



Australian Government

Australian Skills Quality Authority

REPORT

Audit report: Adore Education Pty Ltd

RTO number:	31652
CRICOS number:	03500M
Date/s of audit:	05 Dec 2019
Date report created:	18 December 2019
Date report updated:	18/03/2019

Organisation details

Organisation's legal name:	Adore Education Pty Ltd
Trading name/s:	Vibe College
RTO number:	31652
CRICOS number:	03500M

Audit team

Lead auditor:	Karen Noble
Auditor/s:	Catherine Jensen

Audit details

Application number/s:	N/A
Audit number/s:	AUDREC0009980
Audit reason/s:	Compliance Monitoring
Address of site/s visited:	Level 2 30 Herschel St BRISBANE CITY QLD 4000 Australia
Date/s of audit:	05 Dec 2019
Organisation's contact for audit:	Bikash Pandey CEO bikash@vibecollege.edu.au 0730886644

Original finding at time of audit

Audit finding: Serious non-compliance

Report completed by: Karen Noble

Practice	Standards for RTOs	National Code	Finding
Marketing/Recruitment Practices	4.1*	1.1, 1.2, 1.3, 1.4	Not compliant
Enrolment	5.1, 5.2, 5.3, 7.3	2.2, 2.1, 3.1, 3.3, 8.5, 3.4	Compliant
Support and Progression	1.7	6.1, 6.2, 6.3, 6.4, 6.5, 6.6, 6.9, 8.1, 8.3, 8.4, 8.9	Compliant
Training and Assessment	1.1*, 1.2*, 1.3, 1.8*, 1.13, 1.14, 1.16	8.18, 8.19, 8.20	Not compliant
Completion	3.1*		Not compliant

Regulatory Compliance / Governance	2.3, 2.4, 8.2	4.1, 4.2, 4.3	Compliant
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*Indicates a non-compliant clause

Audit finding following analysis of additional evidence

Audit finding following analysis of additional evidence provided on 21/02/2020: Compliant
Report completed by: Karen Noble

Practice	Standards for RTOs	National Code	Finding
Marketing/Recruitment Practices	4.1		Compliant
Training and Assessment	1.1, 1.2, 1.8		Compliant
Completion	3.1		Compliant

*Indicates a non-compliant clause

Background

Summary of organisation and management structure:

- The organisation is headed by Chief Executive Officer Bikash Pandey, who is supported by Operations Manager Shirish Gautam, and Marketing/Student Support Umesh Koirala. The management team are supported by trainers and administration team.

Scope of organisation's registration:

- Qualifications from BSB, FNS, ICT, SIT, SHB training packages.
- Refer to <https://training.gov.au/Organisation/Details/31652>

Suburb and state of all delivery sites:

- Brisbane
- Workplace

Third party usage:

- The RTO uses education agents for international students.

Core clients/target groups:

- International students
- Apprentices/trainees

Training Revenue (Funded or fee for service):

- Fee for service, funded (User Choice)

Total number of current enrolments in the organisation as at audit date:

- 377

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 05 Dec 2019 - 05 Dec 2019.

- Other publicly available information - including but not limited to, information published on the organisation's and third-party websites.

Audit Sample

Training Products	Mode/s of delivery/assessment*	Current enrolments
<i>SHB30416 Certificate III in Hairdressing</i>	Apprenticeship; Face to face	13
<i>SIT40416 Certificate IV in Hospitality</i>	Face to face	44
<i>FNS40217 Certificate IV in Accounting and Bookkeeping</i>	Face to face	34
<i>BSB51918 Diploma of Leadership and Management</i>	Face to face	31
<i>ICT50118 Diploma of Information Technology</i>	Face to face	140

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

Interviewees

Name	Position	Training products
Bikash Pandey	CEO/PEO	n/a
Umesh Koirala	Marketing/Student Support	n/a
Shirish Gautam	Operations/Trainer Assessor	ICT

About this Report

This report details findings against the *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs) and/or the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code). If non-compliance has been identified, this report describes evidence of the non-compliance.

