



Audit report – VET Quality Framework

Continuing registration as a national VET regulator (NVR) registered training organisation

ORGANISATION DETAILS

Organisation's legal name	Designer Life (Qld) Pty Ltd ATF Designer Life (Qld) Trust
Trading name/s	Designer Life
RTO number	32502
CRICOS number	n/a

AUDIT TEAM

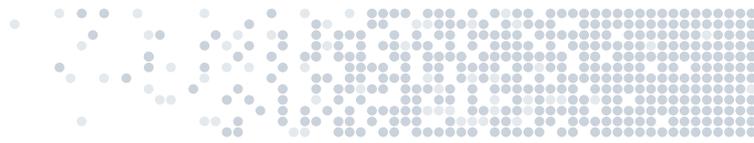
Lead auditor	Daniel Taylor
Auditor/s	Judith Keller
Technical adviser/s	n/a

AUDIT DETAILS

Application number/s	n/a	
Audit number/s	1002650	
Audit reason 1	Post initial	
Audit reason 2	n/a	
Audit reason 3	n/a	
Activity type	Site visit	
Address of site/s visited	475 Gympie Road STRATHPINE QLD 4500	
Date/s of audit	30 July 2013	
Organisation's contact for audit	Leisa Roberts leisa@designerlife.com.au	Chief Executive 32037069
NVR standards audited	All Standards for Continuing Registration	

BACKGROUND

- Designer Life targets its training and assessment services to assist the long term unemployed, disadvantaged youth, early school leavers, refugees and those in remote areas.
- The organisation receives clients referred from job network agencies who are required to complete the Certificate II in Workplace Practices to remain eligible for unemployment benefits.
- No current partnering arrangements.
- The organisation goes above and beyond to ensure students not only receive the support services they need but also to ensure they are engaged and motivated to attend and complete their training.



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

- 111

AUDIT SAMPLE			
Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
BSB20112	Certificate II in Business	Face to face	7
BSB30112	Certificate III in Business	Face to face	3
CPP20611	Certificate II in Cleaning Operations	Face to face	0
SIR20212	Certificate II in Retail Services	Face to face	3
CHC20112	Certificate II in Community Services	Face to face	0
CHC51612	Diploma of Employment Services	Face to face	0
30981QLD	Certificate II in Workplace Practices	Face to face	88

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

INTERVIEWEES		
Name	Position	Qualification/Course/Unit code/s
Leisa Roberts	Chief Executive	n/a

ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 30 July 2013: Minor non-compliance

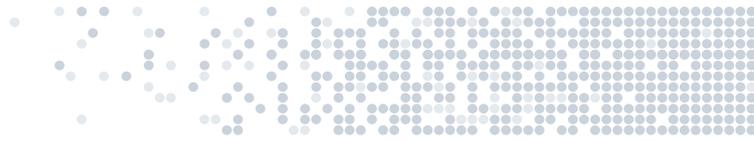
- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this audit report describes evidence of the non-compliance.
- Refer to notification of non-compliance for information on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

AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

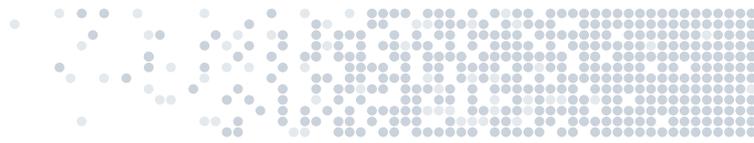
Audit finding following analysis of additional evidence provided on 21 August 2013: Compliant

AUDIT FINDING BY STANDARD

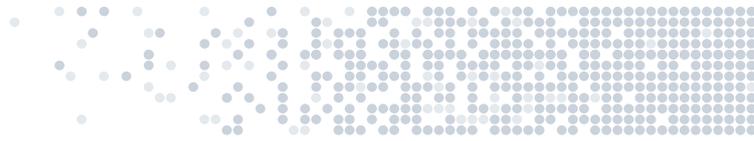
Standard	Original finding	Finding following rectification
SNR 15	Not compliant	Compliant
SNR 16	Compliant	n/a



SNR 17	Compliant	n/a
SNR 18	Not compliant	Compliant
SNR 19	Compliant	n/a
SNR 20	Compliant	n/a
SNR 21	Compliant	n/a
SNR 22	Compliant	n/a
SNR 23/AQF	Compliant	n/a
SNR 24	Compliant	n/a
SNR 25	Compliant	n/a



