

Audit Date: 19/20 November 2019

RTO: Fitzroy Learning Network Inc.

Applicant Details			
Applicant Name	Fitzroy Learning Network Inc.	TOID	3811
Address	198 Napier St., Fitzroy VIC 3065		
	Website	www.fln.org.au	
Registration Contact	Ms Nicole Adornetto		
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Audit Team			
Audit Firm	ShineWing Australia	Auditor/s	John Molenaar
Auditor/s		Other Attendees	Robert Menzies, CEO Nicole Adornetto, Accredited Training Manager
Registering Body Details			
Contact Person	Julie Florence		
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Audit Details			
Type of Audit	Re-registration Audit		
Conditions Audited	3, 6, 7, 8, 9		
Standards Audited	1.1, 1.2, 1.3, 1.4, 1.5	2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7	3.1, 3.2, 3.4
2016 VRQA Guidelines Audited		2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8 (If applicable)	
	3.1, 3.2, 3.3, 3.4, 3.5	4.1,4.2, 4.3 to 4.6 (If applicable)	
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RTO Background			
Organisation background			
<p>Fitzroy Learning Network Inc., known as the Fitzroy Learning Network (FLN), is a registered charity and training organisation, Neighbourhood House and Learn Local, situated in the heart of Fitzroy (opposite Fitzroy Town Hall). Established in 1984, Fitzroy Learning Network (FLN) is in the heart of Melbourne's old Fitzroy - a suburb where some of Melbourne's wealthiest live alongside some of Melbourne's most disadvantaged. For decades FLN has been a place of refuge for the poor and disadvantaged.</p> <p>FLN aims to increase opportunities for social, cultural and economic inclusion and participation, where residents are able to access the resources, networks and support they need. A place where refugees, migrants, asylum seekers and those living on the public housing estates of inner Melbourne, find support and where they can learn and connect.</p> <p>FLN is a Community Neighbourhood House, a Learn Local Centre, and a Registered Training Organisation. As an Incorporated Association, it is governed by a Board of Management including ten members of the local community who have a diversity of interests, skills and expertise.</p>			

The FLN is managed by an appointed CEO, supported by an accredited Training Manager and an accredited Programs Administration Officer. To support learners and manage projects, FLN employs a Community Programs Coordinator, Youth Engagement and Training Coordinator, Community Support Worker and Volunteer Coordinator and a Women's Leadership Catering Program Manager.

The network employs seven accredited programs teachers and six non-accredited teachers. The organisation delivers a range of programs including accredited courses, non-accredited short courses, pre-accredited courses, IT courses and community interest and skill development programs.

The FLN facilities are located in a building opened in 1912, which were later purchased by the Catholic Church for the conduct of pre-school and childcare programs. These buildings have a National Trust preservation classification and are rented to FLN and include five teaching/activity areas. The building is to be renovated in 2020 to provide for dedicated training areas and community activities.

The organisation receives project funding from a number of sources to facilitate Community Programs, Youth Engagement Program, Community Support Work, Coordination of Volunteers and a Women's Leadership Program.

RTO Background

FLN's scope of registration includes four accredited courses (CSWE Preliminary, Certificate I, II and III), which are delivered as part of Skills First and AMEP programs. Enrolments in 2018 included 138 learners, and to date in 2019, 76 learners.

Learners are largely new arrivals in Australia, who have little prior education and have limited English. FLN aims to provide a diversity of programs, culminating in participation in pre-accredited and accredited training which provides pathways to further learning and employment.

Accredited training is supported through the Skills First program and the AMEP program (the lead agent being Melbourne Polytechnics). ACFE provides supported pre-accredited training. The majority of income is derived through Skills First funding.

The CEO and Accredited Training Manager were appointed in the past 18 months, and charged with reviewing all training operations, following an adverse Skills First audit and concerns about the quality of the training program delivery. Both have reviewed operations and compliance requirements and have worked to address areas of concern - a work still in progress. A Quality and Compliance Committee, which includes Board of Management members, has been established. The minutes of meetings identify the compliance issues identified and the actions that have been taken and those that are still to be implemented.

Summary of Audit Findings

The audit identified a number of non-compliances that have a minimum impact on the quality of training and assessment. Learning resources and assessment instruments were consistent with the requirements of the course units and students' completed assessments demonstrated that effective training and assessment activities had occurred.

Of the seven identified trainers for the accredited courses, all trainers held the required training and assessment qualifications, and evidence was provided of vocational competency (as identified in the CSWE

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course documentation) for all but one of the trainers and assessors. The RTO will seek clarification from this trainer/assessor, as to holding the higher level qualification requirements for the delivery of CSWE courses.

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Qualifications/Units Audited ¹		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
10727NAT	Certificate I in Spoken and Written English Units: SWEDCT001 - Deliver and comprehend basic procedural spoken texts SWERWT005 - Read and write basic story texts	198 Napier St., Fitzroy VIC 3065
10728NAT	Certificate II in Spoken and Written English Units: SWERWT002 - Read and write simple transactional texts SWEELT001 - Listen to and engage in short spoken transactions.	198 Napier St., Fitzroy VIC 3065

Interviewee(s) – Staff name and position; employer name and position	
Fadumo	Student: Certificate I in Spoken and Written English
Zahra	Student: Certificate I in Spoken and Written English
Shanso	Student: Certificate I in Spoken and Written English
Kim Bessant	Trainer/assessor: Certificate I in Spoken and Written English Certificate II in Spoken and Written English
Informal communications with three trainers in the trainer preparation area.	Trainers/assessors: Certificate I in Spoken and Written English Certificate II in Spoken and Written English

Permanent Delivery Sites –	Yes	No
Do the RTO's permanent delivery sites match the information provided by the VRQA?	X	
All training is delivered at: 198 Napier St., Fitzroy VIC 3065		

Third party Arrangements –	Yes	No
Do the RTO's third party arrangements match the information provided by the VRQA?	X	
No third party or auspice arrangements had been entered into for the delivery and assessment of units.		

