



**Australian Government**  
**Australian Skills Quality Authority**

# REPORT

## **Audit report: ADVANCED EDUCATION GROUP PTY LTD**

Date/s of audit: 20/02/2018

Date report created: 21/02/2018

## Organisation details

Organisation's legal name:	ADVANCED EDUCATION GROUP PTY LTD
Trading name/s:	AdvancED Education & Training
RTO number:	41332
CRICOS number:	N/A

## Audit team

Lead auditor:	Roxanne Sheehan
Assistant/s:	N/A

## Audit details

Application number/s:	N/A	
Audit number:	AUDREC0000647	
Audit reason	Post initial	
Address of site/s visited:	5 Willaton Street, St ALBANS VIC 3021	
Date/s of audit:	20/02/2018	
Organisation's contact for audit:	Mrs Sangeeta Kahol info@advanced.edu.au	Director 0424 989 656

## Original finding at time of audit

### Audit finding: Concerning non-compliance

Report completed by: Roxanne Sheehan

Practice	Standards for RTOs 2015	Finding
Marketing/Recruitment	4.1	Compliant
Enrolment	5.1, 5.2, 5.3, 7.3	Compliant
Support and Progression	1.7	Compliant
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13-1.18, 1.20	Not compliant
Completion	3.1	Compliant
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Not audited

## Background

Summary of organisation and management structure:

- ADVANCED EDUCATION GROUP PTY LTD trading as AdvancED Education & Training (the RTO) gained initial registration on 2 November 2015. The current end date of registration is 1 November 2022. The RTO has its current head office in Victoria at 5 Willaton Street, St Albans VIC 3021 with a postal address of 42 Andrea Street, St Albans VIC 3021. The RTO's main operations are currently based Queensland as the result of funding contracts.
- The organisation structure consists of:
  - CEO/Director – Ms Sangeeta Kahol
  - Director - Ms Devyani Sapre
  - Cecilia Sorensen – RTO Compliance Manager
  - Administration – Ms Ramon Kaur
  - Accountant – Mr Harish Bisam (CPA).

- There are currently two trainer and assessors:
  - Ms Surinder Gill
  - Ms Sangeeta Kahol.

On 13 June 2017, Ms Devyani Arvid Sapre became a Director and 50% shareholder of the organisation. She purchased the shares of former shareholder, Mr Sandeep Kumar.

ASQA records reveal Ms Sapre is the National Operations Manager of HCR Constructions Pty Ltd (RTO 91533) and a trainer/assessor for Stark Institute Pty Ltd (RTO 45180).

Scope of registration:

- The RTO has the following training products on its scope of registration:
  - *CHC30113 Certificate III in Early Childhood Education and Care*
  - *CHC30213 Certificate III in Education Support*
  - *CHC50113 Diploma of Early Childhood Education and Care*
  - *HLTAID001 Provide cardiopulmonary resuscitation*
  - *HLTAID003 Provide first aid.*
- The RTO has only had enrolments and delivery in CHC30113 and CHC50113 and has no current plans to increase its scope of registration.

Suburb and state of all delivery locations:

- Delivery is currently in Queensland at the following locations:
  - CTC Centre, 460 - 492 Beaudesert Road, Salisbury QLD 4107
  - 54 Handiford Road, Zillmere QLD 4034.
- Head office and training venue in Victoria is at the following location:
  - 5 Willaton Street, St Albans VIC 3021.
- The RTO uses VETtrak as its student management system and currently all student records are held in commercial storage at 475 Kingston Road, Kingston QLD 4114.

Third party usage:

- The RTO does not have any arrangements for third parties to deliver training and assessment.
- The RTO has MOU arrangements with the following child care centres in Victoria:
  - Lady Nelson Early Learning & Childcare
  - Cradles to Crayons ELC
  - Childrenina Family Day Care
  - Premier Choice Family Day Care
  - Kids World Child Care Centre and Kindergarten
  - Letter of offer In Loving Hands Family Day Care
  - Safeway Day Care 25/9/2017.
- The RTO has MOU arrangements with the following child care centres in Queensland:
  - Moonlight Family Day Care
  - Labaale Family Day Care.

Core clients/target groups:

- School leavers, returning to work and those wishing to have a change of careers.

Training Revenue (Funded or fee for service):

- The RTO has Department of Queensland funding (Certificate III Guarantee, Higher Skills for Diploma) and just recently received Victorian Skills funding for 20 places.

Total number of current enrolments as at audit date:

- 29

In preparing the audit report, consideration has been given and reference made, where relevant, to:

- Information provided by students as part of a student survey or interview.
- Information provided directly by ADVANCED EDUCATION GROUP PTY LTD to ASQA.
- Existing information and records held by ASQA concerning ADVANCED EDUCATION GROUP PTY LTD.
- Information provided to ASQA's auditors and documentation reviewed during the site audit of ADVANCED EDUCATION GROUP PTY LTD conducted on 20 February 2018.
- Other publically available information - including but not limited to, information published on the organisation's and third party websites.

## Audit Sample

Code	Training products	Mode/s of delivery / assessment*	Current enrolments
CHC30113	Certificate III in Early Childhood Education and Care	Face to face, Workplace	0
CHC50113	Diploma of Early Childhood Education and Care	Face to face, Workplace	29

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

## Interviewees

Name	Position	Training products
Ms Cecilia Sorensen	RTO Compliance Manager	CHC30113/CHC50113
Ms Surinder Gill	Trainer/Assessor (telephone)	CHC30113/CHC50113

## About this Report

This report details findings against the *Standards for Registered Training Organisations 2015* (Standards for RTOs 2015). If non-compliance has been identified, this report describes evidence of the non-compliance.

