



Audit report – VET Quality Framework

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

ORGANISATION DETAILS

Organisation's legal name	Childcare Select Training Solutions Pty Ltd
Trading name/s	Childcare Select Training Solutions Pty Ltd
RTO number	32071
CRICOS number	NA

AUDIT TEAM

Lead auditor	Kerry Gatliff
Auditor/s	Sonja Anders and observer Patricia Baisden
Technical adviser/s	NA

AUDIT DETAILS

Application number/s	NA	
Audit number/s	1005760	
Audit reason 1	Other - specify: Strategic Industry Review	
Audit reason 2	n/a	
Audit reason 3	n/a	
Activity type	Site visit	
Address of site/s visited	6 Brewer Street, Kallangur, Qld 4503	
Date/s of audit	08/04/2014	
Organisation's contact for audit	Ms Karen Prestedge childcaresselect@live.com.au	CEO 07 3491 9833
NVR standards audited	Selected Standards for Continuing Registration: SNR15.2 to 15.5, SNR 16.3 to 16.5, SNR 17.3 (if relevant), SNR 23 to 25l	

BACKGROUND

This audit is being conducted as part of the Strategic Industry Review into training for early childhood educators, under the authority of S35 (2) of the *National Vocational Education & Training Regulator Act 2011*. ASQA is conducting a number of these audits across Australia, in all States and Territories.

This Review is being conducted because of concerns raised about the quality of the training and assessment provided by some Registered Training Organisations (RTOs), by the Productivity Commission in its Research Report, *Early Childhood Development Workforce*, November 2011



The findings of the Strategic Industry Review will be published. No names of RTOs will be included in the Review report.

The RTO is a privately operated organisation that was first registered on 17 December 2009. The RTO is due for re-registration on 16 December 2014. There was a post initial audit conducted in April 2011.

The RTO has two equal shareholders Karen Prestedge (50%) and Denis Hinton (50%). Denis Hinton is also the owner of Mother Duck Childcare Centres which have 13 locations across Brisbane. Karen Prestedge is the CEO of the Mother Duck Childcare Group. Each of the child care centres is franchised.

The RTO is not required to generate a profit. The primary purpose of the RTO is to train the staff of the 13 Mother Duck Childcare Centres. Most students are enrolled as trainees and apprentices in the user choice program. Other students are also able to enrol; however, the RTO does not advertise externally, so numbers are relatively few. There is a website but no course brochures.

The RTO is located on the premises of the Mother Duck Childcare centre at Kallangur. In 2013, the Mother Duck Childcare Centre at Kallangur was rated against the National Quality standards by ACECQA and found the RTO exceeding every standard. The Centre is currently applying for the excellent rating with ACECQA. In 2014, the RTO has applied for an Apprentice of the Year award for one student /staff member, on the recommendation of a representative from the Department of Education, Training and Employment.

The RTO currently has only two Children’s qualifications on scope: CHC30712 Certificate III in Children’s Services and CHC50908 Diploma of children’s Services (Early childhood education and care). The RTO has not yet applied to ASQA to add the 2013 qualifications to scope as they are still preparing documentation for the application. The RTO intends to apply in the near future.

There are two methods of delivery and assessment: blended delivery involving group training out of New farm library and on the job training and assessment; and solely on the job training.

Total number of current enrolments in RTO as at audit date:

- 58

AUDIT SAMPLE

Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
CHC30708	Certificate III in Children’s Services	NA	0
CHC30712	Certificate III in Children’s Services	On the job, and blended	22
CHC30113	Certificate III in Early Childhood Education and Care		NA
CHC50908	Diploma of Children’s Services (Early childhood education and care)	On the job, and blended	36
CHC50113	Diploma of Early Childhood Education		NA



and Care

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

INTERVIEWEES

Name	Position	Qualification/Course/Unit code/s
Karen Prestedge	CEO and trainer/assessor	CHC30712 Certificate III in Children's Services CHC50908 Diploma of Children's Services (Early childhood education and care)
Gabriela Hanousek	Trainer/assessor	CHC30712 Certificate III in Children's Services CHC50908 Diploma of Children's Services (Early childhood education and care)

ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 17/04/2014: Critical non-compliance

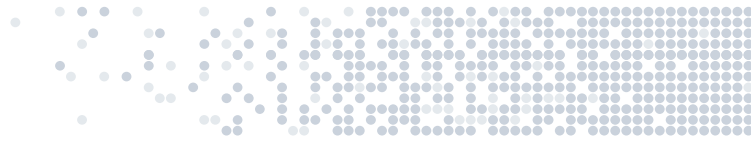
- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this audit report describes evidence of the non-compliance.
- Refer to notification of non-compliance for information on providing further evidence of compliance.

AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

Audit finding following analysis of additional evidence provided on dd/mm/yyyy: n/a

AUDIT FINDING BY STANDARD

Standard	Original finding	Finding following rectification
SNR 15	Not compliant	n/a
SNR 16	Compliant	n/a
SNR 17	Not audited	n/a
SNR 18	Not audited	n/a
SNR 19	Not audited	n/a
SNR 20	Not audited	n/a
SNR 21	Not audited	n/a
SNR 22	Not audited	n/a
SNR 23/AQF	Not audited	n/a



SNR 24	Compliant	n/a
SNR 25	Compliant	n/a



SNR 15 The NVR registered training organisation provides quality training and assessment across all of its operations, as follows:

15.1 The NVR registered training organisation collects, analyses, and acts on relevant data for continuous improvement of training and assessment.

Original finding: Not audited

Following rectification: n/a

15.2 Strategies for training and assessment meet the requirements of the relevant Training Package or VET accredited course and have been developed through effective consultation with industry.

Original finding: Not compliant

Following rectification: n/a

Reasons for finding of non-compliance:

- The strategies for all qualifications audited do not provide sufficient detail to ascertain there is a clear training and assessment framework. In particular
 - The Strategies do not accurately describe the target group. The target group description does not include that the majority of students are trainees or apprentices employed at Mother Duck Childcare Centres, and that there are two distinct delivery modes.
 - The mode of delivery is not accurately described. Each qualification has two delivery modes: students participating in a blended delivery and assessment mode (on the job and face to face), and students participating in solely on the job training and assessment.
 - The Strategies contain no or insufficient details of nominal hours, actual hours of training (on the job and group workshops), on and off the job assessment, number of visits to the workplace, and a training and assessment schedule for each group. The Strategy for CHC50908 Diploma in Children's Services does not include pre-requisite units for entry.
 - Student support services including language, literacy and numeracy support are not included.
 - Details of training and assessment and other resources are not included, including the provision of external First Aid training at the Mother Duck Childcare Centres.

In order to become compliant, the organisation is required to:

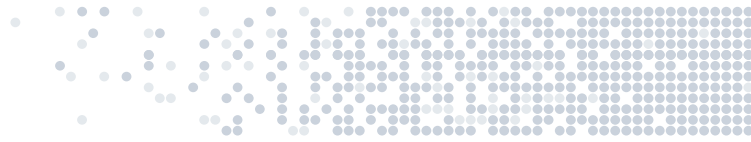
- Provide a revised Strategy for each distinct target group for each qualification. Each Strategy is to provide details of the specific target group, the duration, hours allocated to training and assessment, workplace visits, a training and assessment schedule; the mode of delivery; support services; and information about required learning and assessment resources. The strategy is to also include arrangements for the delivery of training and assessment in First Aid. The Strategy for CHC50908 Diploma in Children's Services should include pre-requisite unit requirements for entry.

Analysis of rectification evidence:

- Evidence yet to be supplied

Reasons for outstanding non-compliance:

- Not applicable at this time



15.3 Staff, facilities, equipment and training and assessment materials used by the NVR registered training organisation are consistent with the requirements of the Training Package or VET accredited course and the NVR registered training organisation's own training and assessment strategies and are developed through effective consultation with industry.

Original finding: Compliant

Following rectification: n/a

15.4 Training and assessment is delivered by trainers and assessors who:
(a) have the necessary training and assessment competencies as determined by the National Skills Standards Council or its successors; and
(b) have the relevant vocational competencies at least to the level being delivered or assessed; and
(c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and
(d) continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

Original finding: Compliant

Following rectification: n/a

15.5 Assessment including Recognition of Prior Learning (RPL):
(a) meets the requirements of the relevant Training Package or VET accredited course; and
(b) is conducted in accordance with the principles of assessment and the rules of evidence; and
(c) meets workplace and, where relevant, regulatory requirements; and
(d) is systematically validated.

