

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

Applicant Details			
Applicant Name	Bass Coast Adult Learning Inc.	TOID	3720
Address	239 White Road, Wonthaggi VIC 3995		
	Website	www.bcal.vic.edu.au	
Registration Contact	Ms Deborah Mary Watson		
Phone Number	(03) 5672 3115	Email	Manager@bcal.vic.edu.au
Audit Team			
Audit Firm	ShineWing Australia	Lead Auditor	John Molenaar
Auditor/s		Other Attendees	Deb Watson Manager Bill Street Coordinator Maddy Harford Chair
Registering Body Details			
Contact Person	Julie Florence		
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Audit Details			
Type of Audit	Re-registration Audit		
Conditions Audited	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	
Desk Audit Date/s	August 2020		
RTO Background			
Organisation Background			
<p>A committee comprised of representatives from ACFE, TAFE, the Shires of Bass and Phillip Island, Borough of Wonthaggi, Wonthaggi Secondary College, Bass and Phillip Island Community Centres and the general community worked together to establish the Community Development and Learning Centre in 1988.</p> <p>The Centre initially shared a location with Chisholm Institute of TAFE and later moved into the facilities at the old Wonthaggi Primary School. In 1994 the centre moved to its current site at Whites Road in Wonthaggi. The name of the Centre evolved at the time to reflect its function and clients. In 1999 the centre was known as the Bass Coast Education Centre and in 2018 this was changed to Bass Coast Adult Learning (BCAL).</p> <p>During this time the centre had focused on delivering pre-accredited foundation skills courses and general interest and skill development programs, in support of community interests and needs.</p> <p>In 1995 the centre expanded operations and registered as a Registered Training Organisation, initially for the delivery of accredited foundation skills programs and expanded its offers over time, in response to local</p>			

community skill needs to access employment in the areas of horticulture, information technology, digital media, hospitality, tourism and hairdressing.

Since moving to its current location at White's Road, the centre has improved the property to increase accessibility for all and provided migrant English and literacy courses funded by State and Commonwealth Governments. It has offered a variety of courses, including computing, work safety, hospitality, first aid, language and art and practical courses, both funded by government and paid for by participants.

BCAL had initially hosted Community VCAL students, however with the re-development of the Wonthaggi Secondary College, VCAL students are now all accommodated at the school. This has made additional facilities available at BCAL for community programs and philanthropic funding was received to conduct some renovations.

With the advent of free TAFE and the potential impact on BCAL operations, BCAL is implementing an Organisational Response Project to explore how the Centre may expand its business, looking at strategies for smartening up the appearance of the facilities and funding of renovations to achieve this, and for the establishment of a new space for micro-businesses to gather and share ideas.

The activities of BCAL are funded through a number of sources including Skills First funding for learners completing accredited courses, ACFE funding to support learners completing pre-accredited courses and AMEP funding to support learners enrolled in foundation skill programs. First aid units are delivered as fee for service activities.

RTO Background

In 1995 Bass Coast Adult Learning (BCAL) expanded operations and registered as a Registered Training Organisation, initially for the delivery of accredited foundation skills programs and expanded its offerings over time.

In 2017-2018, BCAL reviewed local community skill needs to assess local employment available in the areas of horticulture, information technology, digital media, hospitality, tourism and hairdressing.

BCAL has submitted to the VRQA a Form B request to Amend Scope to remove qualifications, units and courses from its scope. This will result in the removal of ICT CSWE and some CGEA courses from its scope. BCAL will retain eight qualifications, four first aid units, four CGEA courses and four EAL courses on scope.

In 2019, BCAL enrolled 28 students in qualifications, 164 students in first aid units and 174 enrolments in foundation skills courses. In 2020, to date, BCAL has enrolments of 25 students in qualifications, 105 students in first aid units and 11 enrolments in foundation skills courses.

BCAL is governed by a Committee of Management, which is chaired by an experienced education and VET professional, providing valuable support to the organisation. BCAL is managed by a part-time (two days a week) Manager, with extensive experience in human resource management, higher education and adult learning. The manager is supported by a part-time coordinator who has been involved with BCAL for over 20 years in various capacities and has a wealth of local knowledge and experience in community education. A sessional Compliance Manager ensures that BCAL manages its operations within the requirements of legislation, registration bodies and funding bodies. Training and assessment is conducted by a team of sessional trainers/assessors, employed in response to enrolment numbers and course demand.

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Summary of audit outcomes

Bass Coast Adult Learning Inc. has developed and implemented a Quality Management System to guide the management of its operations and employs skilled professionals to manage the learning and assessment arrangements for its accredited and pre-accredited courses.

BCAL is closely connected to its community, local government, schools, TAFE and businesses and has implemented a project to review the organisation's responsiveness and fitness for purpose which includes stakeholder interviews to identify local community skills for employment needs. This has resulted in a review of services offered as complementary to the Chisholm TAFE 'free TAFE' offerings.

Consultations with local businesses have provided valuable input to business employee skill requirements.

BCAL employs sessional, well experienced trainers/assessors who have a good understanding of local business requirements and work closely with local businesses to develop the skill needs of learners to gain employment in the area.

The review of evidence provided to support the Desk Audit identified:

- The NRT logo on marketing and informational materials has not been used in accordance with the conditions of use (Condition 1.8).
- Evidence that a systematic review of learning and assessment arrangements, consistent with the strategies identified in the Continuous Improvement Policy and Procedures, has not been implemented (Standard 1.1).
- The assessment instruments for the units sampled in the Certificate II in Information, Digital Media and Technology, and for the unit Provide First Aid did not fully meet the unit assessment requirements and assessment records were not thoroughly completed by assessors (Standard 1.5).
- Mechanisms for the review of the effectiveness of student support services had not been implemented (Standard 2.2).

It was noted that with the current COVID 19 restrictions, BCAL had difficulty in accessing completed ICT student assessments, due to students working remotely and a number of students not responding to BCAL support outreach.

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Qualifications/Units Audited ¹		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
AHC20416	Certificate II in Horticulture Units: AHCLSC202 Construct low profile timber retaining walls AHCPMG201 Treat weeds	239 White Road Wonthaggi VIC 3995
ICT20115	Certificate II in Information, Digital Media and Technology ICTICT201 Use computer operating systems and hardware ICTICT203 Operate application software packages	239 White Road Wonthaggi VIC 3995
HLTAID003	Provide First Aid	239 White Road Wonthaggi VIC 3995

Interviewee(s) – Staff name and position; employer name and position	
Adrian James (Phone interview)	Trainer/assessor: Certificate II in Horticulture
Bill Street (Interview as part of audit process)	Trainer/assessor: Certificate II in Information, Digital Media and Technology
Megan Darby (Phone interview)	Trainer/assessor: Provide First Aid
Carolyn Zappa (Phone interview Trainer/Assessor: Megan)	Student, Provide First Aid
Fiona Treharne (Phone interview Trainer/Assessor: Lyn Dunn)	Student, Provide First Aid

Permanent Delivery Sites –	Yes	No
Do the RTO's permanent delivery sites match the information provided by the VRQA?	X	
All training is delivered at: 239 White Road Wonthaggi VIC 3995		

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

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Third party Arrangements –	Yes	No
Do the RTO's third party arrangements match the information provided by the VRQA?	X	
No third party or auspice arrangements had been entered into for the delivery and assessment of units.		

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Audit Summary - AQTF Conditions of Registration

AQTF Conditions Place an X in the appropriate column		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		
Summary of Non-Compliance²				
CF.6.1.1 The Statements of Attainment were not issued in accordance with the requirements the Australian Qualifications Framework (AQF) as they included the superseded statement: The Certificate also included the superseded VRQA logo.				
CF.8.1.1 The NRT logo was not employed in accordance with its conditions of use.				

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

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-Compliance³			
<p>SF.1.1.1 Bass Coast Adult Learning Inc. had provided as evidence, a number of feedback collection tools as templates and the Continuous Improvement Register which identified a number of actions implemented. The Continuous Improvement Policy and Procedures identified a number of feedback collection strategies, evidence of the implementation of these was not provided. Evidence that feedback had been collected, analysed and acted on to provide relevant data for continuous improvement of training and assessment was not provided.</p> <p>SF.1.5.1 The following qualification and unit assessments did not meet the requirements of the relevant Training Package, qualifications and unit assessment requirements. ICT20115 Certificate II in Information, Digital Media and Technology</p> <ul style="list-style-type: none"> • ICTICT201 Use computer operating systems and hardware • ICTICT203 Operate application software package <p>and the unit:</p>			

³ SF = Standard Finding. Finding references are aligned to the Detailed Findings section of this report.

