

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

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

Applicant Details			
Applicant Name	Meadow Heights Learning Shop Inc.	TOID	3940
Address	3-13 Hudson Circuit, Meadow Heights Vic 3048		
	Website	www.mhls.com.au	
Registration Contact	Mr Charles Cilia		
Phone Number	9301 9200 (Press 1, then 5)	Email	manager@mhls.com.au
Audit Team			
Audit Firm	Shinewing Australia	Auditor/s	Anna-Louise Allen
Auditor/s		Other Attendees	
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	1,2,4,5		
Audit Date/s	27th and 28th April 2015		
RTO Background			
<p>The Meadow Heights Learning Shop was conceived in 1992 through a community consultation process. At that time the community determined the need for a community education setting. By 1994 a partnership had been established between Hume City Council and Orana Family Services and the Learning Shop held its first public meeting to elect a Board of Management. Meadow Heights Learning Shop Inc. (MHLS) was incorporated in 1994 and opened the Meadow Heights Shopping Plaza Learning Centre.</p> <p>In 1995 MHLS became an eligible Adult, Community and Further Education provider and a Registered Training Organisation. The Centre was recognised as a Neighbourhood House in 2000 and granted declaration as a TAFE institution by the Commonwealth Government¹ in 2003. By the end of that year they moved into the new Visy Cares Learning Centre.</p> <p>Initially the learning shop provided classes in, Computer Programs (Introduction to Word, Excel), Bookkeeping (MYOB) and ESL classes. Since this time, Meadow Heights Learning Shop has continued to grow to meet primarily the learning needs of the residents of Hume Municipality and surrounding areas of Melbourne. Meadow Heights Learning Shop also runs ESL and Vocational Classes in another 14 centres around Melbourne.</p> <p>Meadow Heights as a consortium member with NMIT is a provider of:</p> <p>AMEP (Adult Migrant English Program) SEE (Skills for Education and Employment)</p> <p>M.H.L.S has a HESG contract, but were unsuccessful in gaining access to foundation skills.</p>			

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Qualifications/Units Audited ²		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
BSB10112	Certificate I in Business	VIC
BSB20112	Certificate II in Business	VIC
BSB30412	Certificate III in Business Administration	VIC
CHC30213	Certificate III in Education Support	VIC
CHC51308	Diploma of Education Support	VIC
ICA10111	Certificate I in Information, Digital Media and Technology	VIC
ICA20111	Certificate II in Information, Digital Media and Technology	VIC
ICA30111	Certificate III in Information, Digital Media and Technology	VIC
SIB20210	Certificate II in Nail Technology	VIC
SIB30110	Certificate III in Beauty Services	VIC
SIB50110	Diploma of Beauty Therapy	VIC
SIB20212	Certificate II in Retail Services	VIC
SIT20213	Certificate II in Hospitality	VIC

Interviewee(s) – Staff name and position; employer name and position	
Charles Cilia	Director
Khaled Sanadzadeh	Compliance
Denise Kuchmar	DDK Consulting – Internal auditor
Poppy Papamikroulis	Beauty Trainer
Veronika Cvak	Beauty trainer
Arlene Rankothge	Certificate II in written and spoken English
Ishrat Hussaini	Course in preliminary written and spoken English
Sofia Pane	Course in preliminary written and spoken English
Maria Del Rosario	Certificate III in Education Support
Frank Devlin	Education Support Work Placement Supervisor

Permanent Delivery Sites –	Yes	No
Do the RTO's permanent delivery sites match the information provided by the VRQA?	X	
If 'No', please provided amended details below: Meadow Heights Learning Shop (a Learn Local Provider, a registered training organisation and Neighbourhood House) operates from the Visy Cares Learning Centre (3-13 Hudson Circuit), Shop 24 and Buchan Street Community Centre.		

² 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	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Interactions with the Registering Body	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Compliance with Legislation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Financial Management	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	Certification & Issuing of Qualifications & Statements of Attainment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7	Recognition of Qualifications Issued by other RTOs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Accuracy and Integrity of Marketing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	Transition to Training Packages/Expiry of Accredited Courses	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summary of Non-Compliance³				
<p>CF6.1</p> <ul style="list-style-type: none"> • Statements of attainment do not meet the AQF requirements. • The Certificate Policy does not include re-issue of certificates and statements of attainment. <p>CF8.1</p> <ul style="list-style-type: none"> • The RTO website advertises a Certificate II in floristry which is not on the RTO's scope. 				

³ CF = Condition Finding. Finding references are aligned to the Detailed Findings section of this report.

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Audit Date: 27th and 28th April 2015

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Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
Standard 1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.1 – Continuous Improvement Strategy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 – Training and Assessment Strategies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 – Training and Assessment Resources	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.4 – Trainer and Assessor Competency	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.5 – Assessment Strategies	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standard 2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.1 – Meeting the Needs of Clients	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 – Continuous Improvement of Client Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 – Provision of Information to Clients	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 – Third-Party Engagement in Training and Assessment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5 – Provision of Support Services to Clients	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2.6 – Learner Access to Records of Participation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7 – Complaints and Appeals Strategy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard 3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.1 – Operations Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 – Continuous Improvement of Operations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 – Third-Party Training and/ or Assessment Services	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.4 – Records Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summary of Non-Compliance⁴			
<p>SF1.3.1</p> <ul style="list-style-type: none"> Training and assessment strategies do demonstrate that the RTO has access to a commercial kitchen. They do not provide any information regarding work placement for Education Support. <p>SF1.4.1</p> <ul style="list-style-type: none"> Records of professional development for trainers did not demonstrate strategies and activities used to develop the Vocational Education and Training (VET) knowledge and skills as well as industry currency, for each trainer. <p>SF1.5.1</p> <ul style="list-style-type: none"> Assessments for Hospitality and Education Support conducted in the workplace must be supported by appropriate tools and processes. 			