Where non-compliance has been identified, the organisation is accountable for identifying and correcting non-compliant practices and behaviours, particularly those that have had a negative impact on learners.

Correcting 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

Original action required by Organisation

Adore Education Pty Ltd did not meet the requirements:

Standards for RTOs Clauses:

1.1, 1.2, 4.1, 1.8, 3.1

Remedial action is required for the following training products:

- *SHB30416 Certificate III in Hairdressing*
 - *SHBHIND003 Develop and expand a client base*
- *SIT40416 Certificate IV in Hospitality*
 - *SITXFIN003 Manage finances within a budget*
 - *SITHIND001 Use hygienic practices for hospitality service*
- *FNS40217 Certificate IV in Accounting and Bookkeeping*
 - *FNSTPB401 Complete business activity and instalment activity statements*
 - *FNSTPB402 Establish and maintain payroll systems*
- *BSB51918 Diploma of Leadership and Management*
 - *BSBADM502 Manage Meetings*
 - *BSBCUS501 Manage Quality Customer Service*
- *ICT50118 Diploma of Information Technology*
 - *ICTICT517 Match ICT needs with the strategic direction of the organisation*

The organisation is required to provide evidence that demonstrates:

Training and assessment

Standards for RTOs Clause 1.1 and 1.2

- the organisation has corrected its training and assessment practices for future students to ensure they meet the requirements of the training product, including the amount of training provided
- the organisation carried out remedial action to identify and address the impact the non-compliance may have caused to students in the training product sampled that were impacted by training and assessment practices that did not meet the requirements of the training product (including amount of training). Remedial action needs to cover current students and students who enrolled or completed with your organisation in the past three months.

Standards for RTOs Clause 1.8

- the organisation has corrected its assessment system (to comply with Clause 1.8) for future students and has systems in place to ensure it is this system that is applied. The evidence to be provided must:

- include the full suite of assessment tools (including RPL) for each unit of competency identified as non-compliant
- demonstrate the organisation will implement an assessment system that ensures assessment:
 - complies with the assessment requirements of the relevant training product(s)
 - will be conducted in accordance with the Principles of Assessment and Rules of evidence.
- the organisation has carried out remedial action to identify and address the impact the non-compliance may have caused to students in the training product sampled that were assessed in a manner that did not meet the requirements of Clause 1.8. Remedial action needs to cover current students and students who were assessed by your organisation in the past three months.

Completion

Standards for RTOs Clause 3.1

- the organisation now has appropriate systems that are followed to ensure AQF certification documentation is only issued to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training or VET accredited course
- the organisation has carried out remedial action to identify and address the impact the non-compliance may have caused to students in the training product sampled that were issued with AQF certification documentation and were not assessed as meeting the requirements of the training product as specified in the relevant training or VET accredited course. Remedial action needs to cover students issued with AQF certification in the past three months.

Audit finding following analysis of additional evidence

Following analysis of additional evidence provided by Adore Education Pty Ltd on 21/02/2020, the organisation:

- provided sufficient evidence to demonstrate compliance with:
 - Standards for RTOs:
 - 1.1
 - 1.2
 - 1.8
 - 3.1
 - 4.1

Refer to analysis of additional evidence detailed under each clause in this report for further information.

Areas of non-compliance

Marketing/Recruitment Practices

Standards for RTOs Clause 4.1

*Original Finding: **Not compliant***

*Finding following additional evidence: **Compliant***

Information, whether disseminated directly by the RTO or on its behalf, is both accurate and factual, and:

- a) accurately represents the services it provides and the training products on its scope of registration;
- b) includes its RTO Code;
- c) refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained;
- d) uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4;
- e) makes clear where a third party is recruiting prospective learners for the RTO on its behalf;
- f) distinguishes 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;
- g) distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO;
- h) includes the code and title of any training product, as published on the National Register, referred to in that information;
- i) only advertises or markets a non-current training product while it remains on the RTO's scope of registration;
- j) only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised;
- k) includes details about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment; and
- l) does not guarantee that:
 - i) a learner will successfully complete a training product on its scope of registration; or
 - ii) a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2; or
 - iii) a learner will obtain a particular employment outcome where this is outside the control of the RTO.