- HLTAID003 Provide First Aid

SF.1.5.2

HLTAID003 Provide First Aid

The unit assessment requirements require candidates to demonstrate their ability to complete tasks as identified in a number of scenarios. The scenarios do not require the candidate to respond appropriately in the event of regurgitation or vomiting, and apply first aid procedures, as identified in a number of scenarios. The scenarios do not require the candidate to apply first aid to control bleeding or to manage shock.

The Assessment Task Competency Skills Observation Checklists identify that assessment tasks are 'competent/not yet competent' rather than 'satisfactory/not satisfactory.' For the students who had completed assessments, the Assessment Task Competency Skills Observation Checklist had not been signed and dated by the assessor, to confirm satisfactory completion of tasks. An overall unit outcomes record was not provided to confirm that the assessor had deemed the candidate competent for the unit based on the satisfactory completion of all assessment tasks.

SF.2.2.1

Though Bass Coast Adult Learning Inc. had implemented a number of strategies for the collection of data for the continuous improvement of learning and assessment, data specific to the effectiveness of the client services that it provided to students had not been collected to enable the analysing and acting upon relevant information to ensure that student services met student needs.

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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

Summary of Non-Compliance⁴

GF.4.2.1

Training and Assessment Strategies included a 'Duration of the program' section that identified the hours of delivery over a time frame, including sessions of training and assessment, hours of unsupervised or self-paced training and, where relevant, hours of practical placement. The TASs also identified the target learner group and their characteristics, core skill requirements and other learner needs, however, a rationale for the amount of training, based on the skills and experience of the learners, was not included in the TASs.

⁴ 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		Not audited in Phase 2 audit
Evidence/Documentation Reviewed		
Not audited as part of this Re-registration Audit		
CF.1	Finding	Required Rectification(s)
	Not audited as part of this Re-registration Audit	N/A
CONDITION 2 - Interactions with the Registering Body		Not audited in Phase 2 audit
Evidence/Documentation Reviewed		
Not audited as part of this Re-registration Audit		
CF. 2	Finding	Required Rectification(s)
	Not audited as part of this Re-registration Audit	N/A

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CONDITION 3 - Compliance with Legislation		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Staff Handbook 2020 - Legislation relevant to the centre • BCAL Staff Meeting Minutes Tuesday 7 April 2020 • BCAL Staff Meeting Minutes Tuesday 18 February 2020 • BCAL Staff Meeting Minutes Tuesday 28 July 2020 • BCAL Staff Meeting Minutes Tuesday 9 June 2020 • BCAL Staff Meeting Minutes Tuesday 17 March 2020 • Student Information Handbook 		
CF.3.1	Finding	Required Rectification(s)
	<p>Bass Coast Adult Learning Inc. had identified and implemented relevant Commonwealth, State or Territory legislation and regulatory requirements that were relevant to its operations and its scope of registration. This information was included in the Staff Handbook 2020 - Legislation relevant to the BCAL and discussed at monthly Staff Meetings. It ensured that its staff and clients were fully informed of these requirements that affected their duties or participation in vocational education and training through the Student Handbook, Staff Handbook and monthly staff meetings.</p>	N/A
Improvement Opportunities		
<p>Bass Coast Adult Learning Inc would benefit by including in the Staff Handbook 2020 - <i>Legislation relevant to the BCAL</i>, information about the Education Training Reform Amendment Act (Skills) 2010.</p>		

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CONDITION 4 - Insurance		Not audited in Phase 2 audit
Evidence/Documentation Reviewed		
Not audited as part of this Re-registration Audit		
CF. 4	Finding	Required Rectification(s)
	Not audited as part of this Re-registration Audit	N/A

CONDITION 5 - Financial Management		Not audited in Phase 2 audit
Evidence/Documentation Reviewed		
Not audited as part of this Re-registration Audit		
CF. 5	Finding	Required Rectification(s)
	Not audited as part of this Re-registration Audit	N/A

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CONDITION 6 - Certification & Issuing of Qualifications & Statements of Attainment		Non-Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Certificate register • Statement of Attainment issued - HLTAID003 Provide First Aid 2-6-2020 • Certificate issued: AHC20416 Certificate II in Horticulture • VETtak results – print screen 2020 • Dashboard VETtrak – subscription Expiry 30-09-2020 • Excerpt from BCAL POLICIES AND PROCEDURES 9.4 Certificates & Statements of Attainment (SOAs) - must be kept for 30 years. • Records Management Procedure - Archive Procedure • Sample entry – VETtrakrecordsofAttainment (Enrolment Results Wizard Brown, Cassidy Charlotte) • General Accredited Course Enrolment Flowchart • 2020 Enrolment Application Form • Enrolment Checklist • 2020 Student File Checklist - documentation to retain for Accredited Courses • Sample VETtrak record – Client Wizard (Student name) • VETtrak screenshot capture – Dashboard – VETtrak 2020 • Copies of NAT files August 2020 • SVTS Upload screenshot July 2020 • VETtrak screenshot 1/12/2020 • 2020 Enrolment Application Form • USI Application Student Authorisation Form • Sample USI Check Data Insights Horticulture • Sample VETtrak USI report 		
CF.6.1	Finding	Required Rectification(s)

<p>Bass Coast Adult Learning Inc. had issued testamurs – Certificates and Statements of Attainment for qualifications and units satisfactorily completed. The Statements of Attainment were not issued in accordance with the requirements the Australian Qualifications Framework (AQF) as they included the superseded statement: <i>A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more units of competency from nationally recognised qualification(s)/courses(s)</i> rather than the current statement: <i>A Statement of Attainment is issued by a registered training organisation when an individual has completed one or more accredited units.</i></p> <p>This should be identified as <i>'in partial completion of the (insert qualification code and title) OR delete reference to 'partial completion'.</i></p> <p>The testamurs included the Nationally Recognised Training (NRT) logo in accordance with the current conditions of service.</p> <p>The Certificate also included the superseded VRQA logo.</p>	<p>Bass Coast Adult Learning Inc. is required to modify the statement on the Statement of Attainment to ensure that it includes: <i>'A Statement of Attainment is issued by a registered training organisation when an individual has completed one or more accredited units'</i> and accurately reference the qualification for which the unit is in partial completion of OR delete the reference to <i>'partial completion'</i> on the Statement of Attainment.</p> <p>Bass Coast Adult Learning Inc. is required to review the use of the VRQA logo on testamurs and either discontinue the use of the VRQA logo or ensure that only the current logo is used.</p> 
<p>CF.6.2. Finding</p>	<p>Required Rectification(s)</p>
<p>Bass Coast Adult Learning Inc. had confirmed that it would retain client records of attainment of units of competency and qualifications for a period of 30 years as identified in the Records Management Procedure and confirmed through the review of sample VETtrak records.</p>	<p>N/A</p>
<p>CF.6.3. Finding</p>	<p>Required Rectification(s)</p>
<p>Bass Coast Adult Learning Inc. had a student records management system in place that had the capacity to provide the registering body with AVETMISS compliant data. All student records were maintained in VETtrak.</p>	<p>N/A</p>

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CF.6.4.	Finding	Required Rectification(s)
	Bass Coast Adult Learning Inc. had provided a return of its client records of attainment of units of competency and qualifications to the VRQA for 2020 through monthly SVTS reporting, as confirmed through the review of a sample of SVTS uploads and VETtrak screenshot sample.	N/A
CF.6.5.	Finding	Required Rectification(s)
	Bass Coast Adult Learning Inc. met the requirements for implementation of a national unique student identifier.	N/A

Improvement Opportunities
<p>CF.6.1 Bass Coast Adult Learning Inc. would benefit by not using the VRQA logo on its testamurs, consistent with information distributed by the VRQA to RTOs in February 2019 and modifying the 'Transcript of Results' to read 'Record of Results' and include the date of enrolment for each unit.</p>

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CONDITION 7 - Recognition of Qualifications Issued by other RTOs		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Flowchart: The Student Journey – Accredited training • Credit Transfer Application Form • Student Information Booklet 		
CF.7.1	Finding	Required Rectification(s)
	Bass Coast Adult Learning Inc. had procedures in place for the recognition of AQF Qualifications and Statements of Attainment issued by any other RTO.	N/A
Improvement Opportunities		
Bass Coast Adult Learning Inc. would benefit by including information about Credit Transfer and RPL in the Student Information Booklet.		

