



VET Quality Framework audit report

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

Legal name of organisation	Learning Lab Pty Ltd
Application numbers	1026300, 1040675
Date/s of site audit	10 and 11 December 2012
Date of interim report	06 March 2013
Date of final report	02 May 2013

ORGANISATION DETAILS					
RTO legal name	Learning Lab Pty Ltd		RTO ID number	91341	
Registered business trading name	Learning Lab Pty Ltd		ABN	99 010 752 986	
Address	Level 5, 111 – 117 Devonshire Street, SURRY HILLS, NSW			Postcode	2010
Phone	(02) 9318 1222	Fax	(02) 9318 1444		
E-mail	silvia.bazon@learninglab.com.au		Website	http://www.learninglab.com.au	
Registration contact	Name	Ms Silvia Bazon	Position	General Manager	

AUDIT TEAM			
Lead auditor	Ramani Johnson		Technical adviser/s
Audit team members	Stephen Auburn		

ASQA CONTACT DETAILS				
Phone	1300 701801 (ASQA Info line)		E-mail	audit-sydney@asqa.gov.au

AUDIT DETAILS	
Audit type	<input checked="" type="checkbox"/> Renewal of registration <input checked="" type="checkbox"/> Extension to scope of registration <input type="checkbox"/> Compliance monitoring (incl. post-initial registration) <input type="checkbox"/> Other:
Scope of audit	<input checked="" type="checkbox"/> Standards for NVR Registered Training Organisations <input checked="" type="checkbox"/> Australian Qualifications Framework (AQF) <input checked="" type="checkbox"/> Data Provision Requirements <input type="checkbox"/> Fit and Proper Person Requirements <input type="checkbox"/> Financial Viability Risk Assessment Requirements
Date/s of site visit/s	10 and 11 December, 2012
Site/s visited	Level 5, 111 – 117 Devonshire Street, SURRY HILLS, NSW 2010
Standards audited	Essential Standards for Continuing Registration 15, 16, 17, 18, 20 & 22.2

ORGANISATION
<p>Learning Lab Pty Ltd (LL) is a Registered Training Organisation (RTO) with more than 20 years of experience in delivering training and assessment services to clients.</p> <p>LL is part of First Five Minutes Holdings Pty Ltd (FFMH). The organizational structure of LL includes a Board of Directors comprised of the Managing Director of FFMH and the General Manager of LL. The organization chart of FFMH and LL and position descriptions and duty statements for all staff/contractors involved in operations were submitted showing the relevant lines of authority.</p> <p>LL offers a range of nationally recognised courses and professional development courses in IT, OH&S, Training and Assessment, Community Services, Customer Service, Public Safety, Leadership and Personal Development, Project Management, Business Operations and Business Management.</p> <p>LL has been the recipient of funded training programs and works closely with Department of Education and Communities offering traineeships to clients. LL works closely with Job Services Australia and Centrelink and in facilitating job seekers and students with learning difficulties.</p> <p>The primary mode of delivery is face to face.</p> <p>In terms of Business Plan, the General Manager, Sylvia Bazon has worked with the board of directors/business owners of the organization on a five year strategic plan, develops a business plan on yearly basis and submits a monthly report to the Managing Director and Board of Directors.</p> <p>Currently LL has 150 students enrolled in the qualifications on its scope of registration. There is an increased level of</p>

enrolments in the units of competency from the MSA07 Manufacturing Training Package in WA, SA and QLD.

The Sydney Office is the main delivery site and does traineeships employment based training.

On 21/02/2013 LL has applied via application number 1040675 for change of scope of registration for the following qualifications:

BSB30412 Certificate III in Business Administration
 BSB40812 Certificate IV in Frontline Management
 BSB41412 Certificate IV in Work Health and Safety
 FDF30111 Certificate III in Food Processing
 PSP40112 Certificate IV in Government
 PSP41212 Certificate IV in Government (Project Management)
 PSP51312 Diploma of Government (Project Management)
 SIT30712 Certificate III in Hospitality
 RIIRIS201B Conduct local risk control
 MSAPMPER200C Work in accordance with an issued permit
 MSAPMPER205C Enter confined space
 MSAPMPER300C Issue work permits

The qualifications and units of competency applied are deemed equivalent to current scope of registration of the RTO.