- The following evidence was reviewed:
 - The organisation's website www.vibecollege.edu.au
 - Student handbook
- The organisation's marketing material contains information which does not reflect the actual financial arrangements available to students or clients when paying for its delivery of training and conduct of assessment. For example, but not limited to:
 - The organisation is funded under the User Choice program for delivery of its SHB30416 Certificate III in Hairdressing and SHB30516 Certificate III in Barbering qualifications. The website referred to outdated information and does not clearly outline the program particulars to adequately inform students of their obligations. The student handbook did not provide additional information.

At the time of audit, the organisation amended its website to reflect current delivery arrangements, and amended its student handbook. As the RTO has only 3 current enrolments in its funded programs, the impact of the identified non-compliance was deemed to be low. No further action is required.

Training and Assessment

Training Delivery and Assessment

Standards for RTOs Clause 1.1

Original Finding: Not compliant

Finding following additional evidence: Compliant

The RTO's training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

Standards for RTOs Clause 1.2

Original Finding: Not compliant

Finding following additional evidence: Compliant

For the purposes of Clause 1.1, the RTO determines the amount of training they provide to each learner with regard to:

- a) the existing skills, knowledge and the experience of the learner;
- 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.

SHB30416 Certificate III in Hairdressing

SIT40416 Certificate IV in Hospitality

FNS40217 Certificate IV in Accounting and Bookkeeping

BSB51918 Diploma of Leadership and Management

ICT50118 Diploma of Information Technology

- The following evidence was reviewed:
 - Strategies for training and assessment for the above qualifications

SHB30416 Certificate III in Hairdressing

SIT40416 Certificate IV in Hospitality

FNS40217 Certificate IV in Accounting and Bookkeeping

BSB51918 Diploma of Leadership and Management

ICT50118 Diploma of Information Technology

- The organisation's training and assessment strategies do not define an amount of training which enables each student to meet the requirements for each unit of competency in which they are enrolled. For example, but not limited to:
 - Approximately 40-50% of the total volume of learning has been characterised as 'unsupervised learning activities'. Discussions with the CEO determined that the activities include applying their skills in the workplace and research tasks, but this had not been adequately defined in the training and assessment strategies.
- The documented training and assessment strategy for delivery of the above training product is not consistent with the organisation's demonstrated practice, and does not describe when assessment will occur. For example, but not limited to:

- Discussions with trainer/assessors reflect that students access theory components of assessments both at home and in class and complete them over a period of time, and other assessments may be conducted during class time. This is not outlined in the training and assessment strategies.
- The organisation's documented training and assessment strategy does not separate training from assessment; therefore, it cannot be confirmed what the actual amount of training is.

SHB30416 Certificate III in Hairdressing

- The organisation's documented training and assessment strategy contains conflicting and/or unclear information regarding the amount of training provided to the target student cohort. For example, but not limited to:
 - The strategy does not clearly outline a program for delivery and assessment of students under an apprenticeship pathway.

Analysis of additional evidence

SHB30416 Certificate III in Hairdressing

SIT40416 Certificate IV in Hospitality

FNS40217 Certificate IV in Accounting and Bookkeeping

BSB51918 Diploma of Leadership and Management

ICT50118 Diploma of Information Technology

- The following additional evidence was reviewed:
 - TAS SIT40416 CERT IV Hospitality V1.3
 - TAS SHB30416 Cert III Hairdressing V1 Apprentice
 - TAS SHB30416 Cert III Hairdressing- International V1.3
 - TAS ICT50118 Diploma of Information Technology V1.3
 - TAS FNS40217 Cert IV Accounting Bookkeeping V1.3
 - TAS BSB51918 Dip Leadership Management V1.3
- The organisation has addressed the non-compliance for future students.
- The organisation has planned and/or carried out sufficient remedial action to identify and address the impact the non-compliance may have caused students.