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CONDITION 8 - Accuracy and Integrity of Marketing		Non-Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Website Screenshot – Bass Coast Adult Learning Home Page • Facebook page - Bass Coast Adult Learning • Media advertisement Discover Horticulture – Cert II course starts 28th July • Term 3 2020 Brochure July 13 - September 19 (included NRT logo on front cover and next to course titles with the full qualification/unit title and code) • Media Release Form • Staff Handbook • Student Information Booklet • VETis Advertisement 'Pizza 		
CF.8.1	Finding	Required Rectification(s)
	<p>Bass Coast Adult Learning Inc. 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 not employed in accordance with its conditions of use.</p> <p>The Term 3 Brochure included information about a range of courses and activities conducted at BCAL during Term 3. The NRT logo was used on the cover of the brochure and therefore related to the contents of the brochure. Not all the courses or activities were nationally accredited qualifications, units or courses. The NRT logo was also included alongside nationally accredited courses, however, the full qualification or unit code and title had not been used.</p>	<p>Bass Coast Adult Learning Inc. is required to review the use of the NRT logo on marketing and informational materials and ensure that it is only used in direct relation to accredited qualifications, units or courses and that these are identified by qualification, unit or course code and title.</p>

Improvement Opportunities

All students are requested to complete a Media Release Form at enrolment. This will give BCAL *'the right to take or use photographs and videos of the student (and/or property/works) and to use these in any and all media including online and print now or hereafter known, and for any purpose whatsoever and permission to release to Bass Coast Adult Education Centre all rights to exhibit this work in print and electronic form publicly or privately and to market copies.'*

Bass Coast Adult Learning Inc. would benefit by:

- In the interests of transparency and commitment to student privacy, providing information about how and where images will be used and for the applicable time period.
- Maintaining a Register of Marketing Materials approved for publication.
- Maintaining a Register of Images used in marketing and promotional materials and identifying the name of the student whose image is used, the purpose for its use and the timeframe within which the image will be used together with the date that authority for use was provided by the learner.

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CONDITION 9 - Transition to Training Packages/Expiry of Accredited Courses		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Extract from Policy and Procedures Manual 9.13 Scope of registration/Training package transition • Review Schedule - Course Training and Assessment Strategy (TAS) BCAL courses on scope and currency end periods • Continuous Improvement Policy and Procedures 		
CF.9.1	Finding	Required Rectification(s)
	<p>Bass Coast Adult Learning Inc. had provisions in place for the management of the transition from superseded Training Packages within 12 months of their publication on the TGA. A review schedule identified courses on scope and currency end periods. Review dates were identified to ensure that knowledge of transition requirements were identified. BCAL marketed only current courses as identified on the scope of registration. BCAL had, at the time of the audit submitted to the VRQA a Form B, requesting that the RTO scope be amended to delete qualifications from scope.</p>	N/A

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
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Continuous Improvement Policy and Procedures - 8.2 Continuous improvement • Connecting the dots - A training needs analysis for Bass Coast <ul style="list-style-type: none"> • Business - Connecting the dots A training needs analysis for Bass Coast (Print) • Individual - Connecting the dots A training needs analysis for Bass Coast (Print) • Links to Survey Monkey Training Needs Surveys: <ul style="list-style-type: none"> • BCAL Training Needs Survey – Individual Welcome to the Bass Coast Adult Learning (BCAL) Training Needs Survey • BCAL Training Needs Survey – Business Welcome to the Bass Coast Adult Learning (BCAL) Training Needs Survey • BCAL Training Needs Survey – Organisation Welcome to the Bass Coast Adult Learning (BCAL) Training Needs Survey • The Student Journey – Accredited training • Continuous Improvement Register 2019 - 2020 – 12 items – actions taken • Horticulture Evaluation Form – five responses • Incident/Accident Report Form • Organisational Review Report 2019 • Student Feedback Form • Student Incident Report 		
SF.1.1.1	Finding	Required Rectification(s)
	<p>Bass Coast Adult Learning Inc. had provided as evidence, a number of feedback collection tools as templates and the Continuous Improvement Register which identified a number of actions implemented. The Continuous Improvement Policy and Procedures identified a number of feedback collection strategies including:</p> <ul style="list-style-type: none"> • Market research is conducted with industry where relevant. • Student surveys are conducted on conclusion of each training year/session 	<p>Bass Coast Adult Learning Inc. is required to provide evidence that the feedback collection strategies, as identified in the Continuous Improvement Policy and Procedures, have been implemented to confirm that BCAL has collected, analysed and acted on feedback</p>

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<ul style="list-style-type: none"> • Staff will provide verbal feedback/suggestions on resources – improvements or new resources. • Complaints also inform continuous improvement issues. • Actions will be reviewed to ensure they have been implemented and are successful. • Surveys will be conducted at least once a year, at the end of their training and across a broad spectrum of students. • Surveys for student, staff and stakeholders (may include employees or industry if relevant). These surveys can be in any form, but results from these need to be collated and recorded. This report is to be sent by the manager to VRQA as part of the annual QI reporting and published in its latest form on the website by the coordinator. <p>Evidence of the implementation of this was not provided. Evidence that feedback had been collected, analysed and acted on to provide relevant data for continuous improvement of training and assessment was not provided.</p>	<p>to ensure the continuous improvement of training and assessment, and ensure that the actions are included in the Continuous Improvement Register.</p>
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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
Evidence/Documentation Reviewed		
<p>Training and Assessment Strategies and plans for:</p> <p>AHC20416 Certificate II in Horticulture last updated 11/6/2020</p> <ul style="list-style-type: none"> • Training and Assessment Strategy last updated 11/6/2020 • Training and Assessment Plan • Appendix of documents referred to • Definitions • Training and assessment staff <p>ICT20115 Certificate II in Information, Digital Media and Technology 2020</p> <ul style="list-style-type: none"> • Training and Assessment Strategy 2020 • Program Structure • Training Workshop delivery schedule • Training and Assessment Matrix <p>HLTAID003 Provide First Aid version 2 created 08/2020</p> <ul style="list-style-type: none"> • Training and Assessment Matrix • Assessment Strategy 		
SF.1.2.1	Finding	Required Rectification(s)
	Strategies for training and assessment had been developed and implemented. These met the requirements of the relevant Training Package qualifications and units and provided information about the delivery and assessment arrangements for effective learning and assessment. Evidence of industry consultation was included in Training and Assessment Strategies.	N/A

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<p>A number of areas were identified that should be addressed to ensure consistency and to provide adequacy of information to support consistent and effective training and assessment.</p>	
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Improvement Opportunities
<p>Training and assessment strategies</p> <p>To ensure consistency and adequacy of information to support consistent and effective training and assessment, Bass Coast Adult Learning Inc. would benefit by reviewing and modifying Training and Assessment Strategies. Though TASs included information about the intent to implement a process for the review of all strategies for training and assessment, a specific plan or timeframe was not provided.</p> <p>Bass Coast Adult Learning Inc. would benefit by:</p> <ul style="list-style-type: none"> • Providing a reference to where information about a specific plan or timeframe may be accessed. • Providing a reference to where information about trainer/assessor industry experience may be accessed. <p>Though the TASs identified facilities and equipment required for training and assessment, they did not identify the number of students that could be accommodated. Bass Coast Adult Learning Inc. would benefit by identifying in the TASs the number of students or class sizes that the facilities and equipment can accommodate.</p> <p>Though TASs included information about the intent for the conduct of validation, a clear plan and schedule, or reference to a plan or schedule, was not provided. Bass Coast Adult Learning Inc. would benefit by including in the TASs references to where a validation schedule may be accessed, and evidence of the implementation of the schedule.</p> <p>Training and Assessment strategies included a 'Duration of the program' section that identified the hours of delivery over a time frame including sessions of training and assessment, hours of unsupervised or self-paced training and, where relevant, hours of practical placement. The TASs also identified the target learner group and their characteristics, core skill requirements and other learner needs. However, a rationale for the amount of training, based on the skills and experience of individual learners, was not included in the TASs.</p> <p>Bass Coast Adult Learning Inc. would benefit by including in the TASs, a rationale for the amount of training of the qualification and unit training programs based on the skills and experiences of learners, bringing together the target learner group characteristics, entry requirements, selection criteria, the learning methods and the student support available.</p>

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AHC20416 Certificate II in Horticulture

The Training and Assessment Strategy:

Units of competency section identified that: *51 additional hrs are allocated to work placement bringing total hours of the program to 526 nominal hours.

The Duration section identified: Work placement - 105 hours based on 5.25 hours per week over 20 weeks.

Timetable identified: 20 Sessions (1 session per week for 20 weeks) $5.5 \times 20 = 110$.

Bass Coast Adult Learning Inc. would benefit by:

- Reviewing and modifying training and assessment to identify a consistent duration for work placement.
- Including in the TAS, entry requirements/selection criteria, in addition to the learner cohort information.

HLTAID003 Provide First Aid

Educational and student support services were not identified in the TAS.

Bass Coast Adult Learning Inc. would benefit by identifying in the TAS the educational and student support services available to learners completing the HLTAID003 Provide First Aid.

