

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

**Audit Date: 27/28 February 2017 and
1 March 2017**

RTO: VICSEG New Futures

Applicant Details			
Applicant Name	VICSEG New Futures	TOID	21203
Address	11 Munro Street, Coburg VIC 3058		
	Website	http://www.vicsegnewfutures.org.au	
Registration Contact	Ms Maree Raftis		
Phone Number	03 9383 2533	Email	mraftis@vicsegnewfutures.org.au
Audit Team			
Audit Firm	ShineWing Australia	Auditor/s	John Molenaar
Auditor/s		Other Attendees	John Zika, Executive Director Maree Raftis, Manager Training and Employment Programs
Registering Body Details			
Contact Person	Simon Thorn		
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, 2.5, 2.6, 2.7	3.1, 3.2, 3.4
2016 VRQA Guidelines Audited		2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8 (If applicable)	
	3.1, 3.2, 3.3, 3.4, 3.5	4.1, 4.2, 5.1	
Audit Date/s	27/28 February 2017 and 1 March 2017		
RTO Background			
<p>VICSEG New Futures is a not for profit, community organisation incorporating the Victorian Cooperative on Children's Services for Ethnic Groups (VICSEG Programs for Families, Children & Young People) and New Futures Training. VICSEG programs for families, children and young people and New Futures Training provide support and training to newly arrived and recently settled migrant communities, refugees and asylum seekers. For over thirty years the Victorian Cooperative on Children's Services for Ethnic Groups has provided culturally responsive programs to address the migrant settlement needs of young people and their families.</p> <p>VICSEG programs works in partnership with local government and community organisations to develop culturally responsive service models in child care, family day care, maternal and child health, kindergarten, integrated family services and library services. VICSEG Programs is involved in place-based Early Years Partnership structures in Hume, Wyndham and Brimbank and soon to expand to Whittlesea and Melton. Partnership structures focus on more vulnerable families and a shared responsibility for supporting children and families has expanded its focus to include teenagers and grandparents.</p> <p>New Futures Training is the registered training organisation of VICSEG New Futures. For over ten years it has provided training courses from Child Care and Aged Care to short courses on First Aid and Basic Food Safety</p>			

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Practices.

During 2016, 1,795 students were enrolled in full qualification and 2,749 students were enrolled in individual units.

To date in 2017, 280 students were enrolled in full qualification and 377 students were enrolled in individual units.

Training facilities are in Braybrook, Coburg, Epping and Werribee.

Qualifications/Units Audited¹

QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
CHC33015	Certificate III in Individual Support	11 Munro Street, Coburg VIC 3058
CHC50113	Diploma of Early Childhood Education and Care	11 Munro Street, Coburg VIC 3058

Interviewee(s) – Staff name and position; employer name and position

Surajika De Silva	Trainer/Assessor: Certificate III in Individual Support
Marwinn Bangan	Trainer/assessor: Certificate III in Individual Support
Cara McCumber	Trainer/assessor: Diploma of Early Childhood Education and Care
Bella (Isabella) Furnari	Trainer/assessor: Diploma of Early Childhood Education and Care
Class of 8 students	Diploma of Early Childhood Education and Care
Class of 15 students	Certificate III in Individual Support

Permanent Delivery Sites –

Do the RTO's permanent delivery sites match the information provided by the VRQA?

Yes

No

X

If 'No', please provide amended details below:

Delivery sites were identified as: Braybrook, Coburg, Epping and Werribee.

Third party Arrangements –

Yes

No

¹ Samples have been selected in accordance with the VRQA VET Audit Sampling Methodology

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Do the RTO's third party arrangements match the information provided by the VRQA?	X	
If 'No', please provided amended details below:		

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Audit Summary - AQTF Conditions of Registration

AQTF Conditions		Compliant	Non - Compliant	Not audited
1	Governance	X		
2	Interactions with the Registering Body			X
3	Compliance with Legislation	X		
4	Insurance			X
5	Financial Management			X
6	Certification & Issuing of Qualifications & Statements of Attainment	X		
7	Recognition of Qualifications Issued by other RTOs	X		
8	Accuracy and Integrity of Marketing	X		
9	Transition to Training Packages/Expiry of Accredited Courses	X		

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Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
Standard 1	X		
1.1 – Continuous Improvement Strategy		X	
1.2 – Training and Assessment Strategies	X		
1.3 – Training and Assessment Resources	X		
1.4 – Trainer and Assessor Competency	X		
1.5 – Assessment Strategies		X	
Standard 2	X		
2.1 – Meeting the Needs of Clients		X	
2.2 – Continuous Improvement of Client Services	X		
2.3 – Provision of Information to Clients	X		
2.4 – Third-Party Engagement in Training and Assessment	X		
2.5 – Provision of Support Services to Clients	X		
2.6 – Learner Access to Records of Participation	X		
2.7 – Complaints and Appeals Strategy		X	
Standard 3	X		
3.1 – Operations Management	X		
3.2 – Continuous Improvement of Operations		X	
3.3 – Third-Party Training and/ or Assessment Services			X
3.4 – Records Management		X	
Summary of Non-Compliance²			
<p>SF.1.1.1 VICSEG New Futures had implemented a number of strategies to obtain feedback from a number of sources for the continuous improvement of learning and assessment, however a coordinated, systematic approach had not been implemented.</p> <p>SF.1.5.1 CHC33015 Certificate III in Individual Support CHCCCS015 Provide individualised support CHCDIV001 Work with diverse people For the units sampled VICSEG New Futures had not implemented assessment strategies that met the requirements of the relevant Training Package. Assessments did not meet the Principle of Assessment – reliability, as assessment instructions to candidates did not clearly identify the conditions under which the assessments were to be conducted.</p>			

² SF = Standard Finding. Finding references are aligned to the Detailed Findings section of this report.

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Assessments did not meet the Rules of Evidence – validity and sufficiency. Assessment demonstration observation criteria included observations recorded as satisfactory for unit Performance Criteria. Assessment criteria did not include demonstration of observable tasks.

SF.2.1.1

The needs of clients were not effectively established to identify support need requirements.

SF.2.7.1

The complaints and appeals procedures included procedures for students to appeal a complaints decision and the source for an independent external mediator identified was not an appropriate source.

SF.3.2.1

Though VICSEG New Futures had identified a systematic and continuous improvement approach to the management of operations, an effective strategy had not been implemented.

SF.3.4.1

VICSEG had procedures in place to manage records to ensure their accuracy and integrity, however for a number of student files sampled it was identified that students enrolled in the Certificate III of Aged Care, were international students on an International Student VISA though, VICSEG New Futures is not a registered CRICOS Provider and students had enrolled in a course which is on the CRICOS register.

