

VRQA2020-076  
RTO 20149  
Application Number: 16529  
File:02/02463

Carole Broxham  
Chief Executive Officer  
Moe Life Skills Community Centre Inc.  
PO Box 761  
MOE VIC 3825

Dear Dr Broxham

**Re: Rectification Matters and Renewal of Registration: Granted**

Thank you for your response regarding the rectification of non-compliance matters identified at the audit held on 12 & 13 November 2019.

The Victorian Registration and Qualifications Authority (VRQA) is now satisfied that your organisation Moe Life Skills Community Centre Inc., has taken the appropriate measures to meet the minimum requirements for compliance with the *Australian Quality Training Framework Essential Conditions and Standards for Continuing Registration* and the *VRQA Guidelines for VET Providers*. To ensure that your organisation continues to comply, VRQA will be in contact to follow-up on the Professional Development implementation plan in the 4<sup>th</sup> quarter of 2020.

The VRQA is also satisfied that your organisation meets the financial viability and principal purpose requirements in compliance with the *Education and Training Reform Act 2006*. A copy of the Financial Viability Report dated 11 November 2019 is attached.

Given your satisfactory and comprehensive response, I have renewed the registration of Moe Life Skills Community Centre Inc. for a period of five years to 30 May 2025.

If you have any further questions in relation to this application, please email [gar@edumail.vic.gov.au](mailto:gar@edumail.vic.gov.au).

Yours sincerely



**Simon Thorn**

Executive Manager, Skills and Training

7/4/2020

**Audit Date: 12/13 November 2019**

**RTO: Moe Life Skills Community Centre Inc.**

<b>Applicant Details</b>			
Applicant Name	Moe Life Skills Community Centre Inc.	TOID	20146
Address	2A High Street, Moe VIC 3825		
	Website	www.moelifeskills.vic.edu.au	
Registration Contact	Ms Luana Brock		
Phone Number	(03) 5127 7999	Email	luana@moelifeskills.vic.edu.au
<b>Audit Team</b>			
Audit Firm	ShineWing Australia	Auditor/s	John Molenaar
Auditor/s		Other Attendees	
<b>Registering Body Details</b>			
Contact Person	Julie Florence		
Phone Number	9032 1560	Email	vet.audit@edumail.vic.gov.au
<b>Audit Details</b>			
Type of Audit	<b>Re-registration Audit</b>		
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, 3.4, 3.5	4.1,4.2	
Audit Date/s	12/13 November 2019		
<b>RTO Background</b>			
<b>Organisation Background</b>			
<p>Moe Life Skills Community Centre (MLSCC) is an adult education and community education facility that provides a range of activities, programs and further education and training for people who have a disability.</p> <p>MLSCC aims to “develop the skills of people with disabilities to sticking up for themselves and doing the right thing at home, at the centre and down the street, and to learn so that they can have power to control their own lives and do the things they want to do”. It is a not for profit community-based organisation and tax exempt charity, incorporated in Victoria and governed by a volunteer Board of Management that meets monthly.</p> <p>MLSCC is governed by a Board of Management that includes prominent members of the community from a diversity of backgrounds and with experience in community development, education and disability, and is managed by an appointed CEO who has been with the centre for twelve years, has extensive experience in disability education and is an advocate for disability support services, being invited to speak at a range of forums.</p> <p>With the support of local Council, the organisation has opened a community hub, to provide a place for the implementation of community development activities and the implementation of the ‘Life in Action’ program which works with the mainstream population to build their capacity.</p>			

The organisation also attracts project funding from a number of sources, e.g. the Churchill project, through an ACFE grant, where Certificate I graduates are supported to speak at sessions for people who are working and studying in the disability area.

### **RTO Background**

MLSCC is a Registered Training Organisation, initially registering in 1999, and is registered to deliver Vocational Educational Training (VET) Services. MLSCC delivers nationally recognised courses and accredited AQF VET qualifications, and applies for state funding to deliver vocational education and training for the following courses:

- Certificate I in Transitional Education
- Certificate 1 in Work Education

MLSCC also offers pre-accredited training that focusses on creating pathways to nationally accredited training or employment. Pre-accredited training addresses the needs of those adults who experience barriers to education and find it difficult to undertake accredited programs as a first step into further education and training. The key areas of focus in pre-accredited programs are employment skills and adult literacy and numeracy.

A team of educators deliver training in various locations across Victoria and they are supported by the Education and Training Coordinator and RTO Administration Officer. ACFE has also appointed a Learn Local Quality Partnership Coordinator who works with ten Learn Local organisations in Victoria to support them to develop and implement quality and compliant programs.

As a disability provider, Moe Life Skills receives support from the Department of Health and Human Services, through NDIS funding (35% of income), ACFE (5% of income) and HESG Skills First Program (60% of income), to support the delivery of accredited qualifications. Very few fee-for-service clients are enrolled.

The local Council supports the Centre through assistance with facilities and facility maintenance.

### **Enrolments**

Enrolments in 2018:

- Certificate I in Transitional Education - 93
- Certificate 1 in Work Education - 68

Enrolments to date in 2019:

- Certificate I in Transitional Education - 64
- Certificate 1 in Work Education - 84

Training is delivered at the permanent training location in Moe and is also delivered at 20 locations in metropolitan Melbourne and regional Victoria.

Average class sizes are six learners. Where more than six learners are enrolled in a class, an additional support educator is also employed to support the trainer. With the advent of NDIS funding, many learners are also supported by their individual NDIS support worker.

Moe Life Skills plans to extend its training options in the future by delivering accredited programs for people who wish to work in the disability area, for example, through delivering the Certificate IV in Disability and the Certificate III in Individual Support

### Summary of audit findings

Training and assessment and compliance requirements are managed by a team of highly skilled and dedicated staff including the Education and Training Coordinator and the RTO Administration Officer. Both remain aware of requirements and quality practices through participation in network activities and access to the diversity of communications from regulators, funding bodies and ACFE. They both showed a good understanding of compliance requirements and this was confirmed throughout the conduct of the audit, with the only exception of trainer/assessor qualifications.

The key compliance issue identified at audit related to trainer/assessor vocational qualifications. Only one of the eleven casual trainers held the required vocational qualifications as prescribed in the Certificate I in Work Education course documentation, and this one trainer did not meet the trainer/assessor requirements, mandatory from 1 July 2019. Therefore, no trainers/assessors were adequately qualified to deliver the qualifications on scope.

The trainer/assessor requirements were clarified with the General Education Curriculum Maintenance Manager, who confirmed the rigorous vocational requirements to deliver the Certificate I in Work Education and the Certificate I in Transition Education and highlighted the importance of observing these, as they were stipulated by the course development teams.

Moe Life Skills is exploring options for speedily ensuring that trainers/assessors meet the vocational qualification requirements, through conducting compulsory workshops for trainers/assessors to included development of *relevant knowledge of theories, methods and practices in teaching learners with a range of intellectual disabilities* (pedagogy). Arrangements have been made for the VET Development Centre to conduct these workshops.

Audit Date: 12/13 November 2019

RTO: Moe Life Skills Community Centre Inc.

