



Audit report – VET Quality Framework

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

ORGANISATION DETAILS

Organisation's legal name	KnowledgeSpace Pty Ltd
Trading name/s	KnowledgeSpace Pty Ltd
RTO number	21481
CRICOS number	N/A

AUDIT TEAM

Lead auditor	Christine Williams
Auditor/s	N/A
Technical adviser/s	N/A

AUDIT DETAILS

Application number/s	1057942
Audit number/s	1005886
Audit reason 1	Application - renewal
Audit reason 2	n/a
Audit reason 3	n/a
Activity type	Site visit
Address of site/s visited	Suite 2/340 Gore Street, Fitzroy VIC 3056
Date/s of audit	25 and 26 June 2014
Organisation's contact for audit	Ms Mia Bojana Lander e-mail: mia@knowledgespace.com.au Managing Director Phone: 03 9416 7015
NVR standards audited	All Standards for Continuing Registration SNR 17.3 and SNR 22.3 were not audited as they were not applicable to the RTO

BACKGROUND

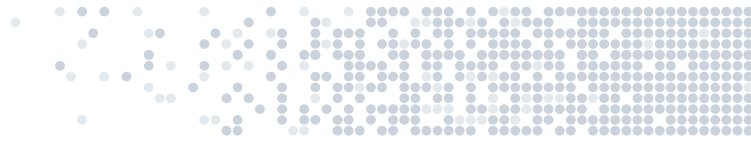
The organisation first became an RTO:

24 June 2004

Organisational structure, including senior management authorities:

Owned and operated by Mia Lander and supported by internal support through a General Manager, administration staff plus trainers and assessors.

Organisation currently has approximately 30 corporate staff plus 6 trainers/assessors and an instructional



designer.

Current business activities:

Fee for service with corporate clients. Estimated 20% is funded per cohort. Most of the organisation's clients are not funded. Approximately 5-10% of the organisation's income is based on funding.

Significant associates, outsourcing arrangements:

The organisation has not entered into any third party arrangement.

Core clients / target groups:

Employees of [REDACTED] and [REDACTED] are the main current clients. The organisation does not enrol any public clients. All training is conducted at the employer premises through contractual arrangements with business.

Delivery venues:

The organisation does not use commercial venues, all delivery is at employer sit

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

[REDACTED]

Note: Some minor typing errors have been rectified and wording clarifications at SNR 15.5 have been included in this final report.

AUDIT SAMPLE			
Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
BSB30211	Certificate III in Customer Contact	Client's premises for all qualifications	[REDACTED]
BSB51107	Diploma of Management		[REDACTED]
SIR30212	Certificate III in Retail Operations		[REDACTED]
SIR40212	Certificate IV in Retail Management		[REDACTED]

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

INTERVIEWEES		
Name	Position	Qualification/Course/Unit code/s
Ms Mia Bojana Lander	Owner and/or executive officer	n/a
Renee Simonds	Office Manager	n/a
Suzanne Burns	Trainer and Assessor	Retail

ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 25/06/2014: Minor non-compliance

The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.

If non-compliance has been identified, this audit report describes evidence of the non-compliance.

Refer to notification of non-compliance for information on providing further evidence of compliance.

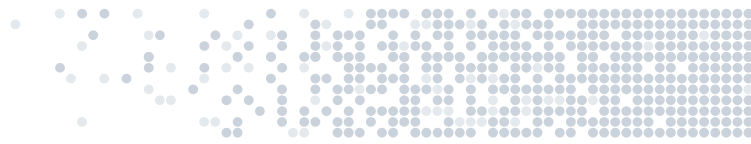


AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

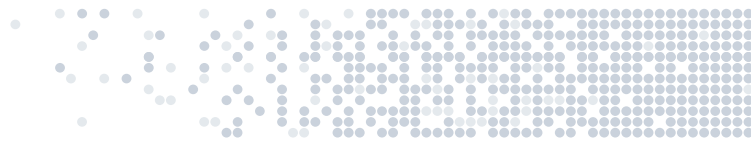
Audit finding following analysis of additional evidence provided on 18/08/2014: Compliant

AUDIT FINDING BY STANDARD

Standard	Original finding	Finding following rectification
SNR 15	Not compliant	Compliant
SNR 16	Compliant	n/a
SNR 17	Compliant	n/a
SNR 18	Compliant	n/a
SNR 19	Not audited	n/a
SNR 20	Compliant	n/a
SNR 21	Not audited	n/a
SNR 22	Compliant	n/a
SNR 23/AQF	Compliant	n/a
SNR 24	Compliant	n/a
SNR 25	Compliant	n/a