Standards for RTOs Clause 1.8

Original Finding: Not compliant

Finding following additional evidence: Compliant

The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

- a) complies with the assessment requirements of the relevant training package or VET accredited course; and**
- b) is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.**

Table 1.8.1 Principles of Assessment

Fairness	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
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Flexibility	Assessment is flexible to the individual learner by: <ul style="list-style-type: none"> • reflecting the learner’s needs; • assessing competencies held by the learner no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: <ul style="list-style-type: none"> • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
Table 1.8.2 Rules of Evidence	
Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner’s competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner’s own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

The following analysis provides guidance on the areas of non-compliance. Examples of non-compliances are provided however, this is not an exhaustive list. It is the organisation’s responsibility to review the assessment system and implementation of the assessment system for each unit of competency for all non-compliances identified below and provide evidence:

- of a revised assessment system for each unit of competency listed above that addresses all requirements of Clause 1.8.
- that confirms students were assessed as meeting all the requirements of the training product(s) in which they were enrolled.

SHB30416 Certificate III in Hairdressing

- The following evidence was reviewed:
 - Assessment tools for:
 - SHBHIND003 Develop and expand a client base*
 - ‘National WRAPS’ (SkillsIQ resources), written task and projects
 - SHBXCCS002 Provide salon services to clients*
 - ‘Skin Deep Learning’ resources 2018 – written
 - Completed student assessment items (and the assessment tools used):
 - SHBHIND003 Develop and expand a client base*
 - SHBXCCS002 Provide salon services to clients*
 - Students:
 - RK (VIBE180207)
 - NS (VIBE180429)

- GEJ (VIBE190154)

SHBHIND003 Develop and expand a client base

- Validity and Sufficiency - the assessment tools do not address all unit of competency requirements. For example, but not limited to:
 - Performance Evidence:
 - Evidence did not demonstrate assessment would capture evidence of 'research two new products and two new services using at least two of the following methods'.
- Reliability - the assessment tools do not contain sufficient performance benchmarks for each skill and/or behaviour to be demonstrated; therefore, it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of students and assessors. For example, but not limited to:
 - All performance evidence had not been addressed in assessment tools
 - Assessor guide provided does not provide guidance for practical assessment
- Fairness - the assessment tools do not provide clear information to the student to fully inform them of the assessment process and conditions. For example, but not limited to:
 - The answers recorded by students VIBE180207 and VIBE180429 varied significantly in volume of evidence captured. Therefore it could not be confirmed the students received sufficient information to inform them of the assessment process.
- The assessment practices for the following students do not confirm the organisation conducted adequate assessment of the students that ensured they were competent against all requirements of the training product and that the assessment was conducted in accordance with the Principles of Assessment and the Rules of Evidence. For example, but not limited to:
 - Student NS (VIBE180429) and RK (VIBE180207)
 - Significant variation in responses for research tasks for each student

SIT40416 Certificate IV in Hospitality

- The following evidence was reviewed:
 - Assessment tools for:
 - SITXFIN003 Manage finances within a budget*
 - SITHIND001 Use hygienic practices for hospitality service*
 - *Purchased resources – skills activity, written question and answer, performance activity*
 - Completed student assessment items (and the assessment tools used):
 - SITXFIN003 Manage finances within a budget*
 - SITHIND001 Use hygienic practices for hospitality service*
 - Students:
 - DR (VIBE180367)
 - SA (VIBE180443)
 - DSC (VIBE190125)

SITXFIN003 Manage finances within a budget

SITHIND001 Use hygienic practices for hospitality service

- Validity and Sufficiency - the assessment tools do not address all unit of competency requirements. For example, but not limited to:
 - Performance Evidence:
 - The assessment tool associated with capturing evidence of performance did not include the performance evidence requirements.

- Reliability - the assessment tools do not contain sufficient performance benchmarks for each skill and/or behaviour to be demonstrated; therefore, it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of students and assessors. For example, but not limited to:
 - All performance evidence had not been addressed in assessment tools
 -
- Authenticity - the evidence provided does not confirm the authenticity of the student's own work. For example, but not limited to:
 - For the unit of competency *SITHIND001 Use hygienic practices for hospitality service*, students completed tasks in a group setting, therefore each individual student's performance had not been captured in assessment evidence.