SNR 15	The NVR registered training organisation provides quality training and assessment across all of its operations, as follows:
15.1	The NVR registered training organisation collects, analyses, and acts on relevant data for continuous improvement of training and assessment.
Original finding:	Compliant
Following rectification:	n/a
15.2	Strategies for training and assessment meet the requirements of the relevant Training Package or VET accredited course and have been developed through effective consultation with industry.
Original finding:	Compliant
Following rectification:	n/a
15.3	Staff, facilities, equipment and training and assessment materials used by the NVR registered training organisation are consistent with the requirements of the Training Package or VET accredited course and the NVR registered training organisation's own training and assessment strategies and are developed through effective consultation with industry.
Original finding:	Not compliant
Following rectification:	Compliant
<i>Reasons for finding of non-compliance:</i>	
<ul style="list-style-type: none">• Refer to SNR 15.5 for non-compliances regarding assessment materials.	
<i>In order to become compliant, the organisation is required to:</i>	
<ul style="list-style-type: none">• Address the non-compliances identified with SNR15.5. Refer to SNR 15.5	
<i>Analysis of rectification evidence:</i>	
<ul style="list-style-type: none">• The organisation has demonstrated compliance with 15.3. Refer to SNR 15.5	
15.4	Training and assessment is delivered by trainers and assessors who: (a) have the necessary training and assessment competencies as determined by the National Skills Standards Council or its successors; and (b) have the relevant vocational competencies at least to the level being delivered or assessed; and (c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and (d) continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.
Original finding:	Compliant
Following rectification:	n/a



15.5 Assessment including Recognition of Prior Learning (RPL):
(a) meets the requirements of the relevant Training Package or VET accredited course; and
(b) is conducted in accordance with the principles of assessment and the rules of evidence; and
(c) meets workplace and, where relevant, regulatory requirements; and
(d) is systematically validated.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

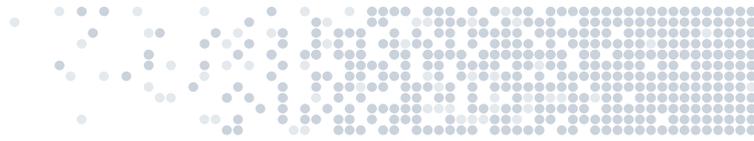
CPP20611 Certificate II in Cleaning Operations

CPPCLO2035A Maintain cleaning storage areas

- Written assessment tools provided did not gather valid evidence of the candidate's ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application. In addition, the written assessment did not gather evidence of the candidate demonstrating all of the required knowledge of the unit (e.g. product knowledge, including manufacturer's specifications for equipment and chemicals being used).
- The practical observation checklist was not supported by information about the context of the practical assessment, the specific tasks to be undertaken, and the observable behaviours required to be demonstrated by the candidate for each of the tasks. Consequently, it was not possible to confirm that all of the performance criteria, required skills, critical aspects for assessment and evidence required to demonstrate competency, as specified in the unit have been addressed through the practical assessment.
- The evidence provided by the organisation did not meet principles of assessment. Specifically, the assessment material did not include guidance for assessors about the performance level required of candidates undertaking the practical assessment tasks.

CPPCLO2009A Clean glass surfaces

- Written assessment tools did not fully address all of the required knowledge specified in the unit and did not gather valid evidence of the candidate's ability to consistently identify and interpret the essential underpinning knowledge as required for practical application.
- The practical observation checklist for this unit contained insufficient information for candidates about the context of the assessment and the actual glass cleaning tasks to be undertaken. In addition, the practical assessment tools did not contain appropriate guidance for assessors about the observable behaviours required to be demonstrated by candidates when undertaking the practical assessment tasks.
- There was a lack of guidance for assessors about the performance level required of candidates undertaking the practical assessment tasks which compromises reliability in the conduct of assessment. This lack of guidance means there is currently no mechanism for ensuring that the assessment evidence presented by candidates will be interpreted consistently and will result in consistent assessment outcomes over time and across a range of learners.



