

## Audit report – VET Quality Framework

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

#### ORGANISATION DETAILS

Organisation's legal name	<b>L.A. Dobbrick &amp; S.L. Ward</b>
Trading name/s	Larshar College of Beaute and Hair
RTO number	31845
CRICOS number	n/a

#### AUDIT TEAM

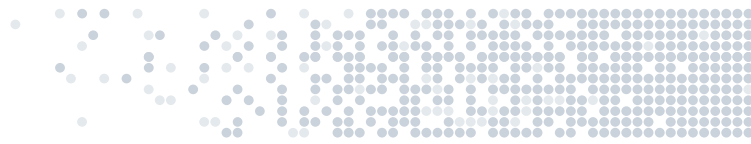
Lead auditor	Debra Taylor
Auditor/s	Mark Shrubshall
Technical adviser/s	n/a

#### AUDIT DETAILS

Application number/s	1048308
Audit number/s	1004688
Audit reason 1	Application - renewal
Audit reason 2	n/a
Audit reason 3	n/a
Activity type	Site visit
Address of site/s visited	3/38 Tank Street, Gladstone QLD 4680
Date/s of audit	20/11/2013
Organisation's contact for audit	Sharron Ward Partner larshar@bigpond.com (07) 4972 2906
NVR standards audited	Selected Standards for Continuing Registration: SNR 15, 16, 17, 18, 20 and 22.2

#### BACKGROUND

- Mrs Sharron Ward and Mrs Larisa Dobbrick are partners/owners of L.A. Dobbrick & S.L. Ward trading as Larshar College of Beaute and Hair. Sharron is trainer/assessor for beauty courses and Larisa is trainer/assessor for hairdressing courses.
- They deliver training and assessment for fee for service, traineeships and apprentices.
- High school students studying by distance complete theory training at school with practical assessment conducted at the high school premises at the end of 10 week block.
- Tank Street is the main permanent delivery site.



Total number of current enrolments in RTO as at audit date: 111

<b>AUDIT SAMPLE</b>			
<b>Code</b>	<b>Qualification/Course/Unit name</b>	<b>Mode/s of delivery/assessment*</b>	<b>Current enrolments (If not yet on scope, record N/A)</b>
SIB30110	Certificate III in Beauty Services	Face to face at premises, workplace and distance.	27
SIH30111	Certificate III in Hairdressing	Face to face at premises, workplace and distance.	35

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

<b>INTERVIEWEES</b>		
<b>Name</b>	<b>Position</b>	<b>Qualification/Course/Unit code/s</b>
Sharron Ward	Partner	SIB30110 Certificate III in Beauty Services
Larisa Dobbrick	Partner	SIH30111 Certificate III in Hairdressing

### **ORIGINAL AUDIT FINDING AT TIME OF AUDIT**

#### **Audit finding as at 20/11/2013: Significant non-compliance**

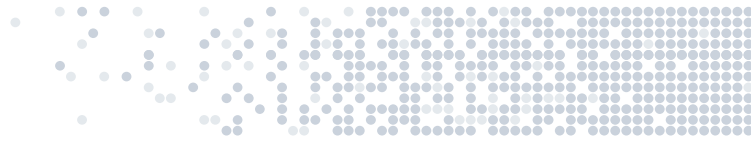
- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this audit report describes evidence of the non-compliance.
- Refer to notification of non-compliance for information on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

### **AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE**

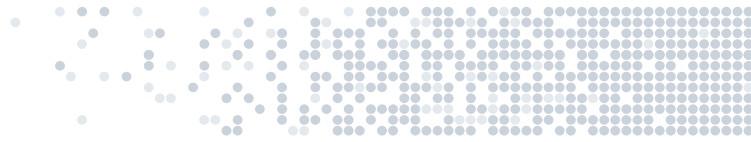
#### **Audit finding following analysis of additional evidence provided on 02/12/2013: Compliant**

### **AUDIT FINDING BY STANDARD**

<b>Standard</b>	<b>Original finding</b>	<b>Finding following rectification</b>
SNR 15	Not compliant	Compliant
SNR 16	Compliant	n/a
SNR 17	Compliant	n/a
SNR 18	Not compliant	Compliant
SNR 19	Not audited	n/a



SNR 20	Compliant	n/a
SNR 21	Not audited	n/a
SNR 22	Not compliant	Compliant
SNR 23/AQF	Not audited	n/a
SNR 24	Not audited	n/a
SNR 25	Not audited	n/a



