

RTO DETAILS																																					
NTIS number	31301	Registration expiry	16/01/2011																																		
Address	14/475 Scottsdale Drive, Varsity Lakes, QLD 4227																																				
Audit venue	As above																																				
RTO contact	Sonya Saywell	Phone number	(07) 5593 8335																																		
Operations	<ul style="list-style-type: none"> Core clients are full-time fee for service students. The RTO has delivered to a small number (6) of international students since gaining CRICOS registration. Delivery is from the RTO premises at Varsity Lakes. There is no interstate or off shore delivery. The main mode of delivery is face to face, with online support being provided. The RTO has no partnering arrangements. The RTO has no Government funding contracts. Approximate number of completions in past year per qualification: <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td>LMT41006 Certificate IV in Applied Fashion Design and Technology</td> <td style="text-align: right;">21 (E)</td> <td style="text-align: right;">11 (C)</td> </tr> <tr> <td>LMT50306 Diploma of Applied Fashion Design and Technology</td> <td style="text-align: right;">19 (E)</td> <td style="text-align: right;">11 (C)</td> </tr> <tr> <td>LMT60306 Advanced Diploma of Applied Fashion Design & Technology</td> <td style="text-align: right;">4 (E)</td> <td style="text-align: right;">4 (C)</td> </tr> <tr> <td>WRB50105 Diploma of Beauty Therapy</td> <td style="text-align: right;">6 (E)</td> <td style="text-align: right;">3 (C)</td> </tr> </table> Approximate number of current enrolments per qualification: <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td>LMT21708 Certificate II in Applied Fashion Design & Technology</td> <td style="text-align: right;">5</td> </tr> <tr> <td>LMT41007 Certificate IV in Applied Fashion Design & Technology</td> <td style="text-align: right;">19</td> </tr> <tr> <td>LMT50307 Diploma of Applied Fashion Design & Technology</td> <td style="text-align: right;">19</td> </tr> <tr> <td>LMT60307 Advanced Diploma Applied Fashion Design & Technology</td> <td style="text-align: right;">6</td> </tr> <tr> <td>LMT41207 Certificate IV in Fashion & Textile Merchandising</td> <td style="text-align: right;">0</td> </tr> <tr> <td>LMT50607 Diploma of Fashion & Textile Merchandising</td> <td style="text-align: right;">0</td> </tr> <tr> <td>LMT60507 Advanced Diploma of Fashion & Textile Merchandising</td> <td style="text-align: right;">0</td> </tr> <tr> <td>WRB20104 Certificate II in Nail Technology</td> <td style="text-align: right;">6</td> </tr> <tr> <td>WRB20204 Certificate II in Make-up Services</td> <td style="text-align: right;">8</td> </tr> <tr> <td>WRB30104 Certificate III in Beauty Services</td> <td style="text-align: right;">4</td> </tr> <tr> <td>WRB50105 Diploma of Beauty Therapy</td> <td style="text-align: right;">5</td> </tr> </table> 			LMT41006 Certificate IV in Applied Fashion Design and Technology	21 (E)	11 (C)	LMT50306 Diploma of Applied Fashion Design and Technology	19 (E)	11 (C)	LMT60306 Advanced Diploma of Applied Fashion Design & Technology	4 (E)	4 (C)	WRB50105 Diploma of Beauty Therapy	6 (E)	3 (C)	LMT21708 Certificate II in Applied Fashion Design & Technology	5	LMT41007 Certificate IV in Applied Fashion Design & Technology	19	LMT50307 Diploma of Applied Fashion Design & Technology	19	LMT60307 Advanced Diploma Applied Fashion Design & Technology	6	LMT41207 Certificate IV in Fashion & Textile Merchandising	0	LMT50607 Diploma of Fashion & Textile Merchandising	0	LMT60507 Advanced Diploma of Fashion & Textile Merchandising	0	WRB20104 Certificate II in Nail Technology	6	WRB20204 Certificate II in Make-up Services	8	WRB30104 Certificate III in Beauty Services	4	WRB50105 Diploma of Beauty Therapy	5
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AUDIT TEAM																																					
Lead Auditor	██████████	Auditor/s	Nil																																		
Phone	██████████	Adviser/s	Nil																																		
E-mail	██████████	Observer/s	Nil																																		
AUDIT DETAILS																																					
Reason/s for audit	Post-initial audit																																				
Audit date/s	27 and 28 August 2009	Audit number/s	3130115449A																																		
RTO was informed of risk rating at audit	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Not applicable <input type="checkbox"/>																																				
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 3.1, 3.2, 3.3																																				
Conditions audited	Nil																																				
Audit outcome on day of audit	Compliant <input type="checkbox"/> Significant non-compliance <input checked="" type="checkbox"/> Minor non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>																																				
Rectification received																																					
Audit outcome following	Compliant <input type="checkbox"/> Significant non-compliance <input type="checkbox"/>																																				