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Audit Summary – 2016 VRQA Guidelines for VET Providers

2016 VRQA Guidelines	Compliant	Non - Compliant	Not audited
1. Governance, Financial viability and Management systems			X
1.1 – Strategic Plan and Business Plan			X
1.2 – Financial Viability			X
1.3 – Management Systems			X
1.4 – Governance			X
2. Transparency and oversight of third parties			X
2.1 – Third party agreement			X
2.2 – Co-operation with VRQA			X
2.3 – Notifying VRQA of Third party agreements			X
2.4 – Information - Disclosure of third party services			X
2.5 – Pre-enrolment materials - Disclosure of third party services			X
2.6 – Changes to third party services			X
2.7 – Complaints - Third party services			X
2.8 – Appeals - Third party services			X
3. Trainer and assessor qualification (including individuals working under the supervision of a trainer)	X		
3.1 – Vocational & Industry skill requirements	X		
3.2 – Training and Assessment (TAE) skill requirements	X		
3.3 – Assessment only skill requirements	X		
3.4 – Supervision arrangement requirements	X		
3.5 – Trainer under supervision skill requirements	X		
4. Delivery of training and assessment services		X	
4.1 – Training and assessment practices		X	
4.2 – Amount of training		X	
4.3 – TAE - Independent validation of assessment system, tools, processes and outcomes			X
4.4 – TAE – Trainer and Assessor skills (1 January 2016 to 31 December 2016)			X
4.5 – TAE – Trainer and Assessor skills (1 January 2017 onwards)			X
4.6 – TAE – Trainer under supervision requirements			X
4.7 – TAE – Registration requirements			X
5. Annual Declaration of Compliance	X		
5.1 – Annual Declaration of Compliance	X		

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Summary of Non-Compliance³

GF.4.1.1

The Training and Assessment Strategies for the qualifications:

- CHC33015 Certificate III in Individual Support
- CHC50113 Diploma of Early Childhood Education and Care

Identified training durations that were not consistent with the requirements of the Training Package, the AQF Framework or nominal hours identified in the Victoria Purchasing Guides for those qualifications. A rationale for the amount of training, confirming that this would enable each student to meet the requirements for each unit of competency in which the student was enrolled, was not provided.

GF.4.2.1

The Training and Assessment Strategies for the qualifications:

- CHC33015 Certificate III in Individual Support
- CHC50113 Diploma of Early Childhood Education and Care

VICSEG did not provide sufficient information of how it determined the amount of training it provided to each student with regard to the existing skills, knowledge and the experience of the student and the mode of delivery.

³ GF = Guideline Finding. Finding references are aligned to the Detailed Findings section of this report.

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Detailed Findings - AQTF Conditions of Registration

CONDITION 1 - Governance			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
The Chief Executive had ensured that VICSEG New Futures complied with the AQTF Essential Conditions and Standards for Continuing Registration.	<ul style="list-style-type: none"> • Organisation Chart • Position Description - VET Standards Compliance Facilitator • Fit and proper person declaration completed by John Zika • Annual Declaration of Compliance 	N/A	

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CONDITION 3 - Compliance with Legislation			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
VICSEG New Futures had complied with relevant Commonwealth, State or Territory legislation and regulatory requirements that were relevant to its operations and its scope of registration and ensured that its staff and clients were fully informed of these requirements that affected their duties or participation in vocational education and training.	<ul style="list-style-type: none"> • Statement of Understanding to be completed by all staff. • Staff Information – AQTF and Guidelines, Policy and Procedures. • Internal audit report summary Skills Victoria 30/6/2016. • HR Policy and Procedure Manual. 	N/A	

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CONDITION 6 - Certification & Issuing of Qualifications & Statements of Attainment			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
VICSEG New Futures had issued testamurs in accordance with the requirements of the Training Package that met the Australian Qualifications Framework (AQF) TGA. The testamurs included the Nationally Recognised Training (NRT) logo in accordance with the current conditions of service.	<ul style="list-style-type: none"> Record Management Policy. Qualifications Issuance Policy. Retention Table – Summary of final results - 30 years VETtrak. Issuance Policy. Sample of Certificate and Statement of Attainment. Procedures for the destruction of records. Record keeping schedule. USI Implementation Guide. Enrolment Form – Application for Enrolment with attached Victorian Government VET Student Enrolment Privacy Notice. Checklist for complaint testamur and Statement of Attainment. 	N/A	
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
VICSEG New Futures had confirmed that it would retain client records of attainment of units of competency and qualifications for a period of 30 years.	<ul style="list-style-type: none"> Retention Table – Summary of final results - 30 years VETtrak. 	N/A	
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
VICSEG New Futures had a student records management system in place that provided AVETMISS compliant data to the registering body.	<ul style="list-style-type: none"> VETtrak Data Management System entries Enrolment Form 	N/A	

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	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	VICSEG New Futures had provided a return of its client records of attainment of units of competency and qualifications to the VRQA for 2015.	<ul style="list-style-type: none"> • Return of client records of attainment – 28 June 2016 • Confirmation of submission of report – 28 June 2016 	N/A
	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	VICSEG New Futures had met the requirements for implementation of a national unique student identifier.	<ul style="list-style-type: none"> • Enrolment Form • USI Implementation Guide • Student Handbook – USI information 	N/A

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CONDITION 7 - Recognition of Qualifications Issued by other RTOs			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
VICSEG New Futures had procedures in place for the recognition of AQF Qualifications and Statements of Attainment issued by any other RTO. Students were informed in the Student Handbook 2017.	<ul style="list-style-type: none"> • Qualifications Issuance Policy – Statement of Recognition • RPL and Recognition Policy • Student Handbook 2017 – Recognition of Australian Qualification Framework • VCT Form • Credit Transfer – Application Form 	N/A	

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CONDITION 8 - Accuracy and Integrity of Marketing			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
VICSEG New Futures had ensured that its marketing and advertising of AQF qualifications to prospective clients was ethical, accurate and consistent with its scope of registration. The NRT logo was employed in accordance with its conditions of use.	<ul style="list-style-type: none"> Marketing Policy. Marketing and Publications Checklist – Generic Flyer Early Childhood Education and Care - permission for use of images. Student Handbook 2017. VICSEG Recording Consent Form. Samples of marketing materials. 	N/A	

Improvement Opportunities
<p>CI.8.1</p> <p>VICSEG would benefit from:</p> <ul style="list-style-type: none"> Including in 'Permission for use of personal images forms' the dates for which the images would be used and the specific use that is to be made of the image. Maintaining on marketing materials and all documents where qualification codes and titles are used, the qualification code and title as it appears on the TGA.

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CONDITION 9 - Transition to Training Packages/Expiry of Accredited Courses			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
VICSEG New Futures had provisions in place for the management of the transition from superseded Training Packages within 12 months of their publication on the TGA.	<ul style="list-style-type: none"> • Training Package Transition Policy identified intention for transition within 12 months from publication of qualification on the TGA. • Transition Checklist Template • Unit mapping information, for superseded and new qualifications/units, including summary of changes and gaps. 	N/A	

Improvement Opportunities
<p>CI.9.1</p> <p>VICSEG New Futures would benefit from:</p> <ul style="list-style-type: none"> • Preparing a transition checklist and identifying the documents reviewed to support a sign off for each criterion on the form. • Mapping of changes to non-equivalent units – include in the mapping the Training Package version and dates that the superseded and new units are from. • Maintaining records of the transition work required from a superseded unit to a new unit, e.g. Care for babies – the changes required to assessment tools.

