

Audit report – VET Quality Framework

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

ORGANISATION DETAILS

Organisation's legal name	Kool Kids training College Pty Ltd atf Kool Kids Training College Trust
Trading name/s	na
RTO number	40636
CRICOS number	na

AUDIT TEAM

Lead auditor	Mark Shrubshall
Auditor/s	na
Technical adviser/s	na

AUDIT DETAILS

Application number/s	na	
Audit number/s	1003322	
Audit reason 1	Post initial	
Audit reason 2	n/a	
Audit reason 3	n/a	
Activity type	Site visit	
Address of site/s visited	104 Queen Street	
Date/s of audit	9/4/2014	
Organisation's contact for audit	Bruce Coulson bruces@koolkids.com.au	Chief Executive 0755325601
NVR standards audited	All Standards for Continuing Registration	

BACKGROUND

Kool Kids Training College Pty Ltd atf Kool Kids Training College Trust provides training and assessment of childcare qualifications for their own company and for external childcare providers.

The organisational structure consists of Chief Executive Officer, Commercial Manager, Training Manager, Trainers/Assessors and admin staff.

The organisation does not have any significant partnerships

Core clients consist of new entrants to the childcare industry, existing employees wishing to upgrade and



those returning to the workforce.

Delivery is based in Queensland.

Revenue sources targeted consist of fee for service, user choice and certificate III guarantee program.

Total number of current enrolments in organisation as at audit date is 157

AUDIT SAMPLE

Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
CHC30113	Certificate III in Early Childhood Education and Care	Face to Face/Distance	99
CHC50113	Diploma of early Childhood Education and Care	Face to Face/Distance	58

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

INTERVIEWEES

Name	Position	Qualification/Course/Unit code/s
Bruce Coulson	Chief Executive Officer	na
Sam Hendry	Commercial Director	na
Deanne Mchally	Manager	na

ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 09/04/2014: Significant non-compliance

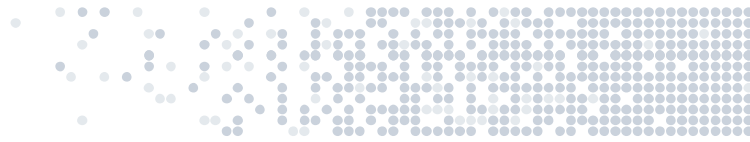
- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this audit report describes evidence of the non-compliance.
- Refer to notification of non-compliance for information on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

AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

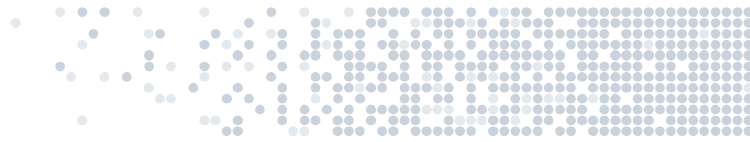
Audit finding following analysis of additional evidence provided on dd/mm/yyyy: n/a

AUDIT FINDING BY STANDARD

Standard	Original finding	Finding following rectification
SNR 15	Not compliant	n/a
SNR 16	Compliant	n/a
SNR 17	Compliant	n/a



SNR 18	Not compliant	n/a
SNR 19	Compliant	n/a
SNR 20	Compliant	n/a
SNR 21	Compliant	n/a
SNR 22	Not 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: Not compliant

Following rectification: n/a

Reasons for finding of non-compliance:

CHC30113 Certificate III in Early Childhood Education and Care
CHC30113 Diploma of Early Childhood Education and Care

- The organisation did not demonstrate that it had training and assessment strategies for the above qualifications that meet the requirements of the current Training Package and have been developed through effective consultation with industry.

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

CHC30113 Certificate III in Early Childhood Education and Care
CHC30113 Diploma of Early Childhood Education and Care

- Demonstrate that it had training and assessment strategies for the above qualifications that meet the requirements of the current Training Package and have been developed through effective consultation with industry.

Analysis of rectification evidence:

- Evidence yet to be supplied

Reasons for outstanding non-compliance:

- Not applicable at this time

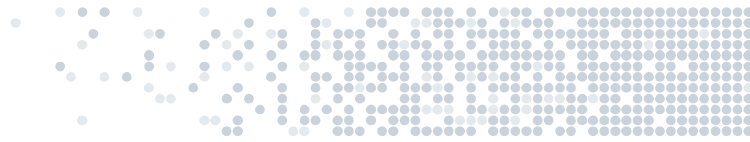
15.3 Staff, facilities, equipment and training and assessment materials used by the NVR registered training organisation are consistent with the requirements of the Training Package or VET accredited course and the NVR registered training organisation's own training and assessment strategies and are developed through effective consultation with industry.

