



## VET Quality Framework audit report

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

Legal name of organisation	Upskilled Pty Ltd RTO ID 40374
Dates of audit	19-20 November 2012

ORGANISATION DETAILS					
RTO legal name	Upskilled Pty Ltd		RTO ID number	40374	
Registered business trading name	Upskilled		ABN	14 125 906 676	
Address	Office 2, Suite 6 Innovation House, First Avenue , Mawson Lakes			Postcode	5095
Phone	1300 009 924	Fax	1300 277 177		
E-mail	Michael.williams@upskilled.edu.au		Website	www.upskilled.edu .au	
Registration contact	Name	Michael Williams	Position	National Education and Compliance Manager	

AUDIT TEAM			
Lead auditor	Moya Crowley	Technical adviser/s	
Audit team members	Cheryl Edwards		

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

AUDIT DETAILS	
Audit type	<input type="checkbox"/> Renewal of registration <input type="checkbox"/> Extension to scope of registration <input checked="" 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
Dates of site visit	19-20 November 2012
Sites visited	Office 2, Suite 6 Innovation House, First Avenue, Mawson Lakes.
Standards audited	Essential Standards for Continuing Registration 15, 16, 17, 23, 24, 25

### ORGANISATION

Upskilled Pty Ltd is a proprietary company limited by shares and registered under the Corporations Act 2001 12 June 2007. Upskilled was registered as a business name under the Business names Act 1996 27 May 2010 and first registered a Registered Training Organisation 19 August 2010.

The management structure consists of

- Varant Bomoushakian, Managing Director/owner
- Joint CEO's Joel Gage/owner and Sadiq Merchant
- Michael Williams, National Education and Compliance Manager
- Jeff Ashdown, IT Manager, Projects
- Ian Maxwell, Training Manager and Business Faculty Head.

The management is in transition as John Hunt has been appointed to take over from Joel Gage as CEO. Joel has moved to the New Markets Consultant role within the organisation. Management changes have not been advised to ASQA at this time. Sighted Upskilled Organisation Chart 14 November 2012 which reflects the change of management.

Upskilled has 55 qualifications on its scope of registration: 22 are from the Business Services Training Packages and 33 from both current and superseded Information and Communications Technology Training Packages. The RTO has approval to deliver all qualifications on its scope in all states and territories and online. Since 2010 the RTO has grown rapidly with a large student population within a short space of time. Prior to becoming an RTO Upskilled had been providing trainers for TAFE NSW and Outsource Services Pty Ltd, a Queensland registered RTO. The growth is attributed to taking over the business

students of the latter organisation.

Current enrolments for the qualifications being audited in South Australia are:

BSB40507 Certificate IV in Business Administration – 62

BSB40907 Certificate IV in Frontline Management - 71

BSB51107 Diploma of Management – 117

ICA50411 Diploma of Information Technology Networking – Nil (however NSW has 4 current enrolments and QLD 5).

Total number of active enrolments across all qualifications in South Australia is 551.

Revenue: 90% is derived from Existing Worker Traineeships through the Australian Apprenticeship Centre (AAC), 10% is made up of a small fee-for service component and 5 PPP contracts. Upskilled has also recently registered to deliver a number of qualifications under the South Australian Skills for All program. Target groups are mainly people in employment with a background in business or IT.

Following the post initial audit undertaken 4 October, 2011, although deemed compliant with the AQTF standards, a significant number of improvements were identified. In response, the RTO developed an Action Plan which set out strategies that were either planned for or currently being undertaken to achieve improvements in key areas identified in the Audit Report. The completed Action Plan was submitted to DFEEST 9 January 2012, the results of which have been incorporated in this audit report.

#### FOCUS OF AUDIT

Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment
BSB40507	Certificate IV in Business Administration	Face to face classroom and on line
BSB40807	Certificate IV in Frontline management	As above
BSB51107	Diploma of Management	As above
ICA50411	Diploma of Information Technology Networking	As above

#### INTERVIEWEES

##### Staff (name and position)

Name	Position	Program (qualification, course, etc)
Michael Williams Adelaide	National Education and Compliance Manager	All IT qualifications in addition to ICA50411 Diploma of Information Technology Networking.
Debbie Fox Adelaide	RTO Administration Manager	All qualifications in addition to those above
Jeff Ashdown Sydney	IT Manager, Projects	All IT qualifications in addition to ICA50411
Ian Maxwell Sydney	Training Manager and Business Faculty Head	All Business qualifications in addition to those listed above

#### 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 23 November 2012.**

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

The level of non-compliance is considered to be minor 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	Moya Crowley	Signature	<i>M Crowley</i>	Date of Report	23 November 2012
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**AUDIT RECTIFICATION**

**Audit status following additional evidence received 18 December 2012**

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

Auditor's Name	Moya Crowley	Signature	<i>M Crowley</i>	Date of Report	28 December 2012
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**Audit status following additional evidence received 8 January 2013**

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

## 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 type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Australian Qualifications Framework (AQF) Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" 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 checked="" type="checkbox"/> C <input 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 type="checkbox"/> NC <input checked="" 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 type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
21	Insurance	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
22	Financial management	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
23	Certification, issuing and recognition of qualifications and statements of attainment	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
24	Accuracy and integrity of marketing	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
25	Transition to training packages/expiry of VET accredited courses	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
*STATUS: Status of audit findings when audit was conducted      C = Compliant      NC = Not Compliant      NA = Not audited		

Audit Findings
<p><i>Upskilled Pty Ltd (the RTO) has demonstrated compliance with SNR 15.1, 15.3, 15.5, 16, 17, 23, and 25.</i></p> <p><i>The RTO has not demonstrated compliance with SNR 15.2, 15.4 and 24.1</i></p> <p><b>SNR 15.2</b> The Training and Assessment Strategies for BSB40507 Certificate IV in Business Administration, BSB40807 Certificate IV in Frontline Management and BSB51107 Diploma of Management state that these qualifications are delivered over 24 months. It was clear from the audit that the strategies are now not consistent with the current mode of delivery for these qualifications eg: All of the above three qualifications are currently being conducted over seven (7) one day workshops at monthly intervals. The workshops combined with assessments and out-of-class assignments span a period of approximately 12 months before the qualifications are completed.</p> <p><b>SNR 15.4</b> The RTO has not provided sufficient information for each of the trainers nominated, to comply with the standard.</p> <p>There is no evidence to show that the units of competency for BSB40507 Certificate IV in Business Administration, BSB40807 Certificate IV in Frontline Management and BSB51107 Diploma of Management, have been mapped to the skills and experience of the nominated trainers – Christine O’Brien, Megan Brownbill and Diana Tapp.</p> <p><b>SNR 24.1</b> The RTO has not provided information consistent with the Training and Assessment Strategies regarding the duration of BSB40507 Certificate IV in Business Administration, BSB40807 Certