Diploma or higher level qualification in adult education

**Clause 1.16**

The RTO ensures that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency based training and assessment.

Original finding: Compliant

Following rectification: n/a

Evidence guidance	Y	N
Trainers and assessors undertake professional development in the knowledge and practice of vocational training, learning and assessment, including competency based training and assessment	<input checked="" type="checkbox"/>	<input type="checkbox"/>