SIR20212 Certificate II in Retail Services

SIRXCCS201 Apply point-of-sale handling procedures

- Whilst the practical assessment tool contained a list of tasks to be performed by candidates, there was insufficient information about the context of the practical assessment which was identified during discussions with the organisation's CEO as being a simulated 'ebay shop'. In addition, there was no guidance for assessors as to how to conduct the practical assessment and the evidence required to be produced by candidates.
- There was a lack of guidance for assessors about the performance level required of candidates undertaking the practical assessment tasks which compromises reliability in the conduct of assessment. This lack of guidance means there is currently no mechanism for ensuring that the assessment evidence presented by candidates will be interpreted consistently and will result in consistent assessment outcomes over time and across a range of learners.

SIRXSL002A Advise on products and services

- Review of the assessment tools found that the majority of the assessment tasks assessed conceptual understandings and theoretical principles associated with advising on products and services, rather than the candidate's ability to demonstrate the required knowledge and skills specified in the unit of competency. Consequently, it could not be confirmed that the organisation's assessment tools fully address the requirements for unit and that sufficient evidence would be gathered through the assessment process to substantiate judgements about candidate competency.

BSB20112 Certificate II in Business

BSBCUS201B Deliver a service to customers

- The assessment tools provided did not fully address the requirements of the unit of competency, in particular the required knowledge and critical aspects of assessment, which in both instances require the gathering of evidence of the candidate's knowledge of relevant legislation.

NOTE: The organisation provided amended assessment tools at audit containing additional questions covering the application of knowledge of legislation in a customer service context. Consequently no further evidence is required for BSB20112 Certificate II in Business.

BSB30112 Certificate III in Business

BSBWHS302A Apply knowledge of WHS legislation in the workplace

- The assessment tools provided did not include a mechanism for gathering evidence of the candidate's communication skills to contribute effectively to formal and informal WHS meetings, being required skills specified in BSB07 Business Services Training Package for the above unit of competency.
- **NOTE: The organisation provided amended assessment tools at audit containing an additional practical assessment activity required skills. Consequently no further evidence is required for BSB30112 Certificate III in Business.**



In order to become compliant, the organisation is required to:

CPP20611 Certificate II in Cleaning Operations

CPPCLO2035A Maintain cleaning storage areas

CPPCLO2009A Clean glass surfaces

- Provide revised assessment tools addressing all of the CPP07 Training Package requirements for the above units of competency, and which will gather sufficient and valid evidence directly relevant to the units' learning outcomes to support judgements about candidate competency. Additionally, the assessment tools are to be supported by guidance for assessors to ensure consistency in the conduct of assessment and in the interpretation of assessment evidence presented to ensure reliable assessment outcomes over time and across a range of candidates.

SIR20212 Certificate II in Retail Services

SIRXCCS201 Apply point-of-sale handling procedures

- Provide revised assessment tools for the above unit of competency that address all of the requirements of the SIR07 Retail Services Training Package for the unit, particularly the required skills, critical aspects of assessment and evidence required to demonstrate competency. The practical assessment tools are to be accompanied by information for candidates about the context and purpose of the practical assessment and supported by instructions about the specific assessment tasks to be undertaken. The tools must also include guidance for assessors about the evidence required to be collected and assessed.
- Demonstrate how it will ensure consistency in the conduct of the assessment and in the interpretation of assessment evidence presented to ensure reliable assessment outcomes over time and across a range of candidates.

SIRXSL002A Advise on products and services

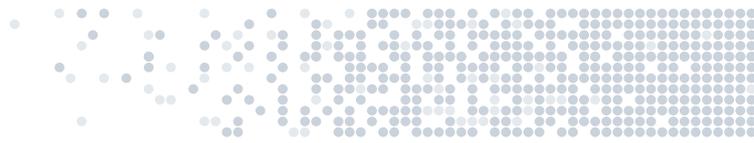
- Provide a full suite of assessment tools for the above unit of competency that address all of the requirements of the SIR07 Retail Services Training Package for the unit, and which will gather sufficient and valid evidence directly relevant to the unit's learning outcomes to support judgements about candidate competency. The assessment tools are to be accompanied by clear information about assessment requirements for assessors and candidates, including the context and purpose, and assessment conditions. The tools must include guidance for assessors about the evidence required to be collected and assessed.
- Demonstrate how it will ensure consistency in the conduct of the assessment and in the interpretation of assessment evidence presented to ensure reliable assessment outcomes over time and across a range of candidates.

