

AQTF ESSENTIAL CONDITIONS AND STANDARDS FOR CONTINUING
REGISTRATION & VRQA GUIDELINES FOR VET PROVIDERS

RE-REGISTRATION AUDIT REPORT

Audit date: 27 – 28 June 2017

RTO: The Suzan Johnston Organization (Aust) Pty Ltd

Applicant Details			
Applicant Name	Suzan Johnston Organization (Aust) Pty Ltd	TOID	0170
Address	Level 6, 246 Bourke Street MELBOURNE VIC 3000		
	Website	https://www.sj.vic.edu.au	
Registration Contact	Donna Leigh		
Phone Number	9654 0999	Email	donna@sj.vic.edu.au
Audit Team			
Audit Firm	Quorum QA Australia Pty Ltd	Auditor/s	Chloe Dyson
Auditor/s	NA	Other Attendees	NA
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	
Audit Date/s	27–28 June 2017		
Qualifications/Units Audited ¹			
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE			
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site	
CHC50113	Diploma of Early Childhood Education and Care	Bourke St, Melbourne, Workplace	
BSB30415	Certificate III in Business Administration	Bourke St, Melbourne	
Original Audit Finding at Time of Audit			
Non-compliance: <ul style="list-style-type: none"> AQTF Conditions 6 & 8 AQTF Standards 1.2, 1.5, 2.1, 2.3 - 2.7 2016 VRQA Guidelines 4.1 & 4.2 			
Audit Finding Following Analysis of Rectification Evidence			
01/09/2017 - Audit finding following analysis of rectification evidence – Compliant			
Registration renewed for a period of 5 years to 31 October 2022			

AQTF ESSENTIAL CONDITIONS AND STANDARDS FOR CONTINUING
REGISTRATION & VRQA GUIDELINES FOR VET PROVIDERS

RE-REGISTRATION AUDIT REPORT

Audit date: 27 – 28 June 2017

RTO: The Suzan Johnston Organization (Aust) Pty Ltd

Audit Summary - AQTF Conditions of Registration

AQTF Conditions		Compliant	Non - Compliant	Not audited	Non-compliance rectified
1	Governance			X	Not applicable
2	Interactions with the Registering Body			X	Not applicable
3	Compliance with Legislation	X			Not applicable
4	Insurance			X	Not applicable
5	Financial Management			X	Not applicable
6	Certification & Issuing of Qualifications & Statements of Attainment		X		Rectified
7	Recognition of Qualifications Issued by other RTOs	X			Not applicable
8	Accuracy and Integrity of Marketing		X		Rectified
9	Transition to Training Packages/Expiry of Accredited Courses	X			Not applicable
Summary of Non-Compliance/Rectification					VRQA: SJ has submitted evidence of rectification and is now compliant
CF.6.1 The Statement of Attainment template was not compliant. ACTION TAKEN: Amended Statement of Attainment.					
Summary of Non-Compliance					VRQA: SJ has submitted evidence of rectification and is now compliant
CF.8.1 The NRT logo was misused and the website included misleading information. ACTION TAKEN: Amended Brochures.					

