



Audit Report – VET Quality Framework

Continuing Registration as a national VET regulator
(NVR) registered training organisation (RTO)

ORGANISATION DETAILS

Organisation's legal name	ABORIGINAL CENTRE FOR THE PERFORMING ARTS PTY LTD
Trading name/s	Aboriginal Centre for the Performing Arts Pty Ltd
RTO number	6829
CRICOS number	n/a

AUDIT TEAM

Lead auditor	Ms Sonja Anders
Auditor/s	Mrs Karen Noble
Technical adviser/s	n/a

AUDIT DETAILS

Application number/s	1036593
Audit number/s	1002982
Audit reason 1	Application - renewal
Audit reason 2	n/a
Audit reason 3	n/a
Activity type	Site visit
Address of site/s visited	59-69 Shafston Avenue, Kangaroo Point Qld 4169
Date/s of audit	08/05/2013
Organisation's contact for audit	Mr Rob Doran Training Manager robd@acpa.net.au (07) 3392 4420
NVR standards audited	Selected Standards for Continuing Registration: SNR 15, 16, 17, 18, 20 and 22.2

BACKGROUND

- In 1999 the organisation became a Registered Training Organisation (RTO)
- Core clients: school leavers, mature aged and individuals returning to the workforce
- In January 2012, Rob Doran became the new Training Director for this RTO
- Partnerships: No
- Current students enrolled: 66
- The RTO has undertaken a pilot program for the Certificate II qualification in schools in the Cairns and Weipa districts
- Recently the RTO has transitioned to their new approved accredited courses
- The RTO has a 70% student retention rate
- In the future they look to have around 120 students enrolled.

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

66

AUDIT SAMPLE

Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
10041NAT	Certificate IV in Performing Arts	Face to face	N/A
10042NAT	Diploma of Performing Arts	Face to face	29

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

INTERVIEWEES

Name	Position	Qualification/Course/Unit code/s
Mr Rob Doran	Training Manager	N/A

AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 08/05/2013: Significant non-compliance

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

AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

Audit finding following analysis of additional evidence provided on 11-06-2013: Compliant

AUDIT FINDING BY STANDARD

Element	Original finding	Finding following rectification
SNR 15	Not compliant	Compliant
SNR 16	Compliant	n/a
SNR 17	Compliant	n/a
SNR 18	Not compliant	Compliant
SNR 19	Not audited	n/a
SNR 20	Compliant	n/a
SNR 21	Not audited	n/a
SNR 22	Compliant	n/a
SNR 23/AQF	Not audited	n/a
SNR 24	Not audited	n/a
SNR 25	Not audited	n/a

SNR 15 The NVR registered training organisation provides quality training and assessment across all of its operations, as follows:

15.1 The NVR registered training organisation collects, analyses, and acts on relevant data for continuous improvement of training and assessment.

Audit finding for this element at time of audit: Compliant

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

15.2 Strategies for training and assessment meet the requirements of the relevant training package or accredited course and have been developed through effective consultation with industry.

Audit finding for this element at time of audit: Compliant

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

15.3 Staff, facilities and equipment and training and assessment materials used by the NVR registered training organisation are consistent with the requirements of the training package or VET accredited course and the NVR registered training organisation's own training and assessment strategies and are developed through effective consultation with industry.

Audit finding for this element at time of audit: Compliant

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

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- 15.4 Training and assessment is delivered by trainers and assessors who:**
- (a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors; and**
 - (b) have the relevant vocational competencies at least to the level being delivered or assessed; and**
 - (c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and**
 - (d) continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.**

Audit finding for this element at time of audit: Not compliant

Reasons for finding of non-compliance:

- Trainers and assessors Stella Majewsky, Laine Loxlea-Danann, Janette Fabilia, Paul Booth and Vivian Anderson sampled at audit did not show sufficient evidence that they hold the vocational competency and experience at least to the level being delivered or assessed.
- Trainer and assessor Ms Katie Dickens did not hold the necessary qualification as determined by the National Quality Council or its successors.

In order to become compliant, the organisation is required to:

- Provide evidence that each trainer and assessor Stella Majewsky, Laine Loxlea-Danann, Janette Fabilia, Paul Booth and Vivian Anderson sampled at audit holds the relevant qualification or relevant vocational competence to the qualifications being delivered.
- Provide evidence that a direct supervision agreement is in place for Ms Katie Dickens to assess under direct supervision of a trainer and assessor that holds the relevant qualification as determined by the National Quality Council or its successors.

Analysis of rectification evidence:

- A mapping document was provided for trainer and assessors Stella Majewsky, Laine Loxlea-Danann, Janette Fabilia, Paul Booth and Vivian Anderson that ensures relevant vocational experience does map against the relevant qualification or relevant unit of competency being delivered or assessed.
- A direct supervision agreement was provided for Ms Katie Dickens.

