

AQTF Essential Conditions and Standards for Continuing Registration AUDIT REPORT

RTO: Melbourne Institute of Nails and Beauty Pty Ltd- 21851 **Audit Date:** 3 & 4/10/11

RTO DETAILS				
RTO Name	Melbourne Institute of Nails and Beauty Pty Ltd	NTIS Number	21851	
Address	53 Firth Way Greenvale 3059			
	Website	www.mionab.com.au		
Registration Contact	Fabrizio Scarfone			
Phone Number	03 9642 5834	Email	fabrizio@mionab.com.au	
Student Numbers				
AUDIT TEAM				
Lead Auditor	Anna-Louise Allen	Auditor/s		
Technical Advisor/s		Observer/s		
REGISTERING BODY DETAILS				
Contact Person	Emma Hickingbotham			
Phone Number	9651 3239	Email	vet.audit@edumail.vic.gov.au	
AUDIT DETAILS				
Type of Audit	Post-initial/Extension to scope/ Renewal /Monitoring/Complaint/Strategic			
Conditions audited	1, 3, 4, 6, 7, 8, 9. <i>(Conditions 2 & 5 are not required to be audited, see page 3 below)</i>			
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, 3.3, 3.4	
Audit Date/s	3/10/11 & 4/10/11			
Other audit notes	<p>The RTO commenced in their salon in Collins Street, Melbourne and then moved to the Docklands. They have recently purchased a premises in Shelly Street Richmond. The audit involved and initial audit at the CEOs home followed by a visit to the Shelly Street premises and the Docklands Salon.</p> <p>The RTO provides students with the opportunity of work in their affiliated salons, as well as a career path in Management and the opportunity of owning their own salon.</p>			
ACCOMPANYING REPORTS			Yes	No
VRQA Guidelines Audit Report			<input checked="" type="checkbox"/>	
VRQA Guidelines – Re-registration Checklist			<input checked="" type="checkbox"/>	

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FOCUS OF AUDIT		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
NTIS Code	Qualification/Unit of Competence/Accredited Course (as per NTIS)	Delivery Site
SIB40110	Certificate IV in Beauty Therapy	Vic
WRH30109	Certificate III in Hairdressing	Vic
WRH50109	Diploma of Hairdressing Salon Management	Vic

INTERVIEWEE/S: Staff name and position; employer name and position; students by program (do not list by name)	
Mr Fabrizio Scarfone	CEO
Ms Josephine Scarfone	Education Manager/Trainer
Dung Le	Finance Manager
Ms Kathleen Aitken	Trainer
Pham Le Salon Manager Crystal Nails Harbourtown	Previous Student and Support Trainer
Current students studying beauty and nails	Certificate III in Beauty

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AUDIT SUMMARY

Conditions of Registration		Compliant	Non-compliant	Not audited
1	Governance 1.1 CEO must ensure the RTO complies with relevant conditions, standards and guidelines 1.2 Fit & Proper Persons Tests 1.3 Input of Trainers and Assessors in senior management decision making	<input checked="" type="checkbox"/>		
2	Interactions with the Registering Body			<input checked="" type="checkbox"/>
3	Compliance with Legislation	<input checked="" type="checkbox"/>		
4	Insurance	<input checked="" type="checkbox"/>		
5	Financial Management			<input checked="" type="checkbox"/>
6	Certification & Issuing of Qualifications & Statements of Attainment		<input checked="" type="checkbox"/>	
7	Recognition of Qualifications Issued by other RTOs	<input checked="" type="checkbox"/>		
8	Accuracy and Integrity of Marketing		<input checked="" type="checkbox"/>	
9	Transition to Training Packages/Expiry of Accredited Courses	<input checked="" type="checkbox"/>		

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Summary of non-compliances – Conditions of Registration

The RTO is compliant with **Conditions** 1, 3,4,7 & 9.

Conditions 2 and 5 were not audited.

The RTO is not compliant with:

Condition 6

The AQF Handbook referenced is out of date, the latest version is 2011. It includes some changes to the issuance of qualifications, including that:

- graduates receive the certification documentation to which they are entitled
- AQF qualifications are correctly identified in certification documentation
- AQF qualifications are protected against fraudulent issuance
- a clear distinction can be made between AQF qualifications and non-AQF qualifications
- certification documentation is used consistently across the education and training sectors, graduates and others are confident that the qualifications they have been awarded are part of Australia's national qualifications framework - the AQF.

