

Summary of Audit Information

As a Pre-qualified Supplier under the User Choice program, Evocca is required to publish audit information in relation to its compliance with the Standards for Registered Training Organisations. The User Choice program provides public funding paid directly to Pre-qualified Suppliers for the delivery of accredited training. The Standards are a national set of standards, which assures nationally consistent, high-quality training, and assessment services for the clients of Australia's vocational education and training system. An audit reviews evidence of an organisations' compliance with the requirements of the Standards for Registered Training Organisations to confirm that it is achieving quality training and assessment outcomes. The process also identifies opportunities for improvement on these outcomes. This information is published to assist students and their employers to make informed decisions regarding their selection of a Pre-qualified Supplier for the delivery of training and assessment services.

RTO Name	ACTE PTY LTD, trading as Australian College of Training and Employment, EVOCCA Colleges
RTO ID	31455
Audit Date:	27 th April 2015
Auditing Body	Australian Skills Quality Authority (ASQA)

Qualifications audited – Audit Sample

Qualification code	Qualification name	Units of Competence
BSB50207	Diploma of Business	BSBPMG522A, BSBMKG514A
BSB50407	Diploma of Business Administration	BSBPMG522A, BSBADM506B
BSB60207	Advanced Diploma of Business	BSBHRM602B, BSBFIM601A
CHC50612	Diploma of Community Services Work	HLTHIR404D, CHCCM503C
CHC51712	Diploma of Counselling	CHCCSL506A, CHCCSL511A
ICA50211	Diploma of Digital and Interactive Games	ICAGAM501A, ICAGAM519A
ICA50611	Diploma of Website Development	ICAWEB501A, ICAICT406A

Was non-compliance identified?	If 'Yes', non-compliance type	Summary of non-compliance	Actions taken to rectify the non-compliance	Has the non-compliance been rectified?
Yes	Standard 1.8 <i>(noted as original finding: not complaint and following rectification: compliant)</i>	CHCH51712 Diploma of Counselling – ...insufficient practical assessment to address the elements..., the performance criteria or the required skills. The role play exercises do not include observation of performance 'in an actual workplace or in a setting that realistically simulates work conditions', as required by the unit... ICA50611 Diploma of Website Development – ...the knowledge questions do not elicit responses that would demonstrate the breadth and depth of knowledge of an AQF 5 qualification so do not ensure collection of sufficient evidence of knowledge. The practical tasks are too simplistic and do not fully address the range of required skills. For ICAICT501A only, no guidance to assessor was provided for the practical assessment task to enable to a reliable decisions of competence to be made.	Revised suite of assessment material for all units were lodged with the auditor	Yes
	Standard 4.1 <i>(noted as original finding: not complaint and following rectification: compliant)</i>	Website alludes 'At Evocca College, every course is eligible for VET FEE-HELP', which is not accurate as the scope of registration includes Cert III and Cert IV training products. Does not identify where a third party is recruiting prospective learners on behalf of the RTO.	Content reviewed and amended New page added listing Third Party Agreement	
	Standard 5.2 <i>(noted as original finding: not complaint and following rectification: compliant)</i>	...Taking into account the review of all resources used by the RTO to inform its prospective learners, it appears there is no clear information provided regarding the learner's rights if the RTO or a third party closes or ceases to deliver the agreed training and/or assessment...	Pre Enrolment documentation amended to include information if the RTO or third party closes or ceases to deliver the agreed training and/or assessment.	
	Standard 6.3 <i>(noted as original finding: not complaint and following rectification: compliant)</i>	...Policy and procedure did not ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable... ... RTO policy and procedures did not include a provision for complaints / appeals to be reviewed by an appropriate party independent of the RTO...	Amended policy and procedure documents and made available on the website.	

	<p>Standard 8.2 <i>(noted as original finding: not complaint and following rectification: compliant)</i></p>	<p><i>Sighted written third party agreements for each of the following service providers to ACTE Pty Ltd – Super Epic (broker), iLearn Education Group (broker), Dimes Australia (entity of ACTE Pty Ltd) (lead generation), Briston Training and Development (student rescue team, supply of LLN support).</i></p> <p><i>The written agreements did not comply with this clause as they did not contain information relating to clause 87.2 a) and b).</i></p>	<p>Amended Third Party Written Agreements supplied and resigned.</p>	
<p>Explanatory notes: Non-compliance with the SNR means that requirements of the have not been met based on the evidence reviewed. Non-compliances are categorised as minor, significant or critical. For the purposes of the User Choice program, only significant and critical non-compliances need to be published</p> <p>Minor: No, or minor, adverse impact on learners with no serious breakdown of provision of quality training and assessment.</p> <p>Significant: Significant adverse impact on learners with insufficient focus on quality training and assessment outcomes.</p> <p>Critical: Critical adverse impact on learners with widespread or persistent dissatisfaction with services and outcomes.</p>				