Audit finding for this element following review of rectification evidence: Compliant

Reasons for finding of non-compliance:

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- 15.5 Assessment including Recognition of Prior Learning (RPL):**
- (a) meets the requirements of the relevant Training Package or VET accredited course; and**
 - (b) is conducted in accordance with the principles of assessment and the rules of evidence; and**
 - (c) meets workplace and, where relevant, regulatory requirements; and**
 - (d) is systematically validated.**

Audit finding for this element at time of audit: Not compliant

Reasons for finding of non-compliance:

- Assessment tools provided for 10042NAT Diploma of Performing Arts (CUADAN506A Refine cultural dance technique and PATTRS507C Perform theatre from a range of styles) and 10041NAT Certificate IV in Performing Arts (CUADAN411A Develop expertise in cultural dance technique) did not meet the critical aspects as per training package requirements. Also the assessment evidence gathered did not have direct relevance to the unit's learning outcomes.

In order to become compliant, the organisation is required to:

- Updated assessment tools for 10042NAT Diploma of Performing Arts (CUADAN506A Refine cultural dance technique and PATTRS507C Perform theatre from a range of styles) and 10041NAT Certificate IV in Performing Arts (CUADAN411A Develop expertise in cultural dance technique) to meet the critical aspects as per training package requirements. Also evidence to be provided that the assessment evidence gathered does have direct relevance to the unit's learning outcomes.

Analysis of rectification evidence:

- Updated assessment tools provided for 10042NAT Diploma of Performing Arts (CUADAN506A Refine cultural dance technique and PATTRS507C Perform theatre from a range of styles) and 10041NAT Certificate IV in Performing Arts (CUADAN411A Develop expertise in cultural dance technique) does meet the critical aspects as per training package requirements. Also evidence was provided that the assessment evidence gathered does have direct relevance to the unit's learning outcomes.

Audit finding for this element following review of rectification evidence: Compliant

Reasons for finding of non-compliance:

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SNR 16 The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients, as follows:

16.1 The NVR registered training organisation establishes the needs of clients, and delivers services to meet these needs.

Audit finding for this element at time of audit: Compliant

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

16.2 The NVR registered training organisation continuously improves client services by collecting, analysing and acting on relevant data.

Audit finding for this element at time of audit: Compliant

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

16.3 Before clients enrol or enter into an agreement, the NVR registered training organisation informs them about the training, assessment and support services to be provided, and about their rights and obligations.

Audit finding for this element at time of audit: Compliant

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

16.4 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.

Audit finding for this element at time of audit: Compliant

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

16.5 Learners receive training, assessment and support services that meet their individual needs.

Audit finding for this element at time of audit: Compliant

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

16.6 Learners have timely access to current and accurate records of their participation and progress.

Audit finding for this element at time of audit: Compliant

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

16.7 The NVR registered training organisation provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.

Audit finding for this element at time of audit: Compliant

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

SNR 17 The NVR registered training organisation’s management of its operations ensures clients receive the services detailed in their agreement with the NVR registered training organisation.

17.1 The NVR registered training organisation’s management of its operations ensures clients receive the services detailed in their agreement with the NVR registered training organisation.

Audit finding for this element at time of audit: Compliant

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

17.2 The NVR registered training organisation uses a systematic and continuous improvement approach to the management of operations.

Audit finding for this element at time of audit: Compliant

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

17.3 The NVR registered training organisation monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the VET Quality Framework.

Audit finding for this element at time of audit: Compliant

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

17.4 The NVR registered training organisation manages records to ensure their accuracy and integrity.

Audit finding for this element at time of audit: Compliant

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

SNR 18 The NVR registered training organisation has governance arrangements in place, as follows:

18.1 The NVR registered training organisation’s Chief Executive must ensure that the NVR registered training organisation complies with the VET Quality Framework. This applies to all of the operations within the NVR registered training organisation’s scope of registration, as listed on the National Register.

Audit finding for this element at time of audit: Not compliant

Reasons for finding of non-compliance:

- The non-compliance identified at audit confirm the Chief Executive has not the NVR registered training organisation has complies with the VET Quality Framework.

In order to become compliant, the organisation is required to:

- Addressing the non-compliances identified at audit will demonstrate the Chief Executive has the NVR registered training organisation has complied with the VET Quality Framework.

Analysis of rectification evidence:

- An Information Management Policy was provided as evidence which is available to all staff and students including a privacy and confidentiality policy that ensures the Chief Executive Officer is and will comply with the VET Quality Framework.