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Detailed Findings - AQTF Standards

ELEMENT 1.1 - The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.			Non-Compliant
SF.1.1.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	VICSEG New Futures had implemented a number of strategies to obtain feedback from a number of sources for the continuous improvement of learning and assessment, however a coordinated, systematic approach had not been implemented.	<ul style="list-style-type: none"> • Continuous Improvement Policy and Procedure • Continuous Improvement Registers and evidences • Student feedback • Industry and Employer Feedback Form. • Corrective Action reports. • Sample of management meeting minutes. • Industry Feedback Form – not completed for 2016. • AQTF Learner Engagement Survey 2016 – sample approach. 	<p>VICSEG New Futures is required to:</p> <ul style="list-style-type: none"> • Develop and implement a systemic approach to the collection of relevant data to support continuous improvement of training and assessment. • Ensure that its Continuous Improvement Policy and procedures are consistent with the strategies implemented and include strategies for how VICSEG New Futures monitors the implementation of the improvement opportunities to ensure their effectiveness.

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ELEMENT 1.2 - Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
VICSEG New Futures had developed and implemented strategies for training and assessment that met the requirements of the relevant Training Package and were developed in consultation with industry.	<p>Review learning and assessment arrangements for the following qualifications and sampled units:</p> <p>CHC33015 Certificate III in Individual Support <i>CHCCCS015 Provide individualised support</i> <i>CHCDIV001 Work with diverse people</i> Training and Assessment Strategies for the following deliver modes:</p> <ul style="list-style-type: none"> • class based. • flexible <p>CHC50113 Diploma of Early Childhood Education and Care <i>CHCECE018 Nurture creativity in children</i> <i>CHCECE021 Implement strategies for the inclusion of all children</i> <i>CHCECE003 Provide care for children</i> <i>CHCECE019 Facilitate compliance in an education and care</i> <i>CHCPRT001 Identify and respond to children and young people at risk</i> <i>CHCECE005 Provide care for babies and toddlers</i> Training and Assessment Strategies for the following delivery modes:</p> <ul style="list-style-type: none"> • Holding CHC30113 on Entry language support 	N/A	

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	<ul style="list-style-type: none"> • Distance delivery • Traineeship 	
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Improvement Opportunities

SI.1.2

CHC33015 Certificate III in Individual Support

VICSEG had identified in the TASs that clients would be those currently working the industry however most learners were not in employment.

VICSEG New Futures would benefit from:

- Developing a TAS appropriate for those that are not working in the industry.
- Identifying in the TASs, all learning and assessment activities and hours allocated to show the total effort a learner is required to put in for a unit.

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ELEMENT 1.3 - Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
Staff, facilities, equipment and training and assessment materials used by the VICSEG were consistent with the requirements of the Training Package and the RTO's own training and assessment strategies.	<p>Facilities, equipment, learning and assessment resources including information about workplace practical placement sites.</p> <p>CHC33015 Certificate III in Individual Support <i>CHCCCS015 Provide individualised support</i> <i>CHCDIV001 Work with diverse people</i></p> <p>CHC50113 Diploma of Early Childhood Education and Care <i>CHCECE018 Nurture creativity in children</i> <i>CHCECE021 Implement strategies for the inclusion of all children</i> <i>CHCECE003 Provide care for children</i> <i>CHCECE019 Facilitate compliance in an education and care</i> <i>CHCPRT001 Identify and respond to children and young people at risk</i> <i>CHCECE005 Provide care for babies and toddlers</i></p>	N/A	

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ELEMENT 1.4 - Training and assessment is delivered by trainers and assessors who:			Compliant
a) have the necessary training and assessment competencies as determined by the National Quality 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.			
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>Training and assessment is delivered by trainers and assessors who have the necessary training and assessment competencies and have the relevant vocational competencies at least to the level being delivered or assessed, and can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</p>	<p>Trainer/assessor information for the following qualifications:</p> <ul style="list-style-type: none"> • CHC33015 Certificate III in Individual Support • CHC50113 Diploma of Early Childhood Education and Care <p>CHC33015 Certificate III in Individual Support Trainer files sampled:</p> <ul style="list-style-type: none"> • Marwinn Karen Donna Bangan • Stella Jose • Tianying Wan • Jane Murphy <p>CHC50113 Diploma of Early Childhood Education and Care Trainer files sampled:</p> <ul style="list-style-type: none"> • Harinder Kaur • Joylyn Simpao • Riccarda Zammit 	N/A	

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ELEMENT 1.5 - Assessment including Recognition of Prior Learning (RPL):			Non-Compliant
a) meets the requirements of the relevant Training Package or accredited course b) is conducted in accordance with the principles of assessment and the rules of evidence c) meets workplace and, where relevant, regulatory requirements d) is systematically validated.			
SF.1.5.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<p>CHC33015 Certificate III in Individual Support CHCCCS015 Provide individualised support CHCDIV001 Work with diverse people</p> <p>For the units sampled VICSEG New Futures had not implemented assessment strategies that met the requirements of the relevant Training Package. Assessments did not meet the Principle of Assessment – reliability, as assessment instructions to candidates did not clearly identify the conditions under which the assessments were to be conducted. Candidates were not informed of whether knowledge written assessments were to be completed under open or closed book conditions, resulting in candidates providing written answers to questions which were identical, word for word, to the assessors Marking Guide answers. This did not confirm that candidates had developed an understanding of the required knowledge or their ability to apply this knowledge.</p> <p>Assessments did not meet the Rules of Evidence – validity and sufficiency. Assessment demonstration</p>	<ul style="list-style-type: none"> Assessment Validation Policy. Validation Planner. Sample of re-assessment Validation Meeting minutes for sampled units. Sample of Post-assessment Validation Meeting minutes for sampled units. RPL and Recognition Policy and Procedure. Information and application form. <p>Assessment strategies for the following qualifications and units:</p> <ul style="list-style-type: none"> CHC33015 Certificate III in Individual Support CHC50113 Diploma of Early Childhood Education and Care <p>CHC33015 Certificate III in Individual Support</p> <p>CHCCCS015 Provide individualised support</p> <p>Student completed assessments reviewed: Jirvin Quan Pabita Kumari Laichane (Flexible)</p>	<p>CHC33015 Certificate III in Individual Support CHCCCS015 Provide individualised support CHCDIV001 Work with diverse people</p> <p>VICSEG New Futures is required to review the assessment tasks for ALL units in the qualification CHC33015 Certificate III in Individual Support to ensure that:</p> <ul style="list-style-type: none"> Information provided to candidates is consistent and clear, informing them of the circumstances under which the written knowledge assessments are to be conducted. Questions are well structured to ensure that they require students to demonstrate their understanding of required knowledge and how to apply this. Demonstration criteria is structured as observable tasks that the assessor can readily observe candidates perform in the simulated environment and in the workplace.