SNR 15	The NVR registered training organisation provides quality training and assessment across all of its operations, as follows:	
15.1	The NVR registered training organisation collects, analyses, and acts on relevant data for continuous improvement of training and assessment.	
	Original finding: Compliant	Following rectification: n/a
15.2	Strategies for training and assessment meet the requirements of the relevant Training Package or VET accredited course and have been developed through effective consultation with industry.	
	Original finding: Compliant	Following rectification: n/a
15.3	Staff, facilities, equipment and training and assessment materials used by the NVR registered training organisation are consistent with the requirements of the Training Package or VET accredited course and the NVR registered training organisation's own training and assessment strategies and are developed through effective consultation with industry.	
	Original finding: Compliant	Following rectification: n/a
15.4	Training and assessment is delivered by trainers and assessors who: (a) have the necessary training and assessment competencies as determined by the National Skills Standards Council or its successors; and (b) have the relevant vocational competencies at least to the level being delivered or assessed; and (c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and (d) continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.	
	Original finding: Compliant	Following rectification: n/a
15.5	Assessment including Recognition of Prior Learning (RPL): (a) meets the requirements of the relevant Training Package or VET accredited course; and (b) is conducted in accordance with the principles of assessment and the rules of evidence; and (c) meets workplace and, where relevant, regulatory requirements; and (d) is systematically validated.	
	Original finding: Not compliant	Following rectification: Compliant
	<i>Reasons for finding of non-compliance:</i>	
	<ul style="list-style-type: none">The organisation did not provide clear information to students and assessors about the context of assessment in that the units are clustered. Should a student exit the program prior to completing all units in a cluster, it is possible that a student could be issued with a statement of attainment for a unit for which they have not been found competent. If students and assessors are not fully informed, the rules of evidence may not be met in that, the collection of assessment evidence for a judgement of competent may not be sufficient.	
	<i>In order to become compliant, the organisation is required to:</i>	
	<ul style="list-style-type: none">Provide assessment information which is provided to students and assessors regarding the clustering arrangements for assessment.	



Analysis of rectification evidence received by ASQA on 25 July 2014:

- Clustered Unit Assessment Packs for: qualification clusters. Each pack includes information under the following headings: an 'Overview' (of the assessment and information) ; 'What is clustering?', 'Why are these units clustered?', 'How did we design this cluster?' 'What if I do not finish all of the tasks listed in this pack?', 'Important note for candidates and assessors', 'Range of situations – In the context of these units'.

The organisation is compliant with SNR 15.5.

SNR 16	The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients, as follows:
16.1	The NVR registered training organisation establishes the needs of clients, and delivers services to meet these needs.
Original finding: Compliant	Following rectification: n/a
16.2	The NVR registered training organisation continuously improves client services by collecting, analysing and acting on relevant data.
Original finding: Compliant	Following rectification: n/a
16.3	Before clients enrol or enter into an agreement, the NVR registered training organisation informs them about the training, assessment and support services to be provided, and about their rights and obligations.
Original finding: Compliant	Following rectification: n/a
16.4	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.
Original finding: Compliant	Following rectification: n/a
16.5	Learners receive training, assessment and support services that meet their individual needs.
Original finding: Compliant	Following rectification: n/a
16.6	Learners have timely access to current and accurate records of their participation and progress.
Original finding: Compliant	Following rectification: n/a
16.7	The NVR registered training organisation provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.
Original finding: Compliant	Following rectification: n/a
SNR 17	Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates, as follows:



17.1	The NVR registered training organisation’s management of its operations ensures clients receive the services detailed in their agreement with the NVR registered training organisation.	Original finding: Compliant	Following rectification: n/a
17.2	The NVR registered training organisation uses a systematic and continuous improvement approach to the management of operations.	Original finding: Compliant	Following rectification: n/a
17.3	The NVR registered training organisation monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the VET Quality Framework.	Original finding: Not audited	Following rectification: n/a
17.4	The NVR registered training organisation manages records to ensure their accuracy and integrity.	Original finding: Compliant	Following rectification: n/a
SNR 18	The NVR registered training organisation has governance arrangements in place as follows:		
18.1	The NVR registered training organisation’s Chief Executive must ensure that the NVR registered training organisation complies with the VET Quality Framework. This applies to all of the operations within the NVR registered training organisation’s scope of registration, as listed on the National Register.	Original finding: Compliant	Following rectification: n/a
18.2	The NVR registered training organisation must also explicitly demonstrate how it ensures the decision making of senior management is informed by the experiences of its trainers and assessors.	Original finding: Compliant	Following rectification: n/a
SNR 19	Interactions with the National VET Regulator		
19.1	The NVR registered training organisation must co-operate with the National VET Regulator: (a) in the conduct of audits and the monitoring of its operations; (b) by providing accurate and timely data relevant to measures of its performance; (c) by providing information about significant changes by its operations; (d) by providing information about significant changes to its ownership; and (e) in the retention, archiving, retrieval and transfer of records consistent with National VET Regulator’s requirements.	Original finding: Not audited	Following rectification: n/a