⁴ SF = Standard Finding. Finding references are aligned to the Detailed Findings section of this report.

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Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

Audit Summary – VRQA Guidelines for VET Providers

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

Summary of Non-Compliance⁵

GF1.3.1

- The Trainer/assessor files did not consistently contain CVs and trainer matrix signed by the trainer/assessor.

GF5.1.1

- The RTO did not identify the workplace requirement for Education Support and Hospitality.

GF5.1.2

- Assessment tools and processes are not support by clear instructions to the student and assessor and recording mechanisms that support consistent assessor decision making.

GF5.1.3

- Mapping documents for Beauty did not include the critical evidence requirements.
- An overall record sheet is not being used.

⁵ GF = Guideline Finding. Finding references are aligned to the Detailed Findings section of this report.

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

Detailed Findings - AQTF Conditions of Registration

CONDITION 1 - Governance			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Condition 1</p> <p>The RTO's Manager monitors and reviews compliance with the AQTF and other relevant guidelines. The experiences of Trainers / Assessors are considered in the decision making of senior management</p>	<p>No evidence reviewed during the audit</p> <p>Evidence reviewed during the audit:</p> <ul style="list-style-type: none"> • Organisational Chart • Organisational Calendar • Interview with Director • Monthly staff meetings • Bi-monthly Committee of Management meetings • Director Report to Committee of Management • Board Handbook 2005 • Strategic Plan 2015 - 2017 	<p>No rectification required.</p>	

Improvement Opportunities

Fit and Proper Person declaration is in place for the Manager. It is advised that these are also put in place for the Committee of Management.

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Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

CONDITION 3 – Compliance with Legislation			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Condition 3.</p> <p>The RTO has a systematic process to review and manage compliance with relevant Commonwealth, State or Territory legislation and regulatory requirements.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Student support Policy • Student Welfare policy • Survey Policy • volunteer work experience placement procedures • Waiting List Procedures • Work Health and Safety Policy • Bullying and Harassment Policy • Clients with a Disability Policy • Code Of Ethics • Code Of Practice For Adult Education • Conditions of Facilities Policy • Fraud Prevention Policy • Insurance Policy • Work Health and Safety Policy • <p>Access is provided to the following legislation:</p> <ul style="list-style-type: none"> • Education and Training Reform Act 2006 (Vic) • Education and Training Reform Miscellaneous Amendments Act 2007 (Vic) • Equal Opportunity Act 2010 (Vic) • Fair Work Act 2009 (Aust) • Freedom of Information Act 1982 (Aust) • Health Records Act 2001 (Vic) • Information Privacy Act 2000 (Vic) • Long Service Leave Act 1992 (Vic) 	<p>No rectification required.</p>	

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

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

	<ul style="list-style-type: none"> • Occupational Health and Safety Act 2004 (Vic) • Privacy Act 1988 (Aust) • Racial and Religious Tolerance Act 2001 (Vic) • Racial Discrimination Act 1975 (Aust) • Sex Discrimination Act 1984 (Aust) <p>Additional support documents</p> <ul style="list-style-type: none"> • AQF-2nd-Edition-January-2013 • AQTF Essential Standards 2010 • AQTF Audit Handbook • AQTF_Essential_Conditions_and_Standards_for_Continuing_Registration_-_publication_July_2013 (AQTF Standards - KEY AUDIT Document) • AQTF National Guidelines for a Registering Body • AQTF_Users_Guide_to_the_Essential_Condition_and_Standards_for_Continuing_Registration • AQTF_Users_Guide_to_the_Essential_Condition_and_Standards_for_Initial_Registration • Data Provision Requirements 2012 • Financial Viability Risk Assessment Requirements 2011 - ES • Financial Viability Risk Assessment Requirements 2011 • Fit and Proper Person Requirements 2011 - ES • Fit and Proper Person Requirements 2011 • Standards for NVR RTO 2012 - Explanatory Statement • Standards for NVR RTO 2012 • Standards for continuing registration • Vetproviderguidelines_1 • Victorian VET Student Statistical Collection Guidelines – 2014 	
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Audit Date: 27th and 28th April 2015

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CONDITION 6 - Certification & Issuing of Qualifications & Statements of Attainment			Non-Compliant
CF6.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<p>The RTO is Non-Compliant with Condition 6.</p> <p>The RTO Statement of Attainment does not meet the Australian Qualifications Framework (AQF) requirements.</p> <p>It contains the old statement and reference to the AQF. The statement of attainment should include the statement 'A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'.</p> <p>The statement a 'Statement of Attainment is recognised within the Australian Qualifications Framework Issued under the authority of the Victorian Registration & Qualifications Authority' should be amended to just include the reference to the VRQA.</p> <p>The RTO's Certificate policy does not include information regarding the issuance of replacement certificates</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Certificate Policy • Course Completion Policy • Enrolment Policy • Graduation Procedures • Information Privacy and Health Records • LLNP Archiving Guidelines Policy • Participation Record Policy • SVTS reporting guidelines <p>Forms</p> <ul style="list-style-type: none"> • Certificate template • Statement of Attainment template <p>Samples</p> <ul style="list-style-type: none"> • Statement of Attainment – Adil Hana, Sahar Abdelhek, Jessie Sadovsky, Luula Mohamed, Ibrahim Cakir • Certificate – Naila Francis Gorgis, Michelle Kennedy, Samira Kola 	<p>Actions:</p> <ul style="list-style-type: none"> • The RTO should revise the Statement of Attainment template in line with the AQF requirements. • The RTO should revise their Certificate Policy to include information regarding the issuance of replacement certificates.
	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<p>The RTO is Compliant with this aspect of Condition 6.</p> <p>The RTO has a mechanism in place to retain client records for a period of 30 years</p> <p>The RTO provides AVETMISS compliant data via the Wisenet.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Certificate Policy • Course Completion Policy • Enrolment Policy • Graduation Procedures • Information Privacy and Health Records 	<p>No rectification required.</p>

