



Australian Government

Australian Skills Quality Authority

REPORT

Audit report: Practical Outcomes Pty Ltd

RTO number:	21857
CRICOS number:	N/A
Date/s of audit:	19 December 2019 - 20 December 2019
Date report created:	20 December 2019

Organisation details

Organisation's legal name:	Practical Outcomes Pty Ltd
Trading name/s:	Practical Outcomes
RTO number:	21857
CRICOS number:	N/A

Audit team

Lead auditor:	Fred Bonaventura
Auditor/s:	Ian Penna

Audit details

Application number/s:	N/A
Audit number/s:	AUDREC0010004
Audit reason/s:	Compliance Monitoring
Address of site/s visited:	Level 2 80 Dorcas St SOUTHBANK VIC 3006 Australia
Date/s of audit:	19 December 2019 - 20 December 2019
Organisation's contact for audit:	Joanne Asquith CEO jo.asquith@catalysteducation.com.au 0395166628

Original finding at time of audit

Audit finding: Compliant

Report completed by: Fred Bonaventura

Practice	Standards for RTOs	Finding
Marketing/Recruitment Practices	4.1	Compliant
Enrolment	5.1, 5.2, 7.3	Compliant
Support and Progression	1.7	Compliant
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.9, 1.10, 1.11, 1.13, 1.14, 1.15, 1.16	Compliant
Completion	3.1	Compliant

*Indicates a non-compliant clause

Background

Summary of organisation and management structure:

- The organisation was first registered as a Registered Training Organisation in 2006 and traded under its business name, Practical Outcomes. According to ASIC records, in 2017, the parent company changed names from Careers Training Group Pty Ltd to Catalyst Education Pty Ltd. Registration was renewed in 2012, subsequent to an audit, and in 2016 without audit.

The RTO is now owned and operated by Mr Salil Gupta and Mr Philip Bennett.

On 29 November 2018, ASQA was notified that Mr Marcus Sellen was appointed as CEO. On 27 February 2019, ASQA was notified that Mr William Green had been appointed as Head of Compliance and Continuous Improvement. On 15 October 2019 ASQA was notified that the RTO had appointed a new CEO Ms Joanne Asquith. Ms Asquith is also listed as CEO of Selmar Holdings Pty Ltd (RTO 121531). The RTO has also advised of the following persons holding positions of responsibility, Ms Kristen Clarke, Head of Learning and Teaching, and Ms Sarah Collison, General Manager, Operations.

The financial basis of its operation is through government funding, such as Skills First, and fee for service sources. Private funding was also derived from in-service, non-accredited training and consultancy services.

The RTO develops and designs custom programs to support their clients' needs and requirements. The organisation also provides a range of services to businesses and individuals working in community services programs, specifically within Early Childhood and School Aged Education and Care services throughout Victoria and Queensland. The organisation provides 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 has 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.

Core Clients/Target Group:

- Clients were sourced from for profit child care centres, local government, primary schools and not for profit child care centres 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 733 students were currently enrolled with the organisation.

Scope of organisation's registration:

CHC30113 Certificate III in Early Childhood Education and Care
CHC40113 Certificate IV in School Age Education and Care
CHC50113 Diploma of Early Childhood Education and Care
CHC50213 Diploma of School Age Education and Care
CHC62015 Advanced Diploma of Community Sector Management

HLTAID001 Provide cardiopulmonary resuscitation
HLTAID003 Provide first aid
HLTAID004 Provide an emergency first aid response in an education and care setting
HLTFSE005 Apply and monitor food safety requirements
HLTFSE007 Oversee the day-to-day implementation of food safety in the workplace
SFIPROC403C Follow basic food safety practices
SFIPROC404C Apply and monitor food safety requirements
SITHFAB002 Provide responsible service of alcohol

22282VIC Course in the Management of Asthma Risks and Emergencies in the Workplace
22300VIC Course in First Aid Management of Anaphylaxis

Suburb and state of all delivery sites:

- The RTO is approved to deliver in all States/Territories. Currently, according to TVA data, the RTO delivers only in Victoria and Queensland.