Original finding: Not compliant

Following rectification: n/a

Reasons for finding of non-compliance:

- The RTO has not demonstrated that assessment meets the requirements of the relevant training package, is conducted in accordance with the principles of assessment and the rules of evidence, and is systematically validated, because:
 - Students are not given instructions explaining workplace assessment tasks with criteria to guide performance. Students are only given verbal instructions, and the assessor observation template (that also does not describe behavioural tasks) to guide them. This means that workplace assessment is not valid or fair.
 - The observation templates used by the assessor to assess students in the workplace do not collect all the assessment evidence required by the training package, do not describe assessment tasks in behavioural language with criteria to guide performance, and are not designed to facilitate effective feedback. The template does not gather required Training Package evidence such as a range of age groups, and a range of conditions over a number of assessment situations. This means that workplace assessment is not sufficient, valid or fair.
 - The Third Party report templates do not include the tasks or the performance indicators/observable behaviours relevant to the tasks. A sample of completed Third Party reports in the student files indicate the report is not used by workplace supervisors to record continuous effective feedback.
 - Validation of assessment tools is not systematic because the RTO's validation



process did not identify that workplace assessment tools do not meet the requirements of the relevant Training Package, or provide sufficient guidance to assessors to conduct workplace assessment in accordance with the principles of assessment and rules of evidence.

In order to become compliant, the organisation is required to:

- Provide revised and validated workplace assessment tools that meet Training Package evidence requirements and principles of assessment for the following units:
 - CHC30712 Certificate III in Children’s Services:
 - CHCPR301C *Provide experiences to support children’s play*
 - CHCIC301E *Interact effectively with children*
 - CHC50908 Diploma of Children’s Services (Early childhood education and care)
 - CHCPR502E *Organise experiences to facilitate and enhance children’s development*
 - CHCCN511B *Establish and maintain a safe and healthy environment for children*
- Provide revised Third Party Report templates for the above units that include the tasks or the performance indicators/observable behaviours relevant to the tasks, and that facilitate feedback for each observation.

Analysis of rectification evidence:

- Evidence yet to be supplied

Reasons for outstanding non-compliance:

- Not applicable at this time

SNR 16	The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients, as follows:	
16.1	The NVR registered training organisation establishes the needs of clients, and delivers services to meet these needs.	
	Original finding: Not audited	Following rectification: n/a
16.2	The NVR registered training organisation continuously improves client services by collecting, analysing and acting on relevant data.	
	Original finding: Not audited	Following rectification: n/a
16.3	Before clients enrol or enter into an agreement, the NVR registered training organisation informs them about the training, assessment and support services to be provided, and about their rights and obligations.	
	Original finding: Compliant	Following rectification: n/a
16.4	Employers and other parties who contribute to each learner’s training and assessment are engaged in the development, delivery and monitoring of training and assessment.	



Original finding: Compliant

Following rectification: n/a

16.5 Learners receive training, assessment and support services that meet their individual needs.

Original finding: Compliant

Following rectification: n/a

16.6 Learners have timely access to current and accurate records of their participation and progress.

Original finding: Not audited

Following rectification: n/a

16.7 The NVR registered training organisation provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.

Original finding: Not audited

Following rectification: n/a

SNR 17 Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates, as follows:

17.1 The NVR registered training organisation's management of its operations ensures clients receive the services detailed in their agreement with the NVR registered training organisation.

Original finding: Not audited

Following rectification: n/a

17.2 The NVR registered training organisation uses a systematic and continuous improvement approach to the management of operations.

Original finding: Not audited

Following rectification: n/a

17.3 The NVR registered training organisation monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the VET Quality Framework.

Original finding: Not audited

Following rectification: n/a

17.4 The NVR registered training organisation manages records to ensure their accuracy and integrity.

Original finding: Not audited

Following rectification: n/a



SNR 18 The NVR registered training organisation has governance arrangements in place as follows:

18.1 The NVR registered training organisation's Chief Executive must ensure that the NVR registered training organisation complies with the VET Quality Framework. This applies to all of the operations within the NVR registered training organisation's scope of registration, as listed on the National Register.