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

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

	<ul style="list-style-type: none"> • LLNP Archiving Guidelines Policy • Participation Record Policy • SVTS reporting guidelines • Archiving of Records Procedure • Archiving Policy • Back Up Files Policy 	
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Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

CONDITION 7 - Recognition of Qualifications Issued by other RTOs			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Condition 7.</p> <p>The RTO recognises the AQF Qualifications and Statements of Attainment issued by any other.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Recognition of Current Competency (RCC) Policy • RPL Procedure • MHLS RPL Application Form • MHLS RPL Policy • RPL Assessment Kit • Student Handbook 2015 • Certificate Policy • Archiving of Records Procedure • Archiving Policy • Wisenet 	<p>No rectification required.</p>	

Improvement Opportunities
<p>Remove references to RCC as this is outdated terminology which causes confusion.</p>

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

CONDITION 8 - Accuracy and Integrity of Marketing			Non-Compliant
CF8.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<p>The RTO is Non-Compliant with Condition 8.</p> <p>The RTO's marketing and advertising of AQF qualifications is not consistent with its scope of registration.</p> <p>The website includes the SFL20110 Certificate II in Floristry which is not on the RTO scope. Interview with the Manager clarified that this qualification is delivered by Diamond Valley Learning Centre. This is not clear. The RTO must identify that the Diamond Valley Learning Centre is an RTO, otherwise this should be removed from the website.</p> <p>The NRT logo is not used in marketing and advertising of AQF qualifications to prospective clients.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Website: mlc.com.au • Student Handbook 2014 • Student induction session • Marketing audit checklist <p>Course Brochures</p> <ul style="list-style-type: none"> • CHC30213 Certificate III in Education Support • CHC51308 Diploma of Education Support – not currently being delivered • 10364NAT Certificate III in Spoken and written English • 10363NAT Certificate II in Spoken and written English • 10362NAT Certificate I in Spoken and written English • 10361NAT Course in Preliminary Spoken and written English • SIB30110 Certificate III in Beauty • SIB20210 Certificate II in Nail Technology • SIB50110 Diploma of Beauty Therapy • 22234VIC Course in Initial General Education for Adults • 22235VIC Certificate I in General Education for Adults • 22236VIC Certificate I in General Education for Adults • 22237VIC Certificate I in General Education for Adults • SIT20213 Certificate II in Hospitality • BSB10112 Certificate I in Business • BSB20112 Certificate II in Business • BSB30412 Certificate III in Business Administration 	<p>Actions:</p> <ul style="list-style-type: none"> • The RTO should clarify that the SFL20110 Certificate II in Floristry is delivered by another RTO, Diamond Valley Learning Centre.

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

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

	<ul style="list-style-type: none"> • ICA10111 Certificate I in information, Digital Media and Technology • ICA20111 Certificate II in information, Digital Media and Technology • ICA30111 Certificate III in information, Digital Media and Technology • SIR20212 Certificate II in Retail 	
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CONDITION 9 - Transition to Training Packages/Expiry of Accredited Courses			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Condition 9.</p> <p>The RTO has managed the transition from superseded Training Packages within 12 months of their publication on the Training.gov.au.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Transition and Teach out Policy 	<p>No rectification required.</p>	

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

Detailed Findings - AQTF Standards

STANDARD 1

ELEMENT 1.1 - The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 1.1.</p> <p>The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Continuous Improvement Policy • Continuous Improvement Plan V1.2 • Version control register • QI regulator report • AMEP student survey • Website: mhlc.com.au • HESG Internal Audit • AQTF Internal audit 	<p>No rectification required.</p>	

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

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.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 1.2.</p> <p>Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Delivery and Assessment Strategies policy <p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • CHC30213 Certificate III in Education Support • CHC51308 Diploma of Education Support – not currently being delivered • 10364NAT Certificate III in Spoken and written English • 10363NAT Certificate II in Spoken and written English • 10362NAT Certificate I in Spoken and written English • 10361NAT Course in Preliminary Spoken and written English • SIB30110 Certificate III in Beauty • SIB20210 Certificate II in Nail Technology • SIB50110 Diploma of Beauty Therapy • 22234VIC Course in Initial General Education for Adults • 22235VIC Certificate I in General Education for Adults • 22236VIC Certificate I in General Education for Adults • 22237VIC Certificate I in General Education for Adults • SIT20213 Certificate II in Hospitality • BSB10112 Certificate I in Business • BSB20112 Certificate II in Business • BSB30412 Certificate III in Business Administration • ICA10111 Certificate I in information, Digital Media and Technology 	<p>No rectification required.</p>	