¹ Samples have been selected in accordance with the VRQA VET Audit Sampling Methodology

Audit Summary - AQTF Conditions of Registration

AQTF Conditions Place an X in the appropriate column		Compliant	Non - Compliant	Not audited
1	Governance			X
2	Interactions with the Registering Body			X
3	Compliance with Legislation	X		
4	Insurance			X
5	Financial Management			X
6	Certification & Issuing of Qualifications & Statements of Attainment		X	
7	Recognition of Qualifications Issued by other RTOs	X		
8	Accuracy and Integrity of Marketing		X	
9	Transition to Training Packages/Expiry of Accredited Courses		X	
Summary of Non-Compliance²				
<p>CF.6.1 Students were issued a testamur at the satisfactory completion of their qualification but were provided with the Statement of Attainment to identify units completed, rather than a Record of Results. The Certificates also included the superseded VRQA logo.</p> <p>CF.8.1 Fitzroy Learning Network Inc. marketing and advertising of AQF qualifications to prospective clients included summary information about courses. Course brochures or alternative informational materials were not available to inform learners of the specific course's delivery and assessment arrangements, including duration, learning methods, assessment methods and support available.</p> <p>The NRT logo was not employed in accordance with its conditions of use, as the NRT logo was not used as specifically related to Nationally Accredited qualifications or units. This was rectified at the time audit, however the logo is still included in the http://www.fln.org.au/our-courses.html section of the website, and relates to non-Nationally Accredited courses.</p> <p>CF.9.1 Fitzroy Learning Network Inc. did not have a process in place to manage the transition from superseded Training Packages and accredited courses.</p>				

² CF = Condition Finding. Finding references are aligned to the Detailed Findings section of this report.

Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
Standard 1	X		
1.1 – Continuous Improvement Strategy	X		
1.2 – Training and Assessment Strategies	X		
1.3 – Training and Assessment Resources		X	
1.4 – Trainer and Assessor Competency		X	
1.5 – Assessment Strategies	X		
Standard 2	X		
2.1 – Meeting the Needs of Clients	X		
2.2 – Continuous Improvement of Client Services		X	
2.3 – Provision of Information to Clients		X	
2.4 – Third-Party Engagement in Training and Assessment	X		
2.5 – Provision of Support Services to Clients	X		
2.6 – Learner Access to Records of Participation	X		
2.7 – Complaints and Appeals Strategy		X	
Standard 3	X		
3.1 – Operations Management	X		
3.2 – Continuous Improvement of Operations	X		
3.3 – Third-Party Training and/ or Assessment Services			X
3.4 – Records Management	X		
Summary of Non-Compliance³			
<p>SF.1.3.1 Inadequate information was provided for one of the four trainers/assessors to confirm that all trainers/assessors had the required vocational qualifications and competence, as identified in course requirements. (See Standard 1.4)</p> <p>SF.1.4.1 Trainers/assessors did not hold the relevant vocational competency requirements, as identified in course documentation. Of the eight trainer/assessor files reviewed, one trainer had provided insufficient information to confirm that this trainer/assessor had the required vocational qualifications and competence, as identified in course requirements.</p> <p>SF.2.2.1</p>			

³ SF = Standard Finding. Finding references are aligned to the Detailed Findings section of this report.

Fitzroy Learning Network Inc. had not collected data for the continuous improvement of client services to enable the analysing and acting upon relevant information to ensure that student services met student needs.

SF.2.3.1

Fitzroy Learning Network Inc. had not provided sufficient information, before students enrolled or entered into an agreement, about the training, assessment and support services to be provided and about their rights and obligations. Sufficient information about courses to enable potential students to make an informed decision about the suitability of the courses, including specific information about course delivery and assessment arrangements, including duration, learner methods, assessment methods and support available, was not documented.

SF.2.7.1

Fitzroy Learning Network Inc. provided appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively, however, information provided to stakeholders about the complaints and appeals procedures was inconsistent.

Audit Summary – 2016 VRQA Guidelines for VET Providers

2016 VRQA Guidelines	Compliant	Non - Compliant	Not audited
1. Governance, Financial viability and Management systems			X
1.1 – Strategic Plan and Business Plan			X
1.2 – Financial Viability			X
1.3 – Management Systems			X
1.4 – Governance			X
2. Transparency and oversight of third parties			X
2.1 – Third party agreement			X
2.2 – Co-operation with VRQA			X
2.3 – Notifying VRQA of Third party agreements			X
2.4 – Information - Disclosure of third party services			X
2.5 – Pre-enrolment materials - Disclosure of third party services			X
2.6 – Changes to third party services			X
2.7 – Complaints - Third party services			X
2.8 – Appeals - Third party services			X
3. Trainer and assessor qualification (including individuals working under the supervision of a trainer)		X	
3.1 – Vocational & Industry skill requirements		X	
3.2 – Training and Assessment (TAE) skill requirements	X		
3.3 – Assessment only skill requirements			X
3.4 – Supervision arrangement requirements			X
3.5 – Trainer under supervision skill requirements			X
4. Delivery of training and assessment services		X	
4.1 – Training and assessment practices	X		
4.2 – Amount of training		X	
4.3 – TAE - Independent validation of assessment system, tools, processes and outcomes			X
4.4 – TAE – Trainer and Assessor skills (1 January 2016 to 31 December 2016)			X
4.5 – TAE – Trainer and Assessor skills (1 January 2017 onwards)			X
4.6 – TAE – Trainer under supervision requirements			X
4.7 – TAE – Registration requirements			X
5. Annual Declaration of Compliance			X
5.1 – Annual Declaration of Compliance			X

Summary of Non-Compliance⁴

GF.3.1.1

Trainers/assessors did not hold the relevant vocational competency requirements, as identified in course documentation. Of the eight trainer/assessor files reviewed, one trainer had provided insufficient information to confirm that this trainer/assessor had the required vocational qualifications and competence, as identified in course requirements.

GF.4.2.1

Fitzroy Learning Network Inc. had identified a duration for each qualification reviewed, however evidence that it had determined the amount of training it provided to each student, with regard to the existing skills, knowledge and the experience of the student and the mode of delivery was not provided.

⁴ GF = Guideline Finding. Finding references are aligned to the Detailed Findings section of this report.

Detailed Findings - AQTF Conditions of Registration

CONDITION 1 - Governance		Not audited in Phase 2 audit
Evidence/Documentation Reviewed		
Not audited as part of this Re-registration Audit.		
CF.1	Finding	Required Rectification(s)
	Not audited as part of this Re-registration Audit.	N/A

CONDITION 2 - Interactions with the Registering Body		Not audited in Phase 2 audit
Evidence/Documentation Reviewed		
Not audited as part of this Re-registration Audit.		
CF. 2	Finding	Required Rectification(s)
	Not audited as part of this Re-registration Audit.	N/A

CONDITION 3 - Compliance with Legislation		Compliant
Evidence/Documentation Reviewed		
Sighted: <ul style="list-style-type: none"> • Employee Handbook • Student Information (website) • Position description – referred to AQTF and Skills Victoria standards • Policy and Procedures Manual: <ul style="list-style-type: none"> • Board Policy V1.9/10/2019 - Standards – AQTF, VET • Legislation: Privacy etc. 		
CF.3.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. had identified and implemented relevant Commonwealth, State or Territory legislation and regulatory requirements that were relevant to its operations and its scope of registration. It ensured that its staff and clients were fully informed of these requirements that affected their duties or participation in vocational education and training through the Employee Handbook and the student information on the website.	N/A
Improvement Opportunities		
Fitzroy Learning Network Inc. had identified key legislation, relevant to its operations and informed staff of their responsibilities for the implementation of the AQTF and the VRQA Guidelines. It was noted that the Education and Training Reform Act 2006 and the Education and Training Reform Amendment (Skills) Bill 2010 was not identified.		
Fitzroy Learning Network Inc. would benefit by identifying the Education and Training Reform Act 2006 and the Education and Training Reform Amendment (Skills) Bill 2010 as legislation relevant to its operations as a Registered Training Organisation.		