The current Qualification policy does not include the protection against fraudulent issuance and the two points relevant to making a clear distinction between AQF and non AQF qualifications.

Condition 8

The use of the NRT & VRQA logos is not compliant. The NRT logo is only to be used where the correct codes and titles are used for units or qualifications. The VRQA logo is not to be used in marketing.

Recommendations

Condition 6 Recommendation

It is recommended that the RTO revise their Qualification Policy to ensure that it references the latest AQF Handbook and includes all the points listed above.

- Major gaps in evidence of compliance (at Condition level)
- Implications for the quality of training and assessment

Rectification required, without recommending specific strategies.

Condition 8

Recommendation

It is recommended that the RTO review their marketing material to make sure that they are only using the NRT logo as it related to Nationally Recognised Training. The VRQA logo must be removed from all marketing.

Strengths

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Opportunities for Improvement

The RTO has a recognition policy which uses the following terms:

- RCC
- National Recognition, previously mutual recognition
- Credit transfer,
- Trade recognition.

This is confusing and in the case of RCC and mutual recognition these terms are out of date. It is suggested that the RTO remove these terms. Evidence of credit transfer was available on the RPL file that was audited.

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AUDIT REPORT

Standard 1: The RTO provides quality training and assessment across all of its operations		
Audit conclusion	Result	✓
The RTO is compliant with Standard 1.1 & 1.2.	Compliant	
The RTO is not compliant with standards 1.3, 1.4 & 1.5.	Non-compliant	✓
<u>Standard 1.3</u>	Not audited	
<p>Training and assessment strategies do not specify facilities and equipment in detail. While the site visit verified the RTO does have access to appropriate facilities these are not itemised anywhere in their strategy documents.</p> <p>Training and assessment materials are of a high quality and available to support the scope of registration, however these have not been mapped to the mandatory requirements.</p> <p>Staff are not identified in the training and assessment strategy and there was no documented register of trainers. Interview confirmed adequate trainers, this should be documented in a register or some other form that links industry and training skills to the qualification or unit.</p> <p>Recommendation</p> <p>It is recommended that the RTO review their Training and assessment strategies and other registers to ensure that it is clear that they have access to the following to support their scope of registration:</p> <ul style="list-style-type: none"> • Staff, • facilities, • equipment and • training assessment materials. <p><u>Standard 1.4</u></p> <p>The audit of the staff files indicated that some did not include records of employment contracts and associated position descriptions. Trainers clearly have demonstrated they have strong vocational competency, however, given the latest NQC ruling, trainers should aim to upgrade to the current qualification or units of competency. CVs are not signed and Professional development activities are not up to date or verified.</p>		

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Recommendation

It is recommended that the RTO review their staff files to ensure that they contain the following required information:

- o **trainer skills matrix – signed by trainer/assessor**
- o **assessor qualifications – verified by RTO or otherwise certified**
- o **vocational qualifications – verified by RTO or otherwise certified**
- o **CV - signed by trainer/assessor**
- o **professional development activities – verified and/or signed by trainer/assessor**
- o **position description**
- o **employment contract/agreement.**

Standard 1.5

The RTO is now using the passport –replacement to the log book to assess practical units (Students have three attempts). Students must provide their own Model for the practical assessment. The RTO assess by observation of the skills the students had acquire though the course. The strive to design assessments by observation in order to facilitate those students who have academic difficulties, learning difficulties and English as a second language.

The RPL file audited was compliant. It was suggested that the RTO include a competency conversation with supporting documentation.

Copies of validation activities are kept in delivery and assessment folder, there were no records of validation available for review at the time of audit.

The policy and procedure for validation and moderation has confused these terms, which suggests the RTO has some difficulty in identifying the difference. Validation means confirming that something is fit for a purpose, and in this context an RTO should validate its assessment strategies by:

- reviewing, comparing and evaluating the assessment processes, tools and evidence contributing to judgements made by a range of assessors against the same competency standards, at least annually

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- documenting any action taken to improve the quality and consistency of assessment.

Validation may occur:

- Pre-assessment to validate assessment strategies and tools
- Post-assessment to validate assessment outcomes; this is usually referred to as assessment moderation.

The term 'moderation' is used in this context to describe the *process* by which assessment tools, processes and judgements are validated. If the moderation process does not validate the assessment processes, tools and outcomes, then actions to be taken to improve the quality and consistency of assessment need to be documented.