Third party usage:

- The RTO has not entered into any third party agreements.
- Training Revenue (Funded or fee for service):
 - Fee for service
 - Skills VIC - 2018-19 Standard VET Funding Contract - Skills First Program
 - DET Connect QLD - Queensland VET Investment 2016/19

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 Practical Outcomes Pty Ltd to ASQA.
- Existing information and records held by ASQA concerning Practical Outcomes Pty Ltd.
- Information provided to ASQA's auditors and documentation reviewed during the audit of Practical Outcomes Pty Ltd conducted on 19 December 2019 - 20 December 2019.
- Other publicly available information - including but not limited to, information published on the RTO's and third-party websites.
- Communications via email and telephone with the RTO, prior to, and during the audit.

Audit Sample

Training Products	Mode/s of delivery/assessment*	Current enrolments
CHC30113 Certificate III in Early Childhood Education and Care	Face to face, Online, Workplace	313
CHC50113 Diploma of Early Childhood Education and Care	Face to face, Online, Workplace	301
HLTAID003 Provide first aid	Face to face, Online	0
HLTAID001 Provide cardiopulmonary resuscitation	Face to face, Online	0
HLTAID004 Provide an emergency first aid response in an education and care setting	Face to face, Online	0

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

Interviewees

Name	Position	Training products
Kristen Clarke	Head of Learning & Teaching	All
Joanne Asquith	CEO	All
Sarah Collinson	General Manager, Operations	All

About this Report

This report details findings against the *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs). 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 a 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

Marketing/Recruitment Practices

Standards for RTOs Clause 4.1

*Original Finding: **Compliant***

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.

Enrolment

Standards for RTOs Clause 5.1

*Original Finding: **Compliant***

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

*Original Finding: **Compliant***

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.

Standards for RTOs Clause 7.3

*Original Finding: **Compliant***

Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.

Support and Progression

Support

Standards for RTOs Clause 1.7

*Original Finding: **Compliant***

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.

Training and Assessment

Training Delivery and Assessment

Standards for RTOs Clause 1.1

*Original Finding: **Compliant***

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

*Original Finding: **Compliant***

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.
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Standards for RTOs Clause 1.3

*Original Finding: **Compliant***

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.
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Standards for RTOs Clause 1.8

*Original Finding: **Compliant***

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.

Table 1.8.1 Principles of Assessment

Fairness	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none">• reflecting the learner's needs;• assessing competencies held by the learner no matter how or where they have been acquired; and• drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none">• assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;

	<ul style="list-style-type: none"> • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
Table 1.8.2 Rules of Evidence	
Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Standards for RTOs Clause 1.9

*Original Finding: **Compliant***

The RTO implements a plan for ongoing systematic validation of assessment practices and judgements that includes for each training product on the RTO's scope of registration:

- a) when assessment validation will occur;
- b) which training products will be the focus of the validation;
- c) who will lead and participate in validation activities; and
- d) how the outcomes of these activities will be documented and acted upon.

Standards for RTOs Clause 1.10

*Original Finding: **Compliant***

For the purposes of Clause 1.9, each training product is validated at least once every five years, with at least 50% of products validated within the first three years of each five year cycle, taking into account the relative risks of all of the training products on the RTO's scope of registration, including those risks identified by the VET Regulator.

Standards for RTOs Clause 1.11

*Original Finding: **Compliant***

For the purposes of Clause 1.9, systematic validation of an RTO's assessment practices and judgements is undertaken by one or more persons who are not directly involved in the particular instance of delivery and assessment of the training product being validated, and who collectively have:

- (i) vocational competencies and current industry skills relevant to the assessment being validated;
- (ii) current knowledge and skills in vocational teaching and learning; and
- (iii) the training and assessment credential specified in Item 2, or Item 5 of Schedule 1.

Industry experts may be involved in validation to ensure there is the combination of expertise set out above.

Trainer and assessor competency

Standards for RTOs Clause 1.13

*Original Finding: **Compliant***

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

*Original Finding: **Compliant***

The RTO's training and assessment 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 1.15

*Original Finding: **Compliant***

Where a person conducts assessments only, the RTO ensures that the person has the training and assessment credential specified in Item 2, or Item 3, or Item 5 of Schedule 1.

Standards for RTOs Clause 1.16

*Original Finding: **Compliant***

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.

Completion

Standards for RTOs Clause 3.1

*Original Finding: **Compliant***

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.