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

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

	<ul style="list-style-type: none"> • ICA20111 Certificate II in information, Digital Media and Technology • ICA30111 Certificate III in information, Digital Media and Technology • SIR20212 Certificate II in Retail <p>Industry consultation</p> <ul style="list-style-type: none"> • Illim College - 15-9-2013 – Education support – industry consultation • Visy • Hume Council • Macedon Ranges Special School • Sunbury Heights Primary School • Coolaroo South Primary School • Gisborne Secondary College • Industry consultation register • RTO industry consultation guidelines 	
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Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop 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
SF1.3.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<p>The RTO is Non-Compliant with Element 1.3.</p> <p>The RTO does not have access to a commercial kitchen for the delivery of Certificate II in Hospitality.</p> <p>The generic statement in all training and assessment strategies in relation to resources is 'Computers with Office 2010 Professional package, scanner, class sets of manuals, stand-alone computer for loading'. This does not accurately reflect the specialist facilities and equipment required by specific training packages such as Hospitality and Beauty. The strategy to support the Education Support qualifications does not identify the work placement requirement.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Certificate III in Beauty Materials List 2015 • Main Asset and Resource list <p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • CHC30213 Certificate III in Education Support • CHC51308 Diploma of Education Support – not currently being delivered • 10364NAT Certificate III in Spoken and written English • 10363NAT Certificate II in Spoken and written English • 10362NAT Certificate I in Spoken and written English • 10361NAT Course in Preliminary Spoken and written English • SIB30110 Certificate III in Beauty • SIB20210 Certificate II in Nail Technology • SIB50110 Diploma of Beauty Therapy • 22234VIC Course in Initial General Education for Adults • 22235VIC Certificate I in General Education for Adults • 22236VIC Certificate I in General Education for Adults • 22237VIC Certificate I in General Education for Adults • SIT20213 Certificate II in Hospitality • BSB10112 Certificate I in Business • BSB20112 Certificate II in Business • BSB30412 Certificate III in Business Administration 	<p>Actions:</p> <ul style="list-style-type: none"> • The RTO will need to demonstrate that they have access to a commercial kitchen to support the delivery of the Certificate II in Hospitality. • The RTO must make sure that the training and assessment strategy identifies requirements for work placement.

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

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

	<ul style="list-style-type: none"> • ICA10111 Certificate I in information, Digital Media and Technology • ICA20111 Certificate II in information, Digital Media and Technology • ICA30111 Certificate III in information, Digital Media and Technology • SIR20212 Certificate II in Retail 	
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Improvement Opportunities

The RTO should reference the Main Asset and Resource list in their training and assessment strategies.

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

ELEMENT 1.4 - Training and assessment is delivered by trainers and assessors who:		Non-Compliant	
SF1.4.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<p>a) Have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and</p> <p>b) Have the relevant vocational competencies at least to the level being delivered or assessed, and</p> <p>c) Can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and</p> <p>d) Continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</p>		
	<p>The RTO is Non-Compliant with Element 1.4.</p> <p>Training and assessment is delivered by Trainers and Assessors have the necessary training and assessment competencies as determined by the National Quality Council.</p> <p>Three Trainer files did not have sufficient evidence of PD. Maria Del Rosario's file did not contain any records of professional development. Sofia Pane did not have evidence of undertaking professional development to develop her Vocational Education and Training (VET) knowledge and skills. Poppy Papamikroulis' file did not contain evidence of how she maintains her industry currency.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Staff Rights and Responsibilities Policy • Staffing Policy • Code Of Ethics • Code Of Practice For Adult Education • Conflict of Interest Policy • Internet usage policy <p>Other</p> <ul style="list-style-type: none"> • Staff Handbook • Trainer/Employee induction checklist • Professional Development Program for 2015 – no VET PD scheduled • Contract of employment • Staff Timesheet <p>Trainer Files</p> <ul style="list-style-type: none"> • Poppy Papamikroulis • Sofia Pane • Ishrat Hussaini • Veronika Cvak • Maria Del Rosario 	<p><u>Actions:</u></p> <ul style="list-style-type: none"> • The RTO must make sure that they maintain records of Professional Development for all trainers in line with the standard.

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

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

	<ul style="list-style-type: none">• Arlene Rankothge	
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Improvement Opportunities

The Professional Development Program for 2015 does not include any VET PD.

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop 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 b) Is conducted in accordance with the principles of assessment and the rules of evidence c) Meets workplace and, where relevant, regulatory requirements d) Is systematically validated.			
SF1.5.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<p>The RTO is Non-Compliant with Element 1.5.</p> <p>Assessment for the unit SITXFSA001A: Implement food safety procedures does not meet the requirements of the unit of competency.</p> <p>Assessment must ensure:</p> <ul style="list-style-type: none"> • Access to a fully equipped industry-realistic food preparation environment, such as a commercial kitchen, catering production line, or food preparation area of a food outlet using the full range of equipment currently used in the service industries to store, prepare, display, serve and dispose of food • Access to current regulatory documents distributed by key federal, state or territory, and local government agencies, such as plain English legislative publications, and codes and standards outlining food safety requirements • Access to a food safety program inclusive of policies and procedures • Use of real ingredients and food items. <p>During assessment the student must:</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Transition and Teach out Policy • Validation and moderation • Moderation and Validation Policy • Moderation record • Validation Tool template • Assessment policy • Recognition of Current Competency (RCC) Policy • RPL Procedure • MHLS RPL Application Form • MHLS RPL Policy • RPL Assessment Kit <p>Units audited</p> <p>10361NAT Course in Preliminary Spoken and written English</p> <ul style="list-style-type: none"> • SWENUM004A Recognising and writing numbers • SWESYM005A Recognising common visual Symbols and signs <p>10363NAT Certificate II in Spoken and written English</p> <ul style="list-style-type: none"> • Module C - SWEEXC203A Comprehending and participating in transactional exchanges 	<p><u>Actions:</u></p> <ul style="list-style-type: none"> • The RTO should revise the assessments tools and processes to support the unit SITXFSA001A: Implement food safety procedures to make sure that assessment is conducted in a commercial kitchen and evidence of preparation of food is included in the assessment • The RTO should review their approach to collecting evidence from the workplace during work placement to make sure that the evidence collected matches the specific critical performance requirements of the unit.

