



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

**Audit Date: 5/6 December 2017**

**RTO: Victorian Aboriginal Community Services Assn.**

<b>Applicant Details</b>			
Applicant Name	Victorian Aboriginal Community Services Association	TOID	22576
Address	496 High Street, Northcote VIC 3070		
		Website	www.vacsal.org.au
Registration Contact	Ms Melinda Eason		
Phone Number	03 9416 4266	Email	Melinda.eason@vacsal.org.au
<b>Audit Team</b>			
Audit Firm	ShineWing Australia	Auditor/s	John Molenaar
Auditor/s		Other Attendees	
<b>Registering Body Details</b>			
Contact Person	Simon Thorn		
Phone Number	9032 1562	Email	vet.audit@edumail.vic.gov.au
<b>Audit Details</b>			
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	3.1, 3.2	4.1, 4.2, 5.1	
Audit Date/s	5/6 December 2017		
<b>RTO Background</b>			
<p>The Victorian Aboriginal Community Services Association Ltd (VACSAL) is a state-wide agency that provides advice to Government on a range of community development issues as well as being a major provider of extensive services to the Aboriginal community in both the metropolitan and some regional communities. VACSAL is a community based, community controlled organisation comprising of representatives from Koorie organisations across the state.</p> <p>Established in 1984, VACSAL has been instrumental in assisting the Victorian and Commonwealth Government develop policies and programs in major areas relating to the advancement of Aboriginal people. VACSAL supports and manages a number of community programs as well as providing strategic advice to Aboriginal organisations and Government bodies on issues impacting on Aboriginal people.</p> <p>VACSAL is a community resource centre, delivering a range of government funded programs to support and assist children, young people and families as well as strengthening communities and culture.</p> <p>VACSAL registered as an RTO 2013 and initially had two qualifications on scope:</p> <ul style="list-style-type: none"> <li>• CHC30112 Certificate III in Community Services Work</li> <li>• CHC40708 Certificate IV in Community Services Work.</li> </ul>			

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With the transition of the Training Package to the CHC15, VACSAL has retained the Certificate IV level qualification only.

During 2014, 2015 and 2016, 74 students completed the CHC30112 Certificate III in Community Services Work and CHC40708 Certificate IV in Community Services Work.

During 2017, VACSAL has not enrolled any students but has entered into an arrangement with E-focus (Heidelberg Training and Resource Centre Inc) for the enrolment and certification of students. E-focus employs the trainers of VACSAL, uses the learning and assessment resources developed by VACSAL and the VACSAL training facilities for learners identified by VACSAL. The organisation was not in receipt of Skills First funding in 2017 and was able to arrange for its clients to be trained by E-focus who were able to deliver the qualification, enabling students to access Skills First funding.

With no current enrolments, and no enrolments in 2017, the audit of the qualification CHC42015 was conducted to ensure that VACSAL was ready to train and assess qualification, however students who had completed the superseded qualifications were interviewed at the time of audit.

The VACSAL holistic training model has been fully customised to meet the needs of its client groups. The focus on developing an awareness of self and others at the commencement of the course, enables learners to develop a sensitivity to the needs of Aborigines and to provide focused community support to its communities.

The trainers/assessors are carefully selected to ensure an acute understanding of and sensitivity to Aborigines who complete the qualification and apply skills in local communities.

Learning resources and assessment tools have been carefully developed and customised to meet learner needs, and are supplemented by activities from commercially developed resources such as SmallPrint and Aspire.

VACSAL invested in its resources to ensure that the RTO operations are well managed and compliance requirements are readily addressed. VACSAL commissions expertise to assist in ensuring that the organisation remains current and up-to-date.

The CEO of VACSAL maintains an active role in ensuring the RTO operations are of a high standard and adequately resourced. A dedicated RTO Manager has considerable experience in working with Aborigines, managing RTO operations and delivering training to the client group.

At the audit, the RTO was found to be compliant with the requirements of the AQTF Standards and Conditions, only a number of small inconsistencies were identified, and these related mainly to changes to requirements over the past five years, and were due to not having been audited in that time. The re-registration audit provided the opportunity to have discussions with external compliance experts and seek clarification in areas of compliance.