Validation requires assessors to meet – physically or virtually – at least once a year to discuss and confirm that assessments (including RPL):

- meet the requirements of the endorsed components of training packages and the outcomes specified in the course/units of competency
- comply with the assessment guidelines included in the applicable training packages or the assessment requirements specified in accredited courses
- are valid, reliable, fair and flexible
- provide for applicants to be informed of the context and purpose of the assessment and the assessment process
- focus on the application of knowledge and skill to the standard of performance required in the workplace and cover all aspects of workplace performance, including dimensions of competency
- involve the evaluation of sufficient evidence to enable judgements to be made about whether competency has been attained
- provide for feedback to the applicant about the outcomes of the assessment process and guidance on future options in relation to those outcomes
- are equitable (link to equity groups and assessment) for all persons, taking account of individual needs relevant to the assessment
- provide for reassessment on appeal.

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Log books are generic, do not identify the actual assessment tasks that will be required to be deemed competent for that unit. These need to be explained in either an information booklet to the student or in a cover sheet for each assessment task and an overall assessment record sheet.

There was no evidence of assessment against essential skills and knowledge, critical aspects and employability skills and no mapping document in place.

The Minutes of the Board of Education dating from 2007 were reviewed and included:

- day to day issues,
- new staff,
- changes to log book,

Interview confirmed that teachers mark each other's work for consistency, however evidence of this was not present at the audit.

Student feedback requested:

- More visuals,
- longer hours

The log book uses the performance criteria as the criteria for assessment, while the assessor was able to describe what she was looking for, her description indicated an extensive knowledge and detail, that would really need to be included in the checklist, if the RTO is to quality assure this process for all assessors. This has been confirmed by the industry skills council who have indicated that using performance criteria does not produce quality assessment outcomes.

Final assessment is scheduled once students have completed 72 hours of work placement. This must be difficult at this management level?

Recommendations

It is recommended that the RTO revise their policy and procedure to ensure the definitions of validation and moderation are in line with the AQTF and the National VET regulations.

It is recommended that the RTO maintain records of all validation and moderation activities.

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It is recommended that all assessments are mapped to the essential skills and knowledge and the critical evidence.

It is recommended that candidates are provided with a clear indication of what they need to do to be assessed as competent

It is recommended that the RTO review demonstration checklists to make sure they include sufficient guidance to assessors

It is recommended that the RTO put assessor's guides in place which provide suggested answers and further guidance on how the assessment is to be conducted, including reasonable adjustment to support individual learner needs.

Strengths

Opportunities for Improvement

How industry endorsement impacted or modelled the final training and assessment strategy for each qualification.



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Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients		
Audit conclusion	Result	✓
The RTO is compliant with Standard 2.	Compliant	✓
	Non-compliant	
	Not audited	
Strengths		
Opportunities for Improvement		

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Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates		
Audit conclusion	Result	
The RTO is compliant with Standard 3.1 & 3.2.	Compliant	✓
The RTO does not subcontract its services	Non-compliant	✓
The RTO is not compliant with Standard 3.4	Not audited	
<p>Standard 3.4</p> <p>The RTO commenced using Wisenet. They moved to Job Ready in September 2010. They are currently under dispute with Wisenet, who have quarantined their data.</p> <p>The RTO now uses JobReady – from which they issue certification which provides information in compliance with the AQF Qualifications Issuance Policy as it applies to Statements of Attainment; Job Ready will not allow a certificate or statement of attainment to be issued unless the student has achieved competency.</p> <p>Paper based register of all Statements of Attainments and Certificates issued to graduates; If Wisenet does not release the student data, the RTO will need to enter the minimum student records into the Job Ready data base. These records include:</p> <ul style="list-style-type: none"> • <i>Family name and first name</i> • <i>Residential postcode</i> • <i>Date of birth</i> • <i>Enrolment/commencement date</i> • <i>Code and title of course</i> • <i>Codes and titles of modules/units of competency</i> • <i>Modules/units of competency assessment results</i> • <i>Credentials and date issued</i>). <p>Recommendation</p> <p>It is recommended that the RTO force a resolution to the issue with Wisenet.</p> <p>It is recommended that if the issue with Wisenet cannot be resolved the minimum student records will need to be entered into Job Ready.</p>		



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Strengths
Opportunities for Improvement



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