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

<ul style="list-style-type: none"> • Access and interpret safe food handling procedures and consistently apply these during food handling activities • Knowledge of critical control points and methods of food hazard control for each critical point must be demonstrated on multiple occasions across a range of different food handling circumstances to ensure consistency in the application of food safety procedures. <p>Assessment for the units CHCEDS018 Support students with additional needs in the classroom environment and CHCEDS016 Support learning for students with disabilities in a classroom environment does not specifically require the student to provide support in relation to at least two main areas of additional needs and disabilities. Reference is made to this in the work placement report in SE21, 22 and 23. However the records of these placement reports presented at audit did not specifically identify this. The supervisor who is completing these reports is taking notes and completing the checklist after the visit. More detail in the checklist will be required to meet this requirement. The Trainer version of the Work placement provides guidance, this should be put into the version completed by the supervisor to target the feedback and ensure the evidence collected meets the critical unit requirements.</p>	<ul style="list-style-type: none"> • Module I - SWESTO209A Comprehending and composing story texts <p>CHC30213 Certificate III in Education Support</p> <ul style="list-style-type: none"> • CHCEDS018 Support students with additional needs in the classroom environment • CHCEDS016 Support learning for students with disabilities in a classroom environment <p>SIB30110 Certificate III in Beauty</p> <ul style="list-style-type: none"> • SIBBNLS202A Provide Manicure & Pedicure Services • SIBBCCS302A Advise on Beauty Services <p>Certificate II in Hospitality</p> <ul style="list-style-type: none"> • SITXFS001A: Implement food safety procedures 	
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Improvement Opportunities

Mapping documents for Beauty do not use the same Assessment task number in the mapping document.

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

Detailed Findings - AQTF Standards

STANDARD 2

ELEMENT 2.1 - The RTO establishes the needs of clients and delivers services to meet these needs.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 2.1.</p> <p>The RTO establishes the needs of clients and delivers services to meet these needs.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Enrolment policy • Enrolment procedure • Customer service policy • Interview of prospective students Policy • Student support Policy • Student Welfare policy • Enrolment form • Disability Action Plan - 2014 - 2017 	No rectification required.	
ELEMENT 2.2 - The RTO continuously improves client services by collecting, analysing and acting upon relevant data.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 2.2.</p> <p>The RTO continuously improves client services by collecting, analysing and acting upon relevant data.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Continuous Improvement Policy • Continuous Improvement Plan V1.2 • Version control register • QI regulator report • AMEP student survey • Website: mhlc.com.au • HESG Internal Audit • AQTF Internal audit 	No rectification required.	

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

ELEMENT 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.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 2.3.</p> <p>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.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Website www.mhls.com.au • Customer service policy • Education Code of Practice • Enrolment Policy • Family Support Policy • Interview of prospective students Policy • Membership Policy • Provision of Childcare Services by MHLS Policy • Student fee Refund Policy • Student support Policy • Student Welfare policy <p>Student Handbook 2015</p> <ul style="list-style-type: none"> • Meadow Heights Education Centre • Our Mission • Code of Practice • Registered Training Organisation Information • Organisational Structure • Complaints and Appeals • Board of Management • Advertising • When you've finished your class • Students' rights and responsibilities • Course information 	<p>No rectification required.</p>	

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

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

	<ul style="list-style-type: none"> • Conditions of enrolment • Policies • Fees • Refunds • Public resources and computer use • Student Services • Childcare — Where can I go for Childcare? • Study / Computer Centre • Library Service • Recognition of prior learning (RPL & RCC) • Accredited courses • Non-accredited • Where are we located? 	
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Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

ELEMENT 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
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 2.4.</p> <p>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.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Letters to schools • Placement Guidebook & Placement Record Forms – Teacher • Placement Guidebook & Placement Record Forms – Student • School list – potential placement for Education support <p>Industry consultation</p> <ul style="list-style-type: none"> • Illim College - 15-9-2013 – Education support – industry consultation • Macedon Ranges Special School • Sunbury Heights Primary School • Coolaroo South Primary School • Gisborne Secondary College <p>Interview</p> <ul style="list-style-type: none"> • Frank Devlin, Education support Work Placement Supervisor • Maria Del Rosario 	<p>No rectification required.</p>	

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

ELEMENT 2.6 - Learners have timely access to current and accurate records of their participation and progress.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>Element 2.6 was Compliant</p> <p>Learners have timely access to current and accurate records of the participation and progress.</p>	<p>Evidence reviewed at audit:</p> <p>Student Handbook 2015</p> <ul style="list-style-type: none"> • Meadow Heights Education Centre • Our Mission • Code of Practice • Registered Training Organisation Information • Organisational Structure • Complaints and Appeals • Board of Management • Advertising • When you've finished your class • Students' rights and responsibilities • Course information • Conditions of enrolment • Policies • Fees • Refunds • Public resources and computer use • Student Services • Childcare—Where can I go for Childcare? • Study / Computer Centre • Library Service • Recognition of prior learning (RPL & RCC) • Accredited courses • Non-accredited 	<p>No rectification required.</p>	

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

	<ul style="list-style-type: none"> • Where are we located? <p>Policies</p> <ul style="list-style-type: none"> • Attendance record • Enrolment Procedure • MHLS Enrolment Form • MHLS Enrolment Policy • Student Nominal Hours Acknowledgement Form • Payment plan template • Payment of Fees Policy • Student fee Refund Policy 	
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ELEMENT 2.7 - The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.