Qualifications/Units Audited <sup>1</sup>		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
<b>22302VIC</b>	<b>Certificate I in Work Education</b> Units: VU21771 Develop an individual vocational plan with support VU21773 Participate in vocational activities VU21774 Participate in practical placement with support BSBWHS201 Contribute to health and safety of self and others	2A High Street, Moe VIC 3825

Interviewee(s) – Staff name and position; employer name and position	
Informal discussions with learners	Certificate I in Work Education
Greg Harris	Trainer/assessor, Certificate I in Work Education

Permanent Delivery Sites –	Yes	No
Do the RTO's permanent delivery sites match the information provided by the VRQA?	X	
<p>Training is delivered at the permanent training location at 2A High Street, Moe VIC 3825. Training is also delivered at temporary locations in metropolitan Melbourne and regional Victoria including:</p> <ul style="list-style-type: none"> <li>• Ballarat</li> <li>• Broadmeadows</li> <li>• Blairgowrie</li> <li>• Caroline Springs</li> <li>• Cranbourne</li> <li>• Footscray</li> <li>• Heidelberg West</li> <li>• Hoppers Crossing</li> <li>• Lilydale</li> <li>• Mambourin</li> <li>• Melton</li> <li>• Mernda</li> <li>• Mill Park</li> <li>• Milparinka Thornbury</li> <li>• Oakleigh</li> <li>• Onemda</li> <li>• Sunbury</li> </ul>		

<sup>1</sup> Samples have been selected in accordance with the VRQA VET Audit Sampling Methodology

**Audit Date: 12/13 November 2019**

**RTO: Moe Life Skills Community Centre Inc.**

Facility checklists have been completed for each training location to ensure that they are suitable for training and meet local government requirements.

<b>Third party Arrangements –</b>	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.		

Audit Date: 12/13 November 2019

RTO: Moe Life Skills Community Centre Inc.

**Audit Summary - AQTF Conditions of Registration**

<b>AQTF Conditions</b>		<b>Compliant</b>	<b>Non - Compliant</b>	<b>Not audited</b>
<b>Place an X in the appropriate column</b>				
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		

**Audit Summary - AQTF Standards**

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
<b>Standard 1</b>	<b>X</b>		
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		
<b>Standard 2</b>	<b>X</b>		
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		
<b>Standard 3</b>	<b>X</b>		
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		
<b>Summary of Non-Compliance<sup>2</sup></b>			
<p><b>SF.1.3.2</b>  <b>22302VIC Certificate I in Work Education</b>            Training and assessment was delivered by trainers and assessors who did not have the necessary training and assessment competencies and the relevant vocational competencies, as identified in the course Assessor requirements.</p> <p><b>SF.1.4.1</b>  <b>22302VIC Certificate I in Work Education</b>            Training and assessment was delivered by trainers and assessors who did not have the necessary training and assessment competencies and the relevant vocational competencies, as identified in the course Assessor requirements.</p>			

<sup>2</sup> SF = Standard Finding. Finding references are aligned to the Detailed Findings section of this report.

**Audit Summary – 2016 VRQA Guidelines for VET Providers**

2016 VRQA Guidelines	Compliant	Non - Compliant	Not audited
<b>1. Governance, Financial viability and Management systems</b>			<b>X</b>
1.1 – Strategic Plan and Business Plan			X
1.2 – Financial Viability			X
1.3 – Management Systems			X
1.4 – Governance			X
<b>2. Transparency and oversight of third parties</b>			<b>X</b>
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
<b>3. Trainer and assessor qualification (including individuals working under the supervision of a trainer)</b>		<b>X</b>	
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	
<b>4. Delivery of training and assessment services</b>		<b>X</b>	
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
<b>5. Annual Declaration of Compliance</b>			<b>X</b>
5.1 – Annual Declaration of Compliance			X

**Summary of Non-Compliance<sup>3</sup>**

**GF.3.1.1**

**22302VIC Certificate I in Work Education**

Training and assessment was delivered by trainers and assessors who did not have the necessary training and assessment competencies and the relevant vocational competencies, as identified in the course Assessor requirements.

**GF.3.2.1**

**22302VIC Certificate I in Work Education**

Training and assessment was delivered by trainers and assessors who did not have the necessary training and assessment competencies and the relevant vocational competencies, as identified in the course Assessor requirements.

**GF.3.4.1**

**22302VIC Certificate I in Work Education**

Training and assessment was delivered by trainers and assessors who did not have the necessary training and assessment competencies and the relevant vocational competencies, as identified in the course Assessor requirements.

**GF.3.5.1**

One trainer held the TAE40110 qualification but not the units TAEASS501 or TAELLN411 or equivalents. The trainer file included a note that the trainer/assessor was currently enrolled to complete the units TAEASS501 or TAELLN411, however the trainer/assessor had provided no evidence of enrolment in the units. No evidence of the implementation of supervision arrangements had been provided for this trainer.

**GF.4.1.1**

Moe Life Skills Community Centre Inc. training and assessment strategies and practices, including the amount of training it provided, were consistent with the requirements of the accredited course and enabled each student to meet the requirements for each unit of competency in which the student was enrolled, however a rationale for this amount of training was not provided.

**GF.4.2.1**

Moe Life Skills Community Centre Inc. had identified a duration for each qualification reviewed but had not determined the amount of training it provided to each student with regard to the existing skills, knowledge and the experience of the student and the mode of delivery.

<sup>3</sup> GF = Guideline Finding. Finding references are aligned to the Detailed Findings section of this report.

**Detailed Findings - AQTF Conditions of Registration**

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

**AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers -  
Audit Report**

Audit Date: 12/13 November 2019

RTO: Moe Life Skills Community Centre Inc.

<b>CONDITION 3 - Compliance with Legislation</b>		<b>Compliant</b>
<b>Evidence/Documentation Reviewed</b>		
<ul style="list-style-type: none"> <li>• Training and Operations Manual 2019 – Compliance with Legislation</li> <li>• Student Handbook – Accredited courses 2019</li> </ul>		
<b>CF-3.1</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	<p>Moe Life Skills Community Centre 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. 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.</p>	N/A

<b>CONDITION 4 - Insurance</b>		<b>Not audited in Phase 2 audit</b>
Evidence/Documentation Reviewed		
Not audited as part of this Re-registration audit.		
<b>CF. 4</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
Not audited as part of this Re-registration audit.		N/A
<b>CONDITION 5 - Financial Management</b>		<b>Not audited in Phase 2 audit</b>
Evidence/Documentation Reviewed		
Not audited as part of this Re-registration audit.		
<b>CF. 5</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
Not audited as part of this Re-registration audit.		N/A

<b>CONDITION 6 - Certification &amp; Issuing of Qualifications &amp; Statements of Attainment</b>		<b>Compliant</b>
<b>Evidence/Documentation Reviewed</b>		
<ul style="list-style-type: none"> <li>• Training and Operations Manual 2019 – Certificate and Issuing of Qualifications and Statements of Attainment - identified retaining for 30 years.</li> <li>• Sample of Certificates for six student files reviewed, included current VRQA logo and Record of Results. (See Standard 1.5).</li> <li>• Student file checklists for six student files reviewed.</li> <li>• Training and Operations Manual 2019 – Certificate and Issuing of Qualifications and Statements of Attainment</li> <li>• Sample of VETtrak entries for Six student files reviewed.</li> <li>• Enrolment form including AVETMISS parameters.</li> <li>• Fortnightly SVTS reports.</li> <li>• Enrolment Form – information and provision of number</li> <li>• Authority to check USI number</li> </ul>		
<b>CF 6.1</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	Moe Life Skills Community Centre Inc. had issued testamurs in accordance with the requirements of the Training Package that met the Australian Qualifications Framework (AQF) TGA. The testamurs included the Nationally Recognised Training (NRT) logo in accordance with the current conditions of service.	N/A
<b>CF 6.2</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	Moe Life Skills Community Centre Inc. had confirmed that it would retain client records of attainment of units of competency and qualifications for a period of 30 years.	N/A
<b>CF 6.3</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	Moe Life Skills Community Centre Inc. had a student records management system in place that had the capacity to provide the registering body with AVETMISS compliant data.	N/A

**AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers -  
Audit Report**

Audit Date: 12/13 November 2019

RTO: Moe Life Skills Community Centre Inc.