Specific learning resources were not identified in the TAS.

Bass Coast Adult Learning Inc. would benefit by identifying in the TAS the specific learning resources and references that learners will need to access.

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<p>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.</p>	<p>Compliant</p>
<p>Evidence/Documentation Reviewed</p>	
<p>Staff, facilities, equipment and training and assessment materials for the following qualifications and units:</p> <p>AHC20416 Certificate II in Horticulture Photos of training facilities including:</p> <ul style="list-style-type: none"> • Classroom • Tool shed 1 • Tool shed 2 • Cultivation beds • Cultivation block • Plastic houses • Propagation facilities <p>Units:</p> <p>AHCLSC202 Construct low profile timber retaining walls</p> <ul style="list-style-type: none"> • Horticulture II Delivery Plan • Assessment Kit • Answers Guide • Unit Mapping • Student Workbook - Developed by Enhance Your Future Pty Ltd <p>AHCPMG201 Treat weeds</p> <ul style="list-style-type: none"> • Horticulture II Delivery Plan • Assessment Kit • Answers Guide • Unit Mapping 	

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- Student/Trainee Manual - Passing Lane Pty Ltd (Passing Lane Pty Ltd PO Box 975 COWES VICTORIA 3922 Copyright 2016)
Trainer profile: Adrian James

ICT20115 Certificate II in Information, Digital Media and Technology

Photos of training facilities including computer lab, four PCs and printer.

Units:

ICTICT201 Use computer operating systems and hardware

- Assessment Tasks - SmallPrint

ICTICT203 Operate application software packages

- Assessment Tasks - SmallPrint

Trainer profile: Bill Street

HLTAID003 Provide First Aid

- Three photos of classroom and first aid resources
- Emergency First Aid, John Hains
- Template First Aid assessment task answer sheets
- Sample of completed First Aid assessment task answer sheets
- Competency Skills Observation Checklist - Provide basic emergency life support
- Competency Skills Observation Checklist - Perform CPR

Trainer profile: Lyn Dunne and Megan Darby – Resumes and first aid certificates????

Statutory Declaration signed by the BCAL Manager on 28/8/2020 confirmed that the photographic and accompanying equipment listings were of the facilities and equipment available at the centre.

SF.1.3.1	Finding	Required Rectification(s)
	Bass Coast Adult Learning Inc. had provided photographic evidence of the facilities and equipment required for the delivery of the qualifications and units sampled, and trainer/assessor profiles. The staff, facilities, equipment	N/A

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and training and assessment materials used by the RTO were consistent with the requirements of the Training Package and related qualifications and units and the RTO's own training and assessment strategies.

It was noted that training facilities for the implementation of the full range of horticultural activities, maintained at BCAL, was limited and the trainer/assessor had made arrangements with local nurseries and orchardists to access facilities and carry out required activities.

Statutory Declaration signed by the BCAL Manager on 28/8/2020 confirmed that the photographic and accompanying equipment listings were of the facilities and equipment available at the centre.

Interview with the trainer/assessor for *HLTAID003 Provide First Aid*, confirmed the BCAL owned the required equipment and materials for the delivery of and assessment of first aid and CPR, including adult, teenager and baby manikins and consumable materials.

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<p>ELEMENT 1.4 - Training and assessment is delivered by trainers and assessors who:</p> <p>a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and</p> <p>b) have the relevant vocational competencies at least to the level being delivered or assessed, and</p> <p>c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and</p> <p>d) continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</p>		<p>Compliant</p>
<p>Evidence/Documentation Reviewed</p>		
<p>Trainer Assessor Register included the trainers/assessors for all the qualifications, units and courses delivered by Bass Coast Adult Learning Inc.</p> <p>Trainer/assessor information for the following qualifications and units: AHC20416 Certificate II in Horticulture Trainer/assessor: Adrian James</p> <p>ICT20115 Certificate II in Information, Digital Media and Technology Trainer/assessor: Bill Street</p> <p>HLTAID003 Provide First Aid Trainer/assessor: Lynette Dunne Trainer/assessor: Megan Darby</p>		
<p>SF.1.4.1</p>	<p>Finding</p>	<p>Required Rectification(s)</p>
<p>Bass Coast Adult Learning Inc. had provided a Trainer Assessor Register that included information about the trainers/assessors for all the qualifications, units and courses delivered by Bass Coast Adult Learning Inc.</p> <p>Following a number of requests by the auditor to provide documentation to support the currency of trainer/assessor credentials, BCAL provided trainer/assessor resumes that confirmed current industry experience and copies of qualifications and unit certificates/Statement of Attainment/records of results.</p>		<p>N/A</p>

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<p>Students interviewed confirmed that trainers/assessors were knowledgeable and experienced in training and industry skills and provided them with the support that they needed to satisfactorily complete their units. Trainers/assessors interviewed, confirmed that they were adequately supported by BCAL and provided with the resources for effective training and assessment activities.</p> <p>Training and assessment was delivered by trainers and assessors who had the necessary training and assessment competencies and the relevant vocational competencies at least to the level being delivered or assessed, could demonstrate current industry skills directly relevant to the training/assessment being undertaken and continued to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</p>	
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Improvement Opportunities
<p>Bass Coast Adult Learning Inc. would benefit by developing and implementing an effective system for maintaining trainer/assessor information and periodically reviewing information to ensure that trainer/assessor information was current.</p> <p>Bass Coast Adult Learning Inc. would benefit by maintaining up to date files of trainers/assessors that includes:</p> <ul style="list-style-type: none"> • current resumes, signed and dated by the trainer/assessor • current copies of credentials held, certified by the BCAL Manager or Coordinator, as having sighted the original copy • position descriptions • current Employment Agreements • Professional Development Plans and records of professional development activities attended to maintain their VET and industry currency <p>to ensure that current information is readily available at all times.</p>

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<p>ELEMENT 1.5 - Assessment including Recognition of Prior Learning (RPL):</p> <p>a) meets the requirements of the relevant Training Package or accredited course</p> <p>b) is conducted in accordance with the principles of assessment and the rules of evidence</p> <p>c) meets workplace and, where relevant, regulatory requirements</p> <p>d) is systematically validated.</p>	<p>Non-Compliant</p>
<p>Evidence/Documentation Reviewed</p>	
<p>Assessment strategies for the following qualifications and units:</p> <p>AHC20416 Certificate II in Horticulture Units:</p> <p>AHCLSC202 Construct low profile timber retaining walls</p> <ul style="list-style-type: none"> • Horticulture II Delivery Plan AHCLSC202 Construct low profile timber or modular retaining walls • Short Answer Task: Delivered over theory sessions (2 hrs total) • Weed Reference Tool • Observation Record: Completed throughout practical session • Short answer task assessment (end of the first session) • Observation record (marked off as students satisfactorily completed each area). • Risk assessment form and report hazards and risks. • PPE to ensure that students are 'work ready'. • Specifications of materials checklist. • Underground services identification using 'dial before you dig'. • Site plans and mark out of the retaining wall. • Review plan to determine location and depth of excavations. <p>Completed Student Assessments reviewed: Assessment tasks:</p> <ul style="list-style-type: none"> • Construction Risk Assessment 	

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- Project Work Record Assessment
- Project Observation Assessment

Students:

- Caroline Hose, Assessor: Adrian James 26/6/2020
- Erin Sauter, Assessor: Adrian James 24/6/2020
- Lisa Yelverton, Assessor: Adrian James 24/6/2020

AHCPMG201 Treat weeds

- Horticulture II Delivery Plan AHCPMG201 Treat Weeds
- Short Answer Task: Delivered over theory sessions (2 hrs total)
- Weed Reference Tool
- Observation Record: Delivered throughout practical session.
- Demonstrate Chemical Application - Record Complete Risk Assessment
- Short answer task assessment:
 - Plant identification routine to identify relevant target weeds 'in the field'.
 - Effective control techniques.
 - MSDS and chemical label for information on preparing chemicals for treatment.
 - Chemical grade PPE.
 - Signage and markers around perimeter of treatment area.
 - Risk assessment.
 - Check and fit PPE.
 - Mix chemical treatments based on specifications determine in preparation.
 - Agricultural chemicals proforma.
 - Spray work record to document chemical application.