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<p>observation criteria included observations recorded as satisfactory for unit Performance Criteria. Assessment criteria did not include demonstration of observable tasks.</p> <p>Insufficient evidence was provided to confirm that candidates were able to satisfactorily complete the required practical tasks.</p>	<p>CHCDIV001 Work with diverse people Student completed assessments reviewed: Jirvin Quan Pabita Kumari Laichane</p> <p>CHC50113 Diploma of Early Childhood Education and Care</p> <p>CHCECE003 Provide care for children Student completed assessments reviewed: Padmini Devanand Zaira Ali Kaur Navneet Akhila Tatineni Oanh Bonello Ronna Castillo Samar Yousaf</p> <p>CHCECE005 Provide care for babies and toddlers Student completed assessments reviewed: Padmini Devanand Zaira Ali Kaur Navneet Ronna Castillo Samar Yousaf</p> <p>CHCPRT001 Identify and respond to children and young people at risk Student completed assessments reviewed:</p>	
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	<p>Zaira Ali Kaur Navneet Ronna Castillo Samar Yousaf Padmini Devanand Divya Sumesh Tania Cristaudo Zaira Ali Oanh Bonello Suman Bala</p> <p><i>CHCECE021 Implement strategies for the inclusion of all children</i> Student completed assessments reviewed: Divya Sumesh Tania Cristaudo Oanh Bonello Suman Bala</p> <p><i>CHCECE018 Nurture creativity in children</i> Student completed assessments reviewed: Padmini Devanand Divya Sumesh Tania Cristaudo Zaira Ali Oanh Bonello Suman Bala</p>	
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2.1 - The RTO establishes the needs of clients and delivers services to meet these needs.			Non-Compliant
SF.2.1.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<p>The needs of clients were not effectively established to identify support need requirements. Evidence of support provided to individual students was not maintained on student files.</p>	<ul style="list-style-type: none"> • Student Handbook 2017 – student services • Webpage – Support services and rights and obligations • Continuous Improvement Policy and Procedures • Record Management Policy • Complaints and Appeals Policy • Initial Engagement (Pre-training Review) Form. • Sample of student completed LLN assessments. <p>Sample of student files:</p> <ul style="list-style-type: none"> • Rahimo Ali, 18/2/2016, Certificate III in Early Childhood and Education. • Jirvin Quan, 31/8/2016 Certificate III in Individual support • Sanna Youseff, Certificate III in Individual support 	<p>VICSEG New Futures is required to:</p> <ul style="list-style-type: none"> • Review its pre-enrolment processes and ensure that the needs of clients are effectively established to identify support need requirements. • Maintain records of pre-enrolment interviews and pre-enrolment assessments, to confirm that the course the student wishes to enrol in is suitable for the learner. • Maintain evidence of the student support provided to individual students. • Ensure that revised pre-enrolment student record forms are consistently completed by all staff.

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2.2 - The RTO continuously improves client services by collecting, analysing and acting upon relevant data.			Compliant
	Evidence/Documentation Reviewed	Required Rectification(s)	
VICSEG New Futures had identified and implemented a strategy for the continuous improvement of client services by collecting, analysing and acting upon relevant data.	<ul style="list-style-type: none"> • End of Program Evaluation Form • Education Session Evaluation. 	N/A	

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2.3 - Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
VICSEG New Futures had provided sufficient information, before clients enrolled or entered into an agreement, about the training, assessment and support services to be provided and about their rights and obligations.	Pre-enrolment information: <ul style="list-style-type: none"> • Web information • Course information • Student Handbook – rights and responsibilities • Information about Skills First • Initial Engagement (Pre-training Review) – provision of information • Reception desk information • Training Plans • Pre-enrolment interviews 	N/A	

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2.4 - 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.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
The employer contributed significantly to each learner's training and assessment through the provision of work placement and were engaged in the development, delivery and monitoring of training and assessment.	<ul style="list-style-type: none"> Information about workplace sites including three sites of VICSEG. Register of other sites - summary information. Work placement agreement. Identified qualification, responsibilities of the RTO centre, the employer and student. Practical Placement Schedule – start and end date, day of the week, hours – start/finish. Work Placement Agreement - accompanied by a Practical Skills Record, a Practical Skill Placement Book and a letter which identified Practical Skills. Industry consultation records for qualifications sampled. 	N/A	

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2.5 - Learners receive training, assessment and support services that meet their individual needs.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
VICSEG New Futures had provided sufficient support to ensure that learners received training, assessment and support services that met their individual needs.	Student interviews: Class of students: <ul style="list-style-type: none"> • CHC33015 Certificate III in Individual Support Class of students: <ul style="list-style-type: none"> • CHC50113 Diploma of Early Childhood Education and Care 	N/A	

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2.6 - Learners have timely access to current and accurate records of their participation and progress.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
VICSEG New Futures had developed and implemented procedures to ensure that learners had timely access to current and accurate records of their participation and progress.	<ul style="list-style-type: none"> Student Handbook – written request and need to provide identity. 	N/A	

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2.7 - The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.			Non-Compliant
SF.2.7.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	The complaints and appeals procedures included procedures for students to appeal a complaints decision and the source for an independent external mediator identified was not an appropriate source.	<ul style="list-style-type: none"> Complaints and Appeals Procedures Complaints and Appeals Register Student Handbook 	VICSEG New Futures is required to identify an appropriate source for the independent, external source for students to contact if they are not satisfied with the outcomes of the VICSEG New Futures complaints and appeals outcome.

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3.1 - The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
VICSEG New Futures management of its operations ensured clients received the services detailed in their agreement with the RTO.	<ul style="list-style-type: none"> Quality Management System – Policies and Procedures. Sampled student files – completed agreements supported by Student Handbook – rights and responsibilities. 	N/A	

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3.2 - The RTO uses a systematic and continuous improvement approach to the management of operations.			Non-Compliant
SF.3.2.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	Though VICSEG New Futures had identified a systematic and continuous improvement approach to the management of operations, an effective strategy had not been implemented.	<ul style="list-style-type: none"> Continuous Improvement Policy identifying Internal Audit. Folder: AQTF Self-assessment Checklist. 	VICSEG New Futures is required to implement its identified systematic and continuous improvement approach to the management of operations.

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3.4 - The RTO manages records to ensure their accuracy and integrity.			Non-Compliant
SF.3.4.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<p>VICSEG New Futures had procedures in place to manage records to ensure their accuracy and integrity, however for a number of student files sampled it was identified that students enrolled in the Certificate III of Aged Care, may have been international students on an International Student VISA though VICSEG New Futures is not a registered CRICOS Provider and students had enrolled in a course which is an identified CRICOS Course.</p>	<ul style="list-style-type: none"> Record Management Policy Internal audit – HESG Sample of student files and VETtrack records. VEVO reports generated for a sample of students. 	<p>VICSEG is required to:</p> <ul style="list-style-type: none"> Review its pre-enrolment processes to enable the RTO to identify if a student is an student on an International Student Visa. Ensure that students on an International Student Visa, in courses which are registered as CRICOS courses, are not enrolled in these courses.