FOCUS OF AUDIT		
Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment
TAE40110	Certificate IV in Training and Assessment	Face to face
CHC30212	Certificate III in Aged Care	Face to face
CHC30308	Certificate III in Home and Community Care	Face to face
CHC42012	Certificate IV in Employment Services	Face to face
CHC51612	Diploma of Employment Services	Face to face
BSB51407	Diploma of Project Management	Face to face
BSB41407	Certificate IV in Occupational Health and Safety	Face to face
ICA50105	Diploma of Information Technology (General) (teach out students)	Face to face
ICA40311	Certificate IV in Web-based Technologies	Face to face
MNMC205A	Conduct local risk assessment	Face to face
MSAPMPER200B	Work in accordance with an issued permit	Face to face
MSAPMPER205B	Enter confined space	Face to face
MSAPMOHS200A	Work safely	Face to face
INTERVIEWEES		
Staff (name and position)		
Name	Position	Program (qualification, course, etc)
Silvia Bazon	General Manager	All Programs
Kylie Brown	RTO Admin and Compliance Manager	All Programs
Erica Young	Curriculum and Compliance Manager	All Programs

SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *National Vocational Education and Training Regulator Act 2011* (the Act) to assess compliance with requirements of the VET Quality Framework as identified under the Scope of Audit section above.

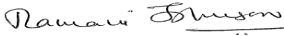
AUDIT OUTCOME

Audit status as at 17 December 2012

The organisation **has not demonstrated compliance** with all compliance requirements reviewed for the audit.

The level of non-compliance is considered to be significant when considering the potential for adverse impact on the quality of training and assessment outcomes for students.

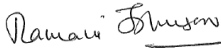
The audit report describes evidence of non-compliance identified. Each issue referenced must be rectified by the organisation with evidence provided to ASQA within **20 working days** of the date of the letter accompanying this audit report to demonstrate corrective actions implemented.

Auditor's Name	Ramani Johnson	Signature		Date of Report	30 January 2013
-----------------------	----------------	------------------	--	-----------------------	-----------------

AUDIT RECTIFICATION

Audit status following additional evidence received 10 April 2013

- The organisation **has demonstrated compliance** with all compliance requirements reviewed for the audit.

Auditor's Name	Ramani Johnson	Signature		Date of Report	02 May 2013
-----------------------	----------------	------------------	--	-----------------------	-------------

AUDIT SUMMARY OF VET QUALITY FRAMEWORK REQUIREMENTS

VET QUALITY FRAMEWORK COMPONENT		STATUS*
Financial Viability Risk Assessment Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Fit and Proper Person Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Data Provision Requirements		<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
Australian Qualifications Framework (AQF) Requirements		<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
Standards for NVR Registered Training Organisations 2011		
- Essential Standards for Continuing Registration		
15	The NVR registered training organisation provides quality training and assessment across all of its operations	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
16	The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
17	Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
18	The NVR registered training organisation has governance arrangements in place	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
19	Interactions with the National VET Regulator	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
20	Compliance with legislation	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
21	Insurance	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
22	Financial management	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
23	Certification, issuing and recognition of qualifications and statements of attainment	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
24	Accuracy and integrity of marketing	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
25	Transition to training packages/expiry of VET accredited courses	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
*STATUS: Status of audit findings when audit was conducted C = Compliant NC = Not Compliant NA = Not audited		

Audit Findings

The RTO was found not compliant with 15.2, 15.3, 15.4, 15.5, 16.4 and 18.1 standards.

