

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

Audit Date: 8/9 August 2018

RTO: Djerriwarrh Employment & Education Services

Applicant Details			
Applicant Name	Djerriwarrh Employment & Education Services Inc T/as Djerriwarrh Community & Education Services	TOID	3771
Address	239 Station Rd, Melton VIC 3337		
	Website	www.djerriwarrh.org.au	
Registration Contact	Ms Anita Cutler		
Phone Number	(03) 8746 1000	Email	anitac@djerriwarrh.org
Audit Team			
Audit Firm	ShineWing Australia	Auditor/s	John Molenaar
Auditor/s		Other Attendees	Trish Heffernan, CEO Maree Morgan, Education Manager
Registering Body Details			
Contact Person	Julie Florence		
Phone Number	9032 1560	Email	vet.audit@edumail.vic.gov.au
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			
	3.1, 3.2	4.1,4.2	
Audit Date/s	8/9 August 2018		
RTO Background			
<p>Djerriwarrh Employment & Education Services Inc T/as Djerriwarrh Community & Education Services (Djerriwarrh) is a leading community provider in the western and northern metropolitan areas of Melbourne. It is a not for profit organisation which has been delivering a range of services for disadvantaged people in the outer western suburbs since 1989. It works closely with individuals, families and their communities to develop a strong sense of self-worth.</p> <p>Djerriwarrh became a registered Adult Community and Further Education Provider in 1996 and continues to deliver pre-accredited training in Melton. It also became a Registered Training Organisation (RTO) in 1996 and delivers accredited training courses from a range of training packages and curriculum.</p> <p>Djerriwarrh is funded to deliver a diversity of programs including:</p> <ul style="list-style-type: none"> The Skills for Education and Employment (SEE) program, funded through the Australian Department of Education and Training, which provides language, literacy and numeracy training to eligible job seekers, to help them to participate more effectively in training or in the labour force. 			

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- Adult Migrant Education Program (AMEP), funded through the Australian Department of Education and Training, which provides up to 510 hours of English language tuition to eligible migrants and humanitarian entrants to help them learn foundation English language and settlement skills to enable them to participate socially and economically in Australian society.
- Reconnect: Engagement and Learning Support Program, funded through Victorian Department of Education and Training, which was established in response to a recent decline in the number of young, early school leavers enrolling in vocational education and training programs and foundation skills in particular.
- School Focused Youth Services, funded through the Department of Education and Training, which assists schools to support young people disengaging or at risk of disengaging from school.
- Skills First Reconnect, funded through the Department of Education and Training, which provides coaching and facilitates wrap-around services for disengaged vulnerable people aged between 17 and 64 years to engage back into education, training and employment.
- Intensive Bail and Youth Control Orders which provides oversight, facilitation and support for young persons' engagement in education and training for the duration of their order.
- Parents Next, funded through the Department of Jobs and Small Business, which helps eligible parents to plan and prepare for employment by the time their children go to school.

Djerriwarrh also works closely with local schools and is a registered non-school provider, delivering programs to 40 school aged teenagers.

Djerriwarrh works in partnership with other organisations to coordinate and/or implement the following programs:

- Asylum Seeker Language and Literacy Program, funded through the Department of Education and Training, to provide eligible asylum seekers with a language literacy program, delivered in a consortium with Yarraville Community Centre
- Springboard, funded through the Department of Health and Human Services, to support and assist young people leaving residential out of home care with education, training and employment opportunities, delivered in a consortium with other providers, WCIG being the lead agent.
- Jobs Victoria Employment Network, funded through the Department of Economic Development, which assists job seekers get ready and works with employers to identify the skills and experience they are looking for.
- L2P, in partnership with Melton City Council and Moorabool Shire, funded through the Melton City Council to VicRoads, which facilitates the process of recruiting, training and supporting mentors to supervise disadvantaged young people to complete their 120 hours of learner driving.

Djerriwarrh is funded by the Department of Human Services and Health as a Neighbourhood House to support the Melton community by providing regular self-help workshops.