Compliant

Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Element 2.7.</p> <p>The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.</p> <p>There are no formal complaints to date.</p>	<p>Evidence reviewed at audit:</p> <p>Student Handbook 2015</p> <ul style="list-style-type: none"> • Complaints and Appeals <p>Policies</p> <ul style="list-style-type: none"> • Grievance Policy • Complaints and Appeals Policy 	<p>No rectification required.</p>

Improvement Opportunities

The RTO Grievance Policy is really their Complaints and Appeals Policy. The Complaints and Appeals Policy actually describes the process for managing appeals against assessment. The RTO should review the policies to make sure they are clear.

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

Detailed Findings - AQTF Standards

STANDARD 3

ELEMENT 3.1 - The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 3.1.</p> <p>The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Attendance record • Enrolment Procedure • MHLS Enrolment Form • MHLS Enrolment Policy • Student Nominal Hours Acknowledgement Form • Payment plan template • Payment of Fees Policy • Student fee Refund Policy 	<p>No rectification required.</p>	

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

ELEMENT 3.2 - The RTO uses a systematic and continuous improvement approach to the management of operations.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 3.2.</p> <p>The RTO uses a systematic and continuous improvement approach to the management of operations.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Clients with a Disability Policy • Code Of Ethics • Code Of Practice For Adult Education • Consumer Issues Policy • Continuous Improvement Policy • Continuous improvement register • Course Completion Policy • Customer service policy • Family Support Policy • General policies • Grievance Policy • Interview of prospective students Policy • Membership Policy 	<p>No rectification required.</p>	

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

ELEMENT 3.4 - The RTO manages records to ensure their accuracy and integrity.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 3.4.</p> <p>The RTO manages records to ensure their accuracy and integrity</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Attendance record • Enrolment Procedure • Victorian VET Student Statistical Collection Guidelines • MHLS Enrolment Form • MHLS Enrolment Policy • Student Nominal Hours Acknowledgement Form • Payment plan template • Student Handbook 2015 • Archiving of Records Procedure • Archiving Policy • Back Up Files Policy • Assessment Moderation Policy • Cease of Operations Insolvency Policy • Certificate Policy • Code Of Ethics • Code Of Practice For Adult Education • Conditions of Facilities Policy • Course Completion Policy • Credit Card Policy • Customer service policy • Financial Control and Risk Management Policy • Financial Support Policy • Financial Support to Staff Policy • Fraud Prevention Policy • General policies 	<p>No rectification required.</p>	

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

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

	<ul style="list-style-type: none"> • Information Privacy and Health Records • Insurance Policy • Interview of prospective students Policy • Investment Policy and Guidelines • LLNP Archiving Guidelines Policy • Participation Record Policy • Payment of Fees Policy • Student fee Refund Policy • Validation and moderation of assessment tools procedure • Validation checklist for assessment tools • Assessment review checklist • Pre-accredited and accredited validation 	
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Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

GUIDELINE 1.3 - Staff records for each training and assessment staff member must include the following:			Non-Compliant
<ul style="list-style-type: none"> • Verified or certified and/or signed documents are held by the RTO • Trainer skills matrix – signed by trainer/assessor • Trainer and assessor qualifications - verified by RTO or otherwise certified • Vocational qualifications – verified by RTO or otherwise certified • CV – signed by trainer/assessor • Professional development activities verified and/or signed by trainer/assessor • Position description • Employment contract/agreement 			
GF1.3.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<p>The RTO is Non-Compliant with Guideline 1.3.</p> <p>Trainer/assessor records are not consistent with the requirements of the guideline.</p> <p>Two trainer files Sofia Pane and Maria Del Rosario did not contain a signed trainer matrix. An electronic version of the trainer matrix for Sofia Pane and Arlene Rankothge, was available on the system, but not signed or on the trainer file.</p> <p>Isirat Hussaini's CV and trainer matrix is not signed by the trainer/assessor.</p> <p>The aim of the trainer matrix is to identify how the trainer has demonstrated the skills and knowledge vocationally. This is particularly important where they do not hold the qualification they are delivering. The matrix can also include strategies used to maintain industry currency.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Staff Rights and Responsibilities Policy • Staffing Policy • Code Of Ethics • Code Of Practice For Adult Education • Conflict of Interest Policy • Internet usage policy <p>Other</p> <ul style="list-style-type: none"> • Staff Handbook • Trainer/Employee induction checklist • Professional Development Program for 2015 – no VET PD scheduled • Contract of employment • Staff Timesheet <p>Trainer Files</p> <ul style="list-style-type: none"> • Poppy Papamikroulis 	<p><u>Actions:</u></p> <ul style="list-style-type: none"> • The RTO must make sure that all trainer files contain trainer matrix and CV signed by the trainer/assessor. • The Trainer matrix must contain sufficient information to demonstrate that the trainer has demonstrated the skills and knowledge at the unit level being delivered and assessed.

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

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

	<ul style="list-style-type: none">• Sofia Pane• Ishrat Hussaini• Veronika Cvak• Maria Del Rosario• Arlene Rankothge	
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Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

Detailed Findings – VRQA Guidelines for VET Providers

GUIDELINE 2.1 - The provider must demonstrate that it is able to monitor course quality, externally moderate student performance and drive continuous improvement in course delivery.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Guideline 2.1.</p> <p>The RTO monitors course quality.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Assessment Moderation Policy • Validation and moderation of assessment tools procedure • Validation checklist for assessment tools • Assessment review checklist • Pre-accredited and accredited validation <p>Moderation validation</p> <ul style="list-style-type: none"> • Illim College - 15-9-2013 – Education support – industry consultation • Visy • Hume Council • Macedon Ranges Special School • Sunbury Heights Primary School • Coolaroo South Primary School • Gisborne Secondary College • Industry consultation register • RTO industry consultation guidelines 	<p>No rectification required.</p>	