Completed Student Assessments reviewed:

Assessment tasks:

- Worksheet Assessment Task

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- Treat Weeds Assignment
- Field I.D.
- Observation Checklist

Students:

- Caroline Hose, Assessor: Adrian James 24/3/2020
- Erin Sauter, Assessor: Adrian James 24/3/2020
- Lisa Yelverton, Assessor: Adrian James 24/3/2020

ICT20115 Certificate II in Information, Digital Media and Technology

Units:

ICTICT201 Use computer operating systems and hardware

Assessment tasks – SmallPrint

Formative Assessment 1 - Activities

Summative Assessment 1 - Questions

Summative Assessment 2 - Projects

Summative assessment 3 - Observation report

Supplementary Evidence - Third party report

ICTICT203 Operate application software packages

Assessment Tasks – SmallPrint

Pre-assessment – Skill and knowledge self-assessment

Formative assessment – activities

- Written questions
- Practical tasks:
 - Open document, enter text, save, close, use zoom and hide functions, close without saving
 - Open existing document, change font, cut and paste, apply and format, use bullet points, include heading, create footer, spell check, add image, close.
 - Locate electronic files, print, copy file
 - Open Excel file – work in a spreadsheet
 - Open PowerPoint – work in PowerPoint

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Summative assessments:

- Questions
- Projects
- Observation report
- Supplementary evidence – third party report

Assessment records:

Workbook Activities 1 – 13, completed tasks

Student:

- Oliver Dal Castello

HLTAID003 Provide First Aid

HLTAID003 – Provide First Aid (First Aid Level 2) Workbook Answer Sheets

HLTAID003 – Provide First Aid (First Aid Level 2) Workbook Answer Sheets

Competency Skills Observation Checklist Perform CPR

Competency Skills Observation Checklist Provide basic emergency life support

First Aid resource: Theory Assessment Workbook – aplhealthcare

Student completed assessments:

Assessment records:

- Competency Skills Observation Checklist – Perform CPR
- Competency Skills Observation Checklist – AED
- Competency Observation Checklist – provide basic life support
- Workbook Answer Sheets

Students

- Carolyn Zappa, Assessor: Megan Darby 4/8/20
- Fiona Treharne, Assessor Lyn Dunne 24/6/2020
- Anna Hunsintveld, Assessor: Megan Darby

SF.1.5.1	Finding	Required Rectification(s)
	<p>The following qualification and unit assessments did not meet the requirements of the relevant Training Package, qualifications and unit assessment requirements.</p> <p>ICT20115 Certificate II in Information, Digital Media and Technology</p> <ul style="list-style-type: none"> • ICTICT201 Use computer operating systems and hardware • ICTICT203 Operate application software packages <p>and the unit:</p> <p>HLTAID003 Provide First Aid</p> <p>ICT20115 Certificate II in Information, Digital Media and Technology Unit: ICTICT201 Use computer operating systems and hardware The unit Performance Evidence requires the candidate to provide evidence of the ability to: use an operating system in a variety of scenarios and across functions, including:</p> <ul style="list-style-type: none"> • scheduling, loading, initiating, and supervising the execution of programs • allocating storage • initiating and controlling input and output operations • handling errors • identify and install suitable hardware components • install and upgrade application software. <p>The assessment tasks include questions where the criteria are to be described in words rather than demonstrate ability. Assessments include practical tasks: Formative assessments include activities where the assessor observes the candidate to:</p> <ul style="list-style-type: none"> • Select utility that has been installed on your computer and run the utility • Create a shortcut for a folder or program • Change the wallpaper • Create a batch file to back up work • Set up input and output devices 	<p>ICT20115 Certificate II in Information, Digital Media and Technology Unit: ICTICT201 Use computer operating systems and hardware Bass Coast Adult Learning Inc is required to review and modify assessment tasks to include tasks that will enable candidates to show their ability:</p> <ul style="list-style-type: none"> • scheduling, loading, initiating, and supervising the execution of programs • allocating storage • handling errors • identify and install suitable hardware components • install and upgrade application software. <p>and ensure that assessment tasks include tasks that will enable the candidate to demonstrate the skills identified in the Assessment Observation Reports, completed by the assessor, including:</p> <ul style="list-style-type: none"> • Install and configure operating system and application software with hardware components. • Use an operating system in a variety of scenarios and across functions. • Install and upgrade application software. <p>ICTICT203 Operate application software packages Bass Coast Adult Learning Inc is required to review and modify assessment tasks to include tasks that will enable candidates to show their ability to:</p>

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<p>These tasks do not require the candidate to demonstrate:</p> <ul style="list-style-type: none"> • scheduling, loading, initiating, and supervising the execution of programs • allocating storage • handling errors • identify and install suitable hardware components • install and upgrade application software. <p>Summative Assessment 1 included six questions requiring written answers. These tasks do not enable the candidate to demonstrate their ability to apply their skills.</p> <p>Summative Assessment 2 required the candidate to create a booklet to explain how to use the operating system on the computer (1,000 – 2,500 words). This task does not enable the candidate to demonstrate their ability to apply their skills.</p> <p>The Assessment Observation Report included criteria where the candidate was not required to provide 'evidence of their ability to demonstrate' in the completion of assessment tasks. These included:</p> <ul style="list-style-type: none"> • Install and configure operating system and application software with hardware components • Use an operating system in a variety of scenarios and across functions • Install and upgrade application software <p>Unit: ICTICT203 Operate application software packages</p> <p>Assessment tasks included formative assessments, written questions and practical tasks.</p> <p>Though the practical tasks included the application of file development and management in three software programs (Word, Excel and PowerPoint), the tasks did not require the candidate to demonstrate evidence of their ability to:</p> <ul style="list-style-type: none"> • apply workplace health and safety (WHS) principles and responsibilities for ergonomics, such as work periods and breaks • use help manuals and online help. <p>The Assessment Observation Report included criteria where the candidate was not required to provide evidence of their ability to 'apply' or 'use' in the completion of assessment tasks including:</p>	<ul style="list-style-type: none"> • apply workplace health and safety (WHS) principles and responsibilities for ergonomics, such as work periods and breaks • use help manuals and online help. <p>and ensure that assessment tasks include tasks that enable the candidate to demonstrate skills as identified in the Assessment Observation Reports, completed by the assessor, including:</p> <ul style="list-style-type: none"> • Adjusting heights and angles of equipment (chair table, keyboard, monitor, etc). • Using wrist rests and document holders • Using anti-glare and radiation reduction screens on monitors • Considering appropriate air quality, lighting, noise, temperature <p>Bass Coast Adult Learning Inc is required to ensure that unit assessment outcome records are maintained for all units that confirm that the assessor has deemed the candidate competent for the unit, based on the satisfactory completion of assessment tasks, identifying the assessment tasks, dates satisfactorily completed and signed and dated by the assessor.</p>
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<p>Conserve energy and resources: use safe work practices to ensure ergonomic work environment by:</p> <ul style="list-style-type: none"> • Adjusting heights and angles of equipment (chair table, keyboard, monitor, etc). • Using wrist rests and document holders • Using anti-glare and radiation reduction screens on monitors • Considering appropriate air quality, lighting, noise, temperature <p>It was noted that with the current COVID 19 restrictions, BCAL had difficulty in assessing completed student assessments, due to students working remotely, and a number not being contactable.</p>	
<p>SF.1.5.2 Finding</p>	<p>Required Rectification(s)</p>
<p>HLTAID003 Provide First Aid</p> <p>The unit assessment requirements require candidates to demonstrate their ability to complete tasks as identified in a number of scenarios. The scenarios do not require the candidate to responded appropriately in the event of regurgitation or vomiting, and apply first aid procedures, as identified in a number of scenarios. The scenarios do not require the candidate to apply first aid to control bleeding or to manage shock.</p> <p>The Assessment Task Competency Skills Observation Checklists identify that assessment tasks are 'competent/not yet competent' rather than 'satisfactory/not satisfactory.' For the students who had completed assessments, the Assessment Task Competency Skills Observation Checklist had not been signed and dated by the assessor, to confirm satisfactory completion of tasks. An overall unit outcomes record was not provided to confirm that the assessor had deemed the candidate competent for the unit based on the satisfactory completion of all assessment tasks.</p>	<p>HLTAID003 Provide First Aid</p> <p>Bass Coast Adult Learning Inc is required to review and modify assessment tasks to include tasks that will enable candidates to show their ability to:</p> <ul style="list-style-type: none"> • responded appropriately in the event of regurgitation or vomiting, • apply first aid to control bleeding or to manage shock. <p>Bass Coast Adult Learning Inc is required to review and modify assessment records, Competency Skills Observation Checklists, to use the correct nomenclature 'satisfactory/not satisfactory' is used rather than 'competent/not yet competent'.</p> <p>Bass Coast Adult Learning Inc is required to ensure that unit assessment outcome records are maintained for all units that confirm that the assessor has deemed the candidate competent for the unit, based on the</p>

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	satisfactory completion of assessment tasks, identifying the assessment tasks, dates satisfactorily completed and signed and dated by the assessor.
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Improvement Opportunities
Summary of improvement opportunities relating to element 1.5