Accredited training is delivered with the support of the Victorian Government's Skills for Victoria Program, in Foundation Skills, Children's Services, Individual Support, Education Support and also through VCAL as a non-school provider'.

Djerriwarrh delivers accredited training in Melton, Sunshine, Woodlea and also at hired facilities in other locations where required.

The Melton facilities are supported by Melton Council. Djerriwarrh owns the site at 235 Station Road, Melton, and lease a building on council land on the adjoining site. Facilities include four classrooms located in a re-

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locatable building, ICT and computer lab classrooms, kitchen facility for hospitality courses, reception, staff offices, trainer preparation facilities and toilet facilities.

Djerriwarrh employs approximately 100 fulltime, part-time and sessional staff.

Income for the delivery of training and assessment services is derived from the Skills First Agreement, Learn Local funding and fee for service enrolments (approximately 10%).

The CEO, Trish Heffernan, has been employed at Djerriwarrh for 24 years and as CEO for the last nine years and manages all operations.

The RTO has recently created the position of an RTO Manager with the key role in managing the RTO operations and supported by a Compliance Officer with the role of maintaining compliance requirements of the organisation. An Education Manager ensures that all data management requirements of the organisation are effectively maintained.

Djerriwarrh is governed by a Board of Directors, comprising eight Directors plus the CEO.

The re-registration audit identified that Djerriwarrh had implemented sound learning strategies, but for the units sampled, the unit assessment records maintained did not identify observation of unit assessment requirements.

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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
CHC33015	Certificate III in Individual Support Units: CHCCCS015 Provide individualised support (R1) CHCDIV001 Work with diverse people (R1) HLTAID003 Provide first aid	239 Station Rd, Melton VIC 3337
CHC30113	Certificate III in Early Childhood Education and Care Units: CHCECE005 Provide care for babies and toddlers CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety	Woodlea Smart Learning Hub, 27 Woodlea Boulevard, Woodlea.

Interviewee(s) – Staff name and position; employer name and position	
Maree Morgan	Education Manager
Stanley Opara	Trainer/Assessor: Certificate III in Individual Support
Lea Johnson	Trainer/assessor: Certificate III in Early Childhood Education and Care
Class of 16 students	Certificate III in Early Childhood Education and Care

Permanent Delivery Sites – Do the RTO's permanent delivery sites match the information provided by the VRQA?	Yes	No
	X	
If 'No', please provided amended details below:		

Third party Arrangements – Do the RTO's third party arrangements match the information provided by the VRQA?	Yes	No
	X	
If 'No', please provided amended details below:		

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

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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		

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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-Compliance²			
<p>SF.1.3.1 Staff, facilities, equipment and training materials used by the RTO were consistent with the requirements of the Training Package, however assessment tools did not meet the unit assessment requirements.</p> <p>SF.1.5.1 Assessments did not meet the requirements of the relevant Training Package (qualifications and units) and were not conducted in accordance with the principles of assessment and the rules of evidence.</p> <p>SF.2.2.1 Djerriwarrh Community & Education Services had not implemented a strategy for the systematic collection of data for the continuous improvement of client support services to enable the analysing and acting upon relevant information to ensure that student services met student needs.</p>			

² SF = Standard Finding. Finding references are aligned to the Detailed Findings section of this report.

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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			
5.1 – Annual Declaration of Compliance			X

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
Improvement Opportunities		
Summary of improvement opportunities relating to condition 1		
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
Improvement Opportunities		
Summary of improvement opportunities relating to condition 2		

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CONDITION 3 - Compliance with Legislation		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Learning, Teaching and Assessment Policy. • Develop, Monitor and Review Training and Assessment Strategies. • Teacher/assessor Guide identified responsibilities for delivering courses. • Trainer employment file checklist identifying key responsibilities. • Supplementary Induction Checklist for Training Staff identifying training policies and procedures. • Student Handbook. 		
CF.3.1	Finding	Required Rectification(s)
	<p>Djerriwarrh Community & Education Services 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 Trainer/assessor Guide, Induction and Student Handbook.</p>	N/A

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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
Improvement Opportunities		
Summary of improvement opportunities relating to condition 4		