FNS40217 Certificate IV in Accounting and Bookkeeping

- The following evidence was reviewed:
 - Assessment tools for:
 - FNSTPB401 Complete business activity and instalment activity statements*
 - FNSTPB402 Establish and maintain payroll systems*
 - Modified purchased resources, including practical tasks using Zero, and access to Zero Learn
 - Completed student assessment items (and the assessment tools used):
 - Students:
 - RM (VIBE180390)
 - KA (VIBE180405)
 - MT (VIBE190002)
- Validity and Sufficiency - the assessment tools do not address all unit of competency requirements. For example, but not limited to:
 - Performance Evidence:
 - For the unit of competency *FNSTPB401 Complete business activity and instalment activity statements* the assessment tool did not ensure 'a range of legal entities' would be captured in evidence. Although the instruction included 'at least 3', it did not provide detail to confirm that a range of entities were selected.
- Reliability - the assessment tools do not contain sufficient performance benchmarks for each skill and/or behaviour to be demonstrated; therefore, it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of students and assessors. For example, but not limited to:
 - All performance evidence had not been addressed in assessment tools
- Fairness - the assessment tools do not provide clear information to the student to fully inform them of the assessment process and conditions. For example, but not limited to:
 - Evidence of actual practical assessment was not held with the observation checklist; this was completed through 'Zero Learn', however the assessment tools did not provide this information to the student or assessor.
- The assessment practices for the following students do not confirm the organisation conducted adequate assessment of the students that ensured they were competent against all requirements of the training product and that the assessment was conducted in accordance with the Principles of Assessment and the Rules of Evidence. For example, but not limited to:
 - Student:
 - RM (VIBE180390)
 - KA (VIBE180405)
 - MT (VIBE190002)
 - All performance evidence had not been addressed
 - Evidence of performance had not been captured on the student's observation record

BSB51918 Diploma of Leadership and Management

- The following evidence was reviewed:
 - Assessment tools for:
 - BSBADM502 Manage Meetings*
 - BSBADM502 Assessor Workbook V1.0.docx
 - BSBADM502 Case Studies V1.0 (1).docx
 - BSBADM502 Learner Guide V1.0.docx
 - BSBADM502 Learner Workbook V1.0 (10).docx
 - BSBADM502 PowerPoint Slides V1.0 2019.pptx
 - BSBADM502 PowerPoint Slides V1.0.pptx
 - BSBCUS501 Manage Quality Customer Service*
 - BSBCUS501 Assessor Workbook V1.0.docx
 - BSBCUS501 Learner Guide V1.0.docx
 - BSBCUS501 Learner Workbook V1.0 (10).docx
 - BSBCUS501 Case Studies V1.0 (1).docx
 - BSBCUS501 PowerPoint Slides V1.0.pptx
 - Completed student assessment items (and the assessment tools used):
 - JA (VIBE180440)
 - VM (VIBE190105)
 - TR (VIBE180281)
- Validity and Sufficiency - the assessment tools do not address all unit of competency requirements. For example, but not limited to:
 - Performance Evidence:
 - Assessment tools did not include instruments to capture evidence of performance. Therefore evidence of 'solve complex customer complaints and system problems that lead to poor customer service' (BSBCUS501) and 'organise, take part in and chair a meeting' (BSBADM502) could not be demonstrated.
 - Assessment conditions:
 - As assessments did not include practical components and were theory based, evidence of 'interaction with others' had not been addressed in the associated assessment tools.
- Reliability - the assessment tools do not contain sufficient performance benchmarks for each skill and/or behaviour to be demonstrated; therefore, it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of students and assessors. For example, but not limited to:
 - All performance evidence had not been addressed in assessment tools
- Authenticity - the evidence provided does not confirm the authenticity of the student's own work. For example, but not limited to:
 - students completed tasks in a group setting, therefore each individual student's performance had not been captured in assessment evidence.