<b>CF 6.4.</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	Moe Life Skills Community Centre Inc. had provided a return of its client records of attainment of units of competency and qualifications to the VRQA for 2019 through monthly SVTS reporting.	N/A
<b>CF 6.5.</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	Moe Life Skills Community Centre Inc. met the requirements for implementation of a national unique student identifier.	N/A

**AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers -  
Audit Report**

Audit Date: 12/13 November 2019

RTO: Moe Life Skills Community Centre Inc.

<b>CONDITION 7 - Recognition of Qualifications Issued by other RTOs</b>		<b>Compliant</b>
<b>Evidence/Documentation Reviewed</b>		
<ul style="list-style-type: none"> <li>• Training and Operations Manual 2019 – Recognition of qualifications issued by other RTOs</li> <li>• Student Handbook 2019 – Mutual recognition and qualifications and credit transfer</li> </ul>		
<b>CF-7.1</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	Moe Life Skills Community Centre Inc. had procedures in place for the recognition of AQF Qualifications and Statements of Attainment issued by any other RTO. Students were informed in the Student Handbook 2019.	N/A

<b>CONDITION 8 - Accuracy and Integrity of Marketing</b>		<b>Compliant</b>
<b>Evidence/Documentation Reviewed</b>		
<ul style="list-style-type: none"> <li>• Training and Operations Manual 2019 – Accuracy and Integrity of Marketing. Responsibility of the CEO.</li> <li>• Website: Accredited courses.</li> <li>• MSLCC Course Information session process.</li> <li>• Course brochures.</li> </ul>		
<b>CF 8.1</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
<p>Moe Life Skills Community Centre 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 employed in accordance with its conditions of use.</p>		N/A

**CONDITION 9 - Transition to Training Packages/Expiry of Accredited Courses**

**Compliant**

**Evidence/Documentation Reviewed**

- Training and Operations Manual 2019 – Transition to Training Packages. Identified transition within 12 months of publication on the National Training Information Service.

<b>CF 9.1</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	Moe Life Skills Community Centre Inc. had provisions in place for the management of the transition from superseded Training Packages within 12 months of their publication on the TGA.	N/A

**Improvement Opportunities**

- Moe Life Skills Community Centre Inc. would benefit by:
- Deleting reference to the National Training Information Service and replace with training.gov.au (TGA)
  - Identifying in the Training and Operations Manual 2019 – Transition to Training Packages, the transition arrangements that are in place for the transitioning of accredited courses.

**Detailed Findings - AQTF Standards**

<b>ELEMENT 1.1 - The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.</b>	<b>Compliant</b>
<p><b>Evidence/Documentation Reviewed</b></p> <ul style="list-style-type: none"> <li>• Continuous Improvement Flow Chart</li> <li>• MLSCC Policies and Procedures Manual</li> <li>• RTO Training and Operations Manual</li> <li>• Business and Strategic Plan</li> <li>• Internal audit documents – Skills First, AQTF, VRQA</li> <li>• RTO meeting actions</li> <li>• Feedback forms: Trainers, students and other stakeholders</li> <li>• Complaints and compliments Forms</li> <li>• Internal audit to be conducted by the Education and Training Coordinator annually – SVTS report</li> <li>• Sample of completed surveys</li> <li>• Students:               <ul style="list-style-type: none"> <li>• Learner Engagement Questionnaire</li> <li>• MLSCC Student Feedback Form</li> <li>• Students QI Hoppers Crossing class 5/7/2019</li> <li>• Student feedback forms 1/7/2019 included 'Did you access some support?' 2/7/2019, 3/7/2019 plus another four.</li> </ul> </li> <li>• Trainers:               <ul style="list-style-type: none"> <li>• Course evaluation forms</li> <li>• Trainer meeting minutes - PD folder</li> <li>• Trainer feedback form - PD folder</li> <li>• In person reviews records</li> <li>• Trainer feedback forms – 1/7/2019, 28/6/2019, 27/6/2019</li> </ul> </li> </ul>	

**AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers -  
Audit Report**

Audit Date: 12/13 November 2019

RTO: Moe Life Skills Community Centre Inc.

SF.1.1.1	Finding	Required Rectification(s)
	Moe Life Skills Community Centre Inc. collected, analysed and acted on relevant data for continuous improvement of training and assessment.	N/A

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
<p><b>Evidence/Documentation Reviewed</b></p> <p>Learning and assessment strategies for the following qualification and units:</p> <p><b>22302VIC - Certificate I in Work Education</b></p> <p>Units:</p> <p>VU21771 Develop an individual vocational plan with support            VU21773 Participate in vocational activities            VU21774 Participate in practical placement with support            BSBWHS201 Contribute to health and safety of self and others</p> <ul style="list-style-type: none"> <li>• Training and Assessment Strategy V. Master (002)</li> <li>• Student Training Plans</li> <li>• Assessment validation records.</li> <li>• Course Delivery Plan</li> <li>• Unit Session Plans</li> </ul>	
<p><b>SF-1.2.1 Finding</b></p> <p>Strategies for training and assessment met the requirements of the relevant Training Package or accredited course and were developed in consultation with industry.</p>	<p><b>Required Rectification(s)</b></p> <p>N/A</p>

<p><b>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.</b></p>	<p><b>Non-Compliant</b></p>
<p><b>Evidence/Documentation Reviewed</b></p>	
<p>Staff, facilities, equipment and training and assessment materials for the following qualification and units:</p>	
<p><b>22302VIC - Certificate I in Work Education</b></p>	
<p>Units:</p>	
<p>VU21771 Develop an individual vocational plan with support</p>	
<p>VU21773 Participate in vocational activities</p>	
<p>VU21774 Participate in practical placement with support</p>	
<p>BSBWHS201 Contribute to health and safety of self and others</p>	
<p>Training and Assessment Strategy V. Master (002)</p>	
<p>Student Training Plans</p>	
<p>Assessment validation records</p>	
<p>Course Delivery Plan</p>	
<p>Unit Session Plans</p>	
<p><b>For all units:</b></p>	
<p>Unit overview</p>	
<p>Assessor marking guide</p>	
<p>Evidence of assessment form</p>	
<p>Learner feedback form</p>	
<p>Assessment written tasks</p>	
<p>Unit mapping</p>	
<p>Assessments tasks</p>	
<p>Websites</p>	
<p>Trainers/assessors – see 1.4</p>	

Training facility checklists	
<b>VU21773 Participate in vocational activities</b>	
Out of classroom unit work – projects/worksheets	
Learning resources: Activity sheets, work cards, jobs games, visuals and PowerPoints	
<b>VU21774 Participate in practical placement with support</b>	
Tasks – seven placement preparation tasks and workplace tasks	
<b>BSBWH5201 Contribute to health and safety of self and others</b>	
Learning tasks 1 - 6	
Interpersonal communication skills project	
<b>VU21771 Develop an individual vocational plan with support</b>	
Learning tasks 1 - 5	
<b>SF 1.3.1</b>	<b>Finding</b>
	Staff, facilities, equipment and training and assessment materials used by the RTO were consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.
<b>SF 1.3.2</b>	<b>Finding</b>
	<b>22302VIC Certificate I in Work Education</b> Training and assessment was delivered by trainers and assessors who did not have the necessary training and assessment competencies and the relevant vocational competencies, as identified in the course Assessor requirements.
	<b>Required Rectification(s)</b>
	N/A
	<b>Required Rectification(s)</b>
	See required rectifications at Standard 1.4