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

GUIDELINE 2.2 - The provider must demonstrate that it has measures in place to prevent and detect cheating and plagiarism amongst its students and to deal appropriately with any instances of these practices.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Guideline 2.2.</p> <p>The RTO has measures in place to prevent and detect cheating and plagiarism amongst its students and to deal appropriately with any instances of these practices.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Plagiarism Policy • Student Handbook 2015 	<p>No rectification required.</p>	

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

GUIDELINE 2.3 - The provider must demonstrate that they can provide quality education and training to students			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Guideline 2.3.</p> <p>The RTO has policies and procedures for the retention unit of competency training and assessment information *for a minimum of 1 year post completion of the unit, including mechanisms for the retention of master resources.</p> <p>This includes the retention of sufficient samples of student's assessment to demonstrate that quality education and training has occurred.</p> <p>The RTO is scanning the majority of their records for archive.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Archiving of Records Procedure • Archiving Policy • Back Up Files Policy • Assessment Moderation Policy • Cease of Operations Insolvency Policy • Certificate Policy • Code Of Ethics • Code Of Practice For Adult Education • Conditions of Facilities Policy • Course Completion Policy • Credit Card Policy • Customer service policy • Enrolment Policy • Financial Control and Risk Management Policy • Financial Support Policy • Financial Support to Staff Policy • Fraud Prevention Policy • General policies • Information Privacy and Health Records • Insurance Policy • Interview of prospective students Policy • Investment Policy and Guidelines • LLNP Archiving Guidelines Policy • Participation Record Policy • Payment of Fees Policy 	<p>No rectification required.</p>	

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

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

	<ul style="list-style-type: none"> • Student fee Refund Policy • Validation and moderation of assessment tools procedure • Validation checklist for assessment tools • Assessment review checklist • Pre-accredited and accredited validation 	
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Improvement Opportunities

It is suggested that the RTO review their archive procedure in relation to the HESG contract which required retention of original evidence of assessment to be retained for 2 years.

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

GUIDELINE 4.1 - A provider must not require or permit students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, specifying different maximum hours for that course).			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Guideline 4.1.</p> <p>The RTO does not require or permit students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, specifying different maximum hours for that course).</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Student Handbook 2015 • Student support Policy • Student Welfare policy • Work Health and Safety Policy • Time table term 1& 2 Certificate III in Beauty • Time table term 1& 2 Course in Preliminary Written and Spoken English • Time table term 1& 2 Certificate I in Written and Spoken English • Time table term 1& 2 Certificate III in Education Support 	<p>No rectification required.</p>	

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

GUIDELINE 4.2 - A provider must not require or permit full time students to attend scheduled classes (including time allocated for self-paced or online studies) outside of 0800hrs to 2200 hrs on any day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, approving a different schedule for that course and with the written agreement of the student).			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Guideline 4.2.</p> <p>The RTO does not require or permit full time students to attend scheduled classes (including time allocated for self-paced or online studies) outside of 0800hrs to 2200 hrs on any day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, approving a different schedule for that course and with the written agreement of the student).</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Student Handbook 2015 • Student support Policy • Student Welfare policy • Work Health and Safety Policy • Time table term 1& 2 Certificate III in Beauty • Time table term 1& 2 Course in Preliminary Written and Spoken English • Time table term 1& 2 Certificate I in Written and Spoken English • Time table term 1& 2 Certificate III in Education Support 	<p>No rectification required.</p>	

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

GUIDELINE 4.4 - Providers must indicate the measures they intend to take to address matters of student safety.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Guideline 4.4</p> <p>Both the RTO and School policies are designed to address matters of student wellbeing and Safety.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Student Handbook 2015 • Student support Policy • Student Welfare policy • Work Health and Safety Policy • Time table term 1& 2 Certificate III in Beauty • Time table term 1& 2 Course in Preliminary Written and Spoken English • Time table term 1& 2 Certificate I in Written and Spoken English • Time table term 1& 2 Certificate III in Education Support 	<p>No rectification required.</p>	

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

GUIDELINE 5.1 - The provider must demonstrate that they have the capacity to deliver and assess ALL the courses requested/on the scope of registration.			Non-Compliant
GF5.1.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<p>The RTO is Non-Compliant with Guideline 5.1</p> <p>The RTO must clarify the amount of work place hours required for the Certificate III in Education support. This is not stated in the training and assessment strategy, the School Placement Guidebook states 100 hours. Interview with the Director and trainer states 200 and 100 – 110 hours.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Transition and Teach out Policy • Validation and moderation • Moderation and Validation Policy • Moderation record • Validation Tool template • Assessment policy • Recognition of Current Competency (RCC) Policy • RPL Procedure • MHLS RPL Application Form • MHLS RPL Policy • RPL Assessment Kit <p>Units audited</p> <p>10361NAT Course in Preliminary Spoken and written English</p> <ul style="list-style-type: none"> • SWENUM004A Recognising and writing numbers • SWESYM005A Recognising common visual Symbols and signs <p>10363NAT Certificate II in Spoken and written English</p> <ul style="list-style-type: none"> • Module C - SWEEXC203A Comprehending and participating in transactional exchanges • Module I - SWESTO209A Comprehending and composing story texts 	<p>Actions:</p> <ul style="list-style-type: none"> • The RTO must specify the number of hours required for work placement in the training and assessment strategy and the School Placement Guidebook

