



## VET Quality Framework audit report

### **Continuing registration as a national VET regulator (NVR) registered training organisation (RTO)**

Legal name of organisation	MOM Training College Pty Ltd
Date of audit	23-24 January 2013

ORGANISATION DETAILS			
RTO legal name	MOM Training College Pty Ltd	RTO ID number	30857
Registered business trading name	MOM TRAINING COLLEGE PTY LTD	ABN	86 139 753 129
Address	212 McCormack Street MANUNDA QLD		Postcode 4870
Phone	07 4054 5511	Fax	07 4054 3293
E-mail	<a href="mailto:train@myothermum.qld.edu.au">train@myothermum.qld.edu.au</a>	Website	<a href="http://www.myothermum.qld.edu.au">http://www.myothermum.qld.edu.au</a>
Registration contact	Name Mrs Dianne Payne	Position	Chief Executive Officer

AUDIT TEAM			
Lead auditor	Ms Emma Betts	Technical adviser/s	N/A
Audit team members	Ms Debra Taylor		N/A

ASQA CONTACT DETAILS			
Phone	1300 701801 (ASQA Info line)	E-mail	<a href="mailto:compliancebrisbane@asqa.gov.au">compliancebrisbane@asqa.gov.au</a>

AUDIT DETAILS	
Audit type	<input checked="" type="checkbox"/> Renewal of registration <input type="checkbox"/> Extension to scope of registration <input type="checkbox"/> Compliance monitoring (incl. post-initial registration) <input type="checkbox"/> Other:
Scope of audit	<input checked="" type="checkbox"/> Standards for NVR Registered Training Organisations <input type="checkbox"/> Australian Qualifications Framework (AQF) <input type="checkbox"/> Data Provision Requirements <input type="checkbox"/> Fit and Proper Person Requirements <input type="checkbox"/> Financial Viability Risk Assessment Requirements
Date of site visit	23-24 January 2013
Site visited	212 McCormack Street MANUNDA QLD
Standards audited	Essential Standards for Continuing Registration 15, 16, 17, 18, 20 & 22.2

ORGANISATION
<p>MOM Training College was initially registered on 11 December 2002 and submitted its application for renewal of registration in September 2012. The application included a request to withdraw a number of superseded qualifications; the organisation having previously added the transitioned qualifications to its scope of registration. Discussions with the organisation identified they have current enrolments in some of these superseded qualifications, which cannot be withdrawn until all completions and transitions have been undertaken.</p> <p>Qualifications which the organisation had applied to withdraw, but which have current enrolments are:</p> <ul style="list-style-type: none"> <li>• CHC30108 Certificate III in Community Services Work</li> <li>• CHC30208 Certificate III in Aged Care</li> <li>• CHC30708 Certificate III in Children's Services</li> <li>• CHC30808 Certificate III in Education Support</li> <li>• CHC41208 Certificate IV in Children's Services [OSHC]</li> <li>• CHC41808 Certificate IV in Youth Work</li> <li>• HLT32407 Certificate III in Allied Health</li> </ul> <p>The organisation is owned by Dianne and Ken Payne, and both are heavily involved in the business. They also employ full-time trainers and assessors, contract trainers and assessors, and administration staff. In recent years, the organisation has expanded and moved to larger premises.</p> <p>Training and assessment is undertaken in a variety of modes. Where training is delivered by staff of the organisation, delivery is mixed mode – distance theory learning, supported by on the job training, with assessment on the job or in simulation. The organisation has vocational placement agreements, provides traineeships, and has access to User Choice funding. Although training is generally not undertaken in workshops, the organisation does provide tutorial time in a group format for students.</p>

Recognised vocational placement agreements are in place for:

