



VET Quality Framework audit report

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

Legal name of organisation	Practical Outcomes Pty Ltd
Date/s of audit	5 March 2012 – 6 March 2012

ORGANISATION DETAILS					
RTO legal name	Practical Outcomes Pty Ltd		RTO ID number	21857	
Registered business trading name	Practical Outcomes Culinary Skills Australia Pty Ltd		ABN	74 122 458 306	
Address	240-242 Caroline Springs Boulevard, Caroline Springs, Vic			Postcode	3023
Phone	1300 799 610	Fax			
E-mail	caren@practicaloutcomes.com.au		Website	www.practicaloutcomes.com.au	
Registration contact	Name	Mrs Caren Watts	Position	Director	

AUDIT TEAM				
Lead auditor	Sue Foster		Technical adviser/s	
Audit team members				

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

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 checked="" type="checkbox"/> Australian Qualifications Framework (AQF) <input checked="" 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	5 March 2012 & 6 March 2012
Site/s visited	240-242 Caroline Springs Boulevard, Caroline Springs, Vic
Standards audited	Essential Standards for Continuing Registration 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25

ORGANISATION
<p>Overview</p> <p>The organisation was first registered as a Registered Training Organisation in 2006 and traded under its business name, Practical Outcomes Culinary Skills Australia. It was owned and operated by Caren Watts and Kellie Normington.</p> <p>The organisation employed 20 staff (11 fulltime and 9 part time). All staff were permanent employees. The financial basis of its operation was through public (70%) and private (30%) funding sources. Private funding was derived from inservice, nonaccredited training and consultancy services.</p> <p>The organisation provided training and assessment services in children's services including long day care, out of school hours care, family day care, home based care, kindergarten and early intervention. The organisation also provided hospitality courses. These were initially directed to supporting the operations of children's services providers and to raise the standard of cooking in the early childhood industry. They were now expanding their focus to the general hospitality market. The organisation provided training and assessment services in workplaces across regional and metropolitan Victoria. It also provided training and assessment to an enterprise based client's staff in Cairns, Queensland. Short course programs were developed to support staff development in specific areas such as food hygiene and safety, responsible service of alcohol (the Consumer Affairs program) and first aid.</p> <p>The organisation had an explicit focus on designing and delivering holistic approaches to training and assessment through which clients were able to integrate their theoretical learning with practical application in the workplace.</p> <p>Clients</p> <p>Clients were sourced from for profit child care centres, local government, primary schools and not for profit child care centres</p>

and organisations. The organisation profiled its client segments as young people undertaking their first qualification in the VET sector; new parents / mothers re-entering the workforce; Job Network client; and people working in children's services or as a cook.

A total of 1755 students were currently enrolled with the organisation. The majority (1445) were enrolled in single units related to specific aspects of first aid and food safety.

FOCUS OF AUDIT

Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment
CHC30708	Certificate III in Children's Services	Workplace based
CHC50908	Diploma of Children's Services (Early Childhood)	Workplace based
SIT30807	Certificate III in Hospitality (Commercial Cookery)	Workplace based

INTERVIEWEES

Staff (name and position)

Name	Position	Program (qualification, course, etc)
Caren Watts	Director, trainer / assessor	CHC30708 Certificate III in Children's Services CHC50908 Diploma of Children's Services (Early Childhood and Care) CHC60208 Advanced Diploma of Children's Services
Kellie Normington	Director, trainer / assessor	CHC30708 Certificate III in Children's Services CHC50908 Diploma of Children's Services (Early Childhood and Care) CHC60208 Advanced Diploma of Children's Services
Gabrielle Trandis	Best Practice Manager, Trainer/assessor	CHC30708 Certificate III in Children's Services CHC50908 Diploma of Children's Services (Early Childhood and Care)
Carmel Zeidan	Trainer / assessor	CHC30708 Certificate III in Children's Services CHC50908 Diploma of Children's Services (Early Childhood and Care)

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 6 March 2012

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

Auditor's Name	S. Foster	Signature		Date of Report	7 March 2012
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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 checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
Australian Qualifications Framework (AQF) Requirements		<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input 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 checked="" type="checkbox"/> C <input 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 checked="" type="checkbox"/> C <input 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

Practical Outcomes Pty Ltd was compliant with all aspects of the VET Quality Framework reviewed for the audit.