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
Improvement Opportunities		
Summary of improvement opportunities relating to condition 5		

CONDITION 6 - Certification & Issuing of Qualifications & Statements of Attainment		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Certification and Issuing of Qualifications and Statements of Attainment Policy. • Management of Scope Registration Policy. • Issuing Certificates Procedures. • Sample Certificate. • Sample Statement of Attainment. • Axelerate Student Date Management System – sample entries • Monthly reporting through SVTS – sample entries • Enrolment Form - AVETMISS data. • Enrolment Form • Student Handbook 		
CF.6.1	Finding	Required Rectification(s)
Djerriwarrh Community & Education Services had issued testamurs in accordance with the requirements of the Training Package that met the Australian Qualifications Framework (AQF) TGA. The testamurs included the Nationally Recognised Training (NRT) logo in accordance with the current conditions of service.		N/A
CF.6.2.	Finding	Required Rectification(s)
Djerriwarrh Community & Education Services had confirmed that it would retain client records of attainment of units of competency and qualifications for a period of 30 years.		N/A

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CF.6.3.	Finding	Required Rectification(s)
	Djerriwarrh Community & Education Services 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)
	Djerriwarrh Community & Education Services had provided a return of its client records of attainment of units of competency and qualifications to the VRQA for 2017 through monthly SVTS reporting.	N/A
CF.6.5.	Finding	Required Rectification(s)
	Djerriwarrh Community & Education Services met the requirements for implementation of a national unique student identifier.	N/A

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CONDITION 7 - Recognition of Qualifications Issued by other RTOs		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Student Handbook 2018 – RPL and Credit Transfer • Axcelerate Report – identifying that CT was provided for six students in 2018. • Sample of student files 		
CF.7.1	Finding	Required Rectification(s)
	Djerriwarrh Community & Education Services had procedures in place for the recognition of AQF Qualifications and Statements of Attainment issued by any other RTO. Students were informed in the Student Handbook 2018.	N/A

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CONDITION 8 - Accuracy and Integrity of Marketing		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Sources of marketing: <ul style="list-style-type: none"> – Website – Course flyers – Facebook – Melton Council programs and activities available across the council – Word of mouth. • Marketing approvals: <ul style="list-style-type: none"> – Certificate III in ECEC – Certificate III in Individual Support 		
CF.8.1	Finding	Required Rectification(s)
	<p>Following rectifications at the time of audit which included removal of the NRT logo from the website, Djerriwarrh Community & Education Services had ensured that its marketing and advertising of AQF qualifications to prospective clients was ethical, accurate and consistent with its scope of registration. The NRT logo was employed in accordance with its conditions of use.</p>	N/A

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CONDITION 9 - Transition to Training Packages/Expiry of Accredited Courses		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Management of Scope of Registration Policy • Amending Scope of Registration Procedure 		
CF.9.1	Finding	Required Rectification(s)
	Djerriwarrh Community & Education Services had provisions in place for the management of the transition from superseded Training Packages within 12 months of their publication on the TGA.	N/A
Improvement Opportunities		
<p>Djerriwarrh Community & Education Services would benefit from:</p> <ul style="list-style-type: none"> • Identifying in the procedures, the point at which students will no longer be enrolled in a qualification or course. • Including clear identification of the Djerriwarrh transition arrangements for accredited courses. 		