ICT50118 Diploma of Information Technology

- The following evidence was reviewed:
 - Assessment tools for:
 - ICTICT517 Match ICT needs with the strategic direction of the organisation*
 - Question and answer
 - Project
 - Observation/demonstration
 - Completed student assessment items (and the assessment tools used):
 - Students:
 - PJ (VIBE180474)
 - RA (VIBE190142)

- PT (VIBE190140)
- Validity and Sufficiency - the assessment tools do not address all unit of competency requirements. For example, but not limited to:
 - Performance Evidence:
 - Evidence of 'Develop and document action plan detailing standards, targets, timelines and implementation methods' had not been addressed in assessment evidence.
- Reliability - the assessment tools do not contain sufficient performance benchmarks for each skill and/or behaviour to be demonstrated; therefore, it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of students and assessors. For example, but not limited to:
 - All performance evidence had not been addressed in assessment tools
- Authenticity - the evidence provided does not confirm the authenticity of the student's own work. For example, but not limited to:
 - students responses are verbatim to assessor guide
- The assessment practices for the following students do not confirm the organisation conducted adequate assessment of the students that ensured they were competent against all requirements of the training product and that the assessment was conducted in accordance with the Principles of Assessment and the Rules of Evidence. For example, but not limited to:
 - Student:
 - PJ (VIBE180474)
 - RA (VIBE190142)
 - PT (VIBE190140)
 - All performance evidence had not been addressed
 - Student responses are verbatim to assessor guide

Analysis of additional evidence

SHB30416 Certificate III in Hairdressing

- The following additional evidence was reviewed:
 - Assessment tools for:
 - SHBHIND003 Develop and expand a client base*
 - Activity task V2.0
 - Assessment record book v2.0
 - Test paper v2.0
 - Remedial action evidence:
 - SHBHIND003 Develop and expand a client base*
 - Students:
 - SN (VIBE170037)
 - HRJ (VIBE180142)
 - RK (VIBE180207)
 - NS (VIBE180429)
 - Cancelled – EmcE (VIBE180036)
 - Cancelled – LW (VIBE180041)

SHBHIND003 Develop and expand a client base

- The organisation has addressed the non-compliance for future students.
- The organisation has planned and/or carried out sufficient remedial action to identify and address the impact the non-compliance may have caused students.

SIT40416 Certificate IV in Hospitality

- The following additional evidence was reviewed:
 - Assessment tools for:
 - SITXFIN003 Manage finances within a budget*
 - SITHIND001 Use hygienic practices for hospitality service*
 - *Learner workbook*
 - *Practical activity (SITHIND001)*
 - *Observation checklist*
 - *Assessor marking guide and mapping*
 - Remedial action evidence:
 - SITXFIN003 Manage finances within a budget*
 - Students:
 - DR (VIBE180367)
 - SA (VIBE180443)
 - DSC (VIBE190125)
 - SITHIND001 Use hygienic practices for hospitality service*
 - Students:
 - MS (VIBE190062)
 - CC (VIBE190082)
 - PT (VIBE190112)
 - CP (VIBE190164)
 - KE (VIBE190182)
 - DP (VIBE 190125)
 - NA (VIBE 190147)
 - JML (VIBE 190168)
 - ST (VIBE180369)
 - PT (VIBE180410)
 - AL (VIBE180442)
 - UG (VIBE180473)
 - PR (VIBE190051)

SITXFIN003 Manage finances within a budget

SITHIND001 Use hygienic practices for hospitality service

- The organisation has addressed the non-compliance for future students.
- The organisation has planned and/or carried out sufficient remedial action to identify and address the impact the non-compliance may have caused students.

FNS40217 Certificate IV in Accounting and Bookkeeping

- The following additional evidence was reviewed:
 - Assessment tools for:
 - FNSTPB401 Complete business activity and instalment activity statements*
 - FNSTPB402 Establish and maintain payroll systems*
 - Assessor guide
 - Instructions for evidence collection (Xero screenshots)
 - Observation checklists
 - Assessment marking and mapping
 - Remedial action evidence:
 - Students:
 - DK (VIBE180330)
 - KA (VIBE180405)
 - MT (VIBE190002)

- KMT (VIBE180353)
- BS (VIBE180436)
- PN (VIBE180469)
- DS (VIBE 180508)

FNSTPB401 Complete business activity and instalment activity statements

FNSTPB402 Establish and maintain payroll systems

- The organisation has addressed the non-compliance for future students.
- The organisation has planned and/or carried out sufficient remedial action to identify and address the impact the non-compliance may have caused students.

