

VRQA 2015-051
RTO 6389
02/02393

Ms Meg Higgins
Principal Executive Officer
Angliss Neighbourhood House Inc
2/11 Vipont Street
FOOTSCRAY VIC 3011



Victorian Registration &
Qualifications Authority

GPO Box 2317
Melbourne VIC 3001
T 61 3 9637 2806
F 61 3 9032 1579
vrqa@edumail.vic.gov.au
www.vrqa.vic.gov.au

Dear Ms Higgins

Renewal of Registration Audit

I am writing to you in relation to the audit of the application for renewal of registration of Angliss Neighbourhood House Inc registered as a Registered Training Organisation (RTO) pursuant to Part 4.3 of the *Education and Training Reform Act 2006*.

It is a condition of the *Education and Training Reform Act 2006* that a RTO must comply with the minimum conditions and standards and any guidelines for registration including the *Australian Quality Training Framework Essential Conditions and Standards for Continuing Registration (AQTF)* and the *VRQA Guidelines for VET Providers (VRQA Guidelines)*.

An independent audit on 10 and 11 March 2015 assessed the compliance of Angliss Neighbourhood House Inc against these standards for the purpose of renewal of registration. I note that you accepted the findings of the **AQTF** and **VRQA Guidelines** audit report in full and have not provided comments on the draft audit report which was provided to you by the auditor.

I enclose a copy of the final audit report for your attention. It is pleasing to note that the audit report indicates only minor non-compliance with the **AQTF** and non-compliance with the **VRQA Guidelines**. You are required under section 4.3.17(2)(C) (ii) of the *Education and Training Reform Act 2006* to take the necessary steps to address all non-compliances.

On the basis of the findings I have decided to renew the registration of Angliss Neighbourhood House Inc as a registered training organisation until **30 May 2020**.

Please be advised that the Victorian Registration and Qualifications Authority (VRQA) is satisfied that your organisation meets the financial viability requirements in compliance with **ETR Act**.

Should you have concerns about the conduct of the registration/audit process please address these in writing to the Complaints Manager, VRQA, GPO Box 2317, Melbourne, 3001.

If you have any further questions, please contact Ms Julie Florence on (03) 9032 1560 or email florence.julie.e@edumail.vic.gov.au.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Lynn Glover', written over a horizontal line.

LYNN GLOVER
Director, VRQA

9 April 2015



Victorian **Registration &
Qualifications** Authority

This is to certify that

Angliss Neighbourhood House Inc

is a

Registered Training Organisation

Registration No. 6 389

registered under part 4.3.10 of the
Education and Training Reform Act 2006
to provide the accredited courses and to
award, confer or issue the recognised
qualifications
listed on its scope of registration.



**NATIONALLY RECOGNISED
TRAINING**

A handwritten signature in black ink, appearing to read 'Lynn Glover'.

LYNN GLOVER
Director, VRQA

Valid to 30 May 2020



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

Audit Date: 10/11 March 2015

Applicant: Angliss Neighbourhood House Inc.

Applicant Details			
Applicant Name	Angliss Neighbourhood House Inc.	TOID	6389
Address	2/11 Vipont Street, Footscray Vic 3011		
		Website	www.anglissnh.net.au
Registration Contact	Ms Meg Higgins		
Phone Number	03 9687 9908	Email	meg@anglissnh.net.au
Audit Team			
Audit Firm	ShineWing Australia Pty Ltd	Auditor/s	John Molenaar
Auditor/s		Other Attendees	Meg Higgins, Manager Jenny Penfold , Further Education Coordinator/Tutor
Registering Body Details			
Contact Person	Emma Hickingbotham		
Phone Number	9032 1562	Email	vet.audit@edumail.vic.gov.au
Audit Details			
Type of Audit	Re-registration Audit		
Conditions Audited	1, 2, 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
VRQA Guidelines Audited	1, 2, 4, 5		
Audit Date/s	10 & 11 March 2015		
RTO Background			
<p>Angliss Neighbourhood House (ANH) is an incorporated, not-for-profit organisation managed and operated by a community-based board of management for the benefit of the community. Established in 1981, ANH is a registered training provider delivering adult, community and further education programs and vocational training.</p> <p>Angliss Neighbourhood House provides a range of programs, classes and activities for local residents and the wider community. It involves people from the community in all aspects of these programs and in the management of the House. ANH offers language and literacy pre-accredited and accredited courses, assessments, curriculum and resource development, public internet access and room hire.</p> <p>ANH House is situated within the City of Maribyrnong and receives support and funding from the Department of Education and Early Childhood Development, Adult Community and Further Education Board, the Department of Human Services, State Government Higher Education and Skills Group and the City of Maribyrnong.</p> <p>ANH delivers training to people from Footscray, St Albans and Port Melbourne, and includes a diversity of cultures, predominately Vietnamese. Students are from a CALD background and include asylum seekers, physically and intellectually disabled, mature age learners and people seeking to develop skills for employment. The centre delivers accredited programs to approximately 30 students each year and non accredited programs to about 50 students per year. Non accredited programs include computer/IT skills classes, conversation classes and a book club.</p> <p>Staff at the centre includes a part time coordinator, training coordinator and administration support. Facilities are provided</p>			



Victorian Registration &
Qualifications Authority

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by the Department of Housing with the ANH paying for all service costs. The City of Maribyrnong provides a long term lease of the property.