<b>SNR 15</b>	<b>The NVR registered training organisation provides quality training and assessment across all of its operations, as follows:</b>
<b>15.1</b>	<b>The NVR registered training organisation collects, analyses, and acts on relevant data for continuous improvement of training and assessment.</b>
	<b>Original finding:</b> Compliant <b>Following rectification:</b> n/a
<b>15.2</b>	<b>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.</b>
	<b>Original finding:</b> Compliant <b>Following rectification:</b> n/a
<b>15.3</b>	<b>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.</b>
	<b>Original finding:</b> Not compliant <b>Following rectification:</b> Compliant
	<i>Reasons for finding of non-compliance:</i>
	<b>SIB30110 Certificate III in Beauty Services</b>
	<b>SIH30111 Certificate III in Hairdressing</b>
	<ul style="list-style-type: none"><li>As non-compliances were identified in SNR 15.5, the organisation had not ensured assessment materials for the above units of competency were consistent with the Training Package.</li></ul>
	<i>In order to become compliant, the organisation is required to:</i>
	<b>SIB30110 Certificate III in Beauty Services</b>
	<b>SIH30111 Certificate III in Hairdressing</b>
	<ul style="list-style-type: none"><li>The organisation is required to provide evidence for the units of competency above as detailed in SNR 15.5 ensuring assessment materials are consistent with the Training Package requirements.</li></ul>
	<i>Analysis of rectification evidence:</i>
	<ul style="list-style-type: none"><li>The organisation provided evidence for SIB30110 Certificate III in Beauty Services and SIH30111 Certificate III in Hairdressing as detailed in SNR 15.5 ensuring assessment materials are consistent with Training package requirements.</li></ul>
<b>15.4</b>	<b>Training and assessment is delivered by trainers and assessors who:</b> <b>(a) have the necessary training and assessment competencies as determined by the National Skills Standards Council or its successors; and</b> <b>(b) have the relevant vocational competencies at least to the level being delivered or assessed; and</b> <b>(c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and</b> <b>(d) continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</b>
	<b>Original finding:</b> Compliant <b>Following rectification:</b> n/a



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

**Original finding:** Not compliant

**Following rectification:** Compliant

*Reasons for finding of non-compliance:*

**SIB30110 Certificate III in Beauty Services**

SIBXCCS201A Conduct financial transactions

- The organisation did not address the practical aspects of the above unit of competency thereby not meeting the critical aspects and context of assessment or required skills. As a result, the organisation did not demonstrate it has assessment tools that meet the requirements of the unit and did not ensure assessment of this unit will be conducted in accordance with the principles of assessment and rules of evidence.

SIBBSKS201A Pierce ears

- The organisation provided assessment tools for the above unit of competency that did not address the context of assessment requirements of ensuring that competency is consistently demonstrated over a period of time. The client card that is completed by the student for each customer is not supported by an assessment judgement in the practical observation sheet. The practical observation sheet is used to assess the student's final performance only thereby not meeting the requirements of the unit in relation to sufficient evidence for the assessor to make a judgement of competence.

**SIH30111 Certificate III in Hairdressing**

SIHHBAS202A Perform head, neck and shoulder massage

- The organisation provided assessment tools for the above unit of competency that did not meet all the requirements of the unit, in particular the critical aspects for assessment and required skills.

For example:

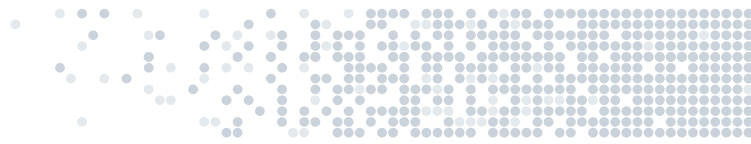
- It was not clear how evidence was gathered to ensure the student took into account the cultural or physical requirements of clients during a service.
- It was not clear how the organisation gathered evidence of the student consistently applying head and neck massage movements across a range of clients and in salon timeframes.
- The assessment strategy identified verbal questioning is used as an evidence gathering technique. The organisation confirmed that this technique was used and did support the decision making process regarding competency. The organisation was unable to provide sufficient evidence to demonstrate how it recorded verbal questions and answers in the practical environment.
- The observation checklist did not provide sufficient criteria defining acceptable performance.

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

SIBXCCS201A Conduct financial transactions

- The organisation is required to provide assessment tools for the above unit of competency that meet the requirements of the unit, in particular address the critical aspects and context of assessment and required skills ensuring the practical assessment of this unit will be conducted in accordance with the principles of assessment and rules of evidence.

SIBBSKS201A Pierce ears



- The organisation is required to provide assessment tools for the above unit of competency that meet the requirements of the unit, in particular address the context of assessment requirements of ensuring that competency is consistently demonstrated over a period of time and observed by the assessor ensuring that sufficient evidence has been captured for the assessor to make a judgement of competence.

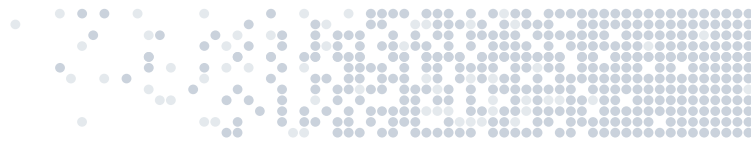
SIHHBAS202A Perform head, neck and shoulder massage

- The organisation is required to provide assessment tools for the above unit of competency that meet the requirements of the unit by addressing the following:
  - the critical aspects for assessment of consistently interacting with clients throughout the massage service taking into account any cultural or physical requirements and consistently applying head, neck and shoulder massage movements across a range of clients and in salon time frames.
  - the verbal questioning technique used to gather evidence towards the decision making process regarding competency be clearly demonstrated on how it is recorded.
  - the observation checklist must include or be accompanied by guidance to assessors providing sufficient criteria defining acceptable performances to enable them to make consistent judgements about competence.

