



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

Audit Date: 20th and 21st April 2015

RTO: Guidestar Training & Professional Services Pty Ltd

Applicant Details			
Applicant Name	Guidestar Training & Professional Services Pty Ltd	TOID	22355
Address	25 Victoria Crescent, St Albans vic 3021		
	Website	www.guidestartraining.com.au	
Registration Contact	BLOCKED		
Phone Number	9356 4646 / 0414 376 163	Email	monicah@guidestartraining.com.au
Audit Team			
Audit Firm	ShineWing Australia	Auditor/s	BLOCKED
Auditor/s		Other Attendees	
Registering Body Details			
Contact Person	BLOCKED		
Phone Number	9032 1562	Email	vet.audit@edumail.vic.gov.au
Audit Details			
Type of Audit	Re-registration Audit		
Conditions Audited	1, 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, 2.6, 2.7	3.1, 3.2, 3.4
VRQA Guidelines Audited	1,2,4,5		
Audit Date/s	20th and 21st April 2015		
RTO Background			
<p>Guidestar Training & Professional Services is based in St. Albans with delivery locations in St. Albans, Werribee, Noble Park and Lalor. They provide both funded and fee for service training and assessment within the Aged Care, Home and Community Care and Disability. Students undertake the theory training and are then placed in an appropriate facility for work placement. A clinical assessor visits the work placement students on a weekly basis to monitor and support the student and undertake assessments.</p> <p>The Registered Training Organization also provides short courses in the areas of First Aid, CPR, Manual Handling, Infection Control, Asthma and Anaphylaxis.</p> <p>The RTO reports high success rates with students gaining employment during their practical work experience or shortly after.</p>			

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Qualifications/Units Audited ¹		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
CHC30212	Certificate III in Aged Care	Vic
CHC30312	Certificate III in Home and Community Care	Vic
CHC40108	Certificate IV in Aged Care	Vic
CHC40212	Certificate IV in Home and Community Care	Vic
CHC40312	Certificate IV in Disability	Vic
HLTAID003	Provide First Aid	Vic
22099VIC	Course in First Aid Management of Anaphylaxis	Vic

Interviewee(s) – Staff name and position; employer name and position	
BLOCKED	Operations Manager
BLOCKED	Trainer, Aged Care & Home and Community Care
BLOCKED	Trainer, Disability
BLOCKED	Clinical Care Assessor
BLOCKED	Placement co-ordinator
BLOCKED	Training Manager

Permanent Delivery Sites –	Yes	No
Do the RTO's permanent delivery sites match the information provided by the VRQA?	X	
If 'No', please provided amended details below: The office is located at Victoria Crescent St Albans. Hired delivery locations include: <ul style="list-style-type: none"> • Uniting Church, 23 – 28 East Esplanade, St Albans • Wayaperri House, 106 Duncans Road, Werribee • Uniting Church, Cnr Joy Parade & Allan Street, Noble Park • City Life Church, 70 Kingsway Drive, Lalor 		

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		Compliant	Non - Compliant	Not audited
1	Governance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Interactions with the Registering Body	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Compliance with Legislation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Financial Management	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	Certification & Issuing of Qualifications & Statements of Attainment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Recognition of Qualifications Issued by other RTOs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Accuracy and Integrity of Marketing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Transition to Training Packages/Expiry of Accredited Courses	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summary of Non-Compliance²				
No non compliances were identified.				
Strengths				
The RTO provides a supportive environment for students to learn. A team of support staff manage the work placement and training and assessment activities. A clinical assessor visits students, on work placement, on a weekly basis.				

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



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Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
Standard 1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.1 – Continuous Improvement Strategy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 – Training and Assessment Strategies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 – Training and Assessment Resources	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 – Trainer and Assessor Competency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 – Assessment Strategies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard 2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.1 – Meeting the Needs of Clients	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 – Continuous Improvement of Client Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 – Provision of Information to Clients	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 – Third-Party Engagement in Training and Assessment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5 – Provision of Support Services to Clients	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2.6 – Learner Access to Records of Participation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7 – Complaints and Appeals Strategy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard 3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.1 – Operations Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 – Continuous Improvement of Operations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 – Third-Party Training and/ or Assessment Services	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.4 – Records Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summary of Non-Compliance³			
An isolated instance where the enrolment form and assessment evidence to support the unit HLTAID003 did not contain the unit codes and titles was identified and corrected at audit.			

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



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Audit Summary – VRQA Guidelines for VET Providers

VRQA Guidelines	Compliant	Non - Compliant	Not audited
1. Governance, Probity and Compliance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.1 – Strategic Plan and Business Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.2 – Financial Viability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.3 – Management Systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 – Organisational Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.5 – Academic/Educational Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.6 – Change Reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. Quality Assurance, Review and Evaluation Processes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.1 – Course Quality	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 – Cheating and Plagiarism	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 – Quality Education and Training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Student Enrolment Records and Certification	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.4 – Provision of Courses to Domestic Students	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4. Student Learning Outcomes and Welfare Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.1 – Maximum Daily Hours of Attendance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 – Out of Hours Attendance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 – Student Safety	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Teaching, Learning and Assessment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – Capacity to Deliver Scope of Registration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Summary of Non-Compliance⁴

The RTO is compliant with the VRQA Guidelines.

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