

AQTF 2007 AUDIT REPORT

| RTO DETAILS | | | |
|--|--|---------------------------|---------------------------------|
| RTO Name | Lady Gowrie Child Centre Melbourne Inc t/a Gowrie Victoria | NTIS Number | 3900 |
| Address | Cnr Canning & Newry Streets NORTH CARLTON, 3054 VIC | | |
| | Website | www.gowrievictoria.org.au | |
| Registration Contact | Anna Haranas | | |
| Phone Number | 9349 2890 | E-mail | annah@gowrievictoria.org.au |
| Student Numbers | 300 | | |
| AUDIT TEAM | | | |
| Lead Auditor | Cheryl Richards | Auditor/s | |
| Technical Advisor/s | | Observer/s | |
| REGISTERING BODY DETAILS | | | |
| Contact Person | Jerzy Gill | | |
| Phone Number | 9651 3226 | E-mail | gill.jerzy.j.edumail.vic.gov.au |
| AUDIT DETAILS | | | |
| Type of Audit | AQTF 2007 Re-registration | | |
| Standards audited | AQTF 2007 Essential Standards 1, 2 and 3 | | |
| Conditions audited | Condition 6 | | |
| Audit Date/s | 1 st June 2010 | | |
| Other audit notes | <p>Gowrie Victoria is a large child care operation in North Carlton. Gowrie Victoria has a proud history of being the "Demonstration centre" for trialling and demonstrating new developments in child care and therefore delivers start of the art child care. Gowrie has several government contracts for development projects and is the main provider of professional development to the child care industry. Approximately 2000 child care professionals undertake professional development at the centre annually. Gowrie has 2 centres in Melbourne; the Carlton site and a large facility in Docklands that currently provides child care for 150 children. The RTO conducts training at both facilities and delivers only child care qualifications.</p> <p>Gowrie has a quality system that is ISO 9001 accredited and has supplemented this system with additional policies and procedures to meet AQTF requirements. Gowrie has procedures at business unit level and overall centre level. Records of training and assessment are held at business unit level while the overall QA system documents and evidence is held at centre level. Gowrie are listed on NTIS as operating in Victoria and they predominantly deliver in Victoria. The audit found a number of minor non-compliances that were rectified during audit and Gowrie Victoria is compliant.</p> | | |
| FOCUS OF AUDIT | | | |
| QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE | | | |

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| NTIS Code | Qualification/Unit of Competence/Accredited Course (as per NTIS) | Delivery Site |
|--|--|--|
| CHC20108 | Certificate II in Community Services | NSW, VIC, QLD, SA, WA, TAS, NT, ACT |
| CHC20202 | Certificate II in Community Services Work | NSW, VIC, QLD, SA, WA, TAS, NT, ACT |
| CHC30402 | Certificate III in Children's Services (54) | NSW, VIC, QLD, SA, WA, TAS, NT, ACT |
| CHC30708 | Certificate III in Children's Services(110) | NSW, VIC, QLD, SA, WA, TAS, NT, ACT |
| CHC40402 | Certificate IV in Out of School Hours Care | VIC |
| CHC41208 | Certificate IV in Children's Services (Outside school hours care) | VIC |
| CHC50202 | Diploma of Out of School Hours Care | VIC |
| CHC50302 | Diploma of Children's Services (70) | NSW, VIC, QLD, SA, WA, TAS,NT, ACT |
| CHC50908 | Diploma of Children's Services (Early childhood education and care) (66) | NSW, VIC, QLD, SA, WA, TAS, NT, ACT |
| CHC51008 | Diploma of Children's Services (Outside school hours care) | VIC |
| INTERVIEWEE/S (Staff -name and position; employer name and position ; students (by program, do not list by name) | | |
| 2 new Students started this year. | Diploma in Children's Services | Students were fully informed and knew about the training and assessment they were undertaking. They understood procedures for contacting staff and they referred to the Student Handbook as a reference and source of information. |

STANDARDS

| Standard 1: The RTO provides quality training and assessment across all of its operations | | |
|---|---------------|---|
| Audit conclusion | Result | ✓ |
| <u>1.1 Findings – Gowrie Victoria is compliant with Standard 1.1</u> | Compliant | ✓ |
| <u>1.2 Findings – Gowrie Victoria is compliant with Standard 1.2</u> | Non-compliant | |
| <u>1.3 Findings – Gowrie Victoria is compliant with Standard 1.3</u> | Not audited | |
| <p>1.4 Findings</p> <p>Gowrie has a Staff Recruitment Induction and Professional Development (SRI&PD) policy and procedure. While all trainers had sufficient vocational qualifications the required vocational qualification requirements were not documented in the SRI&PD policy and this requires rectification to be compliant with Standard 1.4.</p> <p>The SRI&PD included the information that an Induction process would take place and referred to the use of a Trainer/Assessor handbook. The Induction Checklist was a centre checklist and did not identify a process for ensuring trainers are inducted into RTO requirements. This induction procedure requires review to ensure trainers are inducted into the RTO requirements.</p> <p>Despite the policy name, the process for determining the PD activities and how these are recorded was not available in the SRI&PD policy. Professional development records were located in trainer files however the system for PD needs to be documented in this policy to ensure it occurs systematically.</p> <p>1.4 Recommendations:</p> <p>1.4.1 It is recommended that Gowrie review the SRI&PD policy and procedure to include;</p> <ul style="list-style-type: none"> • An RTO induction process for trainers and relevant staff that includes a record of induction having taken place • The vocational qualification requirements for trainers and assessors • The process for determining the PD activities for trainers and how these activities are recorded <p>Rectification evidence sighted at audit</p> <p>1.4.1 Sighted a revised SRI&PD policy and procedure that included the items listed in the recommendation.</p> <p>Gowrie is now compliant with Standard 1.4</p> | | |
| <u>1.5 Findings – Gowrie Victoria is compliant with Standard 1.5</u> | | |
| Strengths | | |

