

Audit report – CRICOS

Commonwealth Register of Institutions and Courses for
Overseas Students
(Initial and continuing registration)

ORGANISATION DETAILS

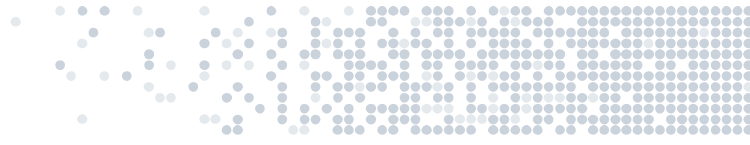
Organisation's legal name	Adore Education Pty Ltd
Trading name/s	Vibe College, Academy of Advanced Hair Design
RTO number (if applicable)	31652
CRICOS number (if applicable)	03500M

AUDIT TEAM

Lead auditor	Mrs Karen Noble
Assistant/s	n/a

AUDIT DETAILS

Application number/s	CHGCRI0002323, ADDCRI0002875	
Audit number/s	AUDREC0007404	
Audit reason 1	Change registration - new location	
Audit reason 2	Change registration - new course	
Audit reason 3	n/a	
Activity type	Site visit	
Address of site/s visited	Level 2, 30 Herschel St, Brisbane QLD 4001	
Date/s of audit	8 & 9 August 2017	
Organisation's contact for audit	Mr Bikash Pandey	PEO
	Bikash@vibecollege.edu.au	07 3391 3177
National Code – Part C Registration on CRICOS – sections reviewed	7.1, 7.3, 8.1, 12.1	
National Code – Part D Standards for Registered Providers – standards audited	Select Standards for Registered Providers 14.1, 14.2	



BACKGROUND

Summary of RTO organisation and management structure:

- Mr Bikash Pandey took on the role of Chief Executive Officer for Adore Education in September 2015. The business also has a silent partner who provides financial support. Mr Pandey is supported by an Academic Manager (Mr Shrivardhan Jadhav), Administration support and trainer/assessors for each qualification.
- Mr Pandey takes a hands-on approach to management of the business and involves himself in all training and assessment matters. For this reason he has a good understanding of the strengths of the business which is a strong focus on practical assessment. For this reason, his strategic direction has been to add qualifications with a practical focus such as Hospitality. Through his engagement with industry, he determined a need for business and accounting to support the practical approach, for example, hairdressing graduates wishing to start their own business.
- Although the qualification TAE40110 Certificate IV in Training and Assessment was initially scoped for review at audit, it was determined the RTO had no enrolments, the qualification was in transition at the time of scheduling, and by the time of the site audit it had been removed from the RTO's scope of registration completely.

Scope of RTOs registration:

- Qualifications from the SHB training package in hairdressing, barbering and salon management
- SIT30616 Certificate III in Hospitality
- SIT40416 Certificate III in Hospitality
- SIT40516 Certificate IV in Commercial Cookery
- SIT50416 Diploma of Hospitality Management

Suburb and state of all delivery sites:

- The RTO has been based at Woolloongabba and moved to the Herschel Street site in May 2017. The site includes a fully functioning hairdressing salon in which the RTO's trainers are employed for one to two days each week while it operates for student assessment on the other days.
- The RTO also leases a site in Rockhampton which it uses for practical hairdressing assessment. It also is a fully functioning salon which operates for student assessment 3-4 days per week.
- The RTO leases facilities at the Sunshine Coast when required.

Third party usage:

- No third party arrangements are in place.

Core clients/target groups:

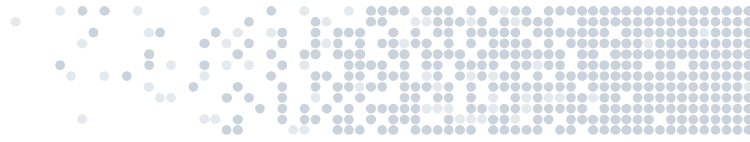
- The RTO predominantly targets clients with an interest in hairdressing or salon management. Other qualifications are targeted to those seeking career change or upskill.

Training Revenue (Funded or fee for service):

- The RTO has User choice & VET-in schools funding which accounts for approximately 90% of its business and covers the hairdressing/salon qualifications.
- The RTO intends to target international students for the business and accounting qualifications it is requesting to be added to its scope of registration.
- International students make up only a small percentage but in the coming year it intends to grow this market to 50% of its business.

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

- 88



In preparing the audit report, consideration has been given and reference made, where relevant, to:

- Information provided by students as part of a student survey or interview.
- Information provided directly by Adore Education Pty Ltd to ASQA
- Existing information and records held by ASQA concerning Adore Education Pty Ltd
- Information provided to ASQA's auditors and documentation reviewed during the site audit of Adore Education Pty Ltd conducted on 8 & 9 August 2017.
- Other publically available information - including but not limited to, information published on the RTO's and third party websites.

CAPACITY

- **Capacity at each location as listed on PRISMS and current enrolments at each location:**

Delivery location (as titled on PRISMS)	Maximum capacity at location as listed on PRISMS	Current enrolments at location
WOOLLOONGABBA QLD 4102	100	4

- Current maximum capacity (as listed on PRISMS): **100**
- Total number of enrolments as at audit date:

International	4
Domestic	88

- Requested capacity at each location:

Delivery location (existing or proposed)	Capacity requested at this location
30 Herschel St BRISBANE CITY QLD 4000	465

- Maximum capacity requested: **465**
- Total number of domestic enrolments as at audit date (if applicable): **88**

INTERVIEWEES

Name	Position
Bikash Pandey	CEO
Shrivardhan Jadhav	Manager



ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 9 August 2017:

National Code Part C: **Requirements met**

National Code Part D: **Compliant**

- If non-compliance has been identified, this audit report describes evidence of the non-compliance.

AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

Audit finding following analysis of additional evidence provided on [Click here to enter a date.](#):

National Code Part C: **n/a**

National Code Part D: **n/a**

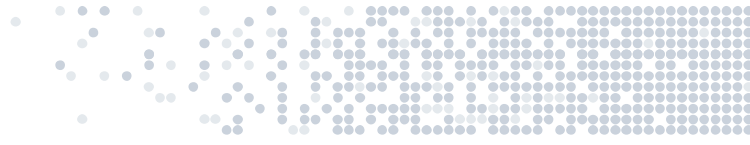
AUDIT FINDING BY REQUIREMENT

National Code Part C Registration on CRICOS

Section	Original finding	Finding following rectification
7.1	Requirements met	n/a
7.2	Not reviewed	n/a
7.3	Requirements met	n/a
8.1	Requirements met	n/a
10.2	Not reviewed	n/a
12.1	Requirements met	n/a

National Code Part D Standards for Registered Providers

1	Not audited	n/a
2	Not audited	n/a
3	Not audited	n/a
4	Not audited	n/a
5	Not audited	n/a
6	Not audited	n/a
7	Not audited	n/a
8	Not audited	n/a
9	Not audited	n/a
10	Not audited	n/a
11	Not audited	n/a
12	Not audited	n/a
13	Not audited	n/a



14	Compliant	n/a
15	Not audited	n/a



NATIONAL CODE OF PRACTICE FOR REGISTRATION AUTHORITIES AND PROVIDERS OF EDUCATION AND TRAINING TO OVERSEAS STUDENTS 2007

PART C REGISTRATION ON CRICOS

Course/s can only be approved for registration on the *Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)* where the course meets the following requirements:

SECTION 7 Course duration

7.1 The registration of a course on CRICOS must include the expected duration of the course. The registered duration cannot exceed the time required for completing the course on the basis of the normal amount of full-time study. Only courses which can be undertaken on a full-time basis can be registered on CRICOS. A course will not be registered on CRICOS unless it meets the relevant Australian Qualifications Framework requirements or those of any other appropriate quality or accreditation framework, if an appropriate framework exists.

Original finding: Requirements met

Following rectification: n/a

7.3 The designated authority must take into account the proposed course structure when determining the appropriate duration for registration on CRICOS (that is, the number of compulsory terms or semesters each academic year). The registered duration of the course must include approved holiday periods and any approved period of work-based training. When the course duration is not specified by the accrediting authority, the designated authority will determine the course duration based on a minimum of 20 scheduled course contact hours per week.

Original finding: Requirements met

Following rectification: n/a

SECTION 8 Work-based training

8.1 Work-based training must only be approved by a designated authority as part of a CRICOS-registered course where:

- it must be undertaken to gain the qualification, and
- the registered provider has appropriate arrangements for the supervision and assessment of overseas students in place.

Original finding: Requirements met

Following rectification: n/a

SECTION 12 Maximum number of students

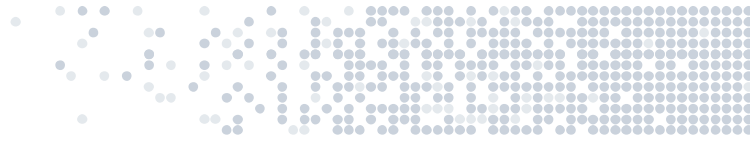
12.1 As part of the registration approval process, the designated authority will decide whether to approve the maximum number of students that a provider can enrol. In making this decision, the designated authority will consider the capacity of the provider in terms of its premises, approved arrangements with other providers, facilities, resources, equipment, materials and ratio of staff to student numbers.

Original finding: Requirements met

Following rectification: n/a

PART D STANDARDS FOR REGISTERED PROVIDERS

STANDARD 14 Staff capability, educational resources and premises



The staff of registered providers are suitably qualified or experienced in relation to the functions they perform for students. The educational resources of registered providers support the delivery of courses to students. The premises of registered providers, including the floor space available for each student, support students to achieve their course outcomes.

14.1 The registered provider must have and implement policies and procedures to ensure its staffing resources are adequate and have the capabilities as required by the quality assurance framework applying to the course. Where the course provided by the registered provider is not subject to an appropriate quality assurance framework, the registered provider must have and implement appropriate documented policies and processes for the recruitment, induction, performance assessment and ongoing development of members of staff involved with the recruitment or delivery of education or client services to students.

Original finding: Compliant

Following rectification: n/a

14.2 The registered provider must have adequate education resources, including facilities, equipment, learning and library resources and premises as required by the quality assurance framework applying to the course. Where the course provided by the registered provider is not subject to an appropriate quality assurance framework, the registered provider must ensure it has adequate education resources, including facilities, equipment, learning and library resources, and premises, including ownership or tenancy arrangements for the premises, as are needed to deliver the registered course to the students enrolled with the registered provider.

Original finding: Compliant

Following rectification: n/a