**Audit Date: 12/13 November 2019**

## **AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers - Audit Report**

**RTO: Moe Life Skills Community Centre Inc.**

<p><b>ELEMENT 1.4 - Training and assessment is delivered by trainers and assessors who:</b></p> <ul style="list-style-type: none"> <li>a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and</li> <li>b) have the relevant vocational competencies at least to the level being delivered or assessed, and</li> <li>c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and</li> <li>d) continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</li> </ul>	<b>Non-Compliant</b>
<b>Evidence/Documentation Reviewed</b>	
<p>Trainer/assessor information for the following qualification:</p>	
<p><b>22302MIC - Certificate I in Work Education</b></p> <ul style="list-style-type: none"> <li>• Trainer/Assessor Register 2019</li> <li>• A sample of eight trainer/assessor files including: <ul style="list-style-type: none"> <li>– Gregory Harris</li> <li>– Peter Elliot</li> <li>– Jenna Casey</li> <li>– Marree Costa</li> <li>– Silvia Warren</li> <li>– Zya Kane</li> <li>– Kate Drake</li> <li>– Donna Wagon</li> </ul> </li> <li>• Vocational qualifications for four trainer/assessors (as identified on the Trainer/Assessor Register 2019): <ul style="list-style-type: none"> <li>– Chris Kane</li> <li>– Darren Markey</li> <li>– Maxine Shand</li> </ul> </li> </ul>	

SF.1.4.1 Finding	Required Rectification(s)
<p><b>22302VIC Certificate I in Work Education</b></p> <p>Training and assessment was delivered by trainers and assessors who did not have the necessary training and assessment competencies and the relevant vocational competencies, as identified in the course Assessor requirements.</p> <p>The Trainer/Assessor Register 2019 identified eleven trainers/assessors who delivered the qualifications 22301VIC Certificate I in Transition Education and the 22302VIC Certificate I in Work Education, at one of 20 training locations in metropolitan Melbourne and regional locations in Victoria. Training continued at 14 of the locations while course delivery had been completed for 2019 at six locations.</p> <p>A sample of eight trainer/assessor files were reviewed and the vocational qualifications for four trainer/assessors (as identified on the Trainer/Assessor Register 2019) were reviewed.</p> <p>The course documentation for the 22302VIC Certificate I in Work Education, identified that: Assessment must be undertaken by a person or persons in accordance with:</p> <ul style="list-style-type: none"> <li>• <i>Standard 1.4 of the AQTF: Essential Conditions and Standards for Initial/Continuing Registration and Guideline 3 of the VRQA Guidelines for VET Providers</i></li> <li>and</li> <li>• <i>demonstrable expertise in teaching in the special education field.</i></li> </ul> <p><i>This expertise can be demonstrated by either holding a formal qualification such as:</i></p> <ul style="list-style-type: none"> <li>• <i>Bachelor of Education with a Special Education specialisation area</i></li> <li>• <i>Graduate Diploma in Special Education</i></li> <li>• <i>Masters degree which includes a Special Education specialisation such as:</i> <ul style="list-style-type: none"> <li>– <i>Master of Special Education</i></li> <li>– <i>Master of Education (Special Education needs)</i></li> </ul> </li> </ul> <p>OR</p>	<p><b>22302VIC Certificate I in Work Education</b></p> <p><b>Trainer and assessor qualifications</b></p> <p>Moe Life Skills Community Centre Inc. is required to ensure that all trainers who hold the TAE40110 qualification but not the units TAEASS501 or TAEELN411 (or equivalents), provide evidence of being currently enrolled in the two units TAEASS501 or TAEELN411, that supervision arrangements are in place and that evidence of implementation is maintained.</p> <p><b>Vocational qualifications</b></p> <p>Moe Life Skills Community Centre Inc. is required to provide evidence that all trainers/assessors meet the appropriate requirements for assessing the 22302VIC Certificate I in Work Education, either by:</p> <ul style="list-style-type: none"> <li>• holding a formal qualification that demonstrates expertise in teaching in the special education field</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• providing evidence of demonstrable expertise in teaching in the special education field</li> <li>• relevant knowledge of theories, methods and practices in teaching learners with a range of intellectual disabilities</li> </ul> <p>as identified in the course documentation at 6.2 Assessor Competencies.</p>

<ul style="list-style-type: none"> <li>• <i>evidencing relevant knowledge of theories, methods and practices in teaching learners with a range of intellectual disabilities through a combination of activities such as:</i> <ul style="list-style-type: none"> <li>– <i>ongoing relevant professional development</i></li> <li>– <i>engagement with disability teacher networks</i></li> <li>– <i>peer review of teaching / third party report detailing performance</i></li> <li>– <i>documented relevant teaching experience</i></li> </ul> </li> </ul> <p><b>Trainer and assessor qualifications</b></p> <p>It was identified that ten of the trainers/assessors held an appropriate trainer and assessor qualification – a TAE40116 or the TAE40110 plus the units TAEASS502 (or equivalent) and the TAELLN411 (or equivalent). One trainer held the TAE40110 qualification but not the units TAEASS501 or TAELLN411 or equivalents. The trainer file included a note that the trainer/assessor was currently enrolled to complete the units TAEASS501 or TAELLN411, however the trainer/assessor had provided no evidence of enrolment in the units. No evidence of the implementation of supervision arrangements had been provided for this trainer.</p> <p><b>Vocational qualifications.</b></p> <p>Only one of the trainer/assessor files reviewed provided evidence of having the appropriate requirements for assessing the 22302VIC Certificate I in Work Education, by holding a formal qualification that demonstrated expertise in teaching in the special education field. However, this trainer/assessor did not hold the required Trainer and Assessor qualification.</p> <p>Ten trainers/assessors had not provided evidence of demonstrable expertise in teaching in the special education field or relevant knowledge of theories, methods and practices in teaching learners with a range of intellectual disabilities, as identified in the course documentation 6.2 Assessor Competencies.</p>	
---	--

<p><b>ELEMENT 1.5 - Assessment including Recognition of Prior Learning (RPL):</b></p> <ul style="list-style-type: none"> <li>a) meets the requirements of the relevant Training Package or accredited course</li> <li>b) is conducted in accordance with the principles of assessment and the rules of evidence</li> <li>c) meets workplace and, where relevant, regulatory requirements</li> <li>d) is systematically validated.</li> </ul>	<b>Compliant</b>
<b>Evidence/Documentation Reviewed</b>	
<ul style="list-style-type: none"> <li>• RTO Training and Operating Manual – Student Enrolment</li> <li>• Student Selection Guide</li> <li>• Assessment strategies for the following qualification and units: <b>22302VIC - Certificate I In Work Education</b></li> </ul> <p>Units:</p> <ul style="list-style-type: none"> <li>VU21771 Develop an individual vocational plan with support</li> <li>VU21773 Participate in vocational activities</li> <li>VU21774 Participate In Practical Placement With Support</li> <li>BSBWHS201 Contribute to health and safety of self and others</li> </ul> <p><b>For all units:</b></p> <ul style="list-style-type: none"> <li>Unit overview</li> <li>Assessor Marking Guide</li> <li>Evidence of assessment form</li> <li>Learner feedback form</li> <li>Assessment written tasks</li> <li>Unit mapping</li> <li>Assessments tasks</li> </ul>	

**VU21771 Develop an individual vocational plan with support**

Assessment Tasks:

Task 1: Personal Skills Profile

Task 2: Clarify Vocational Goals

Task 3: Individual Vocational Plan

Task 4: Identifying Support Facilities and Services

Task 5: Review Individual Plan

Task 6: Discuss Personal Vocational Goals

Task 7: Arrange A Planning Meeting and Review Personal Goals

**VU21773 Participate in vocational activities**

Written Task 1: Identify vocational options and prepare for vocational activities

Task 2 Observation: Participate in vocational activities

Written Task 3: Review participation in vocational activities

**VU21774 Participate in practical placement with support**

Written Task 1: Plan own practical placement with support

Written Task 2: Negotiate practical placement arrangements

Written Task 3: Use transport independently

Written Task 4: Communicate in the workplace

Written Task 5: Participate in the workplace under supervision

Written Task 6: Work co-operatively with others in the workplace

Written Task 7: Evaluate own performance in a work experience program, with support

Task 8: Third Party Observation – Work Placement Checklist

**BSBWS201 Contribute to health and safety of self and others**

Written Task 1: Work safely

Written Task 2: Implement work safety requirements

Task 3: Participate in WHS consultative processes

**AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers -  
Audit Report**

**Audit Date: 12/13 November 2019**

**RTO: Moe Life Skills Community Centre Inc.**

<b>SF.1.5.1</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	<p>Assessments, including Recognition of Prior Learning (RPL), met the requirements of the relevant accredited course and were conducted in accordance with the principles of assessment and the rules of evidence, met the workplace regulatory requirements and were systematically validated.</p>	<p>N/A</p>

<b>2.1 - The RTO establishes the needs of clients and delivers services to meet these needs.</b>		<b>Compliant</b>
<b>Evidence/Documentation Reviewed</b>		
<ul style="list-style-type: none"> <li>• Intellectually Disabled – Assessment Report</li> <li>• Assessment of Intellectual function task</li> <li>• Pre-training review – Work Ed</li> <li>• Training Plan</li> <li>• Enrolment Form information</li> <li>• Training and Operations Manual 2019 <ul style="list-style-type: none"> <li>– Student enrolment</li> <li>– Student selection guideline</li> <li>– Client/student services</li> <li>– Trainers/assessors – Trainer assistants, NDIS support workers.</li> <li>– Student Welfare and Safety</li> <li>– After hours and security arrangements</li> </ul> </li> <li>• Student file notes</li> <li>• NDIS Information Toolbox for NDIS Student Support Workers.</li> </ul>		
<b>SF-2.1.1</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	Moe Life Skills Community Centre 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.**

**Compliant**

**Evidence/Documentation Reviewed**

- MLSCC Student Survey - One question about 'Have you accessed Student Support?'
- Sample of completed student surveys

<b>SF-2.2.1 Finding</b>	<b>Required Rectification(s)</b>
<p>Moe Life Skills Community Centre Inc. had collected data for the continuous improvement of client services through the conduct of MLS surveys, to enable the analysing and acting upon relevant information to ensure that student services met student needs. For the sample of completed student surveys reviewed, students had identified that they had not accessed student support services.</p>	<p>N/A</p>

**Improvement Opportunities**

For the sample of completed student surveys reviewed, students had identified that they had not accessed student support services. Moe Life Skills Community Centre Inc. would benefit from identifying alternative strategies for obtaining feedback on the effectiveness of student support services, for example, by conducting periodic focus groups of a selection of learners.

<p><b>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.</b></p>	<p><b>Compliant</b></p>
<p><b>Evidence/Documentation Reviewed</b></p>	
<ul style="list-style-type: none"> <li>• Course information:</li> <li>• Website RTO information</li> <li>• Training and Operations Manual 2019 – Student Course brochure</li> <li>• Enrolment and withdrawal procedures</li> <li>• Course information sessions for learners and their parents</li> <li>• Student interviews</li> </ul>	
<p><b>SF.2.3.1 Finding</b></p>	<p><b>Required Rectification(s)</b></p>
<p>Moe Life Skills Community Centre 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.</p>	<p>N/A</p>

<p><b>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.</b></p>	<p><b>Compliant</b></p>
<p><b>Evidence/Documentation Reviewed</b></p>	
<ul style="list-style-type: none"> <li>• Industry consultation - SWAG and course develop input team</li> <li>• Work placement employers – feedback</li> <li>• Work placement support person feedback</li> <li>• Practical Placement forms and resources</li> </ul>	
<p><b>SF 2.4.1 Finding</b></p>	<p><b>Required Rectification(s)</b></p>
<p>The employer contributed significantly to each learner's training and assessment, through the provision of practical placement opportunities, and were engaged in monitoring of training and assessment.</p>	<p>N/A</p>

<b>2.5 - Learners receive training, assessment and support services that meet their individual needs.</b>		<b>Compliant</b>
<b>Evidence/Documentation Reviewed</b>		
<ul style="list-style-type: none"> <li>• Sample of six student files reviewed</li> <li>• Students interviewed</li> </ul>		
<b>SF.2.5.1</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	Moe Life Skills Community Centre Inc. had provided sufficient support to ensure that learners received training, assessment and support services that met their individual needs.	N/A

**2.6 - Learners have timely access to current and accurate records of their participation and progress.**

**Compliant**

**Evidence/Documentation Reviewed**

- Training and Operations Manual 2019 – Student Records and Administrative Management. Students who wished to access their files must apply in writing.
- Form: Application for access to student personal records.

<b>SF 2.6.1</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	Moe Life Skills Community Centre 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

**Improvement Opportunities**

Moe Life Skills Community Centre Inc. would benefit by including in the Student Handbook information about how students can access their files and information.

**2.7 - The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.**

**Compliant**

**Evidence/Documentation Reviewed**

- Training and Operations Manual 2019 – Complaints and Appeals Policy
- Appeals Procedure
- Student Handbook 2019 – Complaints Procedure
- Website: Complaints Procedure: Easy English version
- Policies, procedures & plans/policies/policy & procedure manual ver 8.0.docx  
Quick reference for handling complaints
- complaints form
- receiving and responding to a complaint
- Complaints Register

SF.2.7.1 Finding	Required Rectification(s)
Moe Life Skills Community Centre 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.	N/A

**Improvement Opportunities**

- Though Moe Life Skills Community Centre Inc. had developed appropriate mechanisms and services for learners to have complaints and appeals addressed and prepared a 'Complaints Procedure: Easy English version' for students, information in the:
- Student Handbook 2019 – Complaints Procedure
  - Policies, procedures and plans/policies/policy and procedure manual

- Training and Operations Manual 2019 – Complaints and Appeals Policy
  - Website: Complaints Procedure: Easy English version
- was not consistent.

- Moe Life Skills Community Centre Inc. would benefit by
- Reviewing all documentation that refers to complaints and appeals procedures and ensure that information is consistent.
  - Reviewing student information and ensure that learners are informed of the informal procedure, formal procedure, appeals procedures and source for external mediation.