- BSB30110 Certificate III in Business
- CHC20108 Certificate III in Community Services (withdrawn)
- CHC20112 Certificate III in Community Services
- CHC30108 Certificate III in Community Services Work (to be withdrawn)
- CHC30112 Certificate III in Community Services Work
- CHC30208 Certificate III in Aged Care (to be withdrawn)
- CHC30212 Certificate III in Aged Care
- CHC30408 Certificate III in Disability
- CHC30708 Certificate III in Children's Services (to be withdrawn)
- CHC30712 Certificate III in Children's Services
- CHC30808 Certificate III in Education Support (to be withdrawn)
- CHC30812 Certificate III in Education Support
- CHC41208 Certificate IV in Children's Services [OSHC] (to be withdrawn)
- CHC41212 Certificate IV in Children's Services [OSHC]
- CHC41808 Certificate IV in Youth Work (to be withdrawn)
- CHC41812 Certificate IV in Youth Work
- CHC50908 Diploma of Children's Services
- CHC60208 Advanced Diploma of Children's Services
- HLT32407 Certificate III in Allied Health (to be withdrawn)
- HLT32412 Certificate III in Allied Health
- SIS20310 Certificate II in Sport and Recreation
- SIS30310 Certificate III in Fitness
- SIS40210 Certificate IV in Fitness

User Choice funding:

- BSB30110 Certificate III in Business
- CHC30208 Certificate III in Aged Care (to be withdrawn)
- CHC30212 Certificate III in Aged Care
- CHC30408 Certificate III in Disability
- CHC30708 Certificate III in Children's Services (to be withdrawn)
- CHC30712 Certificate III in Children's Services
- CHC30808 Certificate III in Education Support (to be withdrawn)
- CHC30812 Certificate III in Education Support

The organisation also delivers training under partnering arrangements in public, private, catholic and independent schools, and currently delivers twelve qualifications on scope in this manner. Teachers participating in this arrangement all have current trainer and assessor qualifications, or are currently completing their qualification and are training under direct supervision arrangements. The organisation provides professional development to these teachers at quarterly moderation workshops and an annual State-wide moderation workshop.

All current enrolments are based in Queensland, excluding SIS30310 Certificate III in Fitness, which has three students enrolled in Victoria.

Current student enrolments, and student completions in the last 12 months are:

Qualification Code	Qualification Name	Student Completions		Current
		Full Qual	Partial Qual	
BSB30110	Certificate III in Business	0	3	22
CHC30108	Certificate III in Community Services	1	2	2
CHC30208	Certificate III in Aged Care	3	5	34
CHC30402	Certificate III in Children Services (Teach Out)	3	4	0
CHC30408	Certificate III in Disability	1	3	8
CHC30708	Certificate III in Children Services	748	1309	1566
CHC30808	Certificate III in Education Support	26	80	33
CHC41208	Certificate IV in Children Services (Outside School Hours Care)	0	1	3
CHC41808	Certificate IV in Youth Work	0	1	3
CHC50302	Diploma of Children Services (Teach Out)	26	32	0
CHC50908	Diploma of Children Services	7	96	83
CHC60202	Advanced Diploma of Children's Services (Teach Out)	0	1	0
CHC60208	Advanced Diploma of Children's Services	4	5	2

HLT32407	Certificate III in Allied Health	0	0	48
SIS20310	Certificate II in Sport and Recreation	9	9	0
SIS30310	Certificate III in Fitness	0	1	41

### FOCUS OF AUDIT

Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment
BSB30110	Certificate III in Business	Vocational placement / on the job training Distance theory learning
CHC30212	Certificate III in Aged Care	Vocational placement / on the job training Distance theory learning
CHC30408	Certificate III in Disability	Vocational placement / on the job training Distance theory learning
CHC30708 / CHC30712	Certificate III in Children's Services	Vocational placement / on the job training Distance theory learning
CHC60208	Advanced Diploma of Children's Services	Vocational placement / on the job training Distance theory learning
HLT32407 / HLT32412	Certificate III in Allied Health Assistance	Vocational placement / on the job training Distance theory learning
SIS30310	Certificate III in Fitness	Vocational placement / on the job training Distance theory learning

### INTERVIEWEES

Staff (name and position)		
Name	Position	Program (qualification, course, etc)
Dianne Payne	CEO	BSB30110; CHC30408; CHC30708/12
Ken Payne	Director / Course supervisor for Children's Services	Nil
Lynsey Neilson	Operations Manager	Nil
Emma Fuller	Administration / School Officer	BSB30110; CHC30708/12; CHC60208
Justine Lawrence	Trainer and Assessor	CHC30408; CHC30708/12; CHC60208
Robyn Stevens	Trainer and Assessor	CHC30212; HLT32407
Simon Forsyth	Trainer and Assessor	SIS30310
Kerry Dickey	Trainer and Assessor	BSB30110; CHC30708/12
Julie McGregor	Trainer and Assessor	CHC30708/12; CHC60208

## SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *National Vocational Education and Training Regulator Act 2011* (the Act) to assess compliance with requirements of the VET Quality Framework as identified under the Scope of Audit section above.

