

Audit report – VET Quality Framework

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

ORGANISATION DETAILS

| | |
|---------------------------|--|
| Organisation's legal name | Mouse House Designs Pty Ltd |
| Trading name/s | Australian College of Computer Embroidery and Textile Technologies |
| RTO number | 31972 |
| CRICOS number | na |

AUDIT TEAM

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

AUDIT DETAILS

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|----------------------------------|--|
| Application number/s | 1060685 |
| Audit number/s | 1006151 |
| Audit reason 1 | Application - renewal |
| Audit reason 2 | n/a |
| Audit reason 3 | n/a |
| Activity type | Site visit |
| Address of site/s visited | U2/37 Barklya Place, Marsden, QLD 4132 and 16 Lilac Street Inala QLD 4077 |
| Date/s of audit | 22/07/2014 |
| Organisation's contact for audit | John Tutuvanu RTO Manager jtutuvanu@careerkeys.com.au 0732002700 |
| NVR standards audited | Selected Standards for Continuing Registration: SNR 15,16,17,18,20.2,22.2,22.3,23.1,24.1 & 25 |

BACKGROUND

Mouse House Designs Pty Ltd is part of Marsden Education Association Inc which also owns and operates RTO 30975 trading as Career Keys.

Mouse House Designs Pty Ltd is a non-for profit organisation offering training and assessment in clothing production, digitised and computerised embroidery and hairdressing.

The organisational structure consists of a voluntary board of directors, Chief executive officer, Finance Manager, supporting management team, trainers and assessors, admin staff

The organisation does not have any significant partnerships for the delivery and assessment of its scope



of qualifications

Core clients consist of school based trainees, apprentices and prison inmates

Delivery venues are based in Queensland however, the organisation does deliver distance education through an online portal and the use of Skype.

Revenue sources targeted are government funding and fee for service.

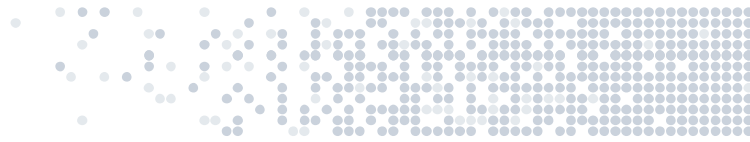
Total number of current enrolments in RTO as at audit date:

- 57

| AUDIT SAMPLE | | | |
|---------------------|---|--|---|
| Code | Qualification/Course/Unit name | Mode/s of delivery/assessment* | Current enrolments (If not yet on scope, record N/A) |
| LMT30507 | Certificate III in Clothing Production | Face to face, Self-paced, Work based, Distance | 26 |
| LMT32011 | Certificate III in Digitising and Computerised Embroidery | Face to face, Online/Distance, Self-paced | 20 |
| SIH20111 | Certificate II in Hairdressing | Face to Face & Workplace | 11 |

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

| INTERVIEWEES | | |
|---------------------|-------------------------------------|--|
| Name | Position | Qualification/Course/Unit code/s |
| Tonya Caren | Chief Executive/Company Director | na |
| John Tutuvanu | Training Manager | na |
| Brad Munns | Finance Manager | na |
| Jeff Moore | QMS Coordinator | na |
| Tammy Mason | Salon Trainer | SIH2011 Certificate II in Hairdressing |
| Sam Nicolosi | Business Manager | na |
| Tracey Bob | Compliance and Training Coordinator | na |
| Wendy Walton | Trainer Clothing Production | LMT30507 Certificate III in Clothing Production |
| Irene Gregor | Trainer Clothing production | LMT30507 Certificate III in Clothing Production |
| Gabby Kaukau | Trainer Embroidery | LMT32011 Certificate III in Digitising and Computerised Embroidery |
| Patrick Ketter | Trainer Embroidery | LMT32011 Certificate III in Digitising and Computerised Embroidery |



ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 22/07/2014: Significant non-compliance

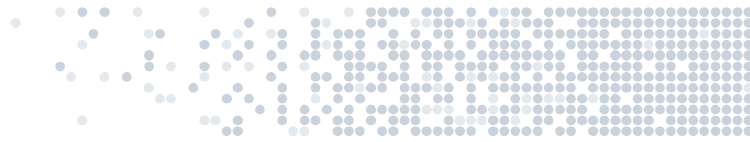
- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this audit report describes evidence of the non-compliance.
- Refer to notification of non-compliance for information on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

AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

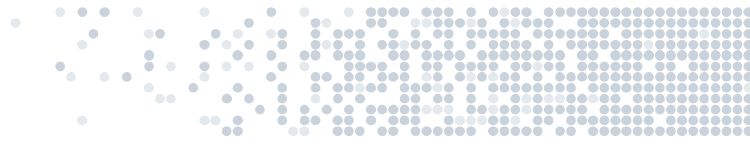
Audit finding following analysis of additional evidence provided on dd/mm/yyyy: n/a

AUDIT FINDING BY STANDARD

| Standard | Original finding | Finding following rectification |
|------------|------------------|---------------------------------|
| SNR 15 | Not compliant | n/a |
| SNR 16 | Not compliant | n/a |
| SNR 17 | Compliant | n/a |
| SNR 18 | Not compliant | n/a |
| SNR 19 | Not audited | n/a |
| SNR 20 | Compliant | n/a |
| SNR 21 | Not audited | n/a |
| SNR 22 | Not compliant | n/a |
| SNR 23/AQF | Compliant | n/a |
| SNR 24 | Compliant | n/a |
| SNR 25 | Compliant | n/a |