AQTF ESSENTIAL CONDITIONS AND STANDARDS FOR CONTINUING
REGISTRATION & VRQA GUIDELINES FOR VET PROVIDERS

RE-REGISTRATION AUDIT REPORT

Audit date: 27 – 28 June 2017

RTO: The Suzan Johnston Organization (Aust) Pty Ltd

Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited	Non-compliance rectified
Standard 1				
1.1 – Continuous Improvement Strategy	X			Not applicable
1.2 – Training and Assessment Strategies		X		Rectified
1.3 – Training and Assessment Resources	X			Not applicable
1.4 – Trainer and Assessor Competency	X			Not applicable
1.5 – Assessment Strategies		X		Rectified
Summary of Non-Compliance/Rectification				
<p>SF.1.2.1, 1.2.2, 1.2.3 For the two Qualifications audited, the training strategies were not sufficient to develop competency and the strategies were not accurate.</p> <p>ACTION TAKEN: Training & Assessment Strategies and Lesson Plans were revised. Supervised/non-supervised hours of training and assessment were revised.</p>				<p>VRQA: SJ has submitted evidence of rectification and is now compliant</p>
<p>SF.1.5.1, 1.5.2, 1.5.3 For the two Qualifications audited, assessment did not meet the requirements of the Training Packages and did not satisfy the rules of evidence and the principles of assessment.</p> <p>ACTION TAKEN: Revised the Assessment Tools, Assessor Guides and Training & Assessment Strategies.</p>				<p>VRQA: SJ has submitted evidence of rectification and is now compliant</p>
<p>SF 1.5.4 RPL tools did not collect sufficient, valid evidence and did not satisfy the principles of assessment.</p> <p>ACTION TAKEN: New Candidate Guides and Assessor Guides developed.</p>				<p>VRQA: SJ has submitted evidence of rectification and is now compliant</p>

AQTF ESSENTIAL CONDITIONS AND STANDARDS FOR CONTINUING
REGISTRATION & VRQA GUIDELINES FOR VET PROVIDERS
RE-REGISTRATION AUDIT REPORT

Audit date: 27 – 28 June 2017

RTO: The Suzan Johnston Organization (Aust) Pty Ltd

Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited	Non-compliance rectified
Standard 2				
2.1 – Meeting the Needs of Clients		X		Rectified
2.2 – Continuous Improvement of Client Services	X			Not applicable
2.3 – Provision of Information to Clients		X		Rectified
2.4 – Third-Party Engagement in Training and Assessment		X		Rectified
2.5 – Provision of Support Services to Clients		X		Rectified
2.6 – Learner Access to Records of Participation		X		Rectified
2.7 – Complaints and Appeals Strategy		X		Rectified
Summary of Non-Compliance/Rectification				
<p>SF 2.1.1, SF 2.1.5 For the two Qualifications audited, the RTO did not have a strategy in place so that only students who have the ability to complete their programs are accepted into programs; or so that all accepted students receive the level support they require to complete their programs.</p> <p>ACTION TAKEN: Clarified entry level requirements within SJ policies and training/assessment strategies. Revised the information provided to learners on the entry requirements and the support available.</p>				<p>VRQA: SJ has submitted evidence of rectification and is now compliant</p>
<p>SF 2.3.1, SF 2.3.2 Pre-engagement materials were inaccurate.</p> <p>ACTION TAKEN: Revised marketing materials to ensure information is consistent across all documents.</p>				<p>VRQA: SJ has submitted evidence of rectification and is now compliant</p>

AQTF ESSENTIAL CONDITIONS AND STANDARDS FOR CONTINUING
REGISTRATION & VRQA GUIDELINES FOR VET PROVIDERS
RE-REGISTRATION AUDIT REPORT

Audit date: 27 – 28 June 2017

RTO: The Suzan Johnston Organization (Aust) Pty Ltd

Summary of Non-Compliance/Rectification				
<p>SF 2.4.1 For the Diploma of Early Childhood Education and Care there were not clear arrangements in place to ensure that 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.</p> <p>ACTION TAKEN: Amended Practical Placement Agreement to include further clarification of the employer's role in hosting/mentoring students during practical placement and implemented Practical Placement Policy.</p>				<p>VRQA: SJ has submitted evidence of rectification and is now compliant</p>
<p>SF 2.6.1 Students were not advised about how they can gain access to their records.</p> <p>ACTION TAKEN: Student Handbooks updated to include more details on how learners can access their records.</p>				<p>VRQA: SJ has submitted evidence of rectification and is now compliant</p>
<p>SF 2.7.1 Information about complaints and appeals was incomplete.</p> <p>ACTION TAKEN: Student Handbooks updated to include details on National Complaints Hotline and how VRQA can assist in student complaints.</p>				<p>VRQA: SJ has submitted evidence of rectification and is now compliant</p>
AQTF Standards/Elements	Compliant	Non - Compliant	Not audited	Non-compliance rectified
Standard 3				
3.1 – Operations Management	X			Not applicable
3.2 – Continuous Improvement of Operations	X			Not applicable
3.3 – Third-Party Training and/ or Assessment Services			X	Not applicable
3.4 – Records Management	X			Not applicable
Summary of Non-Compliance				
Nil				
Strengths				
The RTO has some strong industry contacts.				