### AUDIT OUTCOME

#### Audit status as at 24 January 2013:

- The organisation **has not demonstrated compliance** with all compliance requirements reviewed for the audit.

The level of non-compliance is considered to be **significant** when considering the potential for adverse impact on the quality of training and assessment outcomes for students.

The audit report describes evidence of non-compliance identified. Each issue referenced must be rectified by the organisation with evidence provided to ASQA within **20 working days** of the date of the letter accompanying this audit report to demonstrate corrective actions implemented.

Auditor's Name	Emma Betts	Date of Report	
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## AUDIT SUMMARY OF VET QUALITY FRAMEWORK REQUIREMENTS

VET QUALITY FRAMEWORK COMPONENT		STATUS*
Financial Viability Risk Assessment Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Fit and Proper Person Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Data Provision Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Australian Qualifications Framework (AQF) Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
<b>Standards for NVR Registered Training Organisations 2011 - Essential Standards for Continuing Registration</b>		
15	The NVR registered training organisation provides quality training and assessment across all of its operations	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
16	The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
17	Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
18	The NVR registered training organisation has governance arrangements in place	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
19	Interactions with the National VET Regulator	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
20	Compliance with legislation	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
21	Insurance	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
22	Financial management	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
23	Certification, issuing and recognition of qualifications and statements of attainment	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
24	Accuracy and integrity of marketing	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
25	Transition to training packages/expiry of VET accredited courses	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
*STATUS: Status of audit findings when audit was conducted		C = Compliant      NC = Not Compliant      NA = Not audited

### Audit Findings

The organisation demonstrated compliance with the **Standards for NVR Registered Training Organisations 2011 (SNR) - Essential Standards for Continuing Registration** 16, 17, 20 and 22.2.

The organisation did not demonstrate compliance with SNR 15 or SNR 18. The level of non-compliance was considered to be **significant** due to the number of students affected by the non-compliances. It is noted that, on the second day of the audit, the organisation demonstrated rectification of these non-compliances had started.

#### Non-compliances:

##### SNR15

##### **CHC30212 Certificate III in Aged Care**

*CHCAC319A Provide support to people living with dementia*

*CHCICS302B Participate in the implementation of individualised plans*

##### **CHC30408 Certificate III in Disability**

*CHCICS301B Provide support to meet personal care needs*

##### **CHC30712 Certificate III in Children's Services**

*CHCCN303A Contribute to provision of nutritionally balanced food in a safe and hygienic manner*

*CHCPR301C Provide experiences to support children's play and learning*

##### **HLT32412 Certificate III in Allied Health Assistance**

*HLTCSD305D Assist with client movement*

For each of the above units of competency, the self-developed assessment tools and processes did not meet all the requirements regarding the assessment of the practical aspects of the performance criteria, required skills, and critical aspects of assessment. The organisation had a workplace supervisor's training record book to validate performance in the workplace; however the organisation did not have assessment tools or processes for a qualified assessor to use to gather and judge evidence of a student's ability to competently perform the practical tasks. A discussion with the trainers and assessors identified that tasks were observed by the assessor during workplace visits; however only a general record of

observation was recorded in the student profile handbook.

In addition, for *CHCCN303A Contribute to provision of nutritionally balanced food in a safe and hygienic manner* and *CHCPR301C Provide experiences to support children's play and learning*, assessment did not meet all requirements of the required knowledge.