2.1 - The RTO establishes the needs of clients and delivers services to meet these needs.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Foundation Skills Check Acsf 1–3 • Foundation Skills Check Acsf 2–4 • Foundation Skills Check Acsf Pre-1 To 1 • Australian Core Skills Framework: Transition and Post-school Education and Training and Post-education and Training, ACER • Pre-Training Foundation Skills Checks - Well Skill Check & Precision Consulting (Copyright C'wealth of Australia 2012) • Sample completed Individual Training Plan Certificate II in Horticulture • Template letter to students - support letter • Distance learning support package: <ul style="list-style-type: none"> • Learning materials for your course: <ul style="list-style-type: none"> • Instructions on how to use Zoom – the online video chat software • Posters to help you and your family keep safe • A BCAL pen – which also has a touch pad for your phone screen • A BCAL magnet for your fridge • Template Pre-Training Review • Enrolment Statement of Fees • Student Information Booklet • Website course information. 		
SF.2.1.1	Finding	Required Rectification(s)
	The conduct of pre-training reviews, LLN assessments and student interviews assisted to identify the student suitability for a course and enabled the clarification of information about the course, conditions, the RTO, student rights and BCAL obligations. The Student Information Handbook and website information provided information about courses and BCAL. Bass Coast Adult Learning Inc. had established the needs of clients and delivered services to meet these needs.	N/A

2.2 - The RTO continuously improves client services by collecting, analysing and acting upon relevant data.		Non-Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Continuous Improvement Policy and Procedures • Template Student Survey - conducted on conclusion of each training year/session • Continuous Improvement Register 		
SF.2.2.1	Finding	Required Rectification(s)
	<p>Though Bass Coast Adult Learning Inc. had implemented a number of strategies for the collection of data for the continuous improvement of learning and assessment, data specific to the effectiveness of the client services that it provided to students had not been collected to enable the analysing and acting upon relevant information to ensure that student services met student needs.</p>	<p>Bass Coast Adult Learning Inc. is required to develop and implement mechanisms to collect relevant data to support continuous improvement of client services including strategies for:</p> <ul style="list-style-type: none"> • the collection of appropriate data • analysis of the data to identify improvement opportunities • monitoring the implementation of the improvement opportunities

Improvement Opportunities
<p>Bass Coast Adult Learning Inc. would benefit by identifying alternative strategies to obtain feedback from learners, other than surveys, for example, the facilitation of periodic student focus groups that asked students to comment on the student support services that they, or their colleagues had accessed, and record the information collected and include related actions in the Continuous Improvement Register.</p> <ul style="list-style-type: none"> • What student support services have you accessed? • How effective were these in assist you to complete your course? • How may student support services ne improved?

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- Are there any other services that may be beneficial to support learners?

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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
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • General Accredited Course Enrolment Flowchart • Enrolment Form Checklist • Enrolment Application Form 2020 • 2020 Student File Checklist - Documentation to retain for Accredited Courses • USI Application Student Authorisation Form • The Student Journey – Accredited Training Flow Chart • Skills First Program Evidence of Eligibility and Student Declaration Form • Individual Training Plan Certificate II in Horticulture • Enrolment Statement of Fees • Student Information Booklet 2020 • Website course information 		
SF.2.3.1	Finding	Required Rectification(s)
<p>Bass Coast Adult Learning Inc. had provided sufficient information, before students enrolled or entered into an agreement, about the training, assessment and support services to be provided and about their rights and obligations. Information provided included Individual Training Plan, Certificate II in Horticulture, Enrolment Form Statement of Fees, Student Information Booklet 2020 and website course information. The information was clarified at pre-enrolment interviews.</p>		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
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Practical Placement Agreement. • Training and Assessment Strategies – Industry consultation 		
SF.2.4.1	Finding	Required Rectification(s)
	<p>The employer contributed significantly to each learner's training and assessment through the provision of practical placement for horticulture learners and appropriate agreements were entered into. These included the DET template Practical Placement Agreements.</p> <p>It was noted that during 2020, due to COVID 19 Stage 3 and Stage 4 restrictions, practical placements had been restricted to the students completing tasks in a range of local community sites, including projects at individual learner homes, to enable them to demonstrate their skills in planning and implementing projects in realist settings. This had limited the role of and feedback from employers, however the trainer/assessor, who was also an employer for the implementation of community and private client contracts, has taken on the role of the employer.</p>	N/A
Improvement Opportunities		
<p>Bass Coast Adult Learning Inc would benefit by including in the Training and Assessment Strategy for the Certificate II in Horticulture, the local community and business sites, including nurseries and orchards, that students will access in order to complete required tasks.</p>		

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2.5 - Learners receive training, assessment and support services that meet their individual needs.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Template student file notes • Student file notes maintained for the sample of student files reviewed (See Standard 1.5) • Students interviewed. 		
SF.2.5.1	Finding	Required Rectification(s)
	Bass Coast Adult Learning Inc. had provided sufficient support to ensure that learners received training, assessment and support services that met their individual needs as demonstrated by the student file notes maintained identifying support provided and confirmed by students at interview, many of whom were mature age learners who had completed a number of courses at BCAL.	N/A

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2.6 - Learners have timely access to current and accurate records of their participation and progress.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Class Roll Report – Horticulture (Record of eight students) • Staff Handbook 2020 – participation evidence - privacy in the collection and storage of personal and training records, and access to their records when required. • Sample VETtrak Rolls - Horticulture 		
SF.2.6.1	Finding	Required Rectification(s)
	Bass Coast Adult Learning Inc. had developed and implemented procedures to ensure that learners had timely access to current and accurate records of their participation and progress.	N/A

2.7 - The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • AMEP Complaints and Appeals Process • Template Complaint/Appeal Form • Complaint/Appeal Process Diagram • Complaint Policy: Student, Customer and Stakeholder • Staff Handbook 2020 • Student Information Booklet – Appeals and Complaints 		
SF.2.7.1	Finding	Required Rectification(s)
	<p>Bass Coast Adult Learning Inc. provided appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively. The complaints and appeals procedures included procedures for students to appeal a complaints decision and the source for an independent external mediator was identified, including the VRQA.</p> <p>The Student Information Handbook included information about the Appeals and Complaints Procedure and referred students to the BCAL Complaints and Appeals Procedures.</p> <p>No complaints had been processed or included in the Continuous Improvement Register, to enable a review of the application of complaints and appeals mechanisms.</p>	N/A

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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
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • General Accredited Course Enrolment Flowchart • Enrolment Form Checklist • Enrolment Application Form 2020 • 2020 Student File Checklist - Documentation to retain for Accredited Courses • USI Application Student Authorisation Form • The Student Journey – Accredited Training Flow Chart • Continuous Improvement Policy and Procedures • Skills First Program Evidence of Eligibility and Student Declaration Form • Individual Training Plan Certificate II in Horticulture • Enrolment Statement of Fees • Student Information Booklet 2020 • Staff Handbook 2020 • Quality Management System – Policies and Procedures 		
SF.3.1.1	Finding	Required Rectification(s)
	<p>Bass Coast Adult Learning Inc. management of its operations ensured clients received the services detailed in their agreement with the RTO. A Quality Management System, including Policies and Procedures and related implementation tools, had been developed and implemented to ensure compliance with the requirements of the regulatory and funding bodies.</p> <p>Students were informed of their rights and responsibilities through pre-enrolment materials and interviews and the trainer and assessment services to be provided were agreed through completed Enrolment Forms, Training Plans and Individual Learning Plans.</p>	N/A

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3.2 - The RTO uses a systematic and continuous improvement approach to the management of operations.		Compliant
<ul style="list-style-type: none"> • Continuous Improvement Register • Continuous Improvement Policy and Procedures • Horticulture Evaluation Form • Links to Survey Monkey Training Needs Surveys: <ul style="list-style-type: none"> ○ Individual: https://www.surveymonkey.com/r/BCALSURVEYInd ○ Organisations: https://www.surveymonkey.com/r/BCALSURVEYB ○ Businesses: https://www.surveymonkey.com/r/BCALSURVEYO • Organisational final report - a review of organisational responsiveness and fitness for purpose 2019 • Evidence collation and provision for Re-registration Desk Audit August 2020 		
SF.3.2.1	Finding	Required Rectification(s)
	<p>Bass Coast Adult Learning Inc. used a systematic and continuous improvement approach to the management of operations as confirmed through the presentation of evidence provided for the Re-Registration Desk Audit August 2020.</p>	N/A

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

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.		Not audited
Bass Coast Adult Learning Inc. does not have third parties delivering training on its behalf.		
SF.3.3.1	Finding	Required Rectification(s)
	Bass Coast Adult Learning Inc. does not have third parties delivering training on its behalf.	N/A