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"> • Continuous Improvement Policy. • Sample of evidence: <ul style="list-style-type: none"> – Combined site meeting minutes 7/8/2018 – Staff briefing DC and ES Sunshine 31/7/2018 – Board minutes 22/6/2018 – Finance Committee minutes 26/7/2018 – Health and Safety Committee Minutes, March 2018 – Contract Manager - performance feedback summary, period Jul 2017 – Dec 2017 • Client satisfaction survey - sampled for qualifications completed. • Progressive evaluation form - sampled for qualifications completed. • Training staff satisfaction - sample 1/1/2018 – 6/7/2018, email sample 30/7/2018 • Continuous Improvement Action Request Form. • Continuous Improvement Register actions from 30/6/2016 - 30 entries. 		
SF.1.1.1	Finding	Required Rectification(s)
	Djerriwarrh Community & Education Services 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		
<p>CHC33015 Certificate III in Individual Support Training and assessment Strategy Version 3, December 2015 Resource folder:</p> <ul style="list-style-type: none"> - Program Overview, Melton May 2017. - Course outline commencing 16 May 2017 - 23 week program. - Course information May 2017. - Session Plan - Training and assessment plan. Training plan part 1. <p>CHC30113 Certificate III in Early Childhood Education and Care Training and assessment Strategy Version 7, December 2015 Course folder:</p> <ul style="list-style-type: none"> - Course brochure - Program overview Oct 2017 - Training and assessment plan Oct 2017 – Jun 2018 - Delivery Plan Oct 2017 – May 2018 		
SF.1.2.1	Finding	Required Rectification(s)
	Strategies for training and assessment met the requirements of the relevant Training Package or 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>CHC33015 Certificate III in Individual Support Classroom, simulated centre with lifting equipment. (Note: Maintenance of equipment). Aspirelearning resources.</p> <p>CHC30113 Certificate III in Early Childhood Education and Care Classroom facilities at Melton and Woodlea. Learning resources: <ul style="list-style-type: none"> • Text - The Early Childhood Educator for Certificate III, 2nd Edition, 2016 Loraine Walker and Shelagh Miller, McGraw Hill Education Australia </p> <p>HLTAID003 Provide first aid Resources: <ul style="list-style-type: none"> • Emergency first aid, Edition 19 John Haines • Emergency first aid for carers and teachers, Edition 4 John Haines • Defibrillation and CPR, John Haines, Edition 8 </p>		
SF.1.3.1	Finding	Required Rectification(s)
	Staff, facilities, equipment and training materials used by the RTO were consistent with the requirements of the Training Package, however assessment tools did not meet the unit assessment requirements.	Djerriwarrh Community & Education Services is required to ensure that it has assessment resources that meet the assessment requirements of units and address the required rectifications identified at Standard 1.5.

<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>		Compliant
<p>Evidence/Documentation Reviewed</p>		
<p>Trainer/assessor information for the following qualification and units:</p> <ul style="list-style-type: none"> • CHC33015 Certificate III in Individual Support • CHC30113 Certificate III in Early Childhood Education and Care • HLTAID003 Provide first aid 		
SF.1.4.1	Finding	Required Rectification(s)
<p>Training and assessment was delivered by trainers and assessors who had the necessary training and assessment competencies and the relevant vocational competencies at least to the level being delivered or assessed, could demonstrate current industry skills directly relevant to the training/assessment being undertaken and continued to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</p>		<p>N/A</p>

<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>	Non-Compliant
Evidence/Documentation Reviewed	
<p>CHC33015 Certificate III in Individual Support Units: CHCCS015 Provide individualised support (R1) Aspire learning resource. Learner guide Assessment summary forms Assessment 1 - Written questions Assessment 2 - Case studies Assessment 3 - Observation Practical placement - Observation record for three units Marking guide Student files: assessments completed by the following students</p> <ul style="list-style-type: none"> • Onanong Tidtam 24/5/2017 • Wilma Williams 24/5/2017 <p>CHCDIV001 Work with diverse people (R1) Aspire learning resource. Learner guide. Assessment coversheet Assessment task 1 – Written questions Assessment task 2 – Case studies Assessment task 3 – Reflection activity Marking Guide Practical placement agreement</p>	

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Practical placement employer handbook
Practical placement student journal

Validation records – pre-delivery validation of assessment records:

- Unit CHCCCS011, 3/6/2018
- Unit HLTAAP001, 3/6/2018

Student files: assessments completed by the following students:

- Wilma Williams 24/5/2017
- Mary Pirotta 24/5/2017
- Harry Rumbold 24/5/2017
- Iraida Sususco 24/5/2017

HLTAID003 Provide first aid

Assessment coversheet

Assessment Task 1 – CPR observation - Observation checklist

Assessment Task 2 – First Aid observation - Observation checklist

Assessment Task 3 – Project/oral assessment

Assessment matrix.