SNR 15.2

CHC30212 Certificate III in Aged Care

The RTO has not provided evidence that the training and assessment strategy meets the requirements of the relevant Training Package because:

- The training and assessment strategy does not provide sufficient guidance to trainers/assessors to deliver quality training and assessment in the workplace
- The training and assessment strategy does not demonstrate how training and assessment is delivered and assessed for unemployed students
- The training and assessment strategy does not indicate the units of competency and the skills required that must be completed before proceeding on work placement
- The training and assessment strategy indicates that the responsibility for skills training lies with the work placement component rather than the classroom component (40 hours)
- The RTO has not provided evidence that industry consultation has informed the delivery model or that industry considers 40 hours' work experience adequate for a new entrant to be work ready.
- The training and assessment strategy does not list equipment required for the qualification nor was any sighted in the training facility.

CHC30308 Certificate III in Home and Community Care

Same issues as CHC30212 Certificate III in Aged Care

CHC42012 Certificate IV in Employment Services

The RTO has not provided evidence that its training and assessment strategy meets the requirements of the relevant Training Package because:

- The training and assessment strategy does not provide sufficient guidance to trainers/assessors to deliver quality training and assessment in the workplace
- The training and assessment strategy does not provide a plan for sufficient, valid and reliable evidence to be gathered that meets Training Package requirements.

The RTO has not demonstrated compliance with SNR 15.2

SNR 15.3

CHC30212 Certificate III in Aged Care and CHC30308 Certificate III in Home and Community Care

- The RTO has not demonstrated that it has the equipment required to deliver the qualifications. Specifically, equipment was not sighted in the training facility nor was a list of equipment provided.
- The RTO has not demonstrated that the learning resources have been customised or contextualised to the respective settings of community care and residential aged care.

CHC42012 Certificate IV in Employment Services

- The RTO has not demonstrated that the IBSA and SmallPrint resources have been customized and contextualized to the employment services environment in particular for the core units of competency of CHC42012 Certificate IV in Employment Services
- The RTO has not demonstrated how a classroom delivery setting simulates an “environment resembling the workplace setting as close as possible”

The RTO has not demonstrated compliance with SNR 15.3

SNR 15.4

- The RTO has not provided evidence to demonstrate that Souzan Yates has the relevant vocational competencies to train and assess *CHCCS305C Assist clients with medication*

The RTO has not demonstrated compliance with SNR 15.4

SNR 15.5

The RTO has not demonstrated that assessments meets the requirements of the relevant Training Packages, is conducted in accordance with the principles of assessment and the rules of evidence because:

CHC30212 Certificate III in Aged Care

- The RTO has not provided evidence of assessment of skills in the workplace, as required by the Training Package (eg CHCICS301A, CHCCS305A and CHCAC319A). The RTO relied upon reports completed by a 3rd party.
- The RTO has not provided evidence that the 3rd party reports were valid in that there were no tasks described, no instructions on how the evidence was to be gathered, no expected performance standard provided, no advice to the observer as to how to reflect on the evidence and make a recommendation of competence
- The RTO has not provided evidence of advice to assessor on the written tasks and responses to case studies.

CHC42012 Certificate IV in Employment Services

Same issues as CHC30212 Certificate III in Aged Care

CHC51612 Diploma of Employment Services

- The RTO has not provided evidence of assessment of skills, as required by the Training Package (eg CHCCS412E, CHCES415A, CHCCM503C and CHCES502C). The RTO relied upon reports completed by a 3rd party.
- The RTO has not provided evidence that the 3rd party reports were valid in that there were no tasks described, no instructions on how the evidence was to be gathered, no expected performance standard provided, no advice to the observer as to how to reflect on the evidence and make a recommendation of competence
- The RTO has not provided evidence that assessment tasks cover all components of essential skills and critical aspects for assessment and evidence
- The RTO has not provided evidence of advice to assessor on the written tasks and responses to case studies.

The RTO has not demonstrated compliance with SNR 15.5

SNR16.4

- The RTO has not provided evidence that 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, specifically in relation to the qualifications requiring work placement or where third party reports are used (e.g. CHC30308 Certificate III in Home and Community Care; CHC30212 Certificate III in Aged Care and CHC42012 Certificate IV in Employment Services)
- The RTO has not provided evidence that workplace personnel are consulted in the development of workplace training and assessment processes
 - The RTO has not provided evidence that workplace personnel are informed of their training and assessment roles and responsibilities, that it monitors the contribution of workplace personnel in supporting each learner's training and assessment, that it monitors the learner's progress in the workplace, The RTO has not provided evidence that students participate in work experience or work placement.