CONDITION 4 - Insurance		Not audited in Phase 2 audit
Evidence/Documentation Reviewed		
Not audited as part of this Re-registration Audit.		
CF. 4	Finding	Required Rectification(s)
	Not audited as part of this Re-registration Audit.	N/A

CONDITION 5 - Financial Management		Not audited in Phase 2 audit
Evidence/Documentation Reviewed		
Not audited as part of this Re-registration Audit.		
CF. 5	Finding	Required Rectification(s)
	Not audited as part of this Re-registration Audit.	N/A

CONDITION 6 - Certification & Issuing of Qualifications & Statements of Attainment		Non-Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Issuing of Qualifications and Statements of Attainment Policy. • Sample Certificate issued to Vladimir Resetar, 10363NAT Certificate II in Spoken and Written English 22/8/2019 and Statement of Attainment on the reverse. • Sample of student files (See Standard 1.5) <ul style="list-style-type: none"> • FLN portfolio cover sheet for each unit • Completed student assessment. • Sample Statement of Attainment issued • Records and Data Management Policy - retention of client records for attainment of units of competency and qualifications - 30 years. • Monthly SVTS reporting • Enrolment Form • Skills First Enrolment Form 2019 – AVETMISS parameters • Data Management System – VETtrak • Enrolment Form – USI – permission sign off • Centre Notice Boards – Information about USI requirements. 		
CF.6.1	Finding	Required Rectification(s)
	<p>Students were issued a testamur at the satisfactory completion of their qualification but were provided with the Statement of Attainment to identify units completed, rather than a Record of Results. The Certificates also included the superseded VRQA logo.</p> <p>Fitzroy Learning Network Inc. had issued testamurs in accordance with the requirements of the Training Package that met the Australian Qualifications Framework (AQF) though students issued with a testamur were provided with the Statement of Attainment to identify units completed, rather than a Record of Results. The Certificates also included the superseded VRQA logo. The testamurs included the Nationally Recognised Training (NRT) logo in accordance with the current conditions of service.</p>	<p>Fitzroy Learning Network Inc. is required to provide students with a record of results, in addition to a testamur as identified in the AQF, to identify the units completed within the qualification, rather than a Statement of Attainment.</p> <p>https://www.asqa.gov.au/sites/default/files/fact_sheet_sample_aqf_documentation_0.pdf?v=1565315877</p>

CF.6.2.	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. had confirmed that it would retain client records of attainment of units of competency and qualifications for a period of 30 years.	N/A
CF.6.3.	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. had a student records management system in place that had the capacity to provide the registering body with AVETMISS compliant data.	N/A
CF.6.4.	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. had provided a return of its client records of attainment of units of competency and qualifications to the VRQA for 2019 through monthly SVTS reporting.	N/A
CF.6.5.	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. met the requirements for implementation of a national unique student identifier.	N/A

Improvement Opportunities
<p>CF.6.1 Fitzroy Learning Network Inc. would benefit from deleting the superseded VRQA logo from its Certificates and Statements of Attainment.</p>



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CONDITION 7 - Recognition of Qualifications Issued by other RTOs		Compliant
Evidence/Documentation Reviewed		
<p>Training and assessment Strategies – Credit Transfer and RPL. Website:</p> <ul style="list-style-type: none"> • Recognition of Prior Learning Policy • RPL Application Form 		
CF.7.1	Finding	Required Rectification(s)
	<p>Fitzroy Learning Network Inc. had procedures in place for the recognition of AQF Qualifications and Statements of Attainment issued by any other RTO. Students were informed of RPL arrangements in student information and of credit transfer arrangements on the website. The information was reinforced at pre-enrolment interviews.</p>	N/A
Improvement Opportunities		
<p>Fitzroy Learning Network Inc. would benefit from including information about Credit Transfer in the Student Handbook.</p>		

CONDITION 8 - Accuracy and Integrity of Marketing		Non-Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Policy and Procedures Manual • Media Policy • Marketing Policy • Use of social media • Enrolment Form – use of images permission form. <p>Website:</p> <ul style="list-style-type: none"> • Note use of NRT logo. • Student Information Handbook 2019 • Course information – limited to course codes and titles and 2-3 line description. <p>Student Information Handbook – use of student images.</p>		
CF.8.1	Finding	Required Rectification(s)
	<p>Fitzroy Learning Network Inc. marketing and advertising of AQF qualifications to prospective clients included summary information about courses. Course brochures or alternative informational materials were not available to inform learners of the specific course's delivery and assessment arrangements, including duration, learner methods, assessment methods and support available.</p> <p>The NRT logo was not employed in accordance with its conditions of use, as the NRT logo was not used as specifically related to Nationally Accredited qualifications or units. This was rectified at the time audit, however the logo is still included in the http://www.fln.org.au/our-courses.html section of the website, and related to non-Nationally Accredited courses.</p>	<p>Fitzroy Learning Network Inc.is required to review its:</p> <ul style="list-style-type: none"> • Marketing and advertising of AQF qualifications to prospective clients and modify to include sufficient information about courses to enable potential students to make an informed decision about the suitability of the courses, by including in informational materials, specific course's delivery and assessment arrangements, including duration, learner methods, assessment methods and support available.

	<ul style="list-style-type: none">• Use of the NRT logo on its website and ensure that it is only used in accordance with its conditions of use, including modifying the NRT logo use, in the courses information section of its website: http://www.fln.org.au/our-courses.html
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CONDITION 9 - Transition to Training Packages/Expiry of Accredited Courses		Non-Compliant
Evidence/Documentation Reviewed		
A process to manage the transition from superseded Training Packages and accredited courses was not in place.		
CF.9.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. did not have a process in place to manage the transition from superseded Training Packages and accredited courses. Qualifications and courses on scope included a number of superseded courses which the RTO will request the VRQA to delete from their scope by the end of 2019.	Fitzroy Learning Network Inc. is required to develop and implement a process that identifies how it will manage the transition from superseded Training Packages and accredited courses.
Improvement Opportunities		
Fitzroy Learning Network Inc. would benefit from requesting the VRQA to delete superseded courses from its Scope of Registration.		