CHC30113 Certificate III in Early Childhood Education and Care

Units:

CHCECE005 Provide care for babies and toddlers

Assessment summary sheet

Assessment 1 - Written questions

Assessment 2 - Projects

Assessment 3 - Placement workbook and observation – Assessor observation

Marking guide

Assessment matrix

Practical placement agreement

Practical placement – student journal

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Practical placement – employer handbook

Student files: assessments completed by the following students

- Carol Fonua 19/10/2017
- Mehnaz 19/10/2017
- Marlene Price 24/10/2017
- Skye Robertson 19/10/2017
- Kesorn Lamoonphun 19/10/2018

CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety

Assessment tasks:

Assessment 1 - Written questions - 23 questions

Assessment 2 - Projects - Project 1 Research, Project 2 Welcome poster – ‘Culture heritage of all families, children and staff, Project 3 Community information poster

Aboriginal and/or Torres Strait Islander cultural safety – YES

Assessment 3 - Placement Workbook

Validation procedures and 2018 – 2019 validation plan for each training product (qualification/courses)

RPL tools - generic and customised for individual units.

SF.1.5.1	Finding	Required Rectification(s)
	<p>Assessments did not meet the requirements of the relevant Training Package (qualifications and units) and were not conducted in accordance with the principles of assessment and the rules of evidence.</p> <p>CHC33015 Certificate III in Individual Support <i>Unit:</i> CHCCCS015 Provide individualised support The unit Performance Evidence identified that the student must show evidence of the ability to manage tasks and manage contingencies in the context of the job role and use individualised plans as the basis for the support of three individuals.</p>	<p>CHC33015 Certificate III in Individual Support <i>Unit:</i> CHCCCS015 Provide individualised support Djerriwarrh Community & Education Services is required to ensure that it maintains clear evidence that the assessor has observed the student's ability to</p>

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<p>The Observation Checklist identified that the student had individualised plans as the basis for support of three individuals, as a one-line item for the assessor to tick off on. The Observation Checklist did not identify a date for each of the three individuals observed and did not provide a profile of each individual. Clear evidence that the assessor had observed the student's ability to manage tasks and manage contingencies in the context of the job role and used individualised plans as the basis for the support of three individuals was not available.</p> <p><i>Unit:</i> CHCDIV001 Work with diverse people (R1) The unit Performance Evidence required the student show evidence of the ability to manage tasks and manage contingencies in the context of the job role and that they had recognised situations where misunderstandings may arise from diversity and formed appropriate responses. The assessment tasks and the assessment records did not provide evidence that the student had demonstrated their ability to manage tasks and manage contingencies in the context of the job role and that they had recognised situations where misunderstandings may arise from diversity and formed appropriate responses.</p> <p>CHC30113 Certificate III in Early Childhood Education and Care <i>Unit:</i> CHCECE005 Provide care for babies and toddlers The unit Performance Evidence identified that the candidate must show evidence of the ability to manage tasks and manage contingencies in the context of the job role and that there must be demonstrated evidence that they had provided care to at least three different babies and toddlers of varying ages using safe and hygienic practices and the unit assessment conditions identified that assessment must involve interactions with actual babies and toddlers under the age of 24 months under the supervision of an early childhood educator.</p>	<p>manage tasks and manage contingencies in the context of the job role, used individualised plans as the basis for the support of three individuals, and provide the date of each observation and a profile of the individuals.</p> <p><i>Unit:</i> CHCDIV001 Work with diverse people Djerriwarrh Community & Education Services is required to ensure the assessment tasks and the assessment records provide evidence that students have demonstrated their ability to manage tasks and manage contingencies in the context of the job role and that they have recognised situations where misunderstandings may arise from diversity and formed appropriate responses.</p> <p>CHC30113 Certificate III in Early Childhood Education and Care <i>Unit:</i> CHCECE005 Provide care for babies and toddlers Djerriwarrh Community & Education Services is required to ensure that unit assessor records include evidence that the student has demonstrated the provision of care to at least three different babies and toddlers of varying ages using safe and hygienic practices and</p>
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<p>Though the assessment information included the requirement for students to demonstrate these, the unit assessment records did not include evidence that the student had demonstrated the provision of care to at least three different babies and toddlers of varying ages using safe and hygienic practices and demonstrated interactions with actual babies and toddlers under the age of 24 months under the supervision of an early childhood educator. The Assessor Observation Checklist included the provision for a tick to indicate that the learner had been observed providing care to least different three babies and toddlers, however the dates of the observations and a profile of each baby and toddler had not been identified.</p> <p><i>Unit:</i> CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety</p> <p>The unit assessment requirements identified that assessment must involve persons approved of by relevant local community elders. Djerriwarrh has sourced assessment tools developed by Wyndham which had been reviewed and approved by the aboriginal elder – Aunt Linda, however Djerriwarrh did not have evidence that assessment involved persons approved of by relevant local community elders.</p>	<p>demonstrated interactions with actual babies and toddlers under the age of 24 months under the supervision of an early childhood educator, identifying the date of each interaction observed and the profile of each baby and toddler.</p> <p><i>Unit:</i> CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety</p> <p>Djerriwarrh Community & Education Services is required to ensure Djerriwarrh maintains evidence that assessment involves persons approved of by relevant local community elders.</p>
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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"> • Sample of Pre-training review and interview forms • Sample of completed LLN assessments • Student file records for student files sampled • Skills First criteria and assessment records • Student Handbook: Student Support Services <p>Notes on student support provided – Accelerate records.</p>		
SF.2.1.1	Finding	Required Rectification(s)
	Djerriwarrh Community & Education Services had established the needs of clients and delivered services to meet these needs.	N/A