**BSB30110 Certificate III in Business**

*BSBCMM301B Process customer complaints*

**CHC30408 Certificate III in Disability**

*CHDIS323A Contribute to skill development and maintenance*

**CHC60208 Advanced Diploma of Children's Services**

*CHCCN520C Advocate for the rights and needs of children and young people*

**HLT32412 Certificate III in Allied Health Assistance**

*HLTAH301C Assist with an allied health program*

Each of the above units of competency utilised commercially developed assessment tools which consisted of knowledge based questions, activities, and a project; the instructions for the project identified the requirement to demonstrate tasks, with the assessor providing a "contextualised task list of the skills to be demonstrated". A discussion with the organisation confirmed the task list had not been developed; as a result, it could not be confirmed the practical aspects of the performance criteria and required skills are addressed.

**SIS30310 Certificate III in Fitness**

*SISFFIT304A Instruct and monitor fitness programs*

The self-developed assessment tools did not address all requirements of the elements and performance criteria, required skills, critical aspects for assessment, and context of and specific resources for assessment. As examples, assessment did not ensure the demonstration of skills; and was not undertaken using a range of clients to demonstrate, supervise, evaluate and adjust a fitness program to the level identified in the unit of competency.

*SISFFIT305A Apply anatomy and physiology principles in a fitness context*

The self-developed assessment tools did not address all requirements of the elements and performance criteria, required skills, critical aspects for assessment, context of and specific resources for assessment, and range statement. As examples, assessment did not ensure the demonstration of skills in a workplace or simulated workplace environment, which meet the Assessment Guideline requirements of the SIS10 Training Package; and did not include the development of a fitness program to demonstrate the application of anatomy and physiology principles to fitness and exercise instruction and activities.

**SNR 18**

The non-compliances identified at audit demonstrate the organisation's chief executive had not ensured the NVR registered training organisation had complied with the VET Quality Framework across all of its operations.

**Rectification requirements – evidence of rectification to be submitted within 20 working days**

**SNR 15**

**CHC30212 Certificate III in Aged Care**

*CHCAC319A Provide support to people living with dementia*

*CHCICS302B Participate in the implementation of individualised plans*

**CHC30408 Certificate III in Disability**

*CHCICS301B Provide support to meet personal care needs*

**CHC30712 Certificate III in Children's Services**

*CHCCN303A Contribute to provision of nutritionally balanced food in a safe and hygienic manner*

*CHCPR301C Provide experiences to support children's play and learning*

**HLT32412 Certificate III in Allied Health Assistance**

*HLTCSD305D Assist with client movement*

For each unit of competency listed, the organisation is required to provide the tool/s the assessor will use to gather and judge evidence of a student's ability to competently perform the practical aspects of the performance criteria, required skills, and critical aspects of assessment.

In addition, for *CHCCN303A Contribute to provision of nutritionally balanced food in a safe and hygienic manner* and *CHCPR301C Provide experiences to support children's play and learning*, the organisation is required to provide the assessment tool/s which demonstrate that all required knowledge is assessed, including the guidance for assessors to ensure performance standards are consistent across a range of assessors and learners, and in line with training package requirements.

**BSB30110 Certificate III in Business**

*BSBCMM301B Process customer complaints*

**CHC30408 Certificate III in Disability**

*CHDIS323A Contribute to skill development and maintenance*

**CHC60208 Advanced Diploma of Children's Services**

*CHCCN520C Advocate for the rights and needs of children and young people*

**HLT32412 Certificate III in Allied Health Assistance**

*HLTAH301C Assist with an allied health program*

For each unit of competency listed, the organisation is required to provide the contextualised task list to be used in the project, which addresses the practical aspects of the performance criteria and required skills.

Should the organisation choose to replace the commercially developed assessment tools with self-developed tools for a unit of competency, the organisation is required to provide the complete suite of assessment tools for that unit and demonstrate the new tools meet the requirements of the relevant training package.

**SIS30310 Certificate III in Fitness**

*SISFFIT304A Instruct and monitor fitness programs*

*SISFFIT305A Apply anatomy and physiology principles in a fitness context*

For each unit of competency, the organisation is required to provide the assessment tools which address the requirements of the SIS10 Training Package.

If appropriate, the organisation may cluster assessment tool/s to create holistic assessment.

**SNR 18**

Evidence provided to satisfactorily address the non-compliances identified at audit will demonstrate the organisation's chief executive has ensured the NVR registered training organisation has complied with the VET Quality Framework across all of its operations.