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Qualifications/Units Audited ¹		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
22251VIC	Certificate II in EAL (Access)	Footscray
22250VIC	Certificate I in EAL (Access)	Footscray

Interviewee(s) – Staff name and position; employer name and position	
Jenny Penfold	Trainer Assessor, Certificate II in EAL (Access)
Class of 12 students	Certificate II in EAL (Access)

Permanent Delivery Sites –	Yes	No
Do the RTO's permanent delivery sites match the information provided by the VRQA?	X	
If ' No' , please provided amended details below:		

¹ Samples have been selected in accordance with the VRQA VET Audit Sampling Methodology



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

Audit Date: 10/11 March 2015

Applicant: Angliss Neighbourhood House Inc.

Audit Summary - AQTF Conditions of Registration

AQTF Conditions	Compliant	Non - Compliant	Not audited
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	

Summary of Non-Compliance

CF.3.1.1

The identified legislation did not specifically identify:

- The Education Training Reform Act 2006 and 2010 Amendment
- AQTF Standards and Conditions
- VRQA Guidelines for RTOs

CF.6.1.1

ANH had issued testamurs in accordance with the requirements of accredited courses that met the Australian Qualifications Framework (AQF). The testamurs included the Nationally Recognised Training (NRT) logo in accordance with the current conditions of service. Students were not procedurally provided with a Statement of Attainment.

CF.9.1.1

ANH had not identified in its Scope Management Procedures that ANH would manage the transition from superseded Training Packages within 12 months of their publication on the TGA, or manage the transition from superseded accredited courses so that it delivered only currently endorsed Training Packages or currently accredited courses.



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

Audit Date: 10/11 March 2015

Applicant: Angliss Neighbourhood House Inc.

Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
Standard 1		X	
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	
Standard 2		X	
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		
Standard 3	X		
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		
Summary of Non-Compliance			
<p>SF.1.1.1 ANH had collected, analysed and acted on relevant data for continuous improvement of training and assessment; however a strategy for the periodic review of the effectiveness of actions implemented had not been identified or implemented.</p> <p>SF.1.5.1 22250VIC Certificate I in EAL (Access) Student files had not been consistently maintained to provide evidence of all completed assessments and confirm that the student had completed all the identified assessment tasks.</p> <p>SF.1.5.2 22251VIC Certificate II in EAL (Access) Student files had not been consistently maintained to provide evidence of all completed assessments and confirm that the student had completed all the identified assessment tasks.</p>			



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SF.2.2.1

The RTO had not identified or implemented a strategy for the continuous improvement of client services by collecting, analysing and acting upon relevant data.

SF.2.3.1

The RTO had provided insufficient information, before clients enrolled or entered into an agreement, about the training, assessment and support services to be provided and about their rights and obligations. Course information on the web and in course brochures did not clearly identify entry requirements, duration of course or costs.

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

Audit Date: 10/11 March 2015

Applicant: Angliss Neighbourhood House Inc.

Audit Summary – VRQA Guidelines for VET Providers

VRQA Guidelines	Compliant	Non - Compliant	Not audited
1. Governance, Probity and Compliance	X		
1.1 – Strategic Plan and Business Plan			X
1.2 – Financial Viability			X
1.3 – Management Systems	X		
1.4 – Organisational Governance			X
1.5 – Academic/Educational Governance	X		
1.6 – Change Reporting			X
2. Quality Assurance, Review and Evaluation Processes		X	
2.1 – Course Quality	X		
2.2 – Cheating and Plagiarism	X		
2.3 – Quality Education and Training		X	
3. Student Enrolment Records and Certification	X		
3.4 – Provision of Courses to Domestic Students	X		
4. Student Learning Outcomes and Welfare Services	X		
4.1 – Maximum Daily Hours of Attendance	X		
4.2 – Out of Hours Attendance	X		
4.4 – Student Safety	X		
5. Teaching, Learning and Assessment		X	
5.1 – Capacity to Deliver Scope of Registration		X	

Summary of Non-Compliance

GF.2.3.1

ANH had not demonstrated that it had provided quality education and training to students. Student files were inconsistently maintained and did not provide clear evidence that all unit learning and assessment requirements had been met. It was noted that ANH had commenced using assessment coversheets for the most recently assessed units.

22250VIC Certificate I in EAL (Access)

Student files had not been consistently maintained to provide evidence of all completed assessments and confirm that the student had completed all the identified assessment tasks.

Unit reviewed:

VU21447 Read and write short simple descriptive and narrative texts

Unit of competency summary record sheets had been completed for the unit to identify that the students had satisfactorily completed all assessments however the completed assessment had not been maintained on students



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Unit reviewed:

VU21445 Locate health and medical information

For the sample of student completed assessments reviewed, files had not been consistently maintained. For some assessment tasks the student had been identified as competent on the unit of competency summary record sheet however Not Yet Competent on the Training Plan. EasyStats records showed the student as competent.

22251VIC Certificate II in EAL (Access)

Student files had not been consistently maintained to provide evidence of all completed assessments and confirm that the student had completed all the identified assessment tasks.

GF.5.1.1

22250VIC Certificate I in EAL (Access)

22251VIC Certificate II in EAL (Access)

Student files had not been consistently maintained to provide evidence of all completed assessments and confirm that the student had completed all the identified assessment tasks.