

VRQA 2015-057

Ms Julie Neeson
Executive Officer
Southern Grampians Adult Education Centre Inc.
89 Gray Street
HAMILTON VIC 3300



Victorian Registration &
Qualifications Authority

GPO Box 2317
Melbourne VIC 3001

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Dear Ms Neeson

Renewal of Registration Audit

I am writing to you in relation to the audit of the application for renewal of registration of Southern Grampians Adult Education Centre Inc. (SGAEC) registered as a Registered Training Organisation (RTO) pursuant to Part 4.3 of the *Education and Training Reform Act 2006* (ETR Act).

It is a condition of the ETR Act that a RTO must comply with the minimum conditions and standards and any guidelines for registration including the *Australian Quality Training Framework Essential Conditions and Standards for Continuing Registration (AQTF)* and the *VRQA Guidelines for VET Providers (VRQA Guidelines)*.

An independent audit on 26 and 27 March 2015 assessed the compliance of SGAEC against these standards for the purpose of renewal of registration. I note that you accepted the findings of the **AQTF** and **VRQA Guidelines** audit report in full and have not provided comments on the draft audit report which was provided to you by the auditor.

I enclose, for your attention, a copy of the final audit report which indicates significant non-compliance with the **AQTF** and non-compliance with **VRQA Guidelines**.

Given the extent of non-compliance of SGAEC as a RTO, you are required under Part 4.3.17 of the ETR Act to provide, within 28 days of receipt of this letter, documented evidence of how the non-compliance has been rectified.

On the basis of the findings I have decided to renew the registration of SGAEC as a RTO until **30 May 2020**.

Please be advised that the Victorian Registration and Qualifications Authority (VRQA) is satisfied that your organisation meets the financial viability requirements in compliance with the **ETR Act**, and as an ACFE provider you are exempt from the principal purpose requirements.

Should you have concerns about the conduct of the registration/audit process please address these in writing to the Complaints Manager, VRQA, GPO Box 2317, Melbourne, 3001.

If you have any further questions, please contact Ms Julie Florence on (03) 9032 1560 or email florence.julie.e@edumail.vic.gov.au.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Lynn Glover', is written over the 'Yours sincerely' text.

LYNN GLOVER
Director, VRQA

22 April 2015

Audit Date: 26th & 27th March 2015

RTO: Southern Grampians Adult Education Centre Inc.

Applicant Details			
Applicant Name	Southern Grampians Adult Education Centre Inc.	TOID	20645
Address	89 Gray Street, Hamilton Vic 3300		
	Website	www/sgae.vic.edu.au	
Registration Contact			
Phone Number	03 5571 9900	Email	sgae@sgae.vic.edu.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, 2.6, 2.7	3.1, 3.2, 3.4
VRQA Guidelines Audited	1, 2, 4, 5		
Audit Date/s	26th & 27th March 2015		
RTO Background			
<p>Southern Grampians Adult Community Education (SGACE) started in 1998 as a small organisation offering CEGA and pre-accredited training. The RTO was established with the community and their needs for training in mind. The centre provides training for disengaged youth and clients with a disability. SGACE has also engaged those who have not had success at TAFE. The centre has also become known for their computer training, delivering computer training for the Shire and other local business organisations. They have also donated old laptops to the hospital who conduct activity groups for older members of the community. SGACE provided the computers for the participants. SGACE also deliver computer courses out of town and out of shire at MacArthur this year using an ACFE grant.</p> <p>The Board of Management has strong industry representation from the local community representing a wide range of business interests.</p> <p>Southern Grampians Community College services young people who are disengaged from school. They are a Member of Community Colleges Australia. SGAE also publishes resources for teachers using local printers. They have published 11 books to date.</p> <p>SGAE has experienced steady growth each year. They have worked with industry and have built up partnerships such as the relationship with the Elluka Sand Mine and RIST, delivering the TAE40110 to their staff.</p>			



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

Audit Date: 26th & 27th March 2015

RTO: Southern Grampians Adult Education Centre Inc.