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Detailed Findings – 2016 VRQA Guidelines for VET Providers

GUIDELINE 3.1 In addition to the requirements specified in Guidelines 3.2 and 3.3, an RTO's training and assessment is only delivered only by persons who have:

- a) vocational competencies at least to the level being delivered and assessed;
- b) current industry skills directly relevant to the training and assessment being provided; and
- c) current knowledge and skills in vocational training and learning that informs their training and assessment.

Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

Compliant

Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>VICSEG New Futures training and assessment was delivered only by one trainer/assessor who had:</p> <ol style="list-style-type: none"> a) The vocational competencies at least to the level being delivered and assessed. b) Current industry skills directly relevant to the training and assessment being provided. c) Current knowledge and skills in vocational training and learning that informs their training and assessment. 	<ul style="list-style-type: none"> • Personnel file and related records for trainer/assessor Dale Gollop. 	<p>N/A</p>

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GUIDELINE 3.2 An RTO's training and assessment is only delivered only by persons who have the qualifications specified in Item 1 or Item 2 of Schedule 1 of these Guidelines.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
VICSEG New Futures training and assessment was delivered by one trainer/assessor who held the required qualifications.	<ul style="list-style-type: none"> Personnel file and related records for trainer/assessor Dale Gollop. 	N/A	

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3.3 - The RTO monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
Trainer and assessment was conducted by one trainer who held the required qualifications.	<ul style="list-style-type: none"> Personnel file and related records for trainer/assessor Dale Gollop. 	N/A	

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3.4 - The RTO manages records to ensure their accuracy and integrity.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
Trainer and assessment was conducted by one trainer who held the required qualifications.	<ul style="list-style-type: none"> Personnel file and related records for trainer/assessor Dale Gollop. 	N/A	

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GUIDELINE 3.5 An RTO ensures that any individual working under the supervision of a trainer:			Compliant
a) holds the skill set defined in Item 4 of Schedule 1 of these Guidelines; b) has vocational competencies at least to the level being delivered and assessed; and c) has current industry skills directly relevant to the training and assessment being provided.			
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
Trainer and assessment was conducted by one trainer who held the required qualifications.	<ul style="list-style-type: none"> Personnel file and related records for trainer/assessor Dale Gollop. 	N/A	

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GUIDELINE 4.1 - An RTO's training and assessment strategies and practices, including the amount of training it provides, are consistent with the requirements of the training packages and VET accredited courses and enable each student to meet the requirements for each unit of competency or module in which the student is enrolled.			Non-Compliant
GF.4.1.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<p>The Training and Assessment Strategies for the qualifications:</p> <ul style="list-style-type: none"> • CHC33015 Certificate III in Individual Support • CHC50113 Diploma of Early Childhood Education and Care <p>identified training durations that were not consistent with the requirements of the Training Package, the AQF Framework or nominal hours identified in the Victoria Purchasing Guides for those qualifications. A rationale for the amount of training, confirming that this would enable each student to meet the requirements for each unit of competency in which the student was enrolled, was not provided.</p>	<p>Training and assessment strategies and training schedules for the following qualifications and units:</p> <ul style="list-style-type: none"> • CHC33015 Certificate III in Individual Support • CHC50113 Diploma of Early Childhood Education and Care 	<p>VICSEG New Futures is required to provide a rationale for the amount of training, for each qualification, confirming that this will enable each student to meet the requirements for each unit of competency in which the student is enrolled.</p>

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GUIDELINE 4.2 - For the purposes of Guideline 4.1, an RTO determines the amount of training it provides to each student with regard to:			Non-Compliant
a) the existing skills, knowledge and the experience of the student; 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.			
GF.4.2.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<p>The Training and Assessment Strategies for the qualifications:</p> <ul style="list-style-type: none"> • CHC33015 Certificate III in Individual Support • CHC50113 Diploma of Early Childhood Education and Care <p>did not provide sufficient information of how it determined the amount of training it provided to each student with regard to the existing skills, knowledge and the experience of the student and the mode of delivery.</p> <p>The TAS for the CHC33015 Certificate III in Individual Support identified that clients would be those currently employed in the industry, however most students enrolled were not employed.</p>	<p>Learning and assessment strategies and training schedules for the following qualifications and units:</p> <ul style="list-style-type: none"> • CHC33015 Certificate III in Individual Support • CHC50113 Diploma of Early Childhood Education and Care 	<p>VICSEG New Futures is required to, for each qualification, provide sufficient information on how it determines the amount of training it provides to each student with regard to the existing skills, knowledge and the experience of the student and the mode of delivery.</p>

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GUIDELINE 5.1 - An RTO registered with the VRQA has provided an annual declaration of compliance with the AQTF Essential Conditions and Standards for Continuing Registration (the AQTF Standards) and these Guidelines, and in particular whether it:			Compliant
<p>a) currently meets the requirements of the AQTF Standards and these Guidelines across all of its existing scope of registration; and</p> <p>b) has met the requirements of the AQTF Standards for all AQF certification documentation which it has issued in the previous 12 months; and</p> <p>c) has training and assessment strategies and practices in place that ensure that all current and prospective students are or will be trained and assessed in accordance with the requirements of the AQTF Standards and these Guidelines.</p>			
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
VICSEG New Futures had provided an annual declaration of compliance with the AQTF Essential Conditions and Standards for Continuing Registration (the AQTF Standards) and these Guidelines to confirm compliance.	<ul style="list-style-type: none"> Declaration completed 31/3/2016. 	N/A	

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Review of student files to identify students who were enrolled in the Certificate III of Aged Care and were International Students on an International Student Visa.

VICSEG provided the flexible delivery outline and a list of 13 students who it believed were international student visa holders. Of these students, four were identified as potentially international students and nine students were not internationally based students or were not holding USI numbers or having a VSN number or holding a Medicare card.

Students were enrolled in the CHC30212 Certificate III of Aged Care and the following units:

- CHCAC317A Support older people to maintain their independence
- CHCAC317A Support older people to maintain their independence
- CHCAC318B Work effectively with older people
- CHCAC319A Provide support to people living with dementia
- CHCCS411C Work effectively in the community sector
- CHCICS301B Provide support to meet personal care needs
- CHCICS302B Participate in the implementation of individualised plans
- CHCICS303A Support individual health and emotional well being
- CHCWHS312A Follow WHS safety procedures for direct care work
- CHCPA301B Deliver care services using a palliative approach
- HLTAP301B Recognise healthy body systems in a health care context
- CHCCS411C Work effectively in the community sector
- HLTIN301C Comply with infection control policies and procedures
- HLTFS207C Follow basic food safety practices
- HLTHSE204D Follow safe manual handling practices