SNR 20 Compliance with legislation	
20.1	The NVR registered training organisation must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.
Original finding: Not audited	Following rectification: n/a
20.2	The NVR registered training organisation must ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.
Original finding: Compliant	Following rectification: n/a
SNR 21 Insurance	
21.1	The NVR registered training organisation must hold public liability insurance throughout its registration period.
Original finding: Not audited	Following rectification: n/a
SNR 22 Financial management	
22.1	The NVR registered training organisation must be able to demonstrate to the National VET Regulator, on request, that it is financially viable at all times during the period of its registration.
Original finding: Not audited	Following rectification: n/a
22.2	The NVR registered training organisation must provide the following fee information to each client: (a) the total amount of all fees including course fees, administration fees, materials fees and any other charges; (b) payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee; (c) the nature of the guarantee given by the NVR registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course; (d) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and (e) the organisation's refund policy.
Original finding: Compliant	Following rectification: n/a
22.3	Where the NVR registered training organisation collects student fees in advance it must ensure it complies with one of the following acceptable options: (a) (Option 1) the NVR registered training organisation is administered by a State, Territory or Commonwealth government agency; (b) (Option 2) the NVR registered training organisation holds current membership of an



approved Tuition Assurance Scheme;

(c) (Option 3) the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500;

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

(e) (Option 5) the NVR registered training organisation has alternative fee protection measures of equal rigour approved by the National VET Regulator.

Original finding: Not audited

Following rectification: n/a

SNR 23 Certification, issuing and recognition of qualifications & statements of attainment

23.1 The NVR registered training organisation must issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited course, a VET qualification or VET statement of attainment (as appropriate) that:

(a) meets the Australian Qualifications Framework (AQF) requirements;

(b) identifies the NVR registered training organisation by its national provider number from the National Register and

(c) includes the NRT logo in accordance with its current conditions of use.

Original finding: Compliant

Following rectification: n/a

23.2 The NVR registered training organisation must recognise the AQF and VET qualifications and VET statements of attainment issued by any other RTO.

Original finding: Not audited

Following rectification: n/a

23.3 The NVR registered training organisation must retain client records of attainment of units of competency and qualifications for a period of 30 years.

Original finding: Not audited

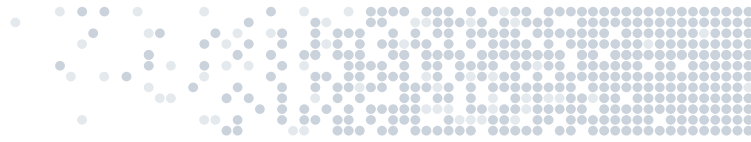
Following rectification: n/a

23.4 The NVR registered training organisation must provide returns of its client records of attainment of units of competency and VET qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator. [no requirements currently exist]

This element was not audited.

23.5 The NVR registered training organisation must meet the requirements for implementation of a national unique student identifier. [no requirements currently exist]

This element was not audited.



SNR 24 Accuracy and integrity of marketing	
24.1	The NVR registered training organisation must ensure its marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.
Original finding: Compliant	Following rectification: n/a
24.2	The NVR registered training organisation must use the NRT logo only in accordance with its conditions of use.
Original finding: Not audited	Following rectification: n/a
SNR 25 Transition to Training Packages/expiry of VET accredited courses	
25.1	The NVR registered training organisation must manage the transition from superseded Training Packages within 12 months of their publication on the National Register so that it delivers only currently endorsed Training Packages.
Original finding: Compliant	Following rectification: n/a
25.2	The NVR registered training organisation must manage the transition from superseded VET accredited courses so that it delivers only currently endorsed Training Packages or currently VET accredited courses.
Original finding: Compliant	Following rectification: n/a