Detailed Findings - AQTF Standards

ELEMENT 1.1 - The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Organisational Performance and Evaluation Policy • Continuous Improvement Policy • Client student volunteer and staff satisfaction surveys • Training and Development staff, Board and volunteers • Policies and Procedures • Registers • Reporting structures • Organisational structures and charts • Compliance with legislation and regulatory requirements and standards • Quality Indicator Report 7/6/2019. 19 returns - 59% • Continuous Improvement Register that included data for 2015 – 2019. Identified date, subject, person, action. • Register – identified mainly items related to Learning and assessment documentations and RTO procedures and forms. • Sample of completed surveys - Student Evaluation – 11/6/2019, 27/11/2018, 22/11/2018, 27/6/2019 • Report - Fitzroy Learning Network Participatory Needs Assessment, Feb 2017 (Deakin University) • Report - End of term program evaluation 2018, Teacher Sue Jacka 27/11/2018. Review of students, attendances, characteristics of learners, successful practice, areas for improvement. • Student feedback forms completed EAL 2 Oct 2016, Jan 2018. • Folder of evaluations and reports 2015 – 2019., including AMEP surveys. 		
SF.1.1.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. collected, analysed and acted on relevant data for continuous improvement of training and assessment.	N/A

ELEMENT 1.2 - Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Learning and assessment strategies for the following accredited courses: <ul style="list-style-type: none"> • 10727NAT Certificate I in Spoken and Written English • 10728NAT Certificate II in Spoken and Written English • Delivery schedules • Unit session plans 		
SF.1.2.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. had developed and implemented strategies for training and assessment that met the requirements of the accredited course and were developed in consultation with industry.	N/A

ELEMENT 1.3 - Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.		Non-Compliant
Evidence/Documentation Reviewed		
<p>Reviewed staff, facilities, equipment and training and assessment materials for the following qualifications and units:</p> <p>10727NAT Certificate I in Spoken and Written English SWEDCT001 - Deliver and comprehend basic procedural spoken texts SWERWT005 - Read and write basic story texts</p> <p>10728NAT Certificate II in Spoken and Written English SWERWT002 - Read and write simple transactional texts SWEELT001 - Listen to and engage in short spoken transactions.</p> <p>Unit delivery and assessment plans Training resources for each unit Assessment tasks, marking guides, student information and trainer information for units. Classrooms with appropriate furniture and audit visual equipment. Trainer assessor information (See Standard 1.4).</p>		
SF.1.3.1	Finding	Required Rectification(s)
	<p>Fitzroy Learning Network Inc had provided evidence to confirm that facilities, equipment and training and assessment materials used by the RTO were consistent with the requirements of the accredited course and the RTO's own training and assessment strategies. Inadequate information was provided for one of the four trainers/assessors to confirm that all trainers/assessors had the required vocational qualifications and competence, as identified in course requirements. (See Standard 1.4)</p>	<p>Fitzroy Learning Network Inc is required to ensure that adequate information is available to confirm that all trainers/assessors have the required vocational qualifications and competence, as identified in course requirements. (See Standard 1.4)</p>



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<p>ELEMENT 1.4 - Training and assessment is delivered by trainers and assessors who:</p> <p>a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and</p> <p>b) have the relevant vocational competencies at least to the level being delivered or assessed, and</p> <p>c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and</p> <p>d) continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</p>	<p>Non-Compliant</p>
<p>Evidence/Documentation Reviewed</p>	
<p>Reviewed Trainer/assessor information for the following qualifications and units:</p> <p>10727NAT Certificate I in Spoken and Written English 10728NAT Certificate II in Spoken and Written English</p> <p>Teacher qualifications - Annual Report 2018 – 2019. Eight teachers (six plus two) - two left. One new teacher not on register. Register identified that all had required vocational qualification.</p> <p>Sampled three trainer files – random selection from Teacher qualifications Annual Report 2018-2019</p> <ul style="list-style-type: none"> • Kim Bessant • Nemo Cahill • Ronnie Elazary <p>Other trainers:</p> <ul style="list-style-type: none"> • Neva Yekenkurul • Judy Fleurrisson • Ronnie Elazary • Matt Noonan • Gaylene Carbis • Sue Jacka 	

<ul style="list-style-type: none"> Kathryn Janka 		
SF.1.4.1	Finding	Required Rectification(s)
	<p>Trainers/assessors did not hold the relevant vocational competency requirements, as identified in course documentation. Of the eight trainer/assessor files reviewed, one trainer had provided insufficient information to confirm that this trainer/assessor had the required vocational qualifications and competence, as identified in course requirements.</p> <p>Fitzroy Learning Network Inc maintained records of eight trainers/assessors as identified on the RTO's Teacher Qualifications Annual Report 2018-2019. Six of the trainers/assessors were current, and two trainers had left. One trainer/assessor had recently been appointed. The six current trainers/assessors held the required trainer/assessor qualifications and the vocational competencies as identified in the course document. The file of the recently appointed trainer/assessor included insufficient information to confirm that this trainer/assessor had the required vocational qualifications and competence, as identified in course requirements.</p> <p>The Certificates in Spoken and Written English course documentation identified that Assessors must possess the following qualifications:</p> <ul style="list-style-type: none"> a recognised university undergraduate degree or higher or equivalent <p>AND</p> <ul style="list-style-type: none"> a recognised AQF 8 or higher TESOL qualification or equivalent; <p>OR</p> <ul style="list-style-type: none"> a recognised university undergraduate degree or higher in education or equivalent with a TESOL major <p>Though the recently appointed trainer/assessor had provided evidence of significant experience in delivering CSWE, CGEA, AMEP and EAL programs, insufficient information was provided to confirm that this trainer/assessor had the required vocational qualifications and competence, as identified in course requirements.</p>	<p>Fitzroy Learning Network Inc is required to ensure that adequate information is available to confirm that all trainers/assessors have the required vocational qualifications and competence, as identified in course requirements to ensure that Assessors possess the following qualifications:</p> <ul style="list-style-type: none"> a recognised university undergraduate degree or higher or equivalent <p>AND</p> <ul style="list-style-type: none"> a recognised AQF 8 or higher TESOL qualification or equivalent; <p>OR</p> <ul style="list-style-type: none"> a recognised university undergraduate degree or higher in education or equivalent with a TESOL major