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

3.4 - The RTO manages records to ensure their accuracy and integrity.		Compliant
<ul style="list-style-type: none"> • BCAL Policies and Procedures: <ul style="list-style-type: none"> • Files and records • Archival Records • 1.13 Version control • VETtrak BackupInfo 2020 • Samples of completed student files • Documents reviewed at the time of the Desk Audit. 		
SF.3.4.1	Finding	Required Rectification(s)
	<p>Bass Coast Adult Learning Inc. had developed procedures for the management of records to ensure their accuracy and integrity. A review of documentation and records, as part of the Re-registration Desk Audit, confirmed that BCAL had a system in place to manage records to ensure accuracy and integrity. Procedures identified which records were maintained, how the records were maintained and checked for accuracy and integrity and who was responsible for maintaining the documentation.</p>	N/A

Improvement Opportunities
<p>Bass Coast Adult Learning Inc would benefit by implementing a quality management approach to maintaining student files and conduct periodic file reviews to ensure that trainers/assessors thoroughly completed all documentation confirming the satisfactory completion of assessment tasks and the competency of the learner by ensuring that all records of assessment included the signature and date of the assessor making a professional judgement of the student's competency.</p>

Detailed Findings – 2016 VRQA Guidelines for VET Providers

<p>GUIDELINE 1.1 - An RTO must ensure that it has a current strategic plan and a detailed business plan which have been approved by its governing body.</p> <p>a) An RTO ensures the strategic plan details the overall vision, mission, board of directors and strategic directions of the RTO and clearly indicates that provision of vocational education is a primary purpose of the RTO.</p> <p>b) An RTO ensures the business plan details the operational and workforce development arrangements for a three year period that incorporates:</p> <ul style="list-style-type: none"> i. description of the business including an organisation chart, courses, location(s) and facilities ii. a continuous improvement plan or risk management strategy iii. a work force development plan iv. strategic alliances with other education or service providers or third party arrangements v. training and assessment delivery including proposed facilities and delivery hours 		<p>Not Audited in Phase 2 audit</p>
<p>Not audited as part of this Re-registration Audit</p>		
GF 1.1	Finding	Required Rectification(s)
	<p>Not audited as part of this Re-registration Audit</p>	<p>N/A</p>

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

<p>GUIDELINE 1.2 - An RTO demonstrates its financial viability and its capacity to sustain quality VET into the future by ensuring it has a three year financial plan that includes:</p> <ul style="list-style-type: none"> a) projected student enrolments by qualifications b) a range of financial indicators, including <ul style="list-style-type: none"> i. cash flow ii. current ratio of total current assets versus total current liabilities (equal to or greater than 1) iii. debt ratio Total Liabilities/Total Assets (equal to or less than 1) c) the VET provider shows that it has a financial guarantor with the capacity to service the guarantee and/or to demonstrate sufficient working capital to operate for at least 6 months without tuition fees. d) details about whether any person involved in the management or provision of courses by the RTO meets any of the descriptions listed in section 4.3.11(2) of the Act. 		<p>Not audited in Phase 2 audit</p>
<p>Not audited as part of this Re-registration Audit</p>		
GF 1.2	Finding	Required Rectification(s)
	<p>Not audited as part of this Re-registration Audit</p>	<p>N/A</p>

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

<p>GUIDELINE 1.3 - An RTO ensures that it has management systems that include:</p> <ul style="list-style-type: none"> a) management information including: <ul style="list-style-type: none"> I. details of company incorporation in Australia (alternatively evidence of being an incorporated body in receipt of government funds) II. a physical address of the company in Victoria for the purposes of serving notices III. details of the directors, CEO/PEO and senior management members with associated police checks and Working With Children Checks if students are under 18 years of age IV. confirmation that at least one Director or CEO/PEO has his/her principal residence in Victoria V. contact arrangements for the CEO/PEO including during holidays and other closure periods VI. a physical addresses for the location of financial, student and staff records including archives and computer back up storage b) a financial management system including a system for managing student fee payments and student refunds c) a student records management system that includes the capacity to provide the VRQA with AVETMISS compliant data and to ensure that copies of student records are <ul style="list-style-type: none"> I. not able to be withheld from the RTO; and II. able to be provided in electronic and print versions, at no cost to the VRQA in the event that the VET provider ceases operations d) a staff records management system including arrangements which ensure that for each staff member involved in training and assessment, the RTO holds verified documentation indicating each staff member's qualification and skills. 		Not audited
Not audited as part of this Re-registration Audit		
GF 1.3.1	Finding	Required Rectification(s)
Not audited as part of this Re-registration Audit		N/A

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

<p>GUIDELINE 1.4 - An RTO ensures that it has appropriate governance structures that includes:</p> <ul style="list-style-type: none"> a) transparent governance and ownership arrangements, such as a Board of Directors, governing council, executive management and academic management b) a governance structure that includes appropriate appointments of persons for oversight of academic/educational integrity and quality assurance, such that: <ul style="list-style-type: none"> i. for an RTO with anticipated ongoing operation of less than 150 equivalent full time students or an annual student fee turnover of less than \$1.5m per annum, persons are appointed with suitable qualifications and experience; and ii. for all other RTOs, a governance committee is established that includes individuals who are independent of the RTO's ownership and are employed with suitable qualifications and experience c) a CEO/PEO and members of the RTO's senior management team with appropriate qualifications and educational experience. 		<p>Not audited in Phase 2 audit</p>
<p>Not audited as part of this Re-registration Audit</p>		
GF 1.4	Finding	Required Rectification(s)
	<p>Not audited as part of this Re-registration Audit</p>	<p>N/A</p>

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

<p>GUIDELINE 2.1 - An RTO ensures that where services are provided on its behalf by a third party the provision of those services is the subject of a written agreement.</p> <ul style="list-style-type: none"> • A <i>third party</i> means any party that provides services on behalf of the RTO but does not include a party to a contract of employment with the RTO. • <i>Services</i> mean training, assessment, related educational or support services and/or any activities related to the recruitment of prospective students, but does not include student counselling, mediation or ICT support services. 		Not audited
Evidence/Documentation Reviewed		
Bass Coast Adult Learning Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.		
GF 2.1.1	Finding	Required Rectification(s)
	Bass Coast Adult Learning Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.	N/A

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

GUIDELINE 2.2 – An RTO ensures that any third party delivering services on its behalf is required, under a written agreement, to cooperate with the VRQA:		Not audited
<ul style="list-style-type: none"> a) by providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and b) for the purposes of the conduct of any audit or monitoring of its operations. 		
Evidence/Documentation Reviewed		
<p>Bass Coast Adult Learning Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		
GF 2.2.1	Finding	Required Rectification(s)
<p>Bass Coast Adult Learning Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		<p>N/A</p>

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

GUIDELINE 2.3 – An RTO notifies the VRQA of any written agreement entered into under Guideline 2.2 for the delivery of services on its behalf:		Not audited
<ul style="list-style-type: none"> a) within 30 calendar days of the agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first; and b) within 30 calendar days of the agreement coming to an end. 		
Evidence/Documentation Reviewed		
<p>Bass Coast Adult Learning Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		
GF 2.3.1	Finding	Required Rectification(s)
<p>Bass Coast Adult Learning Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		<p>N/A</p>

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

<p>GUIDELINE 2.4 – Information, whether disseminated directly by an RTO or by another party on its behalf, is both accurate and factual, including by:</p> <ul style="list-style-type: none"> a) clarifying whether a third party is recruiting prospective students for an RTO on its behalf; and b) distinguishing where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party. 		Not audited
<p>Evidence/Documentation Reviewed</p> <p>Bass Coast Adult Learning Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		
GF 2.4.1	Finding	Required Rectification(s)
	<p>Bass Coast Adult Learning Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>	<p>N/A</p>

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

<p>GUIDELINE 2.5 - Prior to the enrolment of students or the commencement of training and assessment, whichever comes first, an RTO t provides, in print or through referral to an electronic copy, current and accurate information that:</p> <ul style="list-style-type: none"> a) enables the student to make informed decisions about undertaking training with the RTO and b) (at a minimum) includes the name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the student on an RTO's behalf 		<p>Not audited</p>
<p>Evidence/Documentation Reviewed</p> <p>Bass Coast Adult Learning Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		
GF 2.5.1	Finding	Required Rectification(s)
	<p>Bass Coast Adult Learning Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>	<p>N/A</p>

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

GUIDELINE 2.6 - Where there are any changes to agreed services, an RTO advises the student of those changes as soon as practicable, including in relation to any relevant changes to existing or new third party arrangements or changes in ownership.		Not audited
Evidence/Documentation Reviewed		
Bass Coast Adult Learning Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.		
GF 2.6.1	Finding	Required Rectification(s)
	Bass Coast Adult Learning Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.	N/A