Where non-compliance has been identified, the Registered Training Organisation is accountable for identifying and correcting non-compliant practices and behaviours, particularly those that have had a negative impact on learners.

Correcting non-compliance may require:

- correcting a process or system that has led to the non-compliance, and implementing a revised process or system
- identifying the impact on learners and carrying out remedial action for current and past learners

## Action required by RTO

ADVANCED EDUCATION GROUP PTY LTD did not meet all requirements for clause 1.8.

Remedial action is required for the following training products:

- *CHC30113 Certificate III in Early Childhood Education and Care*
- *CHC50113 Diploma of Early Childhood Education and Care.*

*The RTO is required to provide evidence that demonstrates:*

Clause 1.8

- The RTO identified the root cause/s of the non-compliance/s and has implemented actions to address these issues for the current cohort of students and for future students. The RTO is required to now identify the impact the non-compliance has had on the current learners and carry out remedial action to address this impact.
- The RTO corrects its assessment system to ensure that assessment complies with the assessment requirements of the relevant training package and is conducted in accordance with the Principles of Assessment and Rules of Evidence and ensures it is this system that it uses for current and future cohorts of learners.

## Areas of non-compliance

### Marketing/Recruitment Practices

#### Standards for RTOs Clause 4.1

Information, whether disseminated directly by the RTO or on its behalf, is both accurate and factual, and:

- a) accurately represents the services it provides and the training products on its scope of registration;
- b) includes its RTO Code;
- c) refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained;
- d) uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4;
- e) makes clear where a third party is recruiting prospective learners for the RTO on its behalf;
- f) distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party;
- g) distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO;
- h) includes the code and title of any training product, as published on the National Register, referred to in that information;
- i) only advertises or markets a non-current training product while it remains on the RTO's scope of registration;
- j) only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised;
- k) includes details about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment; and
- l) does not guarantee that:
  - i) a learner will successfully complete a training product on its scope of registration; or
  - ii) a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2; or
  - iii) a learner will obtain a particular employment outcome where this is outside the control of the RTO.

*Findings: Compliant*

### Enrolment

#### Standards for RTOs Clause 5.1

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

#### Standards for RTOs Clause 5.2

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- a) the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;
- b) the training and assessment, and related educational and support services the RTO will provide to the learner including the:
  - i) estimated duration;
  - ii) expected locations at which it will be provided;
  - iii) expected modes of delivery;

- iv) name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf; and
  - v) any work placement arrangements.
- c) the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- d) the learner's rights, including:
- i) details of the RTO's complaints and appeals process required by Standard 6; and
  - ii) if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;
- e) the learner's obligations:
- i) in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;
  - ii) any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and
  - iii) any materials and equipment that the learner must provide; and
- f) information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

**Findings: Compliant**

#### **Standards for RTOs Clause 5.3**

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a) all relevant fee information including:
  - i) fees that must be paid to the RTO; and
  - ii) payment terms and conditions including deposits and refunds;
- b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
  - i) arrangement is terminated early; or
  - ii) the RTO fails to provide the agreed services.

**Findings: Compliant**

## **Support and Progression**

#### **Standards for RTOs Clause 1.7**

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

**Findings: Compliant**

## Training and Assessment

### Standards for RTOs Clause 1.1

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

### Standards for RTOs Clause 1.2

For the purposes of Clause 1.1, the RTO determines the amount of training they provide to each learner with regard to:

- a) the existing skills, knowledge and the experience of the learner;
- b) the mode of delivery; and
- c) where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

**Findings: Compliant**

### Standards for RTOs Clause 1.3

The RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:

- a) trainers and assessors to deliver the training and assessment;
- b) educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
- c) learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
- d) facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

**Findings: Compliant**

### Standards for RTOs Clause 1.8

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

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

**Findings: Not compliant**

*CHC30113 Certificate III in Early Childhood Education and Care*

*CHC50113 Diploma of Early Childhood Education and Care*

Completed student assessments.

The RTO did not demonstrate that it implements an assessment system that ensures that assessment complies with the assessment requirements of the *CHC Community Services* training package and is conducted in accordance with the Principles of Assessment and the Rules of Evidence. For example, but not limited to:

- Systemic issues were identified in responses to knowledge questions across both qualifications where numerous students provided identical answers to questions. As a result, the assessor could not be assured that the quality, quantity and relevance of the assessment evidence enabled a judgement to be made of the learner's competency or was based on evidence that demonstrated a learner could demonstrate these skills and knowledge in other similar situations (Sufficiency and Validity).



- As no assessment cover sheets were signed or dated by students declaring the answers provided in the assessments were their own work, the assessor could not be assured that the evidence presented for assessment was the learner's own work (Authenticity).

These practices and behaviours are non-compliant with Clause 1.8 of the *Standards for RTOs 2015*.

#### **Standards for RTOs Clause 1.13**

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

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

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

#### **Standards for RTOs Clause 1.14**

The RTO's training and assessment:

- a) if delivered on or prior to 31 March 2019, is delivered only by persons who have the training and assessment credential specified in Item 1 or Item 2 or Item 3 of Schedule 1.
- b) if delivered on or after 1 April 2019, is delivered only by persons who have the training and assessment credential specified in Item 2 or Item 3 of Schedule 1

#### **Standards for RTOs Clause 1.16**

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

*Findings: Compliant*

## **Completion**

#### **Standards for RTOs Clause 3.1**

The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

*Findings: Compliant*