<p>ELEMENT 1.5 - Assessment including Recognition of Prior Learning (RPL): a) meets the requirements of the relevant Training Package or accredited course b) is conducted in accordance with the principles of assessment and the rules of evidence c) meets workplace and, where relevant, regulatory requirements d) is systematically validated.</p>	Compliant
Evidence/Documentation Reviewed	
<p>Assessment strategies for the following qualifications and units:</p> <p>10727NAT Certificate I in Spoken and Written English SWEDCT001 - Deliver and comprehend basic procedural spoken texts SWERWT005 - Read and write basic story texts</p> <p>10728NAT Certificate II in Spoken and Written English SWERWT002 - Read and write simple transactional texts SWEELT001 - Listen to and engage in short spoken transactions</p> <p>10727NAT Certificate I in Spoken and Written English SWERWT002 - Read and write simple transactional texts Assessment tasks:</p> <ul style="list-style-type: none"> • Save the date – 11 questions • SMS Dental Appointment - 12 questions <p>SWEELT001 - Listen to and engage in short spoken transactions Assessment tasks:</p> <ul style="list-style-type: none"> • Paying the bill - 7 questions • Booking an appointment - 7 questions • Role play - mobile phone bill • Booking a doctor's appointment 	

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Completed student assessments for the following students:

Student files: 2019

- Salma Omer, Assessor: Sue Jacka
- Saliha Salehi, Assessor: Kim Bessant
- Nimo Abiawad, Assessor: Kim Bessant
- Thi Bich Tran, Assessor: Kim Bessant
- Mariam Ali, Assessor: Sue Jacka

10728NAT Certificate II in Spoken and Written English

SWEEL001 - Listen to and engage in short spoken transactions

Assessment tasks:

- Task 1 Omelette recipe
- Task 2 Planning your holiday dream

SWERWT005 - Read and write basic story texts

Assessment tasks:

- Task 1 Trip to Phillip Island
- Task 2 Game Over Pavlova - Complete one of Task 1 and 2.
- Task 3 Personal account about a day out - write a narrative.

Completed student assessments for the following students:

- Sofia Awata, Assessor: Matt Noonan 5/7/2019
- Thanh H Nguyen, Assessor: Gaylene Carbis 17/4/2018
- Anh Nguyen, Assessor: Matt Noonan 12/9/2018
- Ngoc Hanh Huynh, Assessor: Matt Noonan 2019
- Tuyet Dong Hi, Assessor: Matt Noonan 2019

Audit Date: 19/20 November 2019

RTO: Fitzroy Learning Network Inc.

SF.1.5.1	Finding	Required Rectification(s)
	Assessments met the requirements of the relevant accredited course and were conducted in accordance with the principles of assessment and the rules of evidence, met the workplace regulatory requirements and were systematically validated.	N/A

2.1 - The RTO establishes the needs of clients and delivers services to meet these needs.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • New student pre-training review, ISLPR rating • Enrolment Plan • Student Fee Information 2019 • Welcome letter - fee and payment information • Student Information Handbook 2019, FLN Student Services. • Volunteer support mentors • Reasonable adjustment identified volunteer support. 		
SF.2.1.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. had established the needs of clients and delivered services to meet these needs.	N/A

Improvement Opportunities
<p>Though Fitzroy Learning Network Inc. has identified learner suitability for the course to be enrolled in, had identified learner needs, and provided support services to meet those needs, the full range of services provided to students, including academic support needs and access to a volunteer mentor, was not identified.</p> <p>Fitzroy Learning Network Inc. would benefit by identifying in the Training and Assessment Strategies, student information materials and on the website, the full range of services provided to students, including academic support needs and access to a volunteer mentor.</p>

2.2 - The RTO continuously improves client services by collecting, analysing and acting upon relevant data.		Non-Compliant
Evidence/Documentation Reviewed		
Evidence of the RTO continuously improves client services by collecting, analysing and acting upon relevant data, was not provided.		
SF.2.2.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. had not collected data for the continuous improvement of client services to enable the analysing and acting upon relevant information to ensure that student services met student needs.	Fitzroy Learning Network Inc. is required to develop and implement a strategy for the collection of data for the continuous improvement of client services to enable the analysing and acting upon relevant information to ensure that student services meet student needs.

2.3 - Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.		Non-Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Website: General information about courses and the RTO • Student Information Handbook 2019 • Student information – website. 		
SF.2.3.1	Finding	Required Rectification(s)
<p>Fitzroy Learning Network Inc. had not provided sufficient information, before students enrolled or entered into an agreement, about the training, assessment and support services to be provided and about their rights and obligations. Sufficient information about courses to enable potential students to make an informed decision about the suitability of the courses, including specific information about course delivery and assessment arrangements, including duration, learner methods, assessment methods and support available, was not documented.</p>		<p>Fitzroy Learning Network Inc. is required to review information to be provided about courses that students may enrol in to include sufficient information about courses to enable potential students to make an informed decision about the suitability of the courses, by including in informational materials specific course delivery and assessment arrangements, including duration, learner methods, assessment methods and support available.</p>

2.4 - 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.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Records of participation in course networks • Notes on participation in the CSWE course development processes • Industry consultation records - elective unit selection • Reports of discussions with Job Networks - Sarina Russo - to discuss skills for employment and include in the course. 		
SF.2.4.1	Finding	Required Rectification(s)
	The employer contributed significantly to each learner's training and assessment and were engaged in the development, delivery and monitoring of training and assessment.	N/A

2.5 - Learners receive training, assessment and support services that meet their individual needs.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Student files • Students interviewed. 		
SF.2.5.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. had provided sufficient support to ensure that learners received training, assessment and support services that met their individual needs.	N/A

2.6 - Learners have timely access to current and accurate records of their participation and progress.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Student Privacy Policy. • Enrolment Form – Privacy notice – students’ right to access information. 		
SF.2.6.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. had developed and implemented procedures to ensure that learners had timely access to current and accurate records of their participation and progress.	N/A

Improvement Opportunities
Fitzroy Learning Network Inc. would benefit by including information about how students can access current and accurate records of their participation and progress, the Student Handbook.

2.7 - The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.		Non-Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Student Complaints Policy. • Grievance process for students. • Student Grievance Form. • Student Handbook – reference to 10. Complaints - referred to grievances and then referred learners to Student Complaints Procedure on the Notice Board. • Notice Board – Student Complaints • Complaints Information Register 2015 – 2019. Referred to incident report. 		
SF.2.7.1	Finding	Required Rectification(s)
	<p>Fitzroy Learning Network Inc. provided appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively however information provided to stakeholders about the complaints and appeals procedures was inconsistent.</p> <p>Alternative use was made of 'grievance' and 'complaint' however no definitions were provided. Procedures were identified as Student Complaints Policy, and these referred to grievance processes for students. A Grievance Form was available.</p> <p>Student Handbook included a section on complaints, which discussed a 'grievance' process but referred to the Students Complaints Procedures, located on the RTO Notice Boards.</p> <p>The complaints and appeals procedures included procedures for students to appeal a complaints decision and the source for an independent external mediator was identified.</p> <p>External mediation sources were identified as the VRQA and Melbourne Polytechnic for AMEP students.</p>	<p>Fitzroy Learning Network Inc. is required to review information provided to stakeholders about Complaints and Appeals Procedures and ensure that they are consistent across documentation and that they consistently identify an informal procedure, a formal procedure, an appeals procedure and a source for accessing external mediation.</p>



AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers - Audit Report

Audit Date: 19/20 November 2019

RTO: Fitzroy Learning Network Inc.