Some students were also enrolled in the unit: HLTF311A Apply first aid

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ID	Name	Contact Number	Address	Information	Enrolment form - Visa type or fee type identified	Pre-training review and Student Agreement	Units enrolled in and completed. Qualification and/or SoA issued (including for RPL purposes and dates, if available)	The fees paid by overseas students and the basis upon which fees were paid, e.g. by unit etc.
24845	Asandan Anjingang Epse Onekon	0426 989 006	3/1 Panorama St, Clayton Vic 3168	Nurse in Cameroon, completed a few modules to fill the gaps in practice	<ul style="list-style-type: none"> • Application for Enrolment (Electronic) Form. • No signature. • Declaration dated 25/5/2015. • Country of residence Australia – overseas resident. • Completed Year 12 and Bachelor degree - International. • Unemployed – seeking work. • USI provided. 	<ul style="list-style-type: none"> • Student Agreement. • \$750.00 • Card: Monash College, student, expires 31/3/2017 • Pre-training review. • RPL request. • To get a job. • USI Acceptance signed 25/5/2015 	<ul style="list-style-type: none"> • CHC30212 Certificate III in Aged Care • 14 units, 8 by RPL, 6 training and assessment • Outcome: Competent • Certificate Issued 28/8/2015 	<ul style="list-style-type: none"> • Invoice for Certificate III in Aged Care • Total: \$750.00 • Administration fee \$50.00 • Amenities fees \$250 • Tuition fees \$450.00
23493	Miss Castor, Jermaine	0451 454 104	113 Coleman Pde, Glen Waverley Vic 3150	Nurse in the Philippines, completed the training to get a job	<ul style="list-style-type: none"> • Enrolment Form signed 16/2/2015. • Flexible delivery. • DoB 29/4/1991, Philippines • Part time employee – administration and support services. • Passport page – Philippines. • No USI details provided. 	<ul style="list-style-type: none"> • Student Agreement • Fee \$750 • Certificate III in Aged Care signed 16/2/2015 • Fee \$750.00, signed 16/5/2014. • File of RPL evidence. • Start 16/5/2014, end 7/11/2014. 		<p>Invoice for Cert III in Aged care:</p> <ul style="list-style-type: none"> • Total \$750.00, (administration fee \$50.00, amenities fees \$250, tuition fees \$450.00).

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20259	Cortez, Helene Beatrix	0497 474 029	2 Tarcoola Drive, Burnside Vic 3023	Nurse in Philippines, completed some modules to fill gaps in practice.	<ul style="list-style-type: none"> • Application for Enrolment signed 16/5/2014. • Flexible. • Completed Year 12 and holds a Bachelor Degree – recognised in Australia. • Unemployed seeking work 	<ul style="list-style-type: none"> • Student Agreement. • \$750. • VSN not completed, signed 16/5/2014. Date changed from 25/5/2014. • Pre-enrolment interview. • RPL – Yes • Has an IELTS test result. • Start 16/5/2014 • End 7/1/-2014 	<ul style="list-style-type: none"> • CHC30212 Certificate III in Aged Care. • 15 units, 8 by RPL, 7 competent. • Same units as above plus 1. • RPL information. • Qualification held: Bachelor of Nursing. • Experience -working as a nurse in the Philippines. • Certificate Issued 22/10/2014. 	<ul style="list-style-type: none"> • Invoice for Certificate III in Aged Care: • Total \$750.00, administration fee \$50.00, amenities fees \$250 tuition fees \$450.00.
23858	Miss Bista, Sarita	0470 081 251	180 Railway Parade, Noble Park Vic 3174	Nurse from Nepal, completed a few modules to get a job	<ul style="list-style-type: none"> • Application for Enrolment. • Bachelor degree. • Year 12. • Other certificates. • Unemployed, seeking part-time work. 	<ul style="list-style-type: none"> • Student Agreement, \$750 signed 12/3/2015. • Passport Page Nepal. • Application for Tax File No. 2/3/2015. • Start 13/3/2015, end 1/9/2015. 	<ul style="list-style-type: none"> • CHC30212 Certificate III in Aged Care. • 15 units, 8 by RPL, 7 competent. • Certificate Issued 3/7/2015. 	<ul style="list-style-type: none"> • Invoice for Certificate III in Aged Care. • Total \$750.00 (administration fee \$50.00, amenities fees \$250.00, tuition fees \$450.00).

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ID	Name	Contact Number	Address	Information	Enrolment form - Visa type or fee type identified	Pre-training review and Student Agreement	Units enrolled in and completed. Qualification and/or SoA issued (including for RPL purposes and dates, if available)	The fees paid by overseas students and the basis upon which fees were paid, e.g. by unit etc.
21985	Dhaliwal, Poonam	0499 096 872	281 Waterview Boulevard, Craigieburn Vic 3064	Nurse in India, refresher studies to get a job in aged care. VEVO – Study entitlements.	<ul style="list-style-type: none"> • Application for Enrolment. • DoB 9/12/1989 (27). • Completed year 12 in 2012. • Bachelor in Science in Nursing. • Unemployed, seeking part time work, signed 3/10/2014. 	<ul style="list-style-type: none"> • Pre-training review. • Only one page and no signature. • Student Agreement signed 3/10/2014. • Passport page India • \$750 • Certificate issued 4/2/2015 	<ul style="list-style-type: none"> • CHC30212 Certificate III in Aged Care. • 15 units, 8 by RPL, 7 Competent. • RPL file of evidence. 	<ul style="list-style-type: none"> • Invoice for Certificate III in Aged Care. • Total \$750.00 (administration fee \$50.00, amenities fees \$250.00, tuition fees \$450.00).
21742	Domingue Laranie Joy	0450 240 735	15/87 Denmark St, Kew Vic 3101	Nurse from Philippines, completed a few modules to fill gaps of practice.	<ul style="list-style-type: none"> • Application for enrolment signed 12/9/2014. • DoB 21/4/1991 (25) • Year 12 completed in 2011. • Bachelor degree – nursing. • Try different career. • Unemployed seeking part time employment. 	<ul style="list-style-type: none"> • Student Agreement • \$750.00, signed 12/9/2014. • Passport page Philippines. • Start 12/9/2014, end 2/3/2015 	<ul style="list-style-type: none"> • Certificate III in Aged Care. • 15 units, 8 by RPL, 7 Competent • RPL file of evidence. • Certificate issued 28/1/2015. 	<ul style="list-style-type: none"> • Invoice for Cert III in Aged Care. • Total \$750.00 (administration fee \$50.00, amenities fees \$250.00, tuition fees \$450.00).
2357	Miss Vicmudo, Ma Adora	0450 947 719	9/72 Tyler St, Preston Vic 3072	Nurse in the Philippines, fill the gaps of	<ul style="list-style-type: none"> • Application for Enrolment, signed 20/2/2015. • DoB 21/6/1986 (30). 	<ul style="list-style-type: none"> • Student Agreement signed 20/2/2015. • \$750.00. 	<ul style="list-style-type: none"> • Certificate III in Aged Care. • 15 units, 8 by RPL, 7 	<ul style="list-style-type: none"> • Invoice for Certificate III in Aged Care. • Total \$750.00

