



REPORT

Audit report: Lady Gowrie Child Centre Melbourne Inc

RTO number:	3900
CRICOS number:	N/A
Date/s of audit:	26 March 2020 - 27 March 2020
Date report created:	30 March 2020

Organisation details

Organisation's legal name:	Lady Gowrie Child Centre Melbourne Inc
Trading name/s:	Gowrie Victoria LADY GOWRIE RESOURCE CENTRE SA
RTO number:	3900
CRICOS number:	N/A

Audit team

Lead auditor:	Rebecca Caine
Auditor/s:	N/A

Audit details

Application number/s:	N/A
Audit number/s:	AUDREC0010279
Audit reason/s:	Compliance Monitoring
Address of site/s visited:	N/A – desk audit
Date/s of audit:	26 March 2020 - 27 March 2020
Organisation's contact for audit:	Andrew Hume Chief Executive Officer andrewh@gowrievictoria.org.au 0386241000

Original finding at time of audit

Audit finding: Compliant

Report completed by: Rebecca Caine

Practice	Standards for RTOs	Finding
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13, 1.14, 1.16	Compliant
Marketing/Recruitment Practices	4.1	Compliant
Enrolment	5.1, 5.2, 5.3, 7.3	Compliant
Support and Progression	1.7	Compliant
Completion	3.1	Compliant

*Indicates a non-compliant clause

Background

Summary of organisation and management structure:

- The organisation is a community based adult education provider and was initially registered in May 1991.
- The organisation specialises in Early Childhood Education and Care and in addition to the RTO operates five early learning centres across metro Melbourne. It employs 250 staff across all areas of the organisation.
- The CEO, Andrew Hume, reports into the organisation's skills-based Board. An Executive Team representing four areas (Early Learning, People and Culture, Commercial and Adult Learning and Marketing) report to the CEO.
- The Adult Learning team consists of eight personnel and is headed by Anna Frisch, the Operations and Compliance Manager.

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*
- *CHC62015 Advanced Diploma of Community Sector Management.*

Suburb and state of all delivery sites:

- Docklands, Victoria.

Third party usage:

- The organisation has no current third party arrangements.

Core clients/target groups:

- Approximately 50% of the organisations learners are sourced from industry (primarily learners who hold the *CHC30113 Certificate III in Early Childhood Education and Care* qualification who wish to upskill to the *CHC50113 Diploma of Early Childhood Education and Care*).
- The other 50% are public enrolments, many of whom are learners with English as a Second Language and are new to the Early Childhood sector.

Training Revenue (Funded or fee for service):

- The majority of training revenue is derived from state government funding (Skills First) and approximately 5% training revenue is fee for service.

Total number of current enrolments in the organisation as at audit date:

- 120 learners.

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 Lady Gowrie Child Centre Melbourne Inc to ASQA.
- Existing information and records held by ASQA concerning Lady Gowrie Child Centre Melbourne Inc.
- Information provided to ASQA's auditors and documentation reviewed during the desk audit of Lady Gowrie Child Centre Melbourne Inc conducted on 26 March 2020 - 27 March 2020.
- Other publicly available information - including but not limited to, information published on the organisation's and third-party websites.

Audit Sample

Training Products	Mode/s of delivery/assessment*	Current enrolments
<i>CHC50113 Diploma of Early Childhood Education and Care</i>	Face to face	80
<i>CHC30113 Certificate III in Early Childhood Education and Care</i>	Face to face	40

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

Interviewees

Name	Position	Training products
Andrew Hume	Chief Executive Officer	-
Anna Frisch	Compliance and Operations Manager	<i>CHC30113</i> and <i>CHC50113</i>
Kelly Sweeting	Facilitator	<i>CHC30113</i> and <i>CHC50113</i>

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