rectification	Minor non-compliance <input type="checkbox"/>	Critical non-compliance <input type="checkbox"/>		
Other audit notes				
FOCUS OF AUDIT				
Code	Qualification/Course/Unit title	Regulated outcome	Apprentices /Trainees	User Choice
LMT41007	Certificate IV in Applied Fashion and Design Technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LMT50307	Diploma of Applied Fashion and Design Technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WRB20204	Certificate II in Make-up Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INTERVIEWEE/S – Staff (and position); Employers; Students				
Sonya Saywell, CEO	Heather Mikkelsen, Director of Education			
Tracy Saywell, Director	[REDACTED]			

Standard 1: The RTO provides quality training and assessment across all of its operations	
Elements	Examined at audit
1.1 The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.	<input checked="" type="checkbox"/>
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 stakeholders.	<input checked="" type="checkbox"/>
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.	<input checked="" type="checkbox"/>
1.4 Training and assessment are conducted by training and assessors who: <ul style="list-style-type: none"> a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors b) have the relevant vocational competencies at least to the level being delivered or assessed, and c) continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of the RTO's services. 	<input checked="" type="checkbox"/>
1.5 Assessment, including Recognition of Prior Learning (RPL): <ul style="list-style-type: none"> a) meets the requirements of the relevant Training Package or accredited course b) is conducted in accordance with the principles of assessment and the rules of evidence c) meets workplace and, where relevant, regulatory requirements. 	<input checked="" type="checkbox"/>
Audit findings	Result
<p style="text-align: right;">At time of audit: <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not Compliant</p> <p>Findings: The RTO was not compliant with the essential elements of Standard 1. The RTO has a very sound framework for ensuring the provision good quality training and assessment. The application of systems and processes needs to be consistent across all trainers. The organisation understands the use of quality indicators and has a process in place to collect relevant data from industry and learners. The continuous improvement of training and assessment involves review and evaluation, and the formal analysis of feedback from students, industry and trainers. There was evidence of a strong engagement with industry clients that includes training needs analysis. Industry surveys have been analysed and feedback has been incorporated into the design of all courses delivered. Students have access to facilities that meet reflect industry practice. Learning resources are of a high standard and have been reviewed by staff. Assessment items are generally well designed and meet the requirements for the training packages. Where delivery is clustered the RTO has developed comprehensive mapping documents for each qualification to ensure all aspects required in each unit of competency have been met. The RTO provided evidence of a well-developed staff culture and a strong commitment to ensuring quality learning outcomes for students. Assessment moderation is undertaken by staff and there is consistent review of learning resources. A staff professional development calendar is being developed but has not been implemented. There are gaps in the ongoing professional development of staff, especially in relation to training and assessment. Performance monitoring of staff is part of the management system, but has not been formally defined. Trainers have a long involvement in the industry and are well-qualified in most instances. The RTO has mapped staff qualifications against units of competency delivered for the fashion and design qualifications audited. Not all staff members have training and assessment qualifications and are working under supervision. This process has not been effectively formally documented.</p> <p>Non-compliances: Training and assessment strategies do not clearly indicate the specific pre-requisite units of competency required.</p> <p><u>LMT50307 Diploma Applied Fashion Design and Technology</u> Assessment instruments for this qualification do not provide for feedback to students to be recorded.</p> <p><u>WRB20204 Certificate II in Make-up Services</u> The training and assessment strategy for refers to Third Party Reports as an assessment method. These are not included in</p>	

the assessment process and should be deleted from the strategy document.
The context for assessment was not clearly provided for this cluster of units of competency
Version control on assessment documents is inconsistent. The RTO provided incorrect sample answers for the knowledge test because the version had not been updated.

There is no evidence of formal supervisory arrangements for [REDACTED] who is delivering LMT41006 Certificate IV in Applied Fashion Design and Technology.

There is inconsistent information on the Staff Profile Form for [REDACTED] with regard to her vocational qualification.

There is no evidence of professional development in training and assessment for [REDACTED]

Implications for training/assessment quality:

The identified non-compliances may significantly impact on the quality of training and/or assessment outcomes if the RTO does not ensure that trainers and assessors hold the required qualifications and maintain their ongoing professional development.