2.2 - The RTO continuously improves client services by collecting, analysing and acting upon relevant data.		Non-Compliant
Evidence/Documentation Reviewed		
No evidence of the systematic collection of feedback on the effectiveness of client support services, to identify areas for improvement was not provided.		
SF.2.2.1	Finding	Required Rectification(s)
	Djerriwarrh Community & Education Services had not implemented a strategy for the systematic collection of data for the continuous improvement of client support services to enable the analysing and acting upon relevant information to ensure that student services met student needs.	Djerriwarrh Community & Education Services is required to develop and implement a systematic strategy for the collection of data for the continuous improvement of client support services to enable the analysing and acting upon relevant information to ensure that student services met student needs.

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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.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Course information brochures • Two week induction program for all learners, prior to enrolment • Web information • Pre-training interviews 		
SF.2.3.1	Finding	Required Rectification(s)
	Djerriwarrh Community & Education Services had 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.	N/A

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"> • Industry consultation – Training and Assessment Strategy appendices • Work placement student information and employer information. • Practical placement agreement • Practical placement Employer Handbook • Practical placement student journal – workplace attendance record, daily journal 		
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
Improvement Opportunities		
<p>Djerriwarrh Community & Education Services would benefit from reviewing Work Placement documentation to ensure that it is consistent with the <i>Guidelines issued by the Department of Education and Training Victoria for Registered Training Organisations and Employers in relation to Post-Secondary Students undertaking Practical Placements (Updated Practical Placement Guidelines) as at 10 April 2017</i>, in the identification of the Department's current insurance provider.</p>		

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2.5 - Learners receive training, assessment and support services that meet their individual needs.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Sample of student file notes • Student interviews 		
SF.2.5.1	Finding	Required Rectification(s)
	Djerriwarrh Community & Education Services had provided sufficient support to ensure that learners received training, assessment and support services that met their individual needs.	N/A

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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 Handbook • Student records • Email requests 		
SF.2.6.1	Finding	Required Rectification(s)
	Djerriwarrh Community & Education Services had developed and implemented procedures to ensure that learners had timely access to current and accurate records of their participation and progress.	N/A

2.7 - The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Student Handbook - Complaints and Appeals. • Complaints and Appeals Brochure. • Complaints and Appeals Policy and Procedures. 		
SF.2.7.1	Finding	Required Rectification(s)
Djerriwarrh Community & Education Services provided appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively. The complaints and appeals procedures included procedures for students to appeal a complaints decision and the source for an independent external mediator was identified.		N/A
Improvement Opportunities		
Djerriwarrh Community & Education Services would benefit by identifying in the Complaints and Appeals Procedures and the Student Handbook, the VRQA as a source of external mediation rather than the National Training Complaints hotline.		

