



VRQA Guidelines for VET Providers AUDIT REPORT

RTO: Guidestar Training & Professional Services

Audit Date: 20/21 September 2011

| RTO DETAILS | | | | | |
|--|--|---------------|--|---------------|-----|
| RTO Name | Guidestar Training & Professional Services | NTIS Number | 22355 | | |
| Address | 25 Victoria Crescent St Albans VIC 3021 | | | | |
| | | Website | www.guidestartraining.com.au | | |
| Registration Contact | | | | | |
| Phone Number | (03) 9356 4646 | Email | | | |
| Student Numbers | As of 9/08/11, the RTO had 97 active students for the Certificate III in Aged Care and the Certificate III in Home and Community Care. As at 09/08/11, the RTO had 113 students completed for 2011. | | | | |
| AUDIT TEAM | | | | | |
| Lead Auditor | | Auditor/s | | | |
| Technical Advisor/s | | Observer/s | (Day 2 only) | | |
| REGISTERING BODY DETAILS | | | | | |
| Contact Person | | | | | |
| Phone Number | 9651 3225 | Email | vet.audit@edumail.vic.gov.au | | |
| AUDIT DETAILS | | | | | |
| Type of Audit | Post-initial | | | | |
| Guidelines audited | 1.2.3, 1.3.3, 1.3.4, 1.4.1, 1.5 | 2.1, 2.2, 2.3 | 3.4 | 4.1, 4.2, 4.4 | 5.1 |
| Audit Date/s | 20/21 September 2011 | | | | |
| Other audit notes | <p>Guidestar Training and Professional Services Pty Ltd is a small RTO located in St Albans. The RTO specialises in providing aged care and home and community care training mostly to job seekers. Most students complete both the Certificate III in Aged Care and the Certificate III in Home and Community Care as there is some crossover with the core and elective units for the qualifications.</p> <p>The RTO provides training under the Victorian Training Guarantee. The RTO has 4 full-time staff and 4 contract trainers. Training is delivered off-site on another site in St Albans and in Noble Park, Bacchus Marsh and Werribee.</p> | | | | |
| ACCOMPANYING REPORTS | | | | Yes | No |
| Continuing Registration – Standards & Conditions | | | | x | |
| VRQA Guidelines – Re-registration Checklist | | | | | x |



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| FOCUS OF AUDIT | | |
|--|--|---|
| QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE | | |
| NTIS Code | Qualification/Unit of Competence/Accredited Course (as per NTIS) | Delivery Site |
| CHC30208 | Certificate III in Aged Care | Various sites in Melbourne as indicated in this report. |
| CHC30308 | Certificate III in Home and Community Care | Various sites in Melbourne as indicated in this report. |
| HLTFA301B | Apply first aid | Various sites in Melbourne as indicated in this report. |

| INTERVIEWEE/S: Staff name and position; employer name and position; students by program (do not list by name) | |
|---|---------------------------|
| | Director/Training Manager |
| | Accounts Officer/Director |

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AUDITOR DECLARATION

I have examined the application from the above named organisation against the *VRQA Guidelines for VET Providers* for the purpose of re-registration. It is my opinion that the organisation *does not meet* the requirements in the VRQA Guidelines for the training identified in their application.

Name of Auditor

Signed  Date 4/10/2011

VRQA Guidelines for VET Providers

AUDIT REPORT

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AUDIT SUMMARY

| Guideline 1: Governance, Probity and Compliance with Statutory Requirements | Result | | | |
|--|---|-----------|---------------|-------------|
| Assessment | ✓ | | | |
| <p>Guideline 1 2.3 – The RTO is compliant with Guideline 1.2.3.</p> <p>Guideline 1 3.3 – The RTO is compliant with Guideline 1.3.3.</p> <p>Guideline 1 3.4 – The RTO is not compliant with Guideline 1.3.4.</p> <p>As identified in the AQTF report, GSP trainer/assessors are employed in aged and community care settings but their current industry skills relevant to the training and assessment being delivered is not documented.</p> <p>There is no evidence of professional activities in relation to continual development of VET knowledge and skills and trainer/assessor competence. See also AQTF report with regard to documentation of industry skills.</p> <p>1.3.4 – Rectification Required</p> <ul style="list-style-type: none"> • Evidence that trainers/assessors can demonstrate current industry skills relevant to the training and assessment being delivered. • Evidence of professional development activities in relation to trainers/assessors VET knowledge and skills and trainer/assessor competency. Activities need to be verified and signed by each trainer/assessors. <p>Guideline 1 4 – The RTO is compliant with Guideline 1.4.</p> <p>Guideline 1.5 – The RTO is compliant with Guideline 1.5</p> | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; padding: 2px;">Compliant</td> </tr> <tr> <td style="text-align: center; padding: 2px;">Non-compliant</td> </tr> <tr> <td style="text-align: center; padding: 2px;">Not audited</td> </tr> </table> | Compliant | Non-compliant | Not audited |
| Compliant | | | | |
| Non-compliant | | | | |
| Not audited | | | | |
| Strengths | | | | |
| None identified. | | | | |
| Opportunities for Improvement | | | | |
| None identified. | | | | |