| Opportunities for Improvement |
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| <p>1.1 Improvement Opportunities:</p> <p>1.1.1 Gowrie has a large number of survey instruments. They would benefit from documenting the exact names of the surveys used at the different places and times rather than having generic references in the procedures.</p> <p>1.1.2 Gowrie would benefit from including a description of the use of the Trainer /Assessor Evaluation form in the procedure</p> <p>1.1.3 Gowrie would benefit from expanding the use of the version control register used for all training and assessment documentation to be used as a register of the continuous improvements undertaken.</p> <p>1.2 Improvement Opportunities:</p> <p>1.2.1 Gowrie would benefit from identifying the breakdown of the course hours into face to face delivery, on the job placement, and independent learning and documenting these in the LAS.</p> <p>1.2.2 Whilst addressing Condition 9 the transition arrangements undertaken are not documented anywhere. It had clearly been conducted but should be documented so it occurs systematically with the next package transition. Inclusion of this information was seen as an opportunity for improvement. Gowrie would benefit from incorporating transition arrangements and procedures into the Learning and Assessment policy and procedure or the LAS policy.</p> <p>1.5 Improvement Opportunities:</p> <p>1.5.1 The performance criteria mapping on the student assignment sampled was incorrect however the mapping on the benchmark answer was correct. This appeared to be a copy/paste error and it was considered an opportunity for improvement for Gowrie to review all assignments and ensure they are all accurate.</p> <p>1.5.2 Gowrie had processes in place for validation of assessment tools however they had not been completed for all assessment tools being used. Gowrie should ensure this process is undertaken as per its policies and procedures.</p> |

| Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients | | |
|--|---------------|---|
| Audit conclusion | Result | ✓ |
| 2.1 Findings – Gowrie Victoria is compliant with Standard 2.1 | Compliant | ✓ |
| <p>2.2 Findings</p> <p>Gowrie had a Refund policy and procedure .The Enrolment Form and the Student Handbook contained information from this Refund policy. However the information in the enrolment form indicated what would happen when a student cancelled or withdrew but did not indicate what would happen if Gowrie cancelled or withdrew a course. This was outlined in the main policy but students were not informed. This information should be added to Student Handbook and Enrolment Form. Students were not informed about in the Student Handbook how to access student records; this requires rectification.</p> <p>2.2 Recommendations:</p> <p>2.2.1 It is recommended that Gowrie revise the refund policy in the Student Handbook and Enrolment form to ensure it informs students on what would happen if Gowrie cancelled or withdrew a course.</p> <p>2.2.2 It is recommended that Gowrie incorporate information about how students can access their records into the Student handbook.</p> <p>Rectification evidence sighted at audit</p> | Non-compliant | |
| | Not audited | |
| | | |

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2.2.1 & 2.2.1 Sighted Revised Student Handbook containing refund details and how students may access their records.

Gowrie is now compliant with Standard 2.2

2.3 Findings – Gowrie Victoria is compliant with Standard 2.3

2.4 Findings – Gowrie Victoria is compliant with Standard 2.4

2.5 Findings

Gowrie use “Evidence files” to record participation and progress of students. There were no documented procedures that covered the generation of the Evidence file, the attendance record used or the cover sheet. This should be rectified to ensure it is systematically applied to all qualifications, trainers and students. The Gowrie representatives identified at the audit that they would like to include the use of the Evidence File in the Records Management procedure.

2.5 Recommendations:

2.5.1 It is recommended that Gowrie include information about the use of the Evidence File in the records management procedure.

Rectification evidence sighted at audit

2.5.1 Sighted a revised Records management procedure that included the processes for use of the Evidence files.

Gowrie is now compliant with Standard 2.5

2.6 Findings – Gowrie Victoria is compliant with Standard 2.6

Strengths

Opportunities for Improvement

2.2 Improvement Opportunities:

2.2.3 Gowrie would benefit from including the use of the Student Files Administration checklist and what occurs in an enrolment session into the Student Selection, Enrolment and Induction policy and procedure.

2.4 Improvement Opportunity:

2.4.1 Gowrie undertakes significant surveying of its stakeholders to capture feedback on its client services however Gowrie would benefit from including specific questions on individual student support services offered by Gowrie into the Student Survey. This would gather specific feedback on these services.

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| Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates | | |
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| Audit conclusion | Result | ✓ |
| 3.1 Findings – Gowrie Victoria is compliant with Standard 3.1 | Compliant | ✓ |
| 3.2 Findings – Not applicable | Non-compliant | |
| 3.3 Findings – Gowrie Victoria is compliant with Standard 3.3 | Not audited | |
| Strengths | | |
| Opportunities for Improvement | | |
| 3.3 Improvement Opportunity: 3.3.1 Gowrie would benefit from including the security provisions for student records in into the records management procedure. | | |

| CONDITION 6 – CERTIFICATION AND ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT | | |
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| Evidence | Result | ✓ |
| Sighted compliant Statement of Attainment and Certificate templates, both with correct use of logos | Compliant | ✓ |
| | Non-compliant | |
| | Not audited | |
| | Not applicable | |
| Findings | | |
| Gowrie has qualifications and statements of attainment that comply with the requirements of the AQF Implementation Handbook and the relevant training package. | | |