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|---|---|
| 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: | n/a |
| <i>Reasons for finding of non-compliance:</i> | |
| <ul style="list-style-type: none">• Training and assessment materials did not meet training package/ unit requirements as identified in SNR 15.5 | |
| <i>In order to become compliant, the organisation is required to:</i> | |
| <ul style="list-style-type: none">• 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. | |
| <i>Analysis of rectification evidence:</i> | |
| <ul style="list-style-type: none">• Evidence yet to be supplied | |
| <i>Reasons for outstanding non-compliance:</i> | |
| <ul style="list-style-type: none">• 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: | 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: n/a

Reasons for finding of non-compliance:

SIH20111 Certificate II in Hair Dressing
SIHHCCS201A Greet and prepare clients for salon services
SIHHDS202A Apply hair braiding techniques

- The organisation did not demonstrate that its assessment tools for the above units:

15.5 (b) Will be conducted in accordance with the principles of assessment in particular criteria defining acceptable performance outlined for the observational checklists.

For example, the observation checklist lacked guidance for assessors of the performance levels required to ensure consistency and reliability of assessment judgement between assessors.

LMT32011 Certificate III in Digitising and Computerised Embroidery
LMTDE3001A Apply hooping and fabric handling techniques
LMTDE3008A Produce embroidery from digitised images

- The organisation did not demonstrate that assessment tools for the above units:

15.5(a) Met the requirements of the training package in particular the required skills, required knowledge, critical aspects of evidence and the rules of evidence.

For example but not limited to, the tool did not demonstrate how the evidence was gathered to address :

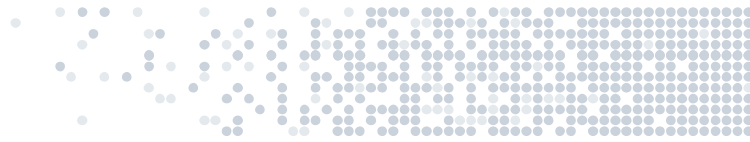
- Using hooping accessories
- Applying workplace health and safety requirements for a production environment
- Environmental aspects related to workplace and machine or equipment operation and manual handling
- Communication within the work place
- Sequencing operations
- Recognise and address production problems

LMT30507 Certificate III in Clothing Production
LMTCL3002B Prepare and produce sewn garment

- The organisation did not demonstrate that the assessment tools for the above unit:

15.5 (b) Met all the requirements of the relevant training package in particular the critical aspects of evidence

- For example but not limited to, the assessment tool did not demonstrate how evidence was gathered to address prepare workstation and work before commencing sewing operations.



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

SIH20111 Certificate II in Hair Dressing
SIHHCCS201A Greet and prepare clients for salon services
SIHHDS202A Apply hair braiding techniques

LMT32011 Certificate III in Digitising and Computerised Embroidery
LMTDE3001A Apply hooping and fabric handling techniques
LMTDE3008A Produce embroidery from digitised images

LMT30507 Certificate III in Clothing Production
LMTCL3002B prepare and produce sewn garment

For the above units the organisation is required to provide a complete set of assessment materials that meet the requirements of the training package in particular the required skills, required knowledge and critical aspects of evidence and ensures assessment will be conducted in accordance with the principles of assessment and rules of evidence. The assessment materials must include, or be accompanied by guidance to assessors to ensure consistency and reliability of assessment judgement.

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.

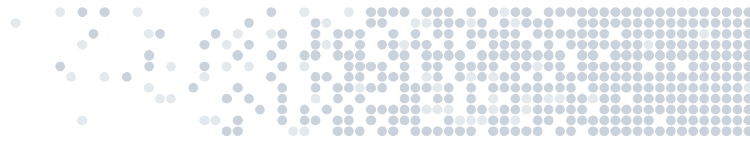
Original finding: Compliant

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



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| 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 |

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| 16.5 | Learners receive training, assessment and support services that meet their individual needs. |
| Original finding: Compliant | Following rectification: n/a |

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| 16.6 | Learners have timely access to current and accurate records of their participation and progress. |
| Original finding: Not compliant | Following rectification: n/a |

Reasons for finding of non-compliance:

- The organisation did not demonstrate how it informs learners about how to gain access to their records.

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

- Demonstrate how it informs learners about how to gain access to their records

Analysis of rectification evidence:

- Evidence yet to be supplied

Reasons for outstanding non-compliance:

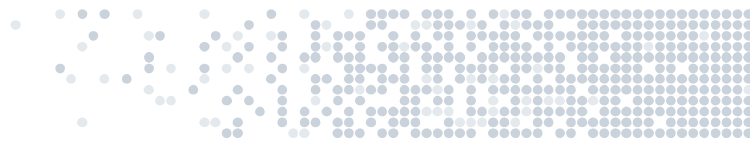
- Not applicable at this time

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| 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 |

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| 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: |
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| 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 |

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| 17.2 | The NVR registered training organisation uses a systematic and continuous improvement approach to the management of operations. |
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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: Not audited

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 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

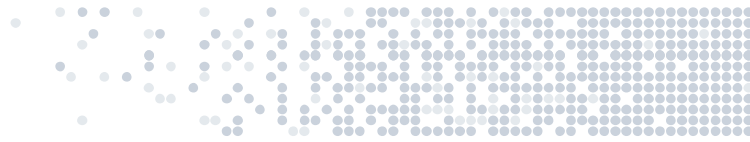
18.2 The NVR registered training organisation must also explicitly demonstrate how it ensures the decision making of senior management is informed by the experiences of its trainers and assessors.

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: Not audited

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: Not audited

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: Not audited

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: Not audited

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 that the following information was provided to students
22.2 (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.

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

- Demonstrate that the following information is provided to students
22.2 (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.

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: Not audited

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: Not audited

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: Not audited

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