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"> <li>• Moe Life Skills Community Centre Policy Principles</li> <li>• Annual Report 2018 – 2019, Education and Training Report</li> <li>• Moe Life Skills Strategic Plan.</li> <li>• Organisation Chart</li> <li>• Enrolment Form</li> <li>• Training plan</li> <li>• Work placement agreements</li> <li>• Student Handbook 2019               <ul style="list-style-type: none"> <li>– Student conduct</li> <li>– Student rights</li> </ul> </li> <li>• Code of conduct</li> </ul>		
SF:3.1.1	Finding	Required Rectification(s)
	Moe Life Skills Community Centre Inc. management of its operations ensured clients received the services detailed in their agreement with the RTO.	N/A

<b>3.2 - The RTO uses a systematic and continuous improvement approach to the management of operations.</b>		<b>Compliant</b>
<b>Evidence/Documentation Reviewed</b>		
<ul style="list-style-type: none"> <li>• Training surveys and meetings</li> <li>• Risk Management Policy</li> <li>• Risk Management Plan</li> <li>• Risk Response Table</li> <li>• Roles and Responsibilities in Risk Management</li> <li>• Risk Analysis and Consequence Table</li> <li>• Performance Management Review Meeting Documentation</li> <li>• Self-assessment audit of AQTF and VRQA Guidelines Aug/Sep 2019</li> <li>• Action Plan – will print off</li> <li>• Sighted – Part 2 - record of identified actions</li> </ul>		
<b>SF.3.2.1</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	Moe Life Skills Community Centre Inc. used a systematic and continuous improvement approach to the management of operations.	N/A

**AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers -  
Audit Report**

Audit Date: 12/13 November 2019

RTO: Moe Life Skills Community Centre Inc.

<p><b>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.</b></p>		<p><b>Not audited</b></p>
<p><b>Evidence/Documentation Reviewed</b></p>		
<p>Moe Life Skills Community Centre Inc. does not have third parties delivering training on its behalf.</p>		
<p><b>SF.3.3.1</b></p>	<p><b>Finding</b></p>	<p><b>Required Rectification(s)</b></p>
	<p>Moe Life Skills Community Centre Inc. does not have third parties delivering training on its behalf.</p>	<p>N/A</p>

<b>3.4 - The RTO manages records to ensure their accuracy and integrity.</b>		<b>Compliant</b>
<b>Evidence/Documentation Reviewed</b>		
<ul style="list-style-type: none"> <li>• RTO Training and Operating Manual – Student Records and Administrative Management</li> <li>• Sample of records maintained for six student files sampled</li> <li>• Sample of documents – versioned controlled.</li> </ul>		
<b>SF.3.4.1</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	Moe Life Skills Community Centre Inc. managed records to ensure their accuracy and integrity.	N/A
<b>Improvement Opportunities</b>		
<p>Moe Life Skills Community Centre Inc. would benefit from:</p> <ul style="list-style-type: none"> <li>• Documenting its procedures for maintaining version control, for sustainability purposes</li> <li>• Maintain a register of documents, identifying dates of currency and version information</li> </ul>		

**Detailed Findings – 2016 VRQA Guidelines for VET Providers**

**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.**

**Not Audited in  
Phase 2 audit**

- 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.
- b) An RTO ensures the business plan details the operational and workforce development arrangements for a three year period that incorporates:
  - 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

Not audited as part of this re-registration audit.

GF 1.1	Finding	Required Rectification(s)
	Not audited as part of this re-registration audit.	N/A

<p><b>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:</b></p> <ul style="list-style-type: none"> <li>a) projected student enrolments by qualifications</li> <li>b) a range of financial indicators, including             <ul style="list-style-type: none"> <li>i. cash flow</li> <li>ii. current ratio of total current assets versus total current liabilities (equal to or greater than 1)</li> <li>iii. debt ratio Total Liabilities/Total Assets (equal to or less than 1)</li> </ul> </li> <li>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.</li> <li>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.</li> </ul> <p>Not audited as part of this re-registration audit.</p>		<p><b>Not audited in Phase 2 audit</b></p>
<b>GF 1.2</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
<p>Not audited as part of this re-registration audit.</p>		<p>N/A</p>
<b>Improvement Opportunities</b>		
<p>Summary of improvement opportunities relating to guideline 1.2.</p>		

**GUIDELINE 1.3 - An RTO ensures that it has management systems that include:**

- a) management information including:
  - 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
  - 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 in  
Phase 2 audit**

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

**GUIDELINE 1.4 - An RTO ensures that it has appropriate governance structures that includes:**

- 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:
  - 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.

**Not audited in  
Phase 2 audit**

Not audited as part of this re-registration audit.

GF 1.4	Finding	Required Rectification(s)
	Not audited as part of this re-registration audit.	N/A

<p><b>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.</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Services 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.</li> </ul>	<p><b>Not audited</b></p>
<p><b>Evidence/Documentation Reviewed</b></p>	
<p>Moe Life Skills Community Centre Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>	
<p><b>GF 2.1.1 Finding</b></p>	<p><b>Required Rectification(s)</b></p>
<p>Moe Life Skills Community Centre Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>	<p>N/A</p>

<p><b>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:</b></p> <p>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.</p>		<b>Not audited</b>
<b>Evidence/Documentation Reviewed</b>		
<p>Moe Life Skills Community Centre Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		
<b>GF 2.2.1</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	<p>Moe Life Skills Community Centre Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>	N/A

<b>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:</b>		<b>Not audited</b>
<ul style="list-style-type: none"> <li>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</li> <li>b) within 30 calendar days of the agreement coming to an end.</li> </ul>		
<b>Evidence/Documentation Reviewed</b>		
Moe Life Skills Community Centre Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.		
<b>GF 2.3.1</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	Moe Life Skills Community Centre Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.	N/A

**GUIDELINE 2.4 – Information, whether disseminated directly by an RTO or by another party on its behalf, is both accurate and factual, including by:**

- clarifying whether a third party is recruiting prospective students for an RTO on its behalf; and
- 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**

**Evidence/Documentation Reviewed**

Moe Life Skills Community Centre Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.

<b>GF 2.4.1 Finding</b>	<b>Required Rectification(s)</b>
Moe Life Skills Community Centre Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.	N/A

**AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers -  
Audit Report**

Audit Date: 12/13 November 2019

RTO: Moe Life Skills Community Centre Inc.

<p><b>GUIDELINE 2.5 - Prior to the enrolment of students or the commencement of training and assessment, whichever comes first, an RTO provides, in print or through referral to an electronic copy, current and accurate information that:</b></p> <ul style="list-style-type: none"> <li>a) enables the student to make informed decisions about undertaking training with the RTO and</li> <li>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</li> </ul>	<p><b>Not audited</b></p>
<p><b>Evidence/Documentation Reviewed</b></p> <p>Moe Life Skills Community Centre Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>	
<p><b>GF 2.5.1 Finding</b></p> <p>Moe Life Skills Community Centre Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>	<p><b>Required Rectification(s)</b></p> <p>N/A</p>

**AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers -  
Audit Report**

Audit Date: 12/13 November 2019

RTO: Moe Life Skills Community Centre Inc.

<p><b>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.</b></p>		<b>Not audited</b>
<b>Evidence/Documentation Reviewed</b>		
<p>Moe Life Skills Community Centre Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		
<b>GF 2.6.1</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	<p>Moe Life Skills Community Centre Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>	N/A

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

**AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers -  
Audit Report**

Audit Date: 12/13 November 2019

RTO: Moe Life Skills Community Centre Inc.

