



Australian Government
Australian Skills Quality Authority

REPORT

Audit report: Adore Education Pty Ltd

Date: 24 August 2017



Organisation details

Organisation's legal name:	Adore Education Pty Ltd
Trading name/s:	Vibe College; Academy of Advanced Hair Design
RTO number:	31652
CRICOS number:	03500M

Audit team

Lead auditor:	Mrs Karen Noble
Assistant/s:	n/a

Audit details

Application number/s:	ADDVET0026741	
Audit number:	AUDREC0007404	
Audit reason	Application - change	
Address of site/s visited:	Level 2, 30 Herschel Street, Brisbane QLD 4001	
Date/s of audit:	8 & 9 August 2017	
Organisation's contact for audit:	Mr Bikash Pandey bikash@vibecollege.edu.au	Chief Executive Officer 07 2101 3933
Clauses audited:	1.1, 1.2, 1.3, 1.7, 1.8, 1.13, 1.14, 1.15, 3.1, 4.1, 5.1, 5.2, 5.3, 7.3	

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 has 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.

Audit Sample

Code	Training products	Mode/s of delivery / assessment*	Current enrolments
BSB51915	Diploma of Leadership and Management	Face-to-face	n/a
SHB30416	Certificate III in Hairdressing	Face-to-face	45
FNS60215	Advanced Diploma of Accounting	Face-to-face	n/a
SIT40416	Certificate IV in Hospitality	Face-to-face	1

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

Interviewees

Name	Position	Training products
Bikash Pandey	CEO	n/a
Shrivardhan Jadhav	Manager	n/a

Findings

Audit finding: Compliant

Report completed by: Mrs Karen Noble

Date: 8-9 August 2017

- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this audit report describes evidence of the non-compliance.

Audit finding by Practice

Practice	Standards for RTOs 2015	Original Finding
Marketing/Recruitment	4.1	Compliant
Enrolment	5.1, 5.2, 5.3, 7.3	Compliant
Support and Progression	1.7	Compliant
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13, 1.14, 1.16	Compliant
Completion	3.1	Compliant
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Not audited

About this Report

This report details findings against the *Standards for Registered Training Organisations 2015*.

Where evidence of non-compliance is identified, the Registered Training Organisation is accountable for identifying and correcting non-compliant practices and behaviours, particularly those that have had a negative impact on learners.

Correcting a non-compliance may require:

- correcting a process or system that has led to the non-compliance, and implementing a revised process or system
- identifying the impact on learners and carrying out remedial action for current and past learners