The RTO has not demonstrated compliance with SNR 16.4

SNR 18.1

- Learning Lab Pty Ltd is non-compliant with Standard 18.1. Non-compliances identified in this audit report effect a non-compliance outcome in Standard 18.1.

The RTO has not demonstrated compliance with SNR 18.1

Rectification requirements – evidence of rectification to be submitted within 20 working days

SNR 15.2

CHC30212 Certificate III in Aged Care

CHC30308 Certificate III in Home and Community Care

CHC42012 Certificate IV in Employment Services

The RTO is required to provide evidence that the training and assessment strategy meets the requirements of the relevant Training Package, is developed in consultation with industry and addresses the non-compliances noted.

10-04-2013 Rectification documents received

The RTO has submitted training and assessment strategy for the following qualifications:

- CHC30212 Certificate III in Aged Care
- CHC30308 Certificate III in Home and Community Care
- CHC42012 Certificate IV in Employment Services

CHC30212 Certificate III in Aged Care

CHC30308 Certificate III in Home and Community Care

Each training and assessment strategy has been amended to:

provide further information to trainers and assessors on delivery and assessment that includes duration, commencement of work placement included in the program overview, program sequence and detailed information on resources and equipment required.

- include delivery and assessment through role plays, demonstrations, off site practical skills training and assessment at St Mary MacKillop Aged Care and work placement observations by the trainer and assessor
- provide advice on the program overview and program sequence as what assessments must be satisfactorily completed prior to beginning work placement.
- provide details to trainers and assessors in the copy of the work placement agreement supervisors guide which is provided to them prior to the commencement to the course.
- include skills training undertaken by the trainer and assessor through role plays, case studies, demonstrations and practical training days at St Mary MacKillop Aged Care
- provide supplementary evidence that these skills are being applied in the workplace.
- include the equipment LL provides for skills training in the resources section and arrangements made for St Mary MacKillop Aged Care to provide access to equipment and work place environment.

CHC42012 Certificate IV in Employment Services

Training and assessment strategy has been amended to provide further information to trainers and assessors on delivery and assessment on duration, inclusion of a mentoring sessions, program sequencing, assessment methods used to collect evidence for individual units of competency and detailed information on resources required.

The training and assessment plan has been amended to include work based tasks, portfolio of examples of workplace documentation, role play/workplace simulation and practical observation undertaken by the trainer and assessor at the workplace. A validation report is provided supporting sufficient, valid and reliable evidence.

Industry consultation has been conducted and the delivery model has been updated to include sequencing of units, work placement hours, elective units of competency, skills and knowledge required prior to undertaking work and off site practical delivery.

SNR 15.3

CHC30212 Certificate III in Aged Care and CHC30308 Certificate III in Home and Community Care

- The RTO is required to demonstrate that it has the equipment required to deliver the qualifications.
- The RTO is required to demonstrate that the learning resources have been customised or contextualised to the respective settings of community care and residential aged care.

10-04-2013 Rectification documents received

- An agreement has been arranged with St Mary MacKillop that equipment and facilities will be provided for LL to undertake training and assessment in the workplace environment, including electric beds, shower facilities, lifting equipment and mobility equipment. In addition, LL provides equipment for in class roles plays and demonstration including walk belts, basics, towel and utensils.
- Provided training and assessment resources that have been developed internally and customised for residential Aged Care and Home Community Care.

CHC42012 Certificate IV in Employment Services

- The RTO is required to demonstrate that the IBSA and SmallPrint resources have been customized and contextualized to the employment services environment
- The RTO is required to demonstrate that simulated assessment environment meet the requirements of the Training Package.