<p><b>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.</b></p>		<p><b>Not audited</b></p>
<p><b>Evidence/Documentation Reviewed</b></p>		
<p>Moe Life Skills Community Centre Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		
<p><b>GF 2.8.1</b></p>	<p><b>Finding</b></p>	<p><b>Required Rectification(s)</b></p>
	<p>Moe Life Skills Community Centre Inc. had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>	<p>N/A</p>

<p><b>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:</b></p> <ul style="list-style-type: none"> <li>a) vocational competencies at least to the level being delivered and assessed;</li> <li>b) current industry skills directly relevant to the training and assessment being provided; and</li> <li>c) current knowledge and skills in vocational training and learning that informs their training and assessment.</li> </ul> <p>Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.</p>	<b>Non-Compliant</b>
<b>Evidence/Documentation Reviewed</b>	
<p><b>22302VIC - Certificate I in Work Education</b></p> <ul style="list-style-type: none"> <li>• Trainer/Assessor Register 2019</li> <li>• A sample of eight trainer/assessor files including: <ul style="list-style-type: none"> <li>– Gregory Harris</li> <li>– Peter Elliot</li> <li>– Jenna Casey</li> <li>– Maree Costa</li> <li>– Silvia Warren</li> <li>– Zya Kane</li> <li>– Kate Drake</li> <li>– Donna Wagon</li> </ul> </li> <li>• Vocational qualifications for four trainers/assessors (as identified on the Trainer/Assessor Register 2019): <ul style="list-style-type: none"> <li>– Chris Kane</li> <li>– Darren Markey</li> <li>– Maxine Shand</li> </ul> </li> </ul>	

GF 3.1.1 Finding	Required Rectification(s)
<p><b>22302VIC Certificate I in Work Education</b></p> <p>Training and assessment was delivered by trainers and assessors who did not have the necessary training and assessment competencies and the relevant vocational competencies, as identified in the course Assessor requirements.</p> <p>The Trainer/Assessor Register 2019 identified eleven trainers/assessors who delivered the qualifications 22301VIC Certificate I in Transition Education and the 22302VIC Certificate I in Work Education, at one of 20 training locations in metropolitan Melbourne and regional locations in Victoria. Training continued at 14 of the locations while course delivery had been completed for 2019 at six locations.</p> <p>A sample of eight trainer/assessor files were reviewed and the vocational qualifications for four trainer/assessors (as identified on the Trainer/Assessor Register 2019) were reviewed. The course documentation for the 22302VIC Certificate I in Work Education, identified that:</p> <p>Assessment must be undertaken by a person or persons in accordance with:</p> <ul style="list-style-type: none"> <li>• <i>Standard 1.4 of the AQTF: Essential Conditions and Standards for Initial/Continuing Registration and Guideline 3 of the VRQA Guidelines for VET Providers</i></li> <li>and</li> <li>• <i>demonstrable expertise in teaching in the special education field.</i></li> </ul> <p><i>This expertise can be demonstrated by either holding a formal qualification such as:</i></p> <ul style="list-style-type: none"> <li>• <i>Bachelor of Education with a Special Education specialisation area</i></li> <li>• <i>Graduate Diploma in Special Education</i></li> <li>• <i>Masters degree which includes a Special Education specialisation such as:</i> <ul style="list-style-type: none"> <li>– <i>Master of Special Education</i></li> <li>– <i>Master of Education (Special Education needs)</i></li> </ul> </li> </ul> <p>OR</p>	<p><b>22302VIC Certificate I in Work Education</b></p> <p><b>Vocational qualifications</b></p> <p>Moe Life Skills Community Centre Inc. is required to provide evidence that all trainers/assessors meet the appropriate requirements for assessing the 22302VIC Certificate I in Work Education, either by:</p> <ul style="list-style-type: none"> <li>• holding a formal qualification that demonstrates expertise in teaching in the special education field</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• providing evidence of demonstrable expertise in teaching in the special education field</li> <li>• relevant knowledge of theories, methods and practices in teaching learners with a range of intellectual disabilities</li> </ul> <p>as identified in the course documentation at 6.2 Assessor Competencies.</p>

<ul style="list-style-type: none"> <li>• <i>evidencing relevant knowledge of theories, methods and practices in teaching learners with a range of intellectual disabilities through a combination of activities such as:</i> <ul style="list-style-type: none"> <li>– <i>ongoing relevant professional development</i></li> <li>– <i>engagement with disability teacher networks</i></li> <li>– <i>peer review of teaching / third party report detailing performance</i></li> <li>– <i>documented relevant teaching experience</i></li> </ul> </li> </ul> <p><b>Vocational qualifications.</b> Only one of the trainer/assessor files reviewed provided evidence of having the appropriate requirements for assessing the 22302VIC Certificate I in Work Education, by holding a formal qualification that demonstrated expertise in teaching in the special education field. However, this trainer/assessor did not hold the required Trainer and Assessor qualification.</p> <p>Ten trainers/assessors had not provided evidence of demonstrable expertise in teaching in the special education field or relevant knowledge of theories, methods and practices in teaching learners with a range of intellectual disabilities, as identified in the course documentation 6.2 Assessor Competencies.</p>	
--	--

<p><b>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.</b></p>		<b>Non-Compliant</b>
<p><b>Evidence/Documentation Reviewed</b></p>		
<p><b>22302VIC - Certificate I in Work Education</b></p> <ul style="list-style-type: none"> <li>• Trainer/Assessor Register 2019</li> <li>• A sample of eight trainer/assessor files including: <ul style="list-style-type: none"> <li>– Gregory Harris</li> <li>– Peter Elliot</li> <li>– Jenna Casey</li> <li>– Maree Costa</li> <li>– Silvia Warren</li> <li>– Zya Kane</li> <li>– Kate Drake</li> <li>– Donna Wagon</li> </ul> </li> <li>• Vocational qualifications for four trainer/assessors (as identified on the Trainer/Assessor Register 2019): <ul style="list-style-type: none"> <li>– Chris Kane</li> <li>– Darren Markey</li> <li>– Maxine Shand</li> </ul> </li> </ul>		
<b>GF 3.2.1</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	<p><b>22302VIC Certificate I in Work Education</b></p> <p>Training and assessment was delivered by trainers and assessors who did not have the necessary training and assessment competencies and the relevant vocational competencies, as identified in the course Assessor requirements.</p>	<p><b>22302VIC Certificate I in Work Education</b></p> <p><b>Trainer and assessor qualifications</b></p> <p>Moe Life Skills Community Centre Inc. is required to ensure that all trainers who hold the TAE40110 qualification but not the units TAEASS01 or</p>

<p>The Trainer/Assessor Register 2019 identified eleven trainers/assessors who delivered the qualifications 22301VIC Certificate I in Transition Education and the 22302VIC Certificate I in Work Education, at one of 20 training locations in metropolitan Melbourne and regional locations in Victoria. Training continued at 14 of the locations while course delivery had been completed for 2019 at six locations.</p> <p>A sample of eight trainer/assessor files were reviewed and the vocational qualifications for four trainer/assessors (as identified on the Trainer/Assessor Register 2019) were reviewed. The course documentation for the 22302VIC Certificate I in Work Education, identified that:</p> <ul style="list-style-type: none"> <li>Assessment must be undertaken by a person or persons in accordance with:             <ul style="list-style-type: none"> <li>Standard 1.4 of the AQTF: Essential Conditions and Standards for Initial/Continuing Registration and Guideline 3 of the VRQA Guidelines for VET Providers</li> </ul> </li> </ul> <p><b>Trainer and assessor qualifications</b></p> <p>It was identified that ten of the trainers/assessors held an appropriate trainer and assessor qualification – a TAE40116 or the TAE40110 plus the units TAEASS502 (or equivalent) and the TAELLN411 (or equivalent). One trainer held the TAE40110 qualification but not the units TAEASS501 or TAELLN411 or equivalents. The trainer file included a note that the trainer/assessor was currently enrolled to complete the units TAEASS501 or TAELLN411, however the trainer/assessor had provided no evidence of enrolment in the units. No evidence of the implementation of supervision arrangements had been provided for this trainer.</p>	<p>TAELLN411 (or equivalents), provide evidence of being currently enrolled in the two units TAEASS501 or TAELLN411, that supervision arrangements are in place and that evidence of implementation is maintained.</p>
--	--

**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**

Moe Life Skills Community Centre Inc. does not provide assessment only services.