3.1 - The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Quality Management - Policy and Procedures. • Quality Compliance Committee - terms of reference • Sample of minutes – Quality Compliance Committee 1/8/2019, 5/9/2019, 6/6/2019, 30/5/2017, 12/2/2019 • Student Enrolment Form • Student Training Plans • Student Information Handbook 2019 • Code of Conduct • Student rights • Student responsibilities <ul style="list-style-type: none"> • Fees and Charges Policy • Refund Policy 		
SF.3.1.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. management of its operations ensured clients received the services detailed in their agreement with the RTO.	N/A

3.2 - The RTO uses a systematic and continuous improvement approach to the management of operations.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Skills First audit completed in 2018 • Quality Committee – Minutes of meetings 		
SF.3.2.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. had collected data to support a continuous improvement approach to the management of operations.	N/A
Improvement Opportunities		
<p>Though Fitzroy Learning Network Inc. had collected information for the improvement of management operations, this occurred on an adhoc basis. A systematic and continuous improvement approach to the management of operations had not been identified or implemented.</p> <p>Fitzroy Learning Network Inc. would benefit by developing and implementing a systematic approach to the continuous improvement of its operations, including the development of an annual schedule of activities to be implemented.</p>		

3.3 - The RTO monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration.		Not audited
Evidence/Documentation Reviewed		
Fitzroy Learning Network Inc. does not have third parties delivering training on its behalf.		
SF.3.3.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. does not have third parties delivering training on its behalf.	N/A

3.4 - The RTO manages records to ensure their accuracy and integrity.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Records and Data Management Policy, retention, disposal, archiving. • Information Technology Policy. • Version Control - revision control, statement - revision protocols. • Revision history - not populated. 		
SF.3.4.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. managed records to ensure their accuracy and integrity.	N/A

Detailed Findings – 2016 VRQA Guidelines for VET Providers

GUIDELINE 1.1 - An RTO must ensure that it has a current strategic plan and a detailed business plan which have been approved by its governing body.

**Not Audited in
Phase 2 audit**

- a) An RTO ensures the strategic plan details the overall vision, mission, board of directors and strategic directions of the RTO and clearly indicates that provision of vocational education is a primary purpose of the RTO.
 - b) An RTO ensures the business plan details the operational and workforce development arrangements for a three year period that incorporates:
 - i. description of the business including an organisation chart, courses, location(s) and facilities
 - ii. a continuous improvement plan or risk management strategy
 - iii. a work force development plan
 - iv. strategic alliances with other education or service providers or third party arrangements
 - v. training and assessment delivery including proposed facilities and delivery hours

Not audited as part of this Re-registration Audit.

GF 1.1	Finding	Required Rectification(s)
	Not audited as part of this Re-registration Audit.	N/A

<p>GUIDELINE 1.2 - An RTO demonstrates its financial viability and its capacity to sustain quality VET into the future by ensuring it has a three year financial plan that includes:</p> <ul style="list-style-type: none"> a) projected student enrolments by qualifications b) a range of financial indicators, including <ul style="list-style-type: none"> i. cash flow ii. current ratio of total current assets versus total current liabilities (equal to or greater than 1) iii. debt ratio Total Liabilities/Total Assets (equal to or less than 1) c) the VET provider shows that it has a financial guarantor with the capacity to service the guarantee and/or to demonstrate sufficient working capital to operate for at least 6 months without tuition fees. d) details about whether any person involved in the management or provision of courses by the RTO meets any of the descriptions listed in section 4.3.11(2) of the Act. 		<p>Not audited in Phase 2 audit</p>
<p>Not audited as part of this Re-registration Audit.</p>		
GF 1.2	Finding	Required Rectification(s)
	<p>Not audited as part of this Re-registration Audit.</p>	<p>N/A</p>

GUIDELINE 1.3 - An RTO ensures that it has management systems that include:

- a) management information including:
 - I. details of company incorporation in Australia (alternatively evidence of being an incorporated body in receipt of government funds)
 - II. a physical address of the company in Victoria for the purposes of serving notices
 - III. details of the directors, CEO/PEO and senior management members with associated police checks and Working With Children Checks if students are under 18 years of age
 - IV. confirmation that at least one Director or CEO/PEO has his/her principal residence in Victoria
 - V. contact arrangements for the CEO/PEO including during holidays and other closure periods
 - VI. a physical addresses for the location of financial, student and staff records including archives and computer back up storage
- b) a financial management system including a system for managing student fee payments and student refunds
- c) a student records management system that includes the capacity to provide the VRQA with AVETMISS compliant data and to ensure that copies of student records are
 - I. not able to be withheld from the RTO; and
 - II. able to be provided in electronic and print versions, at no cost to the VRQA in the event that the VET provider ceases operations
- d) a staff records management system including arrangements which ensure that for each staff member involved in training and assessment, the RTO holds verified documentation indicating each staff member's qualification and skills.

**Not Audited in
Phase 2 audit**

Not audited as part of this Re-registration Audit.

GF 1.3.1	Finding	Required Rectification(s)
	Not audited as part of this Re-registration Audit.	N/A

<p>GUIDELINE 1.4 - An RTO ensures that it has appropriate governance structures that includes:</p> <ul style="list-style-type: none"> a) transparent governance and ownership arrangements, such as a Board of Directors, governing council, executive management and academic management b) a governance structure that includes appropriate appointments of persons for oversight of academic/educational integrity and quality assurance, such that: <ul style="list-style-type: none"> i. for an RTO with anticipated ongoing operation of less than 150 equivalent full time students or an annual student fee turnover of less than \$1.5m per annum, persons are appointed with suitable qualifications and experience; and ii. for all other RTOs, a governance committee is established that includes individuals who are independent of the RTO's ownership and are employed with suitable qualifications and experience c) a CEO/PEO and members of the RTO's senior management team with appropriate qualifications and educational experience. 		<p>Not audited in Phase 2 audit</p>
<p>Not audited as part of this Re-registration Audit.</p>		
GF 1.4	Finding	Required Rectification(s)
	<p>Not audited as part of this Re-registration Audit.</p>	<p>N/A</p>

<p>GUIDELINE 2.1 - An RTO ensures that where services are provided on its behalf by a third party the provision of those services is the subject of a written agreement.</p> <ul style="list-style-type: none"> • A <i>third party</i> means any party that provides services on behalf of the RTO but does not include a party to a contract of employment with the RTO. • <i>Services</i> mean training, assessment, related educational or support services and/or any activities related to the recruitment of prospective students, but does not include student counselling, mediation or ICT support services. 		Not audited
Evidence/Documentation Reviewed		
Fitzroy Learning Network Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.		
GF 2.1.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.	N/A

GUIDELINE 2.2 – An RTO ensures that any third party delivering services on its behalf is required, under a written agreement, to cooperate with the VRQA:		Not audited
<ul style="list-style-type: none"> a) by providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and b) for the purposes of the conduct of any audit or monitoring of its operations. 		
Evidence/Documentation Reviewed		
<p>Fitzroy Learning Network Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		
GF 2.2.1	Finding	Required Rectification(s)
<p>Fitzroy Learning Network Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		<p>N/A</p>

GUIDELINE 2.3 – An RTO notifies the VRQA of any written agreement entered into under Guideline 2.2 for the delivery of services on its behalf:		Not audited
<ul style="list-style-type: none"> a) within 30 calendar days of the agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first; and b) within 30 calendar days of the agreement coming to an end. 		
Evidence/Documentation Reviewed		
<p>Fitzroy Learning Network Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		
GF 2.3.1	Finding	Required Rectification(s)
<p>Fitzroy Learning Network Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		<p>N/A</p>

<p>GUIDELINE 2.4 – Information, whether disseminated directly by an RTO or by another party on its behalf, is both accurate and factual, including by:</p> <ul style="list-style-type: none"> a) clarifying whether a third party is recruiting prospective students for an RTO on its behalf; and b) distinguishing 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. 		<p>Not audited</p>
<p>Evidence/Documentation Reviewed</p> <p>Fitzroy Learning Network Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		
GF 2.4.1	Finding	Required Rectification(s)
	<p>Fitzroy Learning Network Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>	<p>N/A</p>

<p>GUIDELINE 2.5 - Prior to the enrolment of students or the commencement of training and assessment, whichever comes first, an RTO t provides, in print or through referral to an electronic copy, current and accurate information that:</p> <ul style="list-style-type: none"> a) enables the student to make informed decisions about undertaking training with the RTO and b) (at a minimum) includes the name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the student on an RTO's behalf 		<p>Not audited</p>
<p>Evidence/Documentation Reviewed</p> <p>Fitzroy Learning Network Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		
GF 2.5.1	Finding	Required Rectification(s)
	<p>Fitzroy Learning Network Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>	<p>N/A</p>

GUIDELINE 2.6 - Where there are any changes to agreed services, an RTO advises the student of those changes as soon as practicable, including in relation to any relevant changes to existing or new third party arrangements or changes in ownership.		Not audited
Evidence/Documentation Reviewed		
Fitzroy Learning Network Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.		
GF 2.6.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.	N/A

GUIDELINE 2.7 - An RTO has a complaints policy to manage and respond to allegations involving the conduct of:		Not audited
<ul style="list-style-type: none"> a) the RTO, its trainers, assessors or other staff; b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or c) a student of the RTO. 		
Evidence/Documentation Reviewed		
<p>Fitzroy Learning Network Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		
GF 2.7.1	Finding	Required Rectification(s)
<p>Fitzroy Learning Network Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		<p>N/A</p>

GUIDELINE 2.8 - An RTO has an appeals policy to manage a request for the review of a decision, including an assessment decision, made by an RTO or a third party providing services on the RTO's behalf.		Not audited
Evidence/Documentation Reviewed		
Fitzroy Learning Network Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.		
GF 2.8.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.	N/A

<p>GUIDELINE 3.1 In addition to the requirements specified in Guidelines 3.2 and 3.3, an RTO's training and assessment is only delivered only by persons who have:</p> <ul style="list-style-type: none"> 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. <p>Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.</p>		<p>Non-Compliant</p>
<p>Evidence/Documentation Reviewed</p>		
<p>See Standard 1.4</p>		
<p>GF 3.1.1</p>	<p>Finding</p>	<p>Required Rectification(s)</p>
	<p>Trainers/assessors did not hold the relevant vocational competency requirements, as identified in course documentation. Of the eight trainer/assessor files reviewed, one trainer had provided insufficient information to confirm that this trainer/assessor had the required vocational qualifications and competence, as identified in course requirements.</p> <p>The file of the recently appointed trainer/assessor included insufficient information to confirm that this trainer/assessor had the required vocational qualifications and competence, as identified in course requirements.</p> <p>The Certificates in Spoken and Written English course documentation identified that Assessors must possess the following qualifications:</p> <ul style="list-style-type: none"> • a recognised university undergraduate degree or higher or equivalent <p>AND</p> <ul style="list-style-type: none"> • a recognised AQF 8 or higher TESOL qualification or equivalent; <p>OR</p> <ul style="list-style-type: none"> • a recognised university undergraduate degree or higher in education or equivalent with a TESOL major 	<p>Fitzroy Learning Network Inc is required to ensure that adequate information is available to confirm that all trainers/assessors have the required vocational qualifications and competence, as identified in course requirements to ensure that Assessors possess the following qualifications:</p> <ul style="list-style-type: none"> • a recognised university undergraduate degree or higher or equivalent <p>AND</p> <ul style="list-style-type: none"> • a recognised AQF 8 or higher TESOL qualification or equivalent; <p>OR</p> <ul style="list-style-type: none"> • a recognised university undergraduate degree or higher in education or equivalent with a TESOL major <p>(See Standard 1.4)</p>

Audit Date: 19/20 November 2019

RTO: Fitzroy Learning Network Inc.

<p>Though the recently appointed trainer/assessor had provided evidence of significant experience in delivering CSWE, CGEA, AMEP and EAL programs, insufficient information was provided to confirm that this trainer/assessor had the required vocational qualifications and competence, as identified in course requirements.</p>	
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GUIDELINE 3.2 An RTO's training and assessment is only delivered only by persons who have the qualifications specified in Item 1 or Item 2 of Schedule 1 of these Guidelines.		Compliant
Evidence/Documentation Reviewed		
See Standard 1.4		
GF 3.2.1	Finding	Required Rectification(s)
	Training and assessment was delivered by appropriately qualified trainers/assessors who have the qualifications specified in Item 1 or Item 2 of Schedule 1 of these Guidelines.	N/A

GUIDELINE 3.3 Where a person conducts assessment only, an RTO ensures that the person has the qualification specified in Item 1 or Item 2 or Item 3 of Schedule 1 of these Guidelines.		Not audited
Evidence/Documentation Reviewed		
Fitzroy Learning Network Inc. does not provide assessment only services.		
GF 3.3.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. does not provide assessment only services.	N/A

GUIDELINE 3.4 Where the RTO, in delivering training and assessment, engages an individual who is not a qualified trainer and/or assessor, the individual works under the supervision of a qualified trainer and/or assessor and must not determine assessment outcomes.		Not audited
Evidence/Documentation Reviewed		
Fitzroy Learning Network Inc. does not have trainers/assessors working under supervision.		
GF 3.4.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. does not have trainers/assessors working under supervision.	N/A

GUIDELINE 3.5 An RTO ensures that any individual working under the supervision of a trainer:		Not audited
<ul style="list-style-type: none"> a) holds the skill set defined in Item 4 of Schedule 1 of these Guidelines; b) has vocational competencies at least to the level being delivered and assessed; and c) has current industry skills directly relevant to the training and assessment being provided. 		
Evidence/Documentation Reviewed		
Fitzroy Learning Network Inc. does not have trainers/assessors working under supervision.		
GF 3.5.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. does not have trainers/assessors working under supervision.	N/A

GUIDELINE 4.1 - An RTO's training and assessment strategies and practices, including the amount of training it provides, are consistent with the requirements of the training packages and VET accredited courses and enable each student to meet the requirements for each unit of competency or module in which the student is enrolled.		Compliant
Evidence/Documentation Reviewed		
See Standard 1.2		
GF 4.1.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. training and assessment strategies and practices were consistent with the requirements of the accredited course and enabled each student to meet the requirements for each unit of competency in which the student was enrolled and a rationale for this amount of training was provided.	N/A

GUIDELINE 4.2 - For the purposes of Guideline 4.1, an RTO determines the amount of training it provides to each student with regard to:	Non-Compliant
<ul style="list-style-type: none"> a) the existing skills, knowledge and the experience of the student; 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. 	

Evidence/Documentation Reviewed

See Standard 1.2

GF 4.2.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. had identified a duration for each qualification reviewed, however evidence that it had determined the amount of training it provided to each student, with regard to the existing skills, knowledge and the experience of the student and the mode of delivery was not provided.	Fitzroy Learning Network Inc. is required to provide evidence that it had determined the amount of training it provided to each student, with regard to the existing skills, knowledge and the experience of the student and the mode of delivery.

Improvement Opportunities

Fitzroy Learning Network Inc. would benefit from including in the Training and Assessment Strategies, a rationale for the amount of training it provides to each student, with regard to the existing skills, knowledge and the experience of the student and the mode of delivery, by making a link between the cohort of learners, selection criteria, learning methods including small class sizes, and student support provided, including access to volunteer mentors and the Student Support Officer.

<p>GUIDELINE 4.3 - From 1 January 2016, to deliver any AQF qualification or assessor skill set from the Training and Education Training Package (or its successor), an RTO must have undergone an independent validation of its assessment system, tools, processes and outcomes in accordance with the requirements contained in Schedule 2 (and the definitions of independent validation and validation) of these Guidelines.</p>		<p>Not audited</p>
<p>Evidence/Documentation Reviewed</p>		
<p>Fitzroy Learning Network Inc. does not deliver a qualification or assessor skill set from the Training and Education Training Package.</p>		
<p>GF 4.3.1</p>	<p>Finding</p>	<p>Required Rectification(s)</p>
	<p>Fitzroy Learning Network Inc. does not deliver a qualification or assessor skill set from the Training and Education Training Package.</p>	<p>N/A</p>

GUIDELINE 4.4 - From 1 January 2016, to deliver any AQF qualification or skill set from the Training and Education Training Package (or its successor), an RTO ensures that all trainers and assessors delivering the training and assessment hold the training and assessment qualification at least to the level being delivered, or have demonstrated equivalence of competencies.		Not audited
Evidence/Documentation Reviewed		
Fitzroy Learning Network Inc. does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.		
GF 4.4.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.	N/A

<p>GUIDELINE 4.5 - From 1 January 2017, to deliver the training and assessment qualification specified in Item 1 of Schedule 1 of these Guidelines, or any assessor skill set from the Training and Education Training Package (or its successor), an RTO ensures all trainers and assessors delivering the training and assessment:</p> <p>a) hold the qualification specified in Item 5 of Schedule 1 of these Guidelines; or b) work under the supervision of a trainer that holds the qualification specified in Item 5 of Schedule 1 of these Guidelines.</p>		<p>Not audited</p>
<p>Evidence/Documentation Reviewed</p> <p>Fitzroy Learning Network Inc. does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.</p>		
GF 4.5.1	Finding	Required Rectification(s)
	<p>Fitzroy Learning Network Inc. does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.</p>	<p>N/A</p>

GUIDELINE 4.6 - An RTO ensures that any individual working under supervision holds the qualification specified in Item 1 of Schedule 1 of these Guidelines and does not determine assessment outcomes.		Not audited
Evidence/Documentation Reviewed		
Fitzroy Learning Network Inc. does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.		
GF 4.6.1	Finding	Required Rectification(s)
	Fitzroy Learning Network Inc. does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.	N/A

GUIDELINE 4.7 - An application to add any AQF qualification or assessor skill set from the Training and Education Training Package (or its successor) to an RTO's scope of registration has only be granted if an RTO has:	Not audited
<ul style="list-style-type: none"> a) held registration for at least two years continuously at the time of adding the qualification and/or skill set to scope; and b) from 1 January 2016, undergone an independent validation of its assessment system, tools, processes and outcomes in accordance with Guideline 4.3. 	

Not audited as part of this Re-registration audit.

GF 4.7	Finding	Required Rectification(s)
	Not audited as part of this Re-registration audit.	N/A

GUIDELINE 5.1 - An RTO registered with the VRQA has provided an annual declaration of compliance with the AQTF Essential Conditions and Standards for Continuing Registration (the AQTF Standards) and these Guidelines, and in particular whether it:	Not audited
<ul style="list-style-type: none"> a) currently meets the requirements of the AQTF Standards and these Guidelines across all of its existing scope of registration; and b) has met the requirements of the AQTF Standards for all AQF certification documentation which it has issued in the previous 12 months; and c) has training and assessment strategies and practices in place that ensure that all current and prospective students are or will be trained and assessed in accordance with the requirements of the AQTF Standards and these Guidelines. 	

Not audited as part of this Re-registration audit.

GF 5.1	Finding	Required Rectification(s)
	Not audited as part of this Re-registration audit.	N/A