



Australian Government

Australian Skills Quality Authority

REPORT

Audit report: Partners in Training Australia Pty. Ltd

RTO number:	21837
CRICOS number:	N/A
Date/s of audit:	20 Nov 2019 - 21 Nov 2019
Date report created:	22 Nov 2019

Organisation details

Organisation's legal name:	Partners in Training Australia Pty. Ltd
Trading name/s:	Partners in Training Australia
RTO number:	21837
CRICOS number:	N/A

Audit team

Lead auditor:	David Scott
Auditor/s:	N/A

Audit details

Application number/s:	N/A
Audit number/s:	AUDREC0010015
Audit reason/s:	Compliance Monitoring
Address of site/s visited:	7 Telford Drive Shepparton VIC 3630 Australia
Date/s of audit:	20 Nov 2019 - 21 Nov 2019
Organisation's contact for audit:	Dorothy Spain Director dspain@pta.edu.au 58214877

Original finding at time of audit

Audit finding: Compliant

Report completed by: David Scott

Practice	Standards for RTOs	Finding
Marketing/Recruitment Practices	4.1	Compliant
Enrolment	5.1, 5.2, 5.3, 7.3	Compliant
Support and Progression	1.7	Compliant
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13, 1.14, 1.16	Compliant
Completion	3.1	Compliant
Regulatory Compliance / Governance	8.2	Compliant

*Indicates a non-compliant clause

Background

Summary of organisation and management structure:

- the organisation was first registered with the VRQA, in 2006, and transferred to ASQA, 15 October 2011. Mrs Spain has been the CEO since first registering. The organisation is privately owned and operated
- the management team consist of the CEO, Operations Manager, Chief Financial Officer and Compliance Manager. The organisation has Campus Managers in Sale and South Melbourne.

Scope of organisation's registration:

- as per training.gov.au.

Suburb and state of all delivery sites:

- the organisation delivery sites include:
 - 7 Telford Drive Shepparton VIC 3630
 - Level 2/21 Moray Street South Melbourne VIC 3205
 - Level 2/89 Raymond Street Sale VIC 3850.
- the organisation does offer training and assessment at other locations and workplaces, when required, and hires venues and uses its site checklist to ensure the venues meet the course requirements.

Third party usage:

- the organisation does not have any third party agreements in place for the delivery of training and assessment
- the organisation has third party agreements with six organisations for marketing and recruitment of students, however, these agreements are only for referring students to the organisation. These agreements do not involved assessing student suitability for enrolment in their courses.

Core clients/target groups:

- the organisation has described its core clients/target groups as follows:

“The target participants for this qualification are new entrant workers looking to work in the health children services or business industries.

The existing skills, knowledge, experience and characteristics of the student cohort for these qualifications which may include:

- *Currently working or volunteering in the health industry*
- *May hold a Certificate III level qualification in a particular industry sector*

Students who enter these courses will have identified through a pre-training review where they have expressed a desire to work and gain employment working as an professional or another role that relate to the skills and knowledge covered in these courses.

Students will likely have personal or professional experience that has led them to seeking a nationally accredited qualification that will assist their employment opportunities in this field.”

Training Revenue (Funded or fee for service):

- the organisation is predominately government funded; however, it does have some students who are fee for service.

Total number of current enrolments in the organisation as at audit date:

- 1335

In preparing the audit report, consideration has been given and reference made, where relevant, to:

- information provided by students as part of a student survey or interview
- information provided directly by Partners in Training Australia Pty. Ltd to ASQA
- existing information and records held by ASQA concerning Partners in Training Australia Pty. Ltd.
- information provided to ASQA's auditors and documentation reviewed during the site audit of Partners in Training Australia Pty. Ltd conducted on 20 Nov 2019 - 21 Nov 2019
- other publicly available information - including but not limited to, information published on the organisation's and third-party websites.

Audit Sample

Training Products	Mode/s of delivery/assessment*	Current enrolments
<i>BSB30115 Certificate III in Business</i>	Face to face	3
<i>CHC33015 Certificate III in Individual Support</i>	Face to face	151
<i>CHC43015 Certificate IV in Ageing Support</i>	Face to face	44
<i>CHC43115 Certificate IV in Disability</i>	Face to face	63
<i>CHC50113 Diploma of Early Childhood Education and Care</i>	Face to face	100
<i>CHC62015 Advanced Diploma of Community Sector Management</i>	Face to face	0
<i>HLT43015 Certificate IV in Allied Health Assistance</i>	Face to face	0
<i>HLT54115 Diploma of Nursing</i>	Face to face	81

*Apprenticeship, Traineeship, Face to face, Distance, Online, Workplace, Mixed, Other (specify)

Interviewees

Name	Position	Training products
Mrs Dorothy Spain	CEO	N/A
Mr Phil Evans	Operations Manager	N/A
Ms Yang Hu	Compliance Manager	N/A

About this Report

This report details findings against the *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs). If non-compliance has been identified, this report describes evidence of the non-compliance.

Where non-compliance has been identified, the Registered Training Organisation is accountable for identifying and correcting non-compliant practices and behaviours, particularly those that have had a negative impact on learners.

Correcting a non-compliance may require:

- correcting a process or system that has led to the non-compliance, and implementing a revised process or system
- identifying the impact on learners and carrying out remedial action for current and past learners.