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<b>Qualifications/Units Audited<sup>1</sup></b>		
<b>QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE</b>		
<b>TGA Code</b>	<b>Qualification/Unit of Competence/Accredited Course (as per TGA)</b>	<b>Delivery Site</b>
CHC42015	Certificate IV in Community Services Work	496 High Street, Northcote VIC 3070
CHCDIV001	CHCDIV001 Work with diverse people	496 High Street, Northcote VIC 3070
CHCADV001	Facilitate the interests and rights of clients	496 High Street, Northcote VIC 3070
CHCPRP003	Reflect on and improve own professional practice	496 High Street, Northcote VIC 3070
CHCAOD001	Work in alcohol and other drugs context	496 High Street, Northcote VIC 3070

<b>Interviewee(s) – Staff name and position; employer name and position</b>	
Elva	Student 1016 - Certificate IV in Community Services Work
Alan	Student 1016 - Certificate IV in Community Services Work
Mathew	Student 1016 - Certificate IV in Community Services Work
Melinda	Trainer/Assessor: CHC42015 Certificate IV in Community Services Work
Lola	Trainer/Assessor: CHC42015 Certificate IV in Community Services Work
Josh	Co-Facilitator: CHC42015 Certificate IV in Community Services Work
Casey	Co-Facilitator CHC42015 Certificate IV in Community Services Work

<b>Permanent Delivery Sites –</b>	<b>Yes</b>	<b>No</b>
Do the RTO's permanent delivery sites match the information provided by the VRQA?	X	
If 'No', please provided amended details below:		
Facilities are owned by VACSAL: Sighted Building Code of Australia (BCA) 2012, classified the building at 496 High street, Northcote, VIC 3070 Class 9b		

<b>Third party Arrangements –</b>	<b>Yes</b>	<b>No</b>
Do the RTO's third party arrangements match the information provided by the VRQA?	X	
If 'No', please provided amended details below:		

<sup>1</sup> Samples have been selected in accordance with the VRQA VET Audit Sampling Methodology



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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		
<b>Summary of Non-Compliance<sup>2</sup></b>				
<b>CF.1.1</b>				
VACSAL had not issued testamurs in accordance with the requirements of the Training Package that met the Australian Qualifications Framework (AQF) TGA.				

<sup>2</sup> CF = Condition Finding. Finding references are aligned to the Detailed Findings section of this report.



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**Audit Summary - AQTF Standards**

<b>AQTF Standards/Elements</b>	<b>Compliant</b>	<b>Non - Compliant</b>	<b>Not audited</b>
<b>Standard 1</b>	<b>X</b>		
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		
<b>Standard 2</b>	<b>X</b>		
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		
<b>Standard 3</b>	<b>X</b>		
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		

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**Audit Summary – 2016 VRQA Guidelines for VET Providers**

2016 VRQA Guidelines	Compliant	Non - Compliant	Not audited
<b>1. Governance, Financial viability and Management systems</b>			<b>X</b>
1.1 – Strategic Plan and Business Plan			X
1.2 – Financial Viability			X
1.3 – Management Systems			X
1.4 – Governance			X
<b>2. Transparency and oversight of third parties</b>			<b>X</b>
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
<b>3. Trainer and assessor qualification (including individuals working under the supervision of a trainer)</b>	<b>X</b>		
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
<b>4. Delivery of training and assessment services</b>	<b>X</b>		
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
<b>5. Annual Declaration of Compliance</b>	<b>X</b>		
5.1 – Annual Declaration of Compliance	X		



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CONDITION 6 - Certification & Issuing of Qualifications & Statements of Attainment			Non-Compliant
CF.6.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	VACSAL had not issued testamurs in accordance with the requirements of the Training Package that met the Australian Qualifications Framework (AQF) TGA.	<ul style="list-style-type: none"> <li>Issuing Awards Policy and Procedures</li> <li>Issued certificate</li> <li>Issued Statement of Attainment.</li> </ul>	VACSAL is required to modify the wording on the Statement of Attainment to include the correct statement: <i>A Statement of Attainment is issued by a registered training organisation when an individual has completed one or more accredited units.</i>
	<b>Finding</b>	<b>Evidence/Documentation Reviewed</b>	<b>Required Rectification(s)</b>
	VACSAL 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"> <li>Student Records Policy and Procedures</li> </ul>	N/A
	<b>Finding</b>	<b>Evidence/Documentation Reviewed</b>	<b>Required Rectification(s)</b>
	VACSAL had implemented the VETtrak student records management system, which has the capacity to provide the registering body with AVETMISS compliant data.	<ul style="list-style-type: none"> <li>Student Records Policy and Procedures</li> <li>VETtrak Student Data Management System</li> </ul>	N/A
	<b>Finding</b>	<b>Evidence/Documentation Reviewed</b>	<b>Required Rectification(s)</b>
	VACSAL had provided a return of its client records of attainment of units of competency and qualifications to the VRQA for 2017.	<ul style="list-style-type: none"> <li>Student Records Policy and Procedures</li> </ul>	N/A