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ID	Name	Contact Number	Address	Information	Enrolment form - Visa type or fee type identified	Pre-training review and Student Agreement	Units enrolled in and completed. Qualification and/or SoA issued (including for RPL purposes and dates, if available)	The fees paid by overseas students and the basis upon which fees were paid, e.g. by unit etc.
	Joy			practice	<ul style="list-style-type: none"> • Year 12 2008. • Bachelor degree. • Unemployed seeking work. • VSN Number provided. • Holmesglen TAFE since 2011. • Bachelor of Nursing – Philippines. 	<ul style="list-style-type: none"> • Medibank Card – Red. • Passport Philippines. • Start 21/2/2015, end 10/8/2015. 	<ul style="list-style-type: none"> • Competent. • RPL file of evidence. • Certificate Issued 29/5/2015. 	(administration fee \$50.00, amenities fees \$250.00, tuition fees \$450.00).
25950	Miss Kausar, Tasneem	0451 174 009	3/1 A Yardley St, Maidstone Vic 3012	Doctor in India, has done a few modules to get the job in the aged care sector. Practical training sessions are conducted for each unit.	<ul style="list-style-type: none"> • Application for Enrolment. • DoB 5/5/1991 (25). • Pakistan. • Completed Year 12 in 2010. • Unemployed, seeking part time work. 	<ul style="list-style-type: none"> • Pre-training review. • ACSF test completed. • Initial engagement (Pre-training review). • Diploma in Health Science – Doctor in India. • Student Agreement signed 27/8/2015. • Passport page – Pakistan. • Start 28/8/2015, end 16/2/2016. 	<ul style="list-style-type: none"> • Certificate III in Aged Care. • 14 units, 9 by RPL, 5 Competent. • RPL file of evidence 11/9/2015. • Certificate issued 14/12/2015. 	<ul style="list-style-type: none"> • Invoice for Certificate III in Aged Care. • Total \$750.00 (administration fee \$50.00, amenities fees \$250.00, tuition fees \$450.00).
22987	Mr Seviiri, Mathias	0405 029 895	5 Fraser Street, Coburg Vic	Doctor in Uganda, done some training	<ul style="list-style-type: none"> • Application for Enrolment, signed 13/1/2015. • DoB 3/6/1984 ((32) 	<ul style="list-style-type: none"> • Student Agreement signed 13/1/2015. • \$750. 	<ul style="list-style-type: none"> • Certificate III in Aged Care • 15 units, 9 by RPL, 6 	<ul style="list-style-type: none"> • Invoice for Certificate III in Aged Care. • Total \$750.00

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ID	Name	Contact Number	Address	Information	Enrolment form - Visa type or fee type identified	Pre-training review and Student Agreement	Units enrolled in and completed. Qualification and/or SoA issued (including for RPL purposes and dates, if available)	The fees paid by overseas students and the basis upon which fees were paid, e.g. by unit etc.
			3058	to get the job. RPL for some units.	<ul style="list-style-type: none"> Uganda. Completed Year 12 in 2001. Bachelor degree. Unemployed, seeking part time work. Training since 2011 at Melbourne University. 	<ul style="list-style-type: none"> Pre-training review. RPL Yes. Start 14/1/2015, end 6/7/2015. Passport page Uganda. 	Competent. <ul style="list-style-type: none"> RPL file of evidence 23/1/2015. Certificate issued 17/4/2015. 	(administration fee \$50.00, amenities fees \$250.00, tuition fees \$450.00).
23759	Mr Dorji, Tshering	0450 508 402	169 Daley St, Glenroy Vic 3046	Practiced medicine back in his country and did training to find a job.	<ul style="list-style-type: none"> Application for Enrolment, signed 3/3/2015. DoB 25/5/1982. Year 12 completed in 2003. Bachelor degree. Unemployed, seeking part time employment. 	<ul style="list-style-type: none"> Pre-training review – only one page. Student Agreement, signed 3/3/2015. \$750. Start 4/3/2015, end 25/8/2015. Medibank Card Red 1/1/2015 to 1/2/2017 Tax File Number 15/1/2015. 	<ul style="list-style-type: none"> Certificate III in Aged Care - Withdrawn 	<ul style="list-style-type: none"> Invoice for Certificate III in Aged Care. Total \$750.00 (administration fee \$50.00, amenities fees \$250.00, tuition fees \$450.00).
22959	Ms Muhoza, D Darlene	0406 650 347	45 De Carle Street, Brunswick Vic 3056	Doctor in Rwanda, completed the training to find a job. RPL for	<ul style="list-style-type: none"> Application for Enrolment, signed 12/7/2014 DoB 25/2/1985 (31) Year 12 completed 2012. Bachelor of Medical 	<ul style="list-style-type: none"> Pre-training review, one page. Student Agreement, start 12/1/2015, end 6/7/2015. 	<ul style="list-style-type: none"> Certificate III in Aged Care. 15 units, 9 by RPL, 6 Competent. RPL file of evidence 	<ul style="list-style-type: none"> Invoice for Certificate III in Aged Care. Total \$750.00 (administration fee \$50.00, amenities fees \$250.00,

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ID	Name	Contact Number	Address	Information	Enrolment form - Visa type or fee type identified	Pre-training review and Student Agreement	Units enrolled in and completed. Qualification and/or SoA issued (including for RPL purposes and dates, if available)	The fees paid by overseas students and the basis upon which fees were paid, e.g. by unit etc.
				some units.	Science. • Unemployed, seeking part time work.	<ul style="list-style-type: none"> • \$750. • Passport page Rwanda. 	26/1/2015. <ul style="list-style-type: none"> • Certificate issued 21/4/2015. 	tuition fees \$450.00).
22365	Mr Gunawardana, Dole Kapuge Isuru Madawa	0414 305 997	55A Station St, Burwood Vic 3125	Nurse from Sri Lanka, completed modules to find a job and to fill the gaps in practice.	<ul style="list-style-type: none"> • Application for Enrolment, flexible, signed 31/10/2014. • Sri Lanka. • Completed Year 12 in 2011. • Advanced Diploma and Associate Degree – Nursing. • Part time employee. 	<ul style="list-style-type: none"> • Pre-training review one page. • Student Agreement, signed 31/10/2014. • \$750. • Passport page Sri Lankan. • Start 31/10/2014 – 20/4/2015. 	<ul style="list-style-type: none"> • Certificate III in Aged Care • 15 units, 8 by RPL, 7 Competent. • RPL file of evidence 14/11/2014. • Certificate Issued 17/2/2015. 	<ul style="list-style-type: none"> • Invoice for Certificate III in Aged Care. • Total \$750.00 (administration fee \$50.00, amenities fees \$250.00, tuition fees \$450.00).
21400	Miss Basnet, Pragma	0416 770 545	3 Kuringgai Cres, Noble Park Vic 3174	Nurse in Nepal, completed the training to get a job as this was closest to her profession.	<ul style="list-style-type: none"> • Application for Enrolment, flexible, signed 14/8/2014. • DoB 23/10/1991. • Nepal. • Year 12 completed 2011. • Diploma of Nursing. • Part time employed. 	<ul style="list-style-type: none"> • Pre-training Review. • Find a job. • Student Agreement, signed 14/8/2014. • Passport page Nepal. • \$750.00. • Start 14/8/2014, end 2/2/2015. 	<ul style="list-style-type: none"> • Certificate III in Aged Care. • 15 units, 8 by RPL, 7 Competent. • RPL file of evidence, 28/8/2014. • Certificate Issued 26/11/2014. 	<ul style="list-style-type: none"> • Invoice for Certificate III in Aged Care. • Total \$750.00 (administration fee \$50.00, amenities fees \$250.00, tuition fees \$450.00).

