

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

**Audit Date: 21 April 2015**

**Applicant: Moe Life Skills Community Centre Inc.**

Applicant Details			
Applicant Name	Moe Life Skills Community Centre Inc.	TOID	20146
Address	2A High Street, MOE VIC 3825		
		Website	www.moelifeskills.vic.edu.au
Registration Contact	Ms Carole Broxham		
Phone Number	03 51277999	Email	caroleb@moelifeskills.vic.edu.au
Audit Team			
Audit Firm	ShineWing Australia	Auditor/s	John Molenaar
Auditor/s		Other Attendees	Carole Broxham, CEO Lunana Brock, ACFE Coordinator Janine Pickard, Operations Manager
Registering Body Details			
Contact Person	Emma Hickingbotham		
Phone Number	9032 1562	Email	vet.audit@edumail.vic.gov.au
Audit Details			
Type of Audit	<b>Re-registration Audit</b>		
Conditions Audited	1, 2, 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, 2.5, 2.6, 2.7	3.1, 3.2, 3.3, 3.4
VRQA Guidelines Audited	1, 2, 4, 5		
Audit Date/s	21 April 2015		
RTO Background			
<p>Moe Life Skills Community Centre (MLSCC) is an adult and community education facility that provides a range of activities, programs and further education and training for people who have a disability.</p> <p>MLSCC aims to “develop the skills of people with disabilities to sticking up for themselves and doing the right thing at home, at the centre and down the street, and to learn so that they can have power to control their own lives and do the things they want to do”. It is a not for profit community based organisation and tax exempt charity, incorporated in Victoria and governed by a volunteer Board of Management that meets monthly.</p> <p>MLSCC is a Registered Training Organisation, registered to deliver Vocational Educational Training (VET) Services. MLSCC delivers nationally recognised courses and accredited AQF VET qualifications, and apply for state funding to deliver vocational education and training for the following courses:</p> <ul style="list-style-type: none"> <li>• Certificate I in Transitional Education</li> <li>• Certificate 1 in Work Education</li> </ul> <p>MLSCC also offers pre-accredited training that focusses on creating pathways to nationally accredited training or employment. Pre-accredited training addresses the needs of those adults who experience barriers to education and find it difficult to undertake accredited programs as a first step into further education and training. The key areas of focus in pre-accredited programs are employment skills and adult literacy and numeracy.</p> <p>MLSCC is governed by a Board of Management that includes prominent members of the community from a</p>			

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diversity of backgrounds and with experience in community development, education and disability, and is managed by an appointed CEO who has been with the centre for seven years and a team of educators who have also been with the centre for numerous years.

It is a disability provider and receives support from the Department of Health and Human Services, ACFE and HESG to support the delivery of programs. ACFE provides 6000 student contact hours for the delivery of non-accredited programs and HESG funds the accredited programs which currently include two accredited courses.

The local council supports the Centre through assistance with facilities and facility maintenance.

Current enrolments include seven students who are completing the Certificate 1 in Transition Education.

Qualifications/Units Audited <sup>1</sup>		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
22129VIC	Certificate in Transition Education	Moe
22128VIC	Certificate 1 in Work Education	Moe

Interviewee(s) – Staff name and position; employer name and position	
Lunana Brock	Trainer/assessor: Certificate 1 in Work Education
Student	Certificate 1 in Work Education

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:		

<sup>1</sup> Samples have been selected in accordance with the *VRQA VET Audit Sampling Methodology*

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

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### Audit Summary - AQTF Conditions of Registration

AQTF Conditions		Compliant	Non - Compliant	Not audited
1	Governance	X		
2	Interactions with the Registering Body	X		
3	Compliance with Legislation	X		
4	Insurance			X
5	Financial Management			X
6	Certification & Issuing of Qualifications & Statements of Attainment	X		
7	Recognition of Qualifications Issued by other RTOs	X		
8	Accuracy and Integrity of Marketing	X		
9	Transition to Training Packages/Expiry of Accredited Courses	X		

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### Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
<b>Standard 1</b>	<b>X</b>		
1.1 – Continuous Improvement Strategy		X	
1.2 – Training and Assessment Strategies	X		
1.3 – Training and Assessment Resources	X		
1.4 – Trainer and Assessor Competency		X	
1.5 – Assessment Strategies	X		
<b>Standard 2</b>	<b>X</b>		
2.1 – Meeting the Needs of Clients	X		
2.2 – Continuous Improvement of Client Services	X		
2.3 – Provision of Information to Clients	X		
2.4 – Third-Party Engagement in Training and Assessment	X		
2.5 – Provision of Support Services to Clients	X		
2.6 – Learner Access to Records of Participation	X		
2.7 – Complaints and Appeals Strategy	X		
<b>Standard 3</b>	<b>X</b>		
3.1 – Operations Management	X		
3.2 – Continuous Improvement of Operations		X	
3.3 – Third-Party Training and/ or Assessment Services			X
3.4 – Records Management	X		
<b>Summary of Non-Compliance</b>			
<p><b>SF.1.1.1</b> A systematic approach to continuous improvement of learning and assessment had not been implemented.</p> <p><b>SF.1.4.1</b> Evidence that trainers/assessors continued to develop their Vocational Education and Training (VET) knowledge and skills and their industry currency and trainer/assessor competence was not available at audit.</p> <p><b>SF.3.2.1</b> A systematic approach to the continuous improvement of the management of operations had not been identified or implemented.</p>			
<b>Opportunity for improvement</b>			
<p><b>SF.3.2</b> MLSCC would benefit by providing potential students with a copy of the Student Handbook prior to enrolment, to ensure that they are fully informed about the MLSCC and courses, to enable them to make an informed decision about the course in which they enrol.</p>			