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

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

	<p>CHC30213 Certificate III in Education Support</p> <ul style="list-style-type: none"> • CHCEDS018 Support students with additional needs in the classroom environment • CHCEDS016 Support learning for students with disabilities in a classroom environment <p>SIB30110 Certificate III in Beauty</p> <ul style="list-style-type: none"> • SIBBNLS202A Provide Manicure & Pedicure Services • SIBBCCS302A Advise on Beauty Services <p>Certificate II in Hospitality</p> <ul style="list-style-type: none"> • SITXFSA001A: Implement food safety procedures 		
GF5.1.2	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<p>This guideline requires a clear set of assessment criteria/model answers for each assessment task.</p> <p>There were no model answers to support the two beauty units audited. The observation checklist for SIBBCCS302A Advise on Beauty Services is completed based on observation over time by the trainer. It is completed at the end of the unit and is designed to record that the Students are able to apply the criteria listed in the checklist, including demonstrate and explain Federal, state or territory and local health and hygiene regulations and Occupation health and safety relating to the workplaces procedures and policy. Students must be able to up keep an environment according to legal requirements.</p>	<p>Evidence reviewed at audit:</p> <p>Units audited</p> <p>CHC30213 Certificate III in Education Support</p> <ul style="list-style-type: none"> • CHCEDS018 Support students with additional needs in the classroom environment • CHCEDS016 Support learning for students with disabilities in a classroom environment <p>SIB30110 Certificate III in Beauty</p> <ul style="list-style-type: none"> • SIBBNLS202A Provide Manicure & Pedicure Services • SIBBCCS302A Advise on Beauty Services <p>CHC30213-A07 - Placement Report- Supervisors Evaluation</p> <ul style="list-style-type: none"> • Amanda Della 	<p>Actions:</p> <ul style="list-style-type: none"> • The RTO must make sure that all written assessments are supported by model answers. All checklists and forms should include clear guidelines or benchmarks to guide assessor decision making and record evidence that can be clearly linked to the unit requirements.

Audit Date: 27th and 28th April 2015

RTO: Meadow Heights Learning Shop Inc.

<p>There are no guidelines or benchmarks in the checklist related to legislation or regulation. The RTO should provide guidelines or benchmarks to the assessor around what they are expected to see. The checklist should also capture specific examples of how the student has demonstrated the skills on a range of occasions. The design of the current checklist does not facilitate this.</p> <p>The written assessment to support CHCEDS018 Support students with additional needs in the classroom environment & CHCEDS016 Support learning for students with disabilities in a classroom environment asks the student to adapt tasks for students with disabilities using 2 scenarios. Model answers are only provided for one scenario. The students are required to choose a disability to research and prepare a presentation. The suggested disabilities in the model answers does not include autism. Given the growing number of children diagnosed with Autism Spectrum Disorder (ASD) is an issue of concern both in Australia and overseas. 1 in 160 children aged 6-12 year in Australia and 1 in 50 school-age children in the US have autism spectrum disorder (ASD) this should be included.</p> <p>The School Placement Guide and Forms are to be completed by the MHLS supervisor, who is the trainer or another trainer who conducts placement monitoring visits. Interview with Frank Devlin, a work placement supervisor confirmed that he visits the school and speaks with a supervisor of the student. He takes notes</p>	<ul style="list-style-type: none"> • Amy Glover • Punsala Crofton <p>Interview with Frank Devlin, Work placement supervisor</p>	
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RTO: Meadow Heights Learning Shop Inc.

<p>and then completes the CHC30213-A07 - Placement Report- Supervisors Evaluation. These records are brief with specific comments at the end. The School Placement Guide and Forms -Trainer guide does provide benchmarks but these are not included in the completed checklist. This makes it difficult to link the evidence gathered to the specific unit requirements. It is recommended that the benchmarks provided in the Trainer guide be included in the report completed by the assessor/supervisor.</p>		
GF5.1.3 Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>Mapping documents to support the Beauty assessment do not include the critical aspects of assessment. The Assessment tasks are identified in the mapping document as Section 1 and Section 2, not by the assessment task number as is used in the actual tasks.</p> <p>There are no overall record sheets being used to support a process to ensure that no student can be recorded as competent without clear evidence that they have successfully completed all specified assessment requirements.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Occupancy permit 3 – 17 Hudson Circuit, Meadow Heights • Main Asset and Resource list <p>Units audited</p> <p>10361NAT Course in Preliminary Spoken and written English</p> <ul style="list-style-type: none"> • SWENUM004A Recognising and writing numbers • SWESYM005A Recognising common visual Symbols and signs <p>10363NAT Certificate II in Spoken and written English</p> <ul style="list-style-type: none"> • Module C - SWEEXC203A Comprehending and participating in transactional exchanges • Module I - SWESTO209A Comprehending and composing story texts <p>CHC30213 Certificate III in Education Support</p>	<p>Actions:</p> <ul style="list-style-type: none"> • The RTO should revise the Beauty mapping documents to make sure they include the critical evidence requirements and identify assessment tasks by their actual name and number • The RTO must make sure that an overall record sheet is used to support a process to ensure that no student can be recorded as competent without clear evidence that they have successfully completed all specified assessment requirements.

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	<ul style="list-style-type: none"> • CHCEDS018 Support students with additional needs in the classroom environment • CHCEDS016 Support learning for students with disabilities in a classroom environment <p>SIB30110 Certificate III in Beauty</p> <ul style="list-style-type: none"> • SIBBNLS202A Provide Manicure & Pedicure Services • SIBBCCS302A Advise on Beauty Services <p>Certificate II in Hospitality</p> <ul style="list-style-type: none"> • SITXFSA001A: Implement food safety procedures <p>Student files</p> <ul style="list-style-type: none"> • Adil Hana • Sahar Abdelhek • Jessie Sadovsky • Luula Mohamed • Ibrahim Cakir • Naila Francis Gorgis • Michelle Kennedy • Samira Kola 	
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