Original finding: Not audited

Following rectification: n/a

18.2 The NVR registered training organisation must also explicitly demonstrate how it ensures the decision making of senior management is informed by the experiences of its trainers and assessors.

Original finding: Not audited

Following rectification: n/a

SNR 19 Interactions with the National VET Regulator

19.1 The NVR registered training organisation must co-operate with the National VET Regulator:
(a) in the conduct of audits and the monitoring of its operations;
(b) by providing accurate and timely data relevant to measures of its performance;
(c) by providing information about significant changes by its operations;
(d) by providing information about significant changes to its ownership; and
(e) in the retention, archiving, retrieval and transfer of records consistent with National VET Regulator's requirements.

Original finding: Not audited

Following rectification: n/a

SNR 20 Compliance with legislation

20.1 The NVR registered training organisation must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.

Original finding: Not audited

Following rectification: n/a

20.2 The NVR registered training organisation must ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.

Original finding: Not audited

Following rectification: n/a

SNR 21 Insurance

21.1 The NVR registered training organisation must hold public liability insurance throughout its registration period.

Original finding: Not audited

Following rectification: n/a



SNR 22 Financial management

22.1 The NVR registered training organisation must be able to demonstrate to the National VET Regulator, on request, that it is financially viable at all times during the period of its registration.

Original finding: Not audited

Following rectification: n/a

22.2 The NVR registered training organisation must provide the following fee information to each client:

- (a) the total amount of all fees including course fees, administration fees, materials fees and any other charges;
- (b) payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- (c) the nature of the guarantee given by the NVR registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- (d) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- (e) the organisation's refund policy.

Original finding: Not audited

Following rectification: n/a

22.3 Where the NVR registered training organisation collects student fees in advance it must ensure it complies with one of the following acceptable options:

- (a) (Option 1) the NVR registered training organisation is administered by a State, Territory or Commonwealth government agency;
- (b) (Option 2) the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme;
- (c) (Option 3) the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500;
- (d) (Option 4) the NVR registered training organisation holds an unconditional financial guarantee from a bank operating in Australia for no less than the full amount of funds held by the NVR registered training organisation which are prepayments from students (or future students) for tuition to be provided by the NVR registered training organisation to those students; or
- (e) (Option 5) the NVR registered training organisation has alternative fee protection measures of equal rigour approved by the National VET Regulator.

Original finding: Not audited

Following rectification: n/a

SNR 23 Certification, issuing and recognition of qualifications & statements of attainment

23.1 The NVR registered training organisation must issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited



course, a VET qualification or VET statement of attainment (as appropriate) that:

- (a) meets the Australian Qualifications Framework (AQF) requirements;
- (b) identifies the NVR registered training organisation by its national provider number from the National Register and
- (c) includes the NRT logo in accordance with its current conditions of use.

Original finding: Compliant

Following rectification: n/a

23.2 The NVR registered training organisation must recognise the AQF and VET qualifications and VET statements of attainment issued by any other RTO.

Original finding: Compliant

Following rectification: n/a

23.3 The NVR registered training organisation must retain client records of attainment of units of competency and qualifications for a period of 30 years.

Original finding: Not audited

Following rectification: n/a

23.4 The NVR registered training organisation must provide returns of its client records of attainment of units of competency and VET qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator. [no requirements currently exist]

This element was not audited.

23.5 The NVR registered training organisation must meet the requirements for implementation of a national unique student identifier. [no requirements currently exist]

This element was not audited.

SNR 24 Accuracy and integrity of marketing

24.1 The NVR registered training organisation must ensure its marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.

Original finding: Compliant

Following rectification: n/a

24.2 The NVR registered training organisation must use the NRT logo only in accordance with its conditions of use.

Original finding: Compliant

Following rectification: n/a

SNR 25 Transition to Training Packages/expiry of VET accredited courses

25.1 The NVR registered training organisation must manage the transition from superseded Training Packages within 12 months of their publication on the National Register so that it delivers only currently endorsed Training Packages.



Original finding: Compliant

Following rectification: n/a

25.2 The NVR registered training organisation must manage the transition from superseded VET accredited courses so that it delivers only currently endorsed Training Packages or currently VET accredited courses.

Original finding: Compliant

Following rectification: n/a