**VRQA Guidelines for VET Providers
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| Guideline 2: Quality Assurance: Review and Evaluation Processes | Result |
|---|--------|
| Audit conclusion | ✓ |
| The RTO is compliant with Guideline 2.1, 2.2 and 2.3. | ✓ |
| Strengths | |
| None identified. | |
| Opportunities for Improvement | |
| None identified. | |

VRQA Guidelines for VET Providers AUDIT REPORT

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| Guideline 3: Student Enrollment, Records and Certification | Result |
|--|---|
| <p>The RTO is compliant with Guideline 3.4.</p> | <input checked="" type="checkbox"/> |
| Strengths | |
| None identified. | Compliant <input checked="" type="checkbox"/> |
| | |
| None identified. | Non-compliant <input type="checkbox"/> |
| | Not audited <input type="checkbox"/> |

**VRQA Guidelines for VET Providers
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| Guideline 4: Student Learning Outcomes and Welfare Services | Result |
|---|---------------|
| Audit conclusion | ✓ |
| The RTO is compliant with Guideline 4.1, 4.2 and 4.4. | ✓ |
| | Compliant |
| | Non-compliant |
| | Not audited |
| Strengths | |
| None identified. | |
| Opportunities for Improvement | |
| None identified. | |

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| Guideline 5: Teaching, Learning and Assessment | Result |
|--|---|
| Assessment Guideline 5.1. – Not compliant. Refer Guideline 1.3.4. | <input checked="" type="checkbox"/> Compliant <input checked="" type="checkbox"/> Non-compliant <input type="checkbox"/> Not audited |
| 5.1 – Rectification Required As stated under rectification required for Guideline 1.3.4. | |
| Strengths None identified. | |
| Opportunities for Improvement None identified. | |

AQTF Essential Conditions and Standards for Continuing Registration AUDIT REPORT

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| RTO DETAILS | | | | |
|------------------------------|--|--|--|----|
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| | Website | www.guidestartraining.com.au | | |
| Registration Contact | | | | |
| Phone Number | (03) 9356 4646 | Email | | |
| Student Numbers | As of 9/08/11, the RTO had 97 active students for the Certificate III in Aged Care and the Certificate III in Home and Community Care. As at 09/08/11, the RTO had 113 students completed for 2011. | | | |
| AUDIT TEAM | | | | |
| Lead Auditor | | Auditor/s | | |
| Technical Advisor/s | | Observer/s | | |
| REGISTERING BODY DETAILS | | | | |
| Contact Person | | | | |
| Phone Number | 9651 3225 | Email | vet.audit@edumail.vic.gov.au | |
| AUDIT DETAILS | | | | |
| Type of Audit | Post-initial | | | |
| Conditions audited | 1, 3, 4, 6, 7, 8, 9. <i>(Conditions 2 & 5 are not required to be audited, see page 3 below)</i> | | | |
| 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, 3.3, 3.4 | |
| Audit Date/s | 20/21 September | | | |
| Other audit notes | <p>Guidestar Training and Professional Services Pty Ltd is a small RTO located in St Albans. The RTO specialises in providing aged care and home and community care training mostly to job seekers. Most students complete both the Certificate III in Aged Care and the Certificate III in Home and Community Care as there is some crossover with the core and elective units for the qualifications.</p> <p>The RTO provides training under the Victorian Training Guarantee. The RTO has 4 full-time staff and 4 contract trainers. Training is delivered off-site on another site in St Albans and in Noble Park, Bacchus Marsh and Werribee.</p> | | | |
| ACCOMPANYING REPORTS | | | Yes | No |
| VRQA Guidelines Audit Report | | | x | |

AQTF Essential Conditions and Standards for Continuing Registration AUDIT REPORT

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| | | |
|---|--|---|
| VRQA Guidelines – Re-registration Checklist | | x |
|---|--|---|

| FOCUS OF AUDIT | | |
|--|--|---|
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| HLTFA301B | Apply First Aid | Various sites in Melbourne as indicated in this report. |

| INTERVIEWEE/S: Staff name and position; employer name and position; students by program (do not list by name) | |
|---|---------------------------|
| | Director/Training Manager |
| | Director/Accounts Officer |