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Additional student files sampled; Fee for Serve Enrolments Certificate III in Aged Care 2015										
25378 Bandana	Bandana Pandey			<ul style="list-style-type: none"> • VEVO • Study Entitlement 	<ul style="list-style-type: none"> • Application for Enrolment (On line Form), signed 7/7/2015. • Nepal. • Completed Year 12 in 2010. • Bachelor degree overseas. • Unemployed – seeking work. 	<ul style="list-style-type: none"> • Student Agreement signed 7/7/2015. • \$750. • Medicare card. • Re-training review. • To get a job. 	<ul style="list-style-type: none"> • Certificate III in Aged Care. 		<ul style="list-style-type: none"> • Invoice for Certificate III in Aged Care. • Total \$750.00 (administration fee \$50.00, amenities fees \$250.00, tuition fees \$450.00). 	
25990	Sidra Zain			<ul style="list-style-type: none"> • VEVO • Limited work rights 	<ul style="list-style-type: none"> • Application for Enrolment, flexible. • DoB 5/9/1993. • Completed Year 10 2007. • Student Agreement 	<ul style="list-style-type: none"> • Initial Engagement • Pre-training review 	<ul style="list-style-type: none"> • Certificate III in Aged Care 		<ul style="list-style-type: none"> • Invoice for Certificate III in Aged Care. • Total \$750.00 (administration fee \$50.00, amenities fees \$250.00, 	

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					signed 1/9/2015. • \$750. • Passport face page. • Bachelor degree – Engineering Biomedical 2014, Pakistan.				tuition fees \$450.00).	
27106	Ashwani Tandon			<ul style="list-style-type: none"> • VEVO • Work Entitlement 	<ul style="list-style-type: none"> • Application for Enrolment, signed 16/12/2015. • DoB 16/10/1974. • Completed Year 12 1988. • Fulltime employee. • Medicare card. 	<ul style="list-style-type: none"> • VTG Evidence of Eligibility. • Australian Passport. • Pre-training review - one page. • Student Agreement, signed 16/2/2015. • \$750. • Bachelor of Science (Australian equivalent). 	<ul style="list-style-type: none"> • Certificate III in Aged Care. • \$750. 	Start 17/12/2015 end 15/6/2016	<ul style="list-style-type: none"> • Invoice for Certificate III in Aged Care. • Total \$750.00 (administrati on fee \$50.00, amenities fees \$250.00, tuition fees \$450.00). 	
26061	Lisa Maguire			<ul style="list-style-type: none"> • No VEVO 	<ul style="list-style-type: none"> • Application for 	<ul style="list-style-type: none"> • Pre-training review 	<ul style="list-style-type: none"> • Certificate III in Aged Care. 		<ul style="list-style-type: none"> • Invoice for Certificate III 	

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					<ul style="list-style-type: none"> Enrolment • DoB 5/4/1961. • Graduate Diploma in Education. • Science degree. • Post Graduate Early Childhood. • Medicare card. 	<ul style="list-style-type: none"> signed 5/9/2015. • Student Agreement, signed 5/9/2016. • \$750. • VTG eligibility. • Australian Passport 	<ul style="list-style-type: none"> • 6/9/2015 – 23/2/2016. 		<ul style="list-style-type: none"> in Aged Care. • Total \$750.00 (administrati on fee \$50.00, amenities fees \$250.00, tuition fees \$450.00). 	
19843	Shinji Anne Senoreses			<ul style="list-style-type: none"> • VEVO • Provisional resident 	<ul style="list-style-type: none"> • Application for Enrolment. • Completed year 12, 2009. • VEVO record - provisional resident 	<ul style="list-style-type: none"> • Student Agreement, signed 17/4/2014. • \$750. • Passport - Philippines. • Completed Year 12 2009. • Bachelor degree signed 17/4/2014. • VTG Evidence of Eligibility – not processed. 	<ul style="list-style-type: none"> • Certificate III in Aged Care, flexible 	17/4/2014 - 9/10/2014	<ul style="list-style-type: none"> • Invoice for Certificate III in Aged Care. • Total \$750.00 (administrati on fee \$50.00, amenities fees \$250.00, tuition fees \$450.00). 	

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						<ul style="list-style-type: none"> • Pre-training review. 				
18546	Danesh Seidehnasrin			<ul style="list-style-type: none"> • VEVO – work entitlement 	<ul style="list-style-type: none"> • Application for Enrolment, signed 13/1/2014. • DoB 21/9/1968 (48). • Completed Year 12 2012. • Master of Business Administration overseas • Unemployed, seeking fulltime work. 	<ul style="list-style-type: none"> • Student Agreement 4, 26 weeks, signed 13/1/2014. • \$750.00. • Passport Iran. 	<ul style="list-style-type: none"> • Certificate III in Aged Care. 	1/1/2014 – 7/7/2014, 26 weeks	<ul style="list-style-type: none"> • Invoice for Certificate III in Aged Care. • Total \$750.00 (administration fee \$50.00, amenities fees \$250.00, tuition fees \$450.00). 	
19972	Samina Salvati			<ul style="list-style-type: none"> • VEVO Work and Study entitlement 	<ul style="list-style-type: none"> • Application for Enrolment, signed 2/4/2014. • DoB 29/8/1979. • Completed Year 12 1999. • Bachelor degree. 	<ul style="list-style-type: none"> • Student Agreement, signed 8/5/2014. 	<ul style="list-style-type: none"> • Certificate III in Aged Care, signed 8/5/2014. • Medicare card. 		<ul style="list-style-type: none"> • Invoice for Certificate III in Aged Care. • Total \$750.00 (administration fee \$50.00, amenities fees \$250.00, 	

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					<ul style="list-style-type: none"> • Want to try something different. 				tuition fees \$450.00).	
19183	Pulahinge Don Rodrigo				<ul style="list-style-type: none"> • Application for Enrolment, signed 26/2/2014. • DoB 24/11/1958. • Medicare card. • \$750.00. 		<ul style="list-style-type: none"> • Certificate III in Aged Care, 26 weeks (23 hours a week). • DoB 24/11/1958. • Signed 26/2/2014. 	Start 26/2/2014, 26 weeks (23 hours a week)	<ul style="list-style-type: none"> • Invoice for Certificate III in Aged Care. • Total \$750.00 (administration fee \$50.00, amenities fees \$250.00, tuition fees \$450.00). 	