Analysis of rectification evidence:

- The organisation has demonstrated it understood the non-compliances identified at audit and was able to provide evidence to rectify the non-compliances listed above within the rectification period.

No outstanding non-compliances.

SNR 16 The NVR registered training organisation adheres to principles of access and equity and



maximises outcome for its clients, as follows:

16.1 The NVR registered training organisation establishes the needs of clients, and delivers services to meet these needs.

Original finding: Compliant

Following rectification: n/a

16.2 The NVR registered training organisation continuously improves client services by collecting, analysing and acting on relevant data.

Original finding: Compliant

Following rectification: n/a

16.3 Before clients enrol or enter into an agreement, the NVR registered training organisation informs them about the training, assessment and support services to be provided, and about their rights and obligations.

Original finding: Compliant

Following rectification: n/a

16.4 Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.

Original finding: Compliant

Following rectification: n/a

16.5 Learners receive training, assessment and support services that meet their individual needs.

Original finding: Compliant

Following rectification: n/a

16.6 Learners have timely access to current and accurate records of their participation and progress.

Original finding: Compliant

Following rectification: n/a

16.7 The NVR registered training organisation provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.

Original finding: Not audited

Following rectification: n/a

SNR 17 Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates, as follows:

17.1 The NVR registered training organisation's management of its operations ensures clients receive the services detailed in their agreement with the NVR registered training organisation.

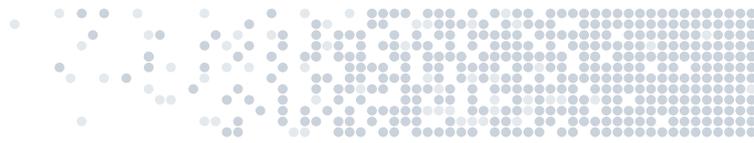
Original finding: Compliant

Following rectification: n/a

17.2 The NVR registered training organisation uses a systematic and continuous improvement approach to the management of operations.

Original finding: Compliant

Following rectification: n/a



17.3	The NVR registered training organisation monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the VET Quality Framework.
Original finding: Compliant	Following rectification: n/a

17.4	The NVR registered training organisation manages records to ensure their accuracy and integrity.
Original finding: Compliant	Following rectification: n/a

SNR 18 The NVR registered training organisation has governance arrangements in place as follows:

18.1	The NVR registered training organisation’s Chief Executive must ensure that the NVR registered training organisation complies with the VET Quality Framework. This applies to all of the operations within the NVR registered training organisation’s scope of registration, as listed on the National Register.
Original finding: Not compliant	Following rectification: n/a

Reasons for finding of non-compliance:

- The non-compliances identified at audit demonstrate the Chief Executive has not ensured the NVR registered training organisation complies with the VET Quality Framework across all its operations.

In order to become compliant, the organisation is required to:

- Address the non-compliances identified with SNR 15.5. Refer to SNR 15.5

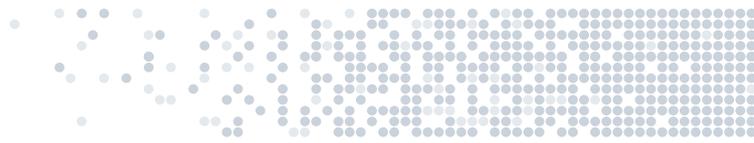
Analysis of rectification evidence:

- The organisations Chief Executive has provided sufficient rectification evidence to ensure the NVR registered training organisation complies with the VET Quality Framework across all its operations. Refer to SNR 15.5

18.2	The NVR registered training organisation must also explicitly demonstrate how it ensures the decision making of senior management is informed by the experiences of its trainers and assessors.
Original finding: Compliant	Following rectification: n/a

SNR 19 Interactions with the National VET Regulator

19.1	The NVR registered training organisation must co-operate with the National VET Regulator: (a) in the conduct of audits and the monitoring of its operations; (b) by providing accurate and timely data relevant to measures of its performance; (c) by providing information about significant changes by its operations; (d) by providing information about significant changes to its ownership; and (e) in the retention, archiving, retrieval and transfer of records consistent with National VET Regulator’s requirements.
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Original finding: Compliant

Following rectification: n/a

SNR 20 Compliance with legislation

20.1 The NVR registered training organisation must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.

Original finding: Compliant

Following rectification: n/a

20.2 The NVR registered training organisation must ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.

Original finding: Compliant

Following rectification: n/a

SNR 21 Insurance

21.1 The NVR registered training organisation must hold public liability insurance throughout its registration period.

Original finding: Compliant

Following rectification: n/a

SNR 22 Financial management

22.1 The NVR registered training organisation must be able to demonstrate to the National VET Regulator, on request, that it is financially viable at all times during the period of its registration.