AQTF ESSENTIAL CONDITIONS AND STANDARDS FOR CONTINUING
REGISTRATION & VRQA GUIDELINES FOR VET PROVIDERS
RE-REGISTRATION AUDIT REPORT

Audit date: 27 – 28 June 2017

RTO: The Suzan Johnston Organization (Aust) Pty Ltd

Audit Summary – 2016 VRQA Guidelines for VET Providers

2016 VRQA Guidelines	Compliant	Non - Compliant	Not audited	Non-compliance rectified
1. Governance, Financial viability and Management systems				
1.1 – Strategic Plan and Business Plan			X	Not applicable
1.2 – Financial Viability			X	Not applicable
1.3 – Management Systems			X	Not applicable
1.4 – Governance			X	Not applicable
2. Transparency and oversight of third parties				
2.1 – Third party agreement			X	Not applicable
2.2 – Co-operation with VRQA			X	Not applicable
2.3 – Notifying VRQA of Third party agreements			X	Not applicable
2.4 – Information - Disclosure of third party services			X	Not applicable
2.5 – Pre-enrolment materials - Disclosure of third party services			X	Not applicable
2.6 – Changes to third party services			X	Not applicable
2.7 – Complaints - Third party services			X	Not applicable
2.8 – Appeals - Third party services			X	Not applicable
3. Trainer and assessor qualification (including individuals working under the supervision of a trainer)				
3.1 – Vocational & Industry skill requirements	X			Not applicable
3.2 – Training and Assessment (TAE) skill requirements	X			Not applicable
3.3 – Assessment only skill requirements			X	Not applicable
3.4 – Supervision arrangement requirements			X	Not applicable
3.5 – Trainer under supervision skill requirements			X	Not applicable

AQTF ESSENTIAL CONDITIONS AND STANDARDS FOR CONTINUING
REGISTRATION & VRQA GUIDELINES FOR VET PROVIDERS
RE-REGISTRATION AUDIT REPORT

Audit date: 27 – 28 June 2017

RTO: The Suzan Johnston Organization (Aust) Pty Ltd

2016 VRQA Guidelines	Compliant	Non-compliant	Not audited	Non-compliance rectified
4. Delivery of training and assessment services				
4.1 – Training and assessment practices		X		Not applicable
4.2 – Amount of training		X		Not applicable
4.3 – TAE - Independent validation of assessment system, tools, processes and outcomes			X	Not applicable
4.4 – TAE – Trainer and Assessor skills (1 January 2016 to 31 December 2016)			X	Not applicable
4.5 – TAE – Trainer and Assessor skills (1 January 2017 onwards)			X	Not applicable
4.6 – TAE – Trainer under supervision requirements			X	Not applicable
4.7 – TAE – Registration requirements			X	Not applicable
5. Annual Declaration of Compliance				
5.1 – Annual Declaration of Compliance			X	Not applicable
Summary of Non-Compliance/Rectification				
GF.4.1.1 Insufficient time was allocated to the delivery of the Qualifications audited. ACTION TAKEN: Revised the lesson plans for both qualifications to include additional learning activities and to remove assessment activities from the delivery time.				VRQA: SJ has submitted evidence of rectification and is now compliant
GF 4 .2.1 The existing skills, knowledge and experience of students were not confirmed by the RTO when determining students' learning programs – CHC50113. ACTION TAKEN: Clarified entry requirements for part-time and workplace programs.				VRQA: SJ has submitted evidence of rectification and is now compliant
GF 4.2.2 The existing skills, knowledge and experience of students were not confirmed by the RTO when determining students' learning programs - BSB30415 part-time program . ACTION TAKEN: Clarified entry requirements for part-time program.				VRQA: SJ has submitted evidence of rectification and is now compliant