10-04-2013 Rectification documents received

- Provided validated, customized and contextualised assessment tools developed by LL. SmallPrint learner resources for units of competency specific to employment service will be provided to students as resource material only.
- The assessment tools have been customized for the target group; assessment methods include portfolio of examples where students have used skills in their real workplace, trainer and assessor observation of the student in their real workplace and work place projects.

SNR 15.4

- The RTO is required to provide evidence to demonstrate that Souzan Yates has the relevant vocational competencies to train and assess *CHCCS305C Assist clients with medication*

10-04-2013 Rectification document received:

- CHCCS305C Assist clients with medication has been replaced by CHCADMIN305F Work within the administration protocols of the organization.
- This was replaced after industry consultation which highlighted the need for further skills in communication and telephone techniques.
- An updated trainer matrix has been provided for CHC30212 Certificate III in Aged Care and CHC30308 Certificate II in Home and Community Care for Souzan Yates.

SNR 15.5

The RTO is required to provide a complete set of validated summative assessment tools for the following UoCs that meet the requirements of the Training Package, the rules of evidence and principles of assessment:

CHC30212 Certificate III in Aged Care

- CHCICS301B Provide support to meet personal care needs:
- CHCAC319A Provide support to people living with dementia
- CHCCS305C Assist clients with medication

CHC42012 Certificate IV in Employment Services

- CHCCS412E Deliver and develop client services
- CHCES415A Monitor and improve contracted employment services

CHC51612 Diploma of Employment Services

- CHCCM503C Develop, facilitate and monitor aspects of case management
- CHCES502C Research and report on labour market information

10-04-2013 Rectification documents received:

A set of validated summative assessment tools have been provided for the following units of competency that meet the requirements of the Training Package, the rules of evidence and the principles of assessment.

CHC30212 Certificate III in Aged Care

- CHCICS301B Provide support to meet personal care needs:
- CHCAC319A Provide support to people living with dementia

CHC42012 Certificate IV in Employment Services

- CHCCS412E Deliver and develop client services
- CHCES415A Monitor and improve contracted employment services

CHC51612 Diploma of Employment Services

- CHCCM503C Develop, facilitate and monitor aspects of case management
- CHCES502C Research and report on labour market information

SNR 16.4

- The RTO is required provide evidence that 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 specifically

in relation to the qualifications requiring work placement or where third party reports are used (e.g. CHC30308 Certificate III in Home and Community Care; CHC30212 Certificate III in Aged Care and CHC42012 Certificate IV in Employment Services)

- The RTO is required to provide evidence that workplace personnel are consulted in the development of workplace training and assessment processes
- The RTO is required to provide evidence that workplace personnel are informed of their training and assessment roles and responsibilities:
 - The RTO monitors the contribution of workplace personnel in supporting each learner's training and assessment
 - The RTO monitors the learner's progress in the workplace
 - The RTO provides evidence that information from workplace personnel is used to continuously improve training and assessment
 - The RTO provides evidence that students participate in work experience or work placement

10-04-2013 Rectification document

- Where work placement is required the workplacement agreement supervisor guidelines has been developed to ensure that host organisations and supervisors are informed of their roles responsibilities in relation to students' work placement.
- Supervisor guide includes detailed instructions to the supervisor on their roles and responsibilities.
- Host organisations and Supervisors declaration to state that they are aware of their roles and responsibilities.
- Page 39 of Supervisor's guide contains a section of trainer and assessor confirming the responses with signature and date.
- Supervisor's responsibility includes providing supplementary evidence of students' workplace skills and knowledge.
- All supplementary evidence is validated by the trainer and assessor.
- Employer/Supervisor end of course feedback form to contribute to the ongoing continuous improvement process

SNR 18.1

- The RTO is required to provide evidence that it has addressed all other non-compliances identified in this report in order to demonstrate that its chief executive can ensure that the RTO complies with the VET Quality Framework; in particular, the Standards for NVR RTOs.

Evidence provided to address non-compliance with SNR 15.2, 15.3, 15.4, 15.5 and 16.4 of the Standards for NVR Registered Training Organisations 2012 ensured compliance with the VET Quality Framework. The RTO is now compliant with SNR 18.1