Original finding: Not compliant

Following rectification: n/a

Reasons for finding of non-compliance:

CHC30113 Certificate III in Early Childhood Education and Care
CHC30113 Diploma of Early Childhood Education and Care



- Staff and training and assessment materials used by the NVR registered training organisation do not meet with the requirements of the training package as identified elsewhere in the report.

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

CHC30113 Certificate III in Early Childhood Education and Care
CHC30113 Diploma of Early Childhood Education and Care

- The organisation is not required to submit rectification evidence to address this standard; however, it is required to submit rectification evidence to address the non-compliances identified across the other Standards. Should the rectification evidence received be determined compliant, the organisation will be compliant with this standard.

Analysis of rectification evidence:

- Evidence yet to be supplied

Reasons for outstanding non-compliance:

- Not applicable at this time

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: Not compliant

Following rectification: n/a

Reasons for finding of non-compliance:

CHC50908 Diploma of Childrens Services (Early Childhood Education and Care)
Jessica McPeake

- The organisation did not demonstrate the above trainer and assessor had the relevant vocational competencies as determined by the National Skills Standards Council (15.4) (b) .

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

CHC50908 Diploma of Childrens Services (Early Childhood Education and Care)
Jessica McPeake

- Demonstrate that the above trainer and assessor has the relevant vocational competencies as determined by the National Skills Standards Council (15.4) (b).

Analysis of rectification evidence:

- Evidence yet to be supplied



Reasons for outstanding non-compliance:

- Not applicable at this time

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: n/a

Reasons for finding of non-compliance:

CHC30113 Certificate III in Early Childhood Education and Care

CHCEC005 Provide care for Babies and toddlers

CHCECE017 Foster the holistic development and wellbeing of the child in early childhood

- The organisation did not demonstrate that its assessment tools for the above units (15.5):
 - (a) Meet the requirements of the Training Package
 - (b) Will be conducted in accordance with the principles of assessment and the rules of evidence.

For example but not limited to:

- Criteria defining acceptable performance have not been developed for all instruments in particular the practical observation.
- The assessment tool does not ensure that the qualified trainer and assessor observes the candidate's ability to complete tasks outlined in the elements and performance criteria of the above units.
- The assessment tools do not demonstrate that all performance evidence is gathered for example 'provide care to at least different three babies and toddlers of varying ages'

CHC50113 Diploma of Early Childhood Education and Care

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander People.

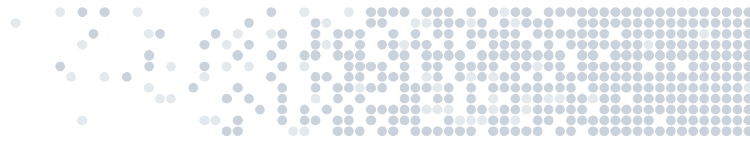
- The organisation did not demonstrate that it had assessment tools for the above unit that (15.5):
 - (a) Meet the requirements of the relevant Training Package or accredited course
 - (b) Is conducted in accordance with the principles of assessment and the rules of evidence
 - (c) Meets workplace and, where relevant, regulatory requirements
 - (d) Is systematically validated

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

CHC30113 Certificate III in Early Childhood Education and Care

CHCEC005 Provide care for Babies and toddlers

CHCECE017 Foster the holistic development and wellbeing of the child in early childhood



- Demonstrate that its assessment tools for the above units (15.5):
 - (c) Meet the requirements of the Training Package
 - (d) Will be conducted in accordance with the principles of assessment and the rules of evidence.

CHC50113 Diploma of Early Childhood Education and Care

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander People.