Qualifications/Units Audited¹		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
22128VIC	Certificate I in Work Education	Vic
22119VIC	Certificate I in Transition Education	Vic
22237VIC	Certificate II in General Education for Adults	Vic
SIT20213	Certificate II in Hospitality	Vic
SIT20312	Certificate II in Kitchen Operations	Vic
TAE40110	Certificate IV in Training and Assessment	Vic

Interviewee(s) – Staff name and position; employer name and position	
	Executive Officer
	Finance, Curriculum and Compliance
	Administration Manager
	Administration
	Administration
	TAE Trainer
	Hospitality Trainer
	Work Education/Transition Education Trainer
	Work Education/Transition Education Trainer

Permanent Delivery Sites –	Yes	No
Do the RTO's permanent delivery sites match the information provided by the VRQA?	X	
If 'No', please provide amended details below:		
The RTO also delivers on site at Mulleraterong Centre – Hamilton Disability Service & Nigretta – Woodwork – employs 17 people with a disability.		

¹ Samples have been selected in accordance with the VRQA VET Audit Sampling Methodology

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

Audit Date: 26th & 27th March 2015

RTO: Southern Grampians Adult Education Centre Inc.

Audit Summary - AQTF Conditions of Registration

AQTF Conditions		Compliant	Non - Compliant	Not audited
1	Governance	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input 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-Compliance²				
CF1.1 <ul style="list-style-type: none"> • No fit and proper person declarations are in place for the Board of Management. CF6.1 <ul style="list-style-type: none"> • Statements of attainment do not meet the AQF requirements. • No seal or corporate identifier is used on the Qualifications and statements of attainment. 				

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

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

Audit Date: 26th & 27th March 2015

RTO: Southern Grampians Adult Education Centre Inc.

Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
Standard 1	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 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-Compliance³			
<p>SF1.4.1</p> <ul style="list-style-type: none"> Inadequate evidence of the professional development to develop VET knowledge and skills of trainers / assessors, otherwise the RTO met the requirements. <p>SF1.5.1</p> <ul style="list-style-type: none"> Assessments do not meet the unit requirements. <p>SF1.5.2</p> <ul style="list-style-type: none"> Assessment does not meet the principles of assessment and rules of evidence. 			

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

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

Audit Date: 26th & 27th March 2015

RTO: Southern Grampians Adult Education Centre 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-Compliance⁴

GF1.3.1

- One trainer file was incomplete at the time of audit and did not meet the requirements of the guideline.

GF5.1.1

- There was no Training and Assessment Strategy in place for the stand-alone unit – SITXFSA101 Use hygienic practices for food safety. There was no explanation of the short delivery in relation to nominal hours.

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. There was also no assessor

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

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RTO: Southern Grampians Adult Education Centre Inc.

guide.



Victorian **Registration & Qualifications** Authority

TOId: 20645
VRQA-2015-102
File ref 02/2472

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Ms Julie Neeson
Executive Officer
Southern Grampians Adult Education Centre Inc
89 Gray Street
HAMILTON VIC 3300

Dear Ms Neeson

Re: Rectification Matters

Thank you for your response regarding the rectification of non-compliance matters identified at the audit held on 26 and 27 March 2015.

Please be advised that the Victorian Registration and Qualifications Authority (VRQA) is satisfied that your organisation, Southern Grampians Adult Education Centre Inc. has taken the appropriate measures to meet the minimum requirements for compliance with the *Australian Quality Training Framework Essential Conditions and Standards for Continuing Registration (AQTF)* and the *VRQA Guidelines for VET Providers (VRQA Guidelines)*.

If you have any queries in relation to these matters, please contact Ms Julie Florence Registration Officer on (03) 9032 1560 or florence.julie.e@edumail.vic.gov.au.

Yours sincerely

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LYNN GLOVER
Director, VRQA

16 June 2015