Rectification required:

Training and assessment strategies are to be reviewed to include information regarding pre-requisites required for each qualification audited.

Provision for student feedback is to be incorporated into the assessment items for LMT50307 Diploma Applied Fashion Design and Technology.

References to third party reports are to be removed from the training and assessment strategy for WRB20204 Certificate II in Make-up Services.

Formal supervisory arrangements for [REDACTED] are to be developed and recorded.

A program for staff is to be developed to ensure ongoing professional development in training and assessment.

Strengths

- The RTO has sound processes for the collection of data and feedback from students and uses this data to inform training and assessment.
- The RTO has well equipped training facilities that match industry requirements and reflect business processes.

Opportunities for Improvement

- The RTO should develop processes to ensure that all staff are able to consistently implement systems.

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients	
Elements	Examined at audit
2.1 The RTO continuously improves client services by collecting, analysing and acting on relevant data.	<input checked="" type="checkbox"/>
2.2 Before clients enrol or enter into a contract, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.	<input checked="" type="checkbox"/>
2.3 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.	<input checked="" type="checkbox"/>
2.4 Learners receive training, assessment and support services that meet their individual needs.	<input checked="" type="checkbox"/>
2.5 Learners have timely access to current and accurate records of their participation and progress.	<input checked="" type="checkbox"/>
2.6 Complaints and appeals are addressed efficiently and effectively.	<input checked="" type="checkbox"/>
Audit findings	Result
<p>At time of audit: <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not Compliant</p> <p>Findings: The RTO was not compliant with all aspects of the essential elements of Standard 2. The RTO provides has an effective approach to continuous improvement to providing services to meet client needs through the collection and analysis of qualitative and quantitative data. The RTO has good processes to ensure support for learners.</p> <p>Non-compliances: Brochures for prospective students do not provide consistent information regarding course fees and resources provided by the RTO for the fees. The causes of complaints are not identified and preventive actions are not incorporated into processes to ensure there is no recurrence of the same issue.</p> <p>Implications for training/assessment quality: Students should have access to all information about course fees and resource requirements prior to commencing study. If this is not provided there could be issues during the delivery regarding access to resources to complete required work. Not identifying the causes of issues could result in recurrence of the same issues and a break down in management systems.</p> <p>Rectification required: All information for prospective students is to clearly identify the fee structure for courses and detail the resources provided by the RTO and what is required to be provided by students in order to complete their study. The RTO is to develop a process to ensure the causes of issues are clearly identified and corrective actions are taken and monitored.</p>	
Strengths	Nil
Opportunities for Improvement	Nil

Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates	
Elements	Examined at audit
3.1 The RTO uses a systematic and continuous improvement approach to the management of operations.	<input checked="" type="checkbox"/>
3.2 The RTO monitors training and/or assessment services provided on its behalf to ensure that they comply with all aspects of the <i>AQTF 2007 Essential Standards for Registration</i> .	<input checked="" type="checkbox"/>
3.3 The RTO manages records to ensure their accuracy and integrity.	<input checked="" type="checkbox"/>
Audit findings	Result
<p style="text-align: right;">At time of audit: <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not Compliant</p> <p>Findings: The organisation was not compliant with all essential elements of Standard 3. The RTO has a documented management system that reflects the size and scope of its operations. The RTO has recently enabled the regular review of this system through the engagement of additional administrative support. Inconsistencies have been identified by the RTO with regard to meetings and internal communication. A process has been developed to ensure regular meetings are held and recorded appropriately.</p> <p>Non-compliances: The RTO does not have a process for ensuring the accurate electronic recording of student results. <u>LMT40307 Certificate IV in Applied Fashion Design and Technology</u> Electronic records were missing for the following: [REDACTED] LMTCL2003A Identify fibres and fabrics [REDACTED] LMTFD4012A Develop product specifications for fashion design No instructions were available to staff to ensure responsibilities for record keeping are met.</p> <p>Implications for training/assessment quality: The identified non-compliance is significant as the RTO systems do not ensure the accuracy of student records.</p> <p>Rectification required: The RTO is to collect the required evidence and electronically store this for the two students identified. The RTO is to develop a system to ensure the accurate electronic recording of student results and develop a process to ensure all staff correctly and accurately record results.</p>	
Strengths	
<ul style="list-style-type: none"> • Nil 	
Opportunities for Improvement	
<ul style="list-style-type: none"> • The RTO should consider documenting decisions made at management meeting to ensure consistent application and implementation by all staff. 	