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"> • procedures. • Student enrolment form. • Pre-enrolment induction. • Student Handbook – Djerriwarrh responsibilities, student responsibilities 		
SF.3.1.1	Finding	Required Rectification(s)
	Djerriwarrh Community & Education Services management of its operations ensured clients received the services detailed in their agreement with the RTO.	N/A

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3.2 - The RTO uses a systematic and continuous improvement approach to the management of operations.		Compliant
<ul style="list-style-type: none"> • 2018 Internal audit against AQTF Conditions and Standards • AQTF/VRQA 2018 internal audit rectification plan 		
SF.3.2.1	Finding	Required Rectification(s)
	Djerriwarrh Community & Education Services used a systematic and continuous improvement approach to the management of operations.	N/A

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RTO: Djerriwarrh Employment & Education Services

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
Djerriwarrh Community & Education Services does not have third parties delivering training on its behalf.		
SF.3.3.1	Finding	Required Rectification(s)
	Djerriwarrh Community & Education Services does not have third parties delivering training on its behalf.	N/A

Audit Date: 8/9 August 2018

RTO: Djerriwarrh Employment & Education Services

3.4 - The RTO manages records to ensure their accuracy and integrity.		Compliant
<p>Sighted Policies and Procedures:</p> <ul style="list-style-type: none"> • Privacy • Information technology use • Administration and records management – document control and authorisation, document storage, corporate documents and records, training participant records, other participant records, back up arrangement, archiving and disposal • Dissemination of information • Training administration and records management policy and procedures • Training record retention and archiving schedule <p>Axcelerate – sample records Student file samples – paper-based records</p>		
SF.3.4.1	Finding	Required Rectification(s)
	Djerriwarrh Community & Education Services managed records to ensure their accuracy and integrity.	N/A

Detailed Findings – 2016 VRQA Guidelines for VET Providers

<p>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.</p> <p>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.</p> <p>b) An RTO ensures the business plan details the operational and workforce development arrangements for a three year period that incorporates:</p> <ul style="list-style-type: none"> 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 		<p>Not Audited in Phase 2 audit</p>
<p>Not audited as part of this re-registration audit.</p>		
GF 1.1	Finding	Required Rectification(s)
	<p>Not audited as part of this re-registration audit.</p>	<p>N/A</p>

Audit Date: 8/9 August 2018

RTO: Djerriwarrh Employment & Education Services

<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>

Audit Date: 8/9 August 2018

RTO: Djerriwarrh Employment & Education Services

<p>GUIDELINE 1.3 - An RTO ensures that it has management systems that include:</p> <ul style="list-style-type: none"> a) management information including: <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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. 		<p>Not audited</p>
<p>Not audited as part of this re-registration audit.</p>		
<p>GF 1.3.1 Finding</p>	<p>Required Rectification(s)</p>	
<p>Not audited as part of this re-registration audit.</p>	<p>N/A</p>	

Audit Date: 8/9 August 2018

RTO: Djerriwarrh Employment & Education Services

<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
<p>Djerriwarrh Community & Education Services had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		
GF 2.1.1	Finding	Required Rectification(s)
	<p>Djerriwarrh Community & Education Services had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>	<p>N/A</p>

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RTO: Djerriwarrh Employment & Education Services

<p>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:</p> <p>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.</p>		<p>Not audited</p>
<p>Djerriwarrh Community & Education Services 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>Djerriwarrh Community & Education Services had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>	<p>N/A</p>

Audit Date: 8/9 August 2018

RTO: Djerriwarrh Employment & Education Services

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. 		
<p>Djerriwarrh Community & Education Services 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>Djerriwarrh Community & Education Services had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>	<p>N/A</p>