Audit finding for this element following review of rectification evidence: Compliant

Reasons for finding of non-compliance:

- n/a

18.2 The NVR registered training organisation must also explicitly demonstrate how it ensures the decision making of senior management is informed by the experiences of its trainers and assessors.

Audit finding for this element at time of audit: Compliant

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

SNR 19 Interactions with the National VET Regulator

- 19.1 The NVR registered training organisation must co-operate with the National VET Regulator:**
- (a) in the conduct of audits and the monitoring of its operations;**
 - (b) by providing accurate and timely data relevant to measures of its performance;**
 - (c) by providing information about significant changes by its operations;**
 - (d) by providing information about significant changes to its ownership; and**
 - (e) in the retention, archiving, retrieval and transfer of records consistent with National VET Regulator's requirements.**

Audit finding for this element at time of audit: Not audited

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

SNR 20 Compliance with legislation

20.1 The NVR registered training organisation must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.

Audit finding for this element at time of audit: Compliant

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

20.2 The NVR registered training organisation must ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.

Audit finding for this element at time of audit: Compliant

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

SNR 21 Insurance

21.1 The NVR registered training organisation must hold public liability insurance throughout its registration period.

Audit finding for this element at time of audit: Not audited

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

SNR 22 Financial management

22.1 The NVR registered training organisation must be able to demonstrate to the National VET Regulator, on request, that it is financially viable at all times during the period of its registration.

Audit finding for this element at time of audit: Not audited

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

22.2 The NVR registered training organisation must provide the following fee information to each client:

- (a) the total amount of all fees including course fees, administration fees, materials fees and any other charges;**
- (b) payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;**
- (c) the nature of the guarantee given by the NVR registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;**
- (d) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and**
- (e) the organisation's refund policy.**

Audit finding for this element at time of audit: Compliant

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

- 22.3** Where the NVR registered training organisation collects student fees in advance it must ensure it complies with one of the following acceptable options:
- (a) (Option 1) the NVR registered training organisation is administered by a state, territory or Commonwealth government agency
 - (b) ~~(Option 2) the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme [option 2 not currently available]~~
 - (c) (Option 3) the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500
 - (d) (Option 4) the NVR registered training organisation holds an unconditional financial guarantee from a bank operating in Australia for no less than the full amount of funds held by the NVR registered training organisation which are prepayments from students (or future students) for tuition to be provided by the NVR registered training organisation to those students
 - (e) ~~(Option 5) the NVR registered training organisation has alternative fee protection measures of equal rigour approved by the National VET Regulator. [option 5 not currently available]~~

Audit finding for this element at time of audit: Not audited

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

SNR 23 Certification, issuing and recognition of qualifications & statements of attainment

- 23.1 The NVR registered training organisation must issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited course, a VET qualification or VET statement of attainment (as appropriate) that:**
- (a) meets the Australian Qualifications Framework (AQF) requirements;**
 - (b) identifies the NVR registered training organisation by its national provider number from the National Register; and**
 - (c) includes the NRT logo in accordance with its current conditions of use.**

Audit finding for this element at time of audit: Not audited

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

- 23.2 The NVR registered training organisation must recognise the AQF qualifications and statements of attainment issued by any other RTO.**

Audit finding for this element at time of audit: Not audited

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

- 23.3 The NVR registered training organisation must retain client records of attainment of units of competency and qualifications for a period of 30 years.**

Audit finding for this element at time of audit: Not audited

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

23.4 The NVR registered training organisation must provide returns of its client records of attainment of units of competence and qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator.

[no requirements currently exist]

This element was not audited

23.5 The NVR registered training organisation must meet the requirements for implementation of a national unique student identifier.

[no requirements currently exist]

This element was not audited

SNR 24 Accuracy and integrity of marketing

24.1 The NVR registered training organisation must ensure its marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.

Audit finding for this element at time of audit: Not audited

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

24.2 The NVR registered training organisation must use the NRT logo only in accordance with its conditions of use.

Audit finding for this element at time of audit: Not audited

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

SNR 25 Transition to Training Packages/expiry of VET accredited courses

25.1 The NVR registered training organisation must manage the transition from superseded Training Packages within 12 months of their publication on the National Register so that it delivers only currently endorsed Training Packages.

Audit finding for this element at time of audit: Not audited

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a

25.2 The NVR registered training organisation must manage the transition from superseded VET accredited courses so that it delivers only currently endorsed Training Packages or currently VET accredited courses.

Audit finding for this element at time of audit: Not audited

Reasons for finding of non-compliance:

- n/a

In order to become compliant, the organisation is required to:

- n/a

Analysis of rectification evidence:

- n/a

Audit finding for this element following review of rectification evidence: n/a

Reasons for finding of non-compliance:

- n/a