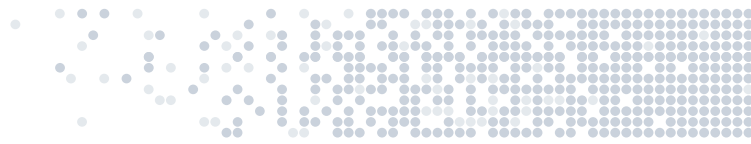
*Analysis of rectification evidence:*

- The organisation provided amended assessment tools for SIBXCCS201A Conduct financial transactions, SIBBSKS201A Pierce ears and SIHHBAS202A Perform head, neck and shoulder massage that meet the requirements of the relevant unit of competency.

<b>SNR 16</b>	<b>The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients, as follows:</b>	
<b>16.1</b>	<b>The NVR registered training organisation establishes the needs of clients, and delivers services to meet these needs.</b>	
	<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>16.2</b>	<b>The NVR registered training organisation continuously improves client services by collecting, analysing and acting on relevant data.</b>	
	<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>16.3</b>	<b>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.</b>	
	<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>16.4</b>	<b>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.</b>	
	<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>16.5</b>	<b>Learners receive training, assessment and support services that meet their individual</b>	



	<b>needs.</b>	
	<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>16.6</b>	<b>Learners have timely access to current and accurate records of their participation and progress.</b>	
	<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>16.7</b>	<b>The NVR registered training organisation provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.</b>	
	<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>SNR 17</b>	<b>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:</b>	
<b>17.1</b>	<b>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.</b>	
	<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>17.2</b>	<b>The NVR registered training organisation uses a systematic and continuous improvement approach to the management of operations.</b>	
	<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>17.3</b>	<b>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.</b>	
	<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>17.4</b>	<b>The NVR registered training organisation manages records to ensure their accuracy and integrity.</b>	
	<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>SNR 18</b>	<b>The NVR registered training organisation has governance arrangements in place as follows:</b>	
<b>18.1</b>	<b>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.</b>	
	<b>Original finding:</b> Not compliant	<b>Following rectification:</b> Compliant



*Reasons for finding of non-compliance:*

- As non-compliances were identified against the VET Quality Framework, the organisation did not demonstrate the CEO has ensured compliance

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

- The organisation is required to rectify non-compliances listed in this report thereby demonstrating the CEO has ensured it complies with the VET Quality Framework.

*Analysis of rectification evidence:*

- Evidence provided to rectify non-compliances listed in this report demonstrates the CEO has ensured it complies with the VET Quality Framework.

**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:** 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.**

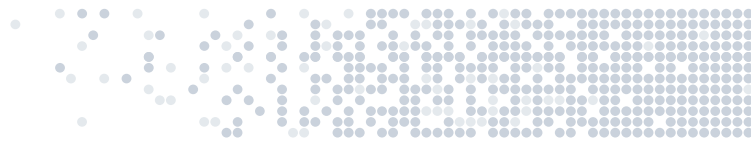
**Original finding:** Compliant

**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:** 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:** Compliant

*Reasons for finding of non-compliance:*

- The organisation did not provide information to clients regarding fees and charges for additional services, including such items as issuance of a replacement qualification testamur or 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 to each client.

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

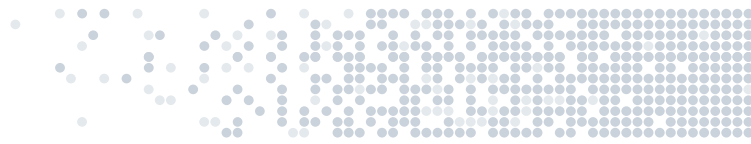
- The organisation is required to provide evidence to demonstrate it will provide clients with information regarding fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the nature of guarantee given by the NVR registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course to each client.

*Analysis of rectification evidence:*

- The organisation provided amended induction manual providing information regarding fees and charges for additional services and the nature of guarantee given by the organisation thereby meeting the requirements of this standard.

**22.3 Where the NVR registered training organisation collects student fees in advance it must ensure it complies with one of the following acceptable options:**

- (a) (Option 1) the NVR registered training organisation is administered by a State, Territory or Commonwealth government agency;**
- (b) ~~(Option 2) the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme;~~ [option 2 not currently available]**
- (c) (Option 3) the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course.**



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

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

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

**Original finding:** Not audited

**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:** Not audited

**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:** Not audited

**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:** Not audited

**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:** Not audited

**Following rectification:** n/a