Original finding: Compliant

Following rectification: n/a

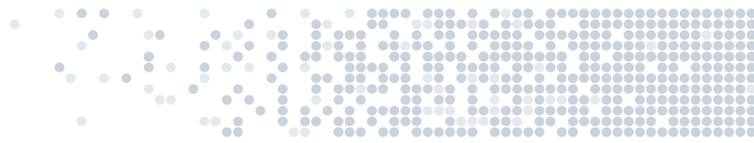
22.2 The NVR registered training organisation must provide the following fee information to each client:

- (a) the total amount of all fees including course fees, administration fees, materials fees and any other charges;**
- (b) payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;**
- (c) the nature of the guarantee given by the NVR registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;**
- (d) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and**
- (e) the organisation's refund policy.**

Original finding: Compliant

Following rectification: n/a

22.3 Where the NVR registered training organisation collects student fees in advance it must



ensure it complies with one of the following acceptable options:

(a) (Option 1) the NVR registered training organisation is administered by a State, Territory or Commonwealth government agency;

(b) ~~(Option 2) the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme; [option 2 not currently available]~~

(c) (Option 3) the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course.

Following course commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500;

(d) (Option 4) the NVR registered training organisation holds an unconditional financial guarantee from a bank operating in Australia for no less than the full amount of funds held by the NVR registered training organisation which are prepayments from students (or future students) for tuition to be provided by the NVR registered training organisation to those students; or

(e) ~~(Option 5) the NVR registered training organisation has alternative fee protection measures of equal rigour approved by the National VET Regulator. [option 5 not currently available]~~

Original finding: Compliant

Following rectification: n/a

SNR 23 Certification, issuing and recognition of qualifications & statements of attainment

23.1 The NVR registered training organisation must issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited course, a VET qualification or VET statement of attainment (as appropriate) that:

(a) meets the Australian Qualifications Framework (AQF) requirements;

(b) identifies the NVR registered training organisation by its national provider number from the National Register and

(c) includes the NRT logo in accordance with its current conditions of use.

Original finding: Compliant

Following rectification: n/a

23.2 The NVR registered training organisation must recognise the AQF and VET qualifications and VET statements of attainment issued by any other RTO.

Original finding: Compliant

Following rectification: n/a

23.3 The NVR registered training organisation must retain client records of attainment of units of competency and qualifications for a period of 30 years.

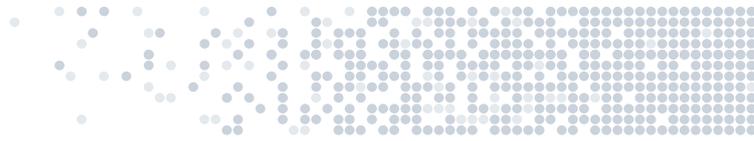
Original finding: Compliant

Following rectification: n/a

23.4 The NVR registered training organisation must provide returns of its client records of attainment of units of competency and VET qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator. [no requirements currently exist]

This element was not audited.

23.5 The NVR registered training organisation must meet the requirements for implementation



of a national unique student identifier. [no requirements currently exist]

This element was not audited.

SNR 24 Accuracy and integrity of marketing

24.1 The NVR registered training organisation must ensure its marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.

Original finding: Compliant

Following rectification: n/a

24.2 The NVR registered training organisation must use the NRT logo only in accordance with its conditions of use.

Original finding: Compliant

Following rectification: n/a

SNR 25 Transition to Training Packages/expiry of VET accredited courses

25.1 The NVR registered training organisation must manage the transition from superseded Training Packages within 12 months of their publication on the National Register so that it delivers only currently endorsed Training Packages.

Original finding: Compliant

Following rectification: n/a

25.2 The NVR registered training organisation must manage the transition from superseded VET accredited courses so that it delivers only currently endorsed Training Packages or currently VET accredited courses.

Original finding: Compliant

Following rectification: n/a