<b>GF 3.3.1</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	Moe Life Skills Community Centre Inc. does not provide assessment only services.	N/A
<b>GF 3.3.2</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	Detail of second finding relating to guideline 3.3	Details of required rectification relating to guideline 3.3.2

**Improvement Opportunities**

Summary of improvement opportunities relating to Guideline 3.3

Evidence/Documentation Reviewed		Non-Compliant
<p>Moe Life Skills Community Centre Inc. does not have trainers/assessors working under supervision.</p>		
GF 3.4.1 Finding	Required Rectification(s)	
<p><b>22302VIC Certificate I in Work Education</b> Training and assessment was delivered by trainers and assessors who did not have the necessary training and assessment competencies and the relevant vocational competencies, as identified in the course Assessor requirements.</p> <p>The Trainer/Assessor Register 2019 identified eleven trainers/assessors who delivered the qualifications 22301VIC Certificate I in Transition Education and the 22302VIC Certificate I in Work Education, at one of 20 training locations in metropolitan Melbourne and regional locations in Victoria. Training continued at 14 of the locations while course delivery had been completed for 2019 at six locations.</p> <p>A sample of eight trainer/assessor files were reviewed and the vocational qualifications for four trainers/assessors (as identified on the Trainer/Assessor Register 2019) were reviewed.</p>	<p><b>22302VIC Certificate I in Work Education Trainer and assessor qualifications</b> Moe Life Skills Community Centre Inc. is required to ensure that supervision arrangements are in place and that evidence of implementation is maintained, for the one trainer/assessor that does not hold the required trainer/assessor qualification as specified in Item 1 or Item 2 of Schedule 1 of these Guidelines.</p>	

<p>The course documentation for the 22302VIC Certificate I in Work Education, identified that: <i>Assessment must be undertaken by a person or persons in accordance with:</i></p> <ul style="list-style-type: none"> <li>• <i>Standard 1.4 of the AQTF: Essential Conditions and Standards for Initial/Continuing Registration and Guideline 3 of the VRQA Guidelines for VET Providers</i></li> </ul> <p><b>Trainer and assessor qualifications</b></p> <p>It was identified that ten of the trainers/assessors held an appropriate trainer and assessor qualification – a TAE40116 or the TAE40110 plus the units TAEASS502 (or equivalent) and the TAELLN411 (or equivalent). One trainer held the TAE40110 qualification but not the units TAEASS501 or TAELLN411 or equivalents. The trainer file included a note that the trainer/assessor was currently enrolled to complete the units TAEASS501 or TAELLN411, however the trainer/assessor had provided no evidence of enrolment in the units. No evidence of the implementation of supervision arrangements had been provided for this trainer.</p>	
---	--

GUIDELINE 3.5 An RTO ensures that any individual working under the supervision of a trainer:		Non-Compliant
<p>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.</p>		
<b>Evidence/Documentation Reviewed</b>		
<p><b>Trainer and assessor qualifications</b>            It was identified that ten of the trainers/assessors held an appropriate trainer and assessor qualification – a TAE40116 or the TAE40110 plus the units TAEASS502 (or equivalent) and the TAE40110 (or equivalent).</p> <p>One trainer held the TAE40110 qualification but not the units TAEASS501 or TAE40110 or equivalents. The trainer file included a note that the trainer/assessor was currently enrolled to complete the units TAEASS501 or TAE40110, however the trainer/assessor had provided no evidence of enrolment in the units. No evidence of the implementation of supervision arrangements had been provided for this trainer.</p>		
<b>GF 3.5.1</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	<p>One trainer held the TAE40110 qualification but not the units TAEASS501 or TAE40110 or equivalents. The trainer file included a note that the trainer/assessor was currently enrolled to complete the units TAEASS501 or TAE40110, however the trainer/assessor had provided no evidence of enrolment in the units. No evidence of the implementation of supervision arrangements had been provided for this trainer.</p>	<p>Moe Life Skills Community Centre Inc. is required to ensure that supervision arrangements are in place and that evidence of implementation is maintained, for the one trainer/assessor that does not hold the required trainer/assessor qualification as specified in Item 1 or Item 2 of Schedule 1 of these Guidelines.</p>

**AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers -  
Audit Report**

Audit Date: 12/13 November 2019

RTO: Moe Life Skills Community Centre Inc.

Evidence/Documentation Reviewed		Non-Compliant
<p>See Standard 1.2</p>		
<b>GF 4.1.1 Finding</b>	<p>Moe Life Skills Community Centre Inc. training and assessment strategies and practices, including the amount of training it provided, were consistent with the requirements of the accredited course and enabled each student to meet the requirements for each unit of competency in which the student was enrolled, however a rationale for this amount of training was not provided.</p>	<p>Required Rectification(s)</p> <p>Moe Life Skills Community Centre Inc. is required to provide a rationale for the amount of training it provides to enable each student to meet the requirements for each unit of competency in which the student is enrolled.</p>

<p><b>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:</b></p> <ul style="list-style-type: none"> <li>a) the existing skills, knowledge and the experience of the student;</li> <li>b) the mode of delivery; and</li> <li>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.</li> </ul>		<b>Non-Compliant</b>
<b>Evidence/Documentation Reviewed</b>		
See Standard 1.2		
<b>GF 4.2.1</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	<p>Moe Life Skills Community Centre Inc. had identified a duration for each qualification reviewed but had not determined the amount of training it provided to each student with regard to the existing skills, knowledge and the experience of the student and the mode of delivery.</p>	<p>Moe Life Skills Community Centre Inc. is required to provide a rationale for the amount of training it provides to each student with regard to the existing skills, knowledge and the experience of the student and the mode of delivery.</p>

**AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers -  
Audit Report**

Audit Date: 12/13 November 2019

RTO: Moe Life Skills Community Centre Inc.

<p><b>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.</b></p>		<b>Not audited</b>
<p><b>Evidence/Documentation Reviewed</b></p>		
<p>Moe Life Skills Community Centre Inc. does not deliver a qualification or assessor skill set from the Training and Education Training Package.</p>		
<b>GF 4.3.1</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	<p>Moe Life Skills Community Centre Inc. does not deliver a qualification or assessor skill set from the Training and Education Training Package.</p>	<p>N/A</p>

**AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers -  
Audit Report**

Audit Date: 12/13 November 2019

RTO: Moe Life Skills Community Centre Inc.

<p><b>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.</b></p>		<b>Not audited</b>
<b>Evidence/Documentation Reviewed</b>		
<p>Moe Life Skills Community Centre 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>		
<b>GF 4.4.1</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	<p>Moe Life Skills Community Centre 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>	N/A

<p><b>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:</b></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><b>Not audited</b></p>
<p><b>Evidence/Documentation Reviewed</b></p> <p>Moe Life Skills Community Centre 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><b>GF 4.5.1 Finding</b></p> <p>Moe Life Skills Community Centre 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><b>Required Rectification(s)</b></p> <p>N/A</p>

**AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers -  
Audit Report**

Audit Date: 12/13 November 2019

RTO: Moe Life Skills Community Centre Inc.

<b>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.</b>		<b>Not audited</b>
<b>Evidence/Documentation Reviewed</b>		
Moe Life Skills Community Centre 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.		
<b>GF 4.6.1</b>	<b>Finding</b>	<b>Required Rectification(s)</b>
	Moe Life Skills Community Centre 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

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

Not audited as part of this Re-registration Audit.

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

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

Not audited as part of this Re-registration Audit.

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