BSB51918 Diploma of Leadership and Management

- The following additional evidence was reviewed:
 - Assessment tools for:
 - BSBADM502 Manage Meetings*
 - BSBCUS501 Manage Quality Customer Service*
 - Assessor guide
 - Learner workbook
 - Remedial action evidence:
 - TRB (VIBE180281)
 - SS (VIBE180347)
 - QK (VIBE180371)
 - AM (VIBE180400)
 - GM (VIBE180404)
 - AM (VIBE180407)
 - IL (VIBE180419)
 - AJ (VIBE180440)
 - TM (VIBE190058)
 - SD (VIBE190067)
 - ME (VIBE190075)
 - DPG (VIBE190076)
 - BJ (VIBE190091)
 - MV (VIBE190105)
 - AM (VIBE190110)
 - DCM (VIBE190127)
 - SI (VIBE190133)
 - AH (VIBE190144)
 - CM (VIBE190148)
 - GP (VIBE190151)
 - CM (VIBE190171)
 - SM (VIBE190172)
 - UE (VIBE190176)
 - GG (VIBE190181)
 - DM (VIBE190183)
 - CJ (VIBE190187)
 - AN (VIBE190192)
 - BA (VIBE190201)

BSBADM502 Manage Meetings

BSBCUS501 Manage Quality Customer Service

- The organisation has addressed the non-compliance for future students.

- The organisation has planned and/or carried out sufficient remedial action to identify and address the impact the non-compliance may have caused students.

ICT50118 Diploma of Information Technology

- The following additional evidence was reviewed:
 - Assessment tools for:
 - ICTICT517 Match ICT needs with the strategic direction of the organisation*
 - Assessor guide
 - Workbook
 - Learner guide
 - Completed student assessment items (and the assessment tools used):
 - Students:
 - PJ (VIBE180474)
 - RA (VIBE190142)
 - PT (VIBE190140)
 - SD (VIBE 180462)
 - SG (VIBE 180500)
 - JK (VIBE180342)
 - BKS (VIBE180392)
 - MB (VIBE180408)
 - DT (VIBE180409)
 - RB (VIBE180411)
 - RV (VIBE180421)
 - SP (VIBE180427)
 - RB (VIBE180432)
 - US (VIBE180461)
 - AB (VIBE180476)
 - RD (VIBE180480)

ICTICT517 Match ICT needs with the strategic direction of the organisation

- The organisation has addressed the non-compliance for future students.
- The organisation has planned and/or carried out sufficient remedial action to identify and address the impact the non-compliance may have caused students.

Completion

Standards for RTOs Clause 3.1

*Original Finding: **Not compliant***

*Finding following additional evidence: **Compliant***

The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

- The following evidence was reviewed:
 - Evidence reviewed to demonstrate compliance with clause 1.8

SHB30416 Certificate III in Hairdressing

SIT40416 Certificate IV in Hospitality

FNS40217 Certificate IV in Accounting and Bookkeeping

BSB51918 Diploma of Leadership and Management

ICT50118 Diploma of Information Technology

- The organisation has not demonstrated that its assessment system complies with the Principles of Assessment and Rules of Evidence (refer to non-compliance identified with Clause 1.8) with respect to students who were assessed as meeting the requirements of the training product and were issued with AQF certification documentation.

Analysis of additional evidence

SHB30416 Certificate III in Hairdressing

SIT40416 Certificate IV in Hospitality

FNS40217 Certificate IV in Accounting and Bookkeeping

BSB51918 Diploma of Leadership and Management

ICT50118 Diploma of Information Technology

- The following additional evidence was reviewed:
 - Evidence to demonstrate compliance with clause 1.8
- The organisation has addressed the non-compliance for future students.
- The organisation has planned and/or carried out sufficient remedial action to identify and address the impact the non-compliance may have caused students.