- Demonstrate that it has assessment tools for the above unit that (15.5):
 - (a) Meet the requirements of the relevant Training Package or accredited course
 - (b) Will be conducted in accordance with the principles of assessment and the rules of evidence
 - (c) Meets workplace and, where relevant, regulatory requirements
 - (d) Has been systematically validated

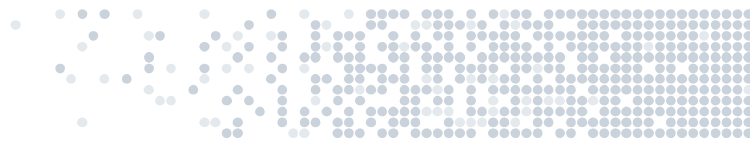
Analysis of rectification evidence:

- Evidence yet to be supplied

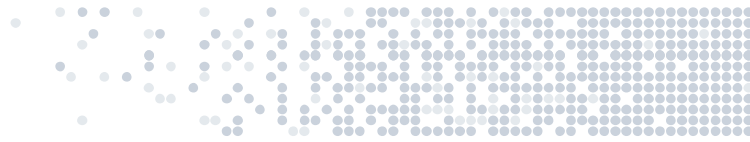
Reasons for outstanding non-compliance:

- Not applicable at this time

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: Compliant	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: Not compliant	Following rectification: n/a
	<i>Reasons for finding of non-compliance:</i>		
	<ul style="list-style-type: none">• The organisation did not demonstrate that it manages records to ensure their accuracy and integrity.<ul style="list-style-type: none">○ A review of the following completed student files Chelsea Mayne, Brittany May and Jessica Payne identified that assessment had been completed by the supervisor and in some cases counter signed by the assessor. Jessica Payne's assessment tools in particular had signatures and dates missing on all tools reviewed.		



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

- Demonstrate that it manages records to ensure their accuracy and integrity.

Analysis of rectification evidence:

- Evidence yet to be supplied

Reasons for outstanding non-compliance:

- Not applicable at this time

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 NVR registered training organisations Chief Executive has not ensured that the NVR registered training organisation has complied with the VET Quality framework.

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

- The organisation is not required to submit rectification evidence to address this standard; however, it is required to submit rectification evidence to address the non-compliances identified across the other Standards. Should the rectification evidence received be determined compliant, the organisation will be compliant with this standard.

Analysis of rectification evidence:

- Evidence yet to be supplied

Reasons for outstanding non-compliance:

- Not applicable at this time

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.

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

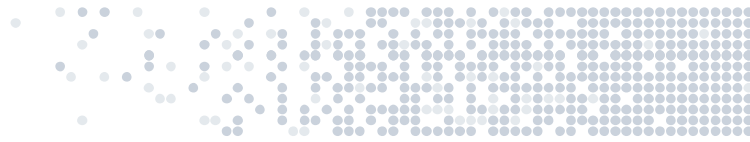
SNR 22 Financial management

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: Not compliant

Following rectification: n/a

Reasons for finding of non-compliance:

- The organisation did not demonstrate how it provided the following fee information to each client(22.2):
 - (c) The nature of the guarantee given by the registered training organisation to complete the training and /or assessment once the student has commenced study in their chosen qualification or course.

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

- Demonstrate how it provides the following fee information to each client(22.2):
 - (c) The nature of the guarantee given by the registered training organisation to complete the training and /or assessment once the student has commenced study in their chosen qualification or course.

Analysis of rectification evidence:

- Evidence yet to be supplied

Reasons for outstanding non-compliance:

- Not applicable at this time

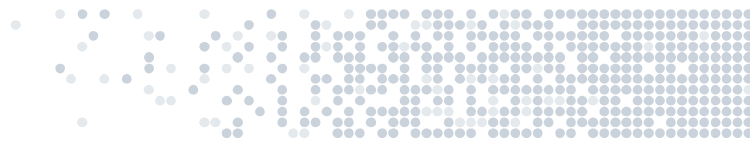
- 22.3 Where the NVR registered training organisation collects student fees in advance it must ensure it complies with one of the following acceptable options:**
- (a) (Option 1) the NVR registered training organisation is administered by a State, Territory or Commonwealth government agency;**
 - (b) (Option 2) the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme;**
 - (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.**

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

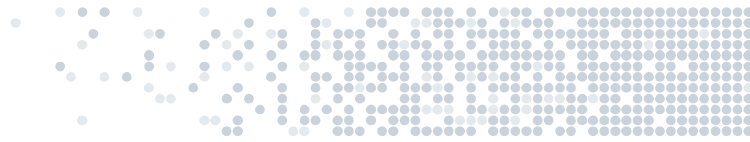
24.2 The NVR registered training organisation must use the NRT logo only in accordance with its conditions of use.

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