AQTF Essential Conditions and Standards for Continuing Registration AUDIT REPORT

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AUDIT SUMMARY

| Conditions of Registration | | Compliant | Non-compliant | Not audited |
|----------------------------|--|-----------|---------------|-------------|
| 1 | Governance 1.1 CEO must ensure the RTO complies with relevant conditions, standards and guidelines 1.2 Fit & Proper Persons Tests 1.3 Input of Trainers and Assessors in senior management decision making | ✓ | | |
| 2 | Interactions with the Registering Body | | | ✓ |
| 3 | Compliance with Legislation | ✓ | | |
| 4 | Insurance | ✓ | | |
| 5 | Financial Management | | | ✓ |
| 6 | Certification & Issuing of Qualifications & Statements of Attainment | ✓ | | |
| 7 | Recognition of Qualifications Issued by other RTOs | ✓ | | |
| 8 | Accuracy and Integrity of Marketing | ✓ | | |
| 9 | Transition to Training Packages/Expiry of Accredited Courses | ✓ | | |

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| |
|---|
| Summary of non-compliances – Conditions of Registration |
| Conditions of Registration are fully compliant. Conditions 2 and 5 were not audited in accordance with VRQA requirements. |
| Recommendations |
| None identified. |
| Strengths |
| None identified. |
| Opportunities for Improvement |
| None identified. |

AQTF Essential Conditions and Standards for Continuing Registration

RTO: Guidestar Training and Professional Services Pty Ltd

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AUDIT REPORT

| Standard 1: The RTO provides quality training and assessment across all of its operations | Result | | | | | | |
|---|--|-----------|--|---------------|---|-------------|--|
| <p>Audit conclusion</p> <p>The RTO is not compliant with this standard in respect to Elements 1.4 as detailed below.</p> <p>Element 1.4 - The RTO is not compliant with Element 1.4.</p> <p>GTPS trainer/assessors are employed in aged and community care settings but their current industry skills relevant to the training and assessment being delivered is not documented.</p> <p>The RTO has not provided sufficient evidence to demonstrate that trainers/assessors have current industry skills relevant to the training and assessment being delivered or that trainers/assessors are continuing to develop their VET knowledge and skills and trainer/assessor competence.</p> <p>1.4 – Rectification Required</p> <p>The RTO must provide evidence to meet the gaps identified above.</p> <p>The RTO is compliant with all other elements.</p> | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Compliant</td> <td style="width: 20px;"></td> </tr> <tr> <td style="text-align: center;">Non-compliant</td> <td style="text-align: center;">✓</td> </tr> <tr> <td style="text-align: center;">Not audited</td> <td style="width: 20px;"></td> </tr> </table> | Compliant | | Non-compliant | ✓ | Not audited | |
| Compliant | | | | | | | |
| Non-compliant | ✓ | | | | | | |
| Not audited | | | | | | | |
| Strengths | | | | | | | |
| None identified. | | | | | | | |
| Opportunities for Improvement | | | | | | | |
| <p>While the RTO has recorded some trainer/assessor development in a professional development log, forward planning in the form of a professional development plan has not been undertaken. The development of such a plan would assist the RTO in ensuring that trainers/assessors meet the requirements for professional development.</p> <p>As per comments included in summary meeting document and discussions with the RTO at audit, the RTO should ensure that course evaluation forms are analysed and acted upon, as well as assessment validation and moderation improvements.</p> | | | | | | | |

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| | | |
|---|--|---|
| Standard 2: | The RTO adheres to principles of access and equity and maximises outcomes for its clients | |
| Audit conclusion | Result | ✓ |
| The RTO is compliant with Standard 2, demonstrating that it adheres to principles of access and equity and maximises outcomes for its clients. | | |
| Strengths | | |
| None identified. | | |
| Opportunities for Improvement | | |
| It is recommended that the RTO be more specific in regard to the statement in its TAS for HTLFA301C with regard to target group. The current statement says that the course is suitable for anyone with basic language and literacy skills. | | |
| | Compliant | ✓ |
| | Non-compliant | |
| | Not audited | |

AQTF Essential Conditions and Standards for Continuing Registration

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| | | |
|---|---|---|
| Standard 3: | Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates | |
| Audit conclusion | Result | ✓ |
| The RTO is compliant with Standard 3, demonstrating that management systems are responsive to the needs of clients, staff and stakeholders and the environment in which the RTO operates. | | |
| Strengths | | |
| None identified. | | |
| Opportunities for Improvement | | |
| None identified. | | |
| | Compliant | ✓ |
| | Non-compliant | |
| | Not audited | |