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

GUIDELINE 2.7 - An RTO has a complaints policy to manage and respond to allegations involving the conduct of:		Not audited
<ul style="list-style-type: none"> a) the RTO, its trainers, assessors or other staff; b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or c) a student of the RTO. 		
Evidence/Documentation Reviewed		
<p>Bass Coast Adult Learning Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		
GF 2.7.1	Finding	Required Rectification(s)
<p>Bass Coast Adult Learning Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		<p>N/A</p>

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

GUIDELINE 2.8 - An RTO has an appeals policy to manage a request for the review of a decision, including an assessment decision, made by an RTO or a third party providing services on the RTO's behalf.		Not audited
Evidence/Documentation Reviewed		
Bass Coast Adult Learning Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.		
GF 2.8.1	Finding	Required Rectification(s)
	Bass Coast Adult Learning Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.	N/A

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

<p>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:</p> <ul style="list-style-type: none"> 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. <p>Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.</p>		Compliant
Evidence/Documentation Reviewed		
<p>Trainer/assessor information:</p> <p>AHC20416 Certificate II in Horticulture Trainer/assessor: Adrian James</p> <p>ICT20115 Certificate II in Information, Digital Media and Technology Trainer Assessor: Bill Street</p> <p>HLTAID003 Provide First Aid Trainer Assessor: Megan Darby, Lyn Dunne</p> <p>See Standard 1.4</p>		
GF 3.1.1	Finding	Required Rectification(s)
<p>A review of trainer/assessor information confirmed that training and assessment was conducted by trainers/assessors who had vocational competencies at least to the level being delivered and assessed, current industry skills directly relevant to the training and assessment being provided, and current knowledge and skills in vocational training and learning that informed their training and assessment.</p>		N/A

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

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
Evidence/Documentation Reviewed		
<p>Trainer/assessor information:</p> <p>AHC20416 Certificate II in Horticulture Trainer/assessor: Adrian James</p> <p>ICT20115 Certificate II in Information, Digital Media and Technology Trainer Assessor: Bill Street</p> <p>HLTAID003 Provide First Aid Trainer Assessor: Megan Darby, Lyn Dunne</p> <p>See Standard 1.4</p>		
GF 3.2.1	Finding	Required Rectification(s)
	Training and assessment was delivered by appropriately qualified trainers/assessors.	N/A

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

GUIDELINE 3.3 Where a person conducts assessment only, an RTO ensures that the person has the qualification specified in Item 1 or Item 2 or Item 3 of Schedule 1 of these Guidelines.		Not audited
Evidence/Documentation Reviewed		
Bass Coast Adult Learning Inc. does not provide assessment only services.		
GF 3.3.1	Finding	Required Rectification(s)
	Bass Coast Adult Learning Inc. does not provide assessment only services.	N/A

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

GUIDELINE 3.4 Where the RTO, in delivering training and assessment, engages an individual who is not a qualified trainer and/or assessor, the individual works under the supervision of a qualified trainer and/or assessor and must not determine assessment outcomes.		Not audited
Evidence/Documentation Reviewed		
Bass Coast Adult Learning Inc. does not have trainers/assessors working under supervision.		
GF 3.4.1	Finding	Required Rectification(s)
	Bass Coast Adult Learning Inc. does not have trainers/assessors working under supervision.	N/A

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

GUIDELINE 3.5 An RTO ensures that any individual working under the supervision of a trainer:		Not audited
<ul style="list-style-type: none"> 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. 		
Evidence/Documentation Reviewed		
Bass Coast Adult Learning Inc. does not have trainers/assessors working under supervision.		
GF 3.5.1	Finding	Required Rectification(s)
	Bass Coast Adult Learning Inc. does not have trainers/assessors working under supervision.	N/A

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

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.		Compliant
Evidence/Documentation Reviewed		
Training and Assessment Strategies See Standard 1.2		
GF 4.1.1	Finding	Required Rectification(s)
	Bass Coast Adult Learning Inc. training and assessment strategies and practices were consistent with the requirements of the Training Packages and enabled each student to meet the requirements for each unit of competency in which the student was enrolled and a rationale for this amount of training was provided.	N/A

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

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
<ul style="list-style-type: none"> 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. 		
Evidence/Documentation Reviewed		
<p>Training and Assessment Strategies See Standard 1.2</p>		
GF 4.2.1	Finding	Required Rectification(s)
	<p>Training and Assessment Strategies included a 'Duration of the program' section that identified the hours of delivery over a time frame including sessions of training and assessment, hours of unsupervised or self-paced training and, where relevant, hours of practical placement. The TASs also identified the target learner group and their characteristics, core skill requirements and other learner needs, however, a rationale for the amount of training, based on the skills and experience of the learners, was not included in the TASs.</p>	<p>Bass Coast Adult Learning Inc. is required to include in Training and Assessment Strategies for each course a rationale for the amount of training for the qualification and unit training programs based on the skills and experiences of learners, the target learner group characteristics, and the learning methods.</p>
Improvement Opportunities		
<p>Bass Coast Adult Learning Inc. would benefit by including in the TASs, a rationale for the amount of training for the qualification and unit training programs based on the skills and experiences of learners, bringing together the target learner group characteristics, entry requirements, selection criteria, the learning methods and the student support available.</p>		

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

GUIDELINE 4.3 - From 1 January 2016, to deliver any AQF qualification or assessor skill set from the Training and Education Training Package (or its successor), an RTO must have undergone an independent validation of its assessment system, tools, processes and outcomes in accordance with the requirements contained in Schedule 2 (and the definitions of independent validation and validation) of these Guidelines.		Not audited
Evidence/Documentation Reviewed		
Bass Coast Adult Learning Inc. does not deliver a qualification or assessor skill set from the Training and Education Training Package.		
GF 4.3.1	Finding	Required Rectification(s)
Bass Coast Adult Learning Inc. does not deliver a qualification or assessor skill set from the Training and Education Training Package.		N/A

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

GUIDELINE 4.4 - From 1 January 2016, to deliver any AQF qualification or skill set from the Training and Education Training Package (or its successor), an RTO ensures that all trainers and assessors delivering the training and assessment hold the training and assessment qualification at least to the level being delivered, or have demonstrated equivalence of competencies.		Not audited
Evidence/Documentation Reviewed		
Bass Coast Adult Learning Inc. does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.		
GF 4.4.1	Finding	Required Rectification(s)
	Bass Coast Adult Learning Inc. does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.	N/A

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

<p>GUIDELINE 4.5 - From 1 January 2017, to deliver the training and assessment qualification specified in Item 1 of Schedule 1 of these Guidelines, or any assessor skill set from the Training and Education Training Package (or its successor), an RTO ensures all trainers and assessors delivering the training and assessment:</p> <p>a) hold the qualification specified in Item 5 of Schedule 1 of these Guidelines; or b) work under the supervision of a trainer that holds the qualification specified in Item 5 of Schedule 1 of these Guidelines.</p>		<p>Not audited</p>
<p>Evidence/Documentation Reviewed</p> <p>Bass Coast Adult Learning Inc. does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.</p>		
GF 4.5.1	Finding	Required Rectification(s)
	<p>Bass Coast Adult Learning Inc. does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.</p>	<p>N/A</p>

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

GUIDELINE 4.6 - An RTO ensures that any individual working under supervision holds the qualification specified in Item 1 of Schedule 1 of these Guidelines and does not determine assessment outcomes.		Not audited
Evidence/Documentation Reviewed		
Bass Coast Adult Learning Inc. does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.		
GF 4.6.1	Finding	Required Rectification(s)
	Bass Coast Adult Learning Inc. does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.	N/A

Audit Date: August 2020

RTO: Bass Coast Adult Learning Inc.

GUIDELINE 4.7 - An application to add any AQF qualification or assessor skill set from the Training and Education Training Package (or its successor) to an RTO's scope of registration has only be granted if an RTO has:	Not audited
<ul style="list-style-type: none"> a) held registration for at least two years continuously at the time of adding the qualification and/or skill set to scope; and b) from 1 January 2016, undergone an independent validation of its assessment system, tools, processes and outcomes in accordance with Guideline 4.3. 	

Not audited as part of this Re-registration Audit

GF 4.7	Finding	Required Rectification(s)
	Not audited as part of this Re-registration Audit	N/A

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:	Not audited
<ul style="list-style-type: none"> a) currently meets the requirements of the AQTF Standards and these Guidelines across all of its existing scope of registration; and b) has met the requirements of the AQTF Standards for all AQF certification documentation which it has issued in the previous 12 months; and 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. 	

Not audited as part of this Re-registration Audit

GF 5.1	Finding	Required Rectification(s)
	Not audited as part of this Re-registration Audit	N/A