Audit Date: 8/9 August 2018

RTO: Djerriwarrh Employment & Education Services

<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>Djerriwarrh Community & Education Services 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>Djerriwarrh Community & Education Services had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		<p>N/A</p>

Audit Date: 8/9 August 2018

RTO: Djerriwarrh Employment & Education Services

<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 		Not audited
<p>Djerriwarrh Community & Education Services 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>Djerriwarrh Community & Education Services had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>	<p>N/A</p>

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RTO: Djerriwarrh Employment & Education Services

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
Djerriwarrh Community & Education Services 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)
	Djerriwarrh Community & Education Services had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.	N/A

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RTO: Djerriwarrh Employment & Education Services

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. 		
Djerriwarrh Community & Education Services had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.		
GF 2.7.1	Finding	Required Rectification(s)
	Djerriwarrh Community & Education Services had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.	N/A

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
Djerriwarrh Community & Education Services 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)
	Djerriwarrh Community & Education Services had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.	N/A

Audit Date: 8/9 August 2018

RTO: Djerriwarrh Employment & Education Services

<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>		Compliant
<p>See Standard 1.4</p>		
GF 3.1.1	Finding	Required Rectification(s)
<p>A review of trainer/assessor information confirmed that training and assessment was conducted by trainers/assessors who had vocational competencies at least to the level being delivered and assessed, current industry skills directly relevant to the training and assessment being provided, and current knowledge and skills in vocational training and learning that informed their training and assessment.</p>		<p>N/A</p>

Audit Date: 8/9 August 2018

RTO: Djerriwarrh Employment & Education Services

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
See Standard 1.4		
GF 3.2.1	Finding	Required Rectification(s)
	Training and assessment was delivered by appropriately qualified trainers/assessors.	N/A

Audit Date: 8/9 August 2018

RTO: Djerriwarrh Employment & Education Services

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
Djerriwarrh Community & Education Services does not provide assessment only services.		
GF 3.3.1	Finding	Required Rectification(s)
	Djerriwarrh Community & Education Services 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
Djerriwarrh Community & Education Services does not have trainers/assessors working under supervision.		
GF 3.4.1	Finding	Required Rectification(s)
	Djerriwarrh Community & Education Services does not have trainers/assessors working under supervision.	N/A

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RTO: Djerriwarrh Employment & Education Services

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. 		
Djerriwarrh Community & Education Services does not have trainers/assessors working under supervision.		
GF 3.5.1	Finding	Required Rectification(s)
	Djerriwarrh Community & Education Services does not have trainers/assessors working under supervision.	N/A

Audit Date: 8/9 August 2018

RTO: Djerriwarrh Employment & Education Services

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
See Standard 1.2		
GF 4.1.1	Finding	Required Rectification(s)
	Djerriwarrh Community & Education Services training and assessment strategies and practices, including the amount of training it provided, were consistent with the requirements of the Training Packages 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

Audit Date: 8/9 August 2018

RTO: Djerriwarrh Employment & Education Services

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:		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. 		
<p>See Standard 1.2</p>		
GF 4.2.1	Finding	Required Rectification(s)
<p>Djerriwarrh Community & Education Services had identified a duration for each qualification reviewed and 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.</p>		<p>N/A</p>

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RTO: Djerriwarrh Employment & Education Services

<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>Djerriwarrh Community & Education Services 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>Djerriwarrh Community & Education Services does not deliver a qualification or assessor skill set from the Training and Education Training Package.</p>		<p>N/A</p>

Audit Date: 8/9 August 2018

RTO: Djerriwarrh Employment & Education Services

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
Djerriwarrh Community & Education Services 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)
	Djerriwarrh Community & Education Services 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

Audit Date: 8/9 August 2018

RTO: Djerriwarrh Employment & Education Services

<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>Djerriwarrh Community & Education Services 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>Djerriwarrh Community & Education Services 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
Djerriwarrh Community & Education Services 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)
	Djerriwarrh Community & Education Services 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

Audit Date: 8/9 August 2018

RTO: Djerriwarrh Employment & Education Services

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