



VET Quality Framework audit report

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

Legal name of organisation	Goodstart Early Learning Ltd
Date/s of audit	12 & 13 February 2013

ORGANISATION DETAILS			
RTO legal name	Goodstart Early Learning Ltd		RTO ID number 32215
Registered business trading name	Goodstart Training College		ABN 69139967794
Address	43 Metroplex Avenue, Murarrie Qld		Postcode 4172
Phone	(07) 39063401	Fax	(07) 39082527
E-mail	samartin@childcaretraining.com.au		Website www.goodstart.edu.au
Registration contact	Name Sarah Martin	Position	Chief Executive Officer

AUDIT TEAM			
Lead auditor	Mark Shrubshall	Technical adviser/s	N/A
Audit team members	N/A		N/A

ASQA CONTACT DETAILS			
Phone	1300 701801 (ASQA Info line)	E-mail	compliancebrisbane@asqa.gov.au

AUDIT DETAILS	
Audit type	<input type="checkbox"/> Renewal of registration <input type="checkbox"/> Extension to scope of registration <input checked="" 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/s of site visit/s	12 and 13 February 2013
Site/s visited	43 Metroplex Avenue, Murarrie Qld 4172
Standards audited	Essential Standards for Continuing Registration 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25

ORGANISATION
<p>Goodstart Early Learning Ltd is a non for profit organisation that provides childcare services to the public across all states. The training arm of the organisation is registered as an enterprise RTO providing training and assessment for company employees across all states.</p> <p>The RTO organisational management structure consists of : Sarah Martin (Manager) Ishbel MacConnachie (Academic Coordinator)</p> <p>Core clients are employees of Goodstart Early learning Ltd</p> <p>The organisation has delivery venues in all states that are in general associated with the relevant childcare centres in that state.</p> <p>Revenue sources consist of User Choice, National Workforce development Fund, Federal funding and productivity places program.</p>

FOCUS OF AUDIT			
Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment	Current enrolments (If not yet on scope, record 'N/A')
BSB40807	Certificate IV in Frontline Management	Face to face , Distance and in the workplace	0
BSB60407	Advanced Diploma of Management		0
CHC30712	Certificate III in Children's Services		1095
CHC50908	Diploma of Children's Services (Early childhood education and care)		1347

INTERVIEWEES		
Staff (name and position)		
Name	Position	Program (qualification, course, etc)
Sarah Martin	Manager	N/A
Ishbel MacConnachie	Academic coordinator	N/A

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 12 February 2013

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

The level of non-compliance is considered to be **minor** 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	Mark Shrubshall		Date of Report	14 February 2013
----------------	-----------------	--	----------------	------------------

AUDIT RECTIFICATION

Audit status following additional evidence received 21 March 2013

- The organisation **has demonstrated compliance** with all compliance requirements reviewed for the audit.

Auditor's Name	Mark Shrubshall			Date of Report	14 February 2013
-----------------------	-----------------	--	--	-----------------------	------------------

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
Standards for NVR Registered Training Organisations 2011		
- Essential Standards for Continuing Registration		
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 checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
20	Compliance with legislation	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
21	Insurance	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input 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 checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
24	Accuracy and integrity of marketing	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
25	Transition to training packages/expiry of VET accredited courses	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
*STATUS: Status of audit findings when audit was conducted C = Compliant NC = Not Compliant NA = Not audited		

Audit Findings

Goodstart Early Learning Ltd demonstrated compliance against the VET Quality Framework and the NVR Registered Training Organisations – Essential Standards for Continuing registration: SNR 16,17, 19, 20, 21,22, 23, 24, 25

Non Compliances were identified with the following NVR Standards:

NVR 15.5 Assessment

CHC30712 Certificate III in Children's Services

CHCIC301E Interact effectively with children

CHCCN302A Provide care for children

- The assessment tools provided for the above units did not address all the requirements of the units, in particular, the critical aspects of evidence and the essential skills with a focus on the gathering of evidence of practical skills in the workplace.
- Evidence provided at audit identified that the decision for competence of practical skills was made based on a third party report completed by the workplace supervisor.
- The third party report does not allow for sufficient evidence to be gathered enabling a decision of competence to be made by the assessor. Therefore not meeting the rules of evidence.
- The organisation provided documented evidence of site visits to students by the trainer/assessor.
- The organisation was unable to provide sufficient evidence to demonstrate what observational evidence had

been gathered by the trainer/assessor during their visits to support the decision of competence other than the verification of the third party report.

BSB40807 Certificate IV in Frontline Management

BSBMGT402A Implement operational plan

BSBMGT401A Show leadership in the work place

- The assessment tools provided for the above units of competency do not address all the requirements of the units, in particular, the assessment of the required skills (assessed at workshops).
- The organisation was unable to provide evidence to demonstrate it has developed criteria defining acceptable performance for the assessment of required skills to ensure consistency in the judgements made by assessors
- The organisation was unable to provide evidence of how information about assessment requirements is provided to assessors and students regarding the assessment of the required skills conducted in the workshops.

18.1

The NVR registered training organisation's chief executive must ensure that the NVR registered training organisation complies with the VET Quality Framework

- The organisation has not demonstrated compliance with the VET Quality Framework.

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

NVR 15.5

Assessment tools

CHC30712 Certificate III in Children's Services

CHCIC301E Interact effectively with children

CHCCN302A Provide care for children

- The organisation is required to provide a full suite of assessment tools for the above units of competency to demonstrate all the requirements of the units have been addressed, in particular, the critical aspects of evidence and the essential skills. Furthermore, evidence is to be provided to demonstrate the assessment tools meet the rules of evidence.

BSB40807 Certificate IV in Frontline Management

BSBMGT402A Implement operational plan

BSBMGT401A Show leadership in the work place

- The organisation is required to provide a full suite of assessment tools for the above units of competency to demonstrate all the requirements of the units have been addressed, in particular, the required skills.
- The organisation is required to provide evidence to demonstrate how information is provided to students and assessors regarding the assessment requirements. In particular, the assessment of required skills conducted at workshops.
- The organisation is required to provide evidence to demonstrate it has developed criteria defining acceptable performance for all assessment tools/tasks to ensure consistency in the judgments made by assessors.

18.1

The NVR registered training organisation's chief executive must ensure that the NVR registered training organisation complies with the VET Quality Framework

- Compliance with this element will be met when all rectification evidence meets compliance.

Rectification received 21/3/2013

NVR 15.5

Assessment tools

CHC30712 Certificate III in Children's Services

CHCIC301E Interact effectively with children

CHCCN302A Provide care for children

- The organisation provided a full suite of assessment tools for the above units of competency that met all the requirements of the units listed.

BSB40807 Certificate IV in Frontline Management

BSBMGT402A Implement operational plan

BSBMGT401A Show leadership in the work place

- The organisation provided a full suite of assessment tools for the above units of competency that met all the requirements of the units.
- The organisation provided evidence to demonstrate how information is provided to students and assessors regarding the assessment requirements. In particular, the assessment of required skills conducted at workshops.
- The organisation provided evidence to demonstrate it has developed criteria defining acceptable performance for all assessment tools/tasks to ensure consistency in the judgments made by assessors.

18.1

The NVR registered training organisation's chief executive must ensure that the NVR registered training organisation complies with the VET Quality Framework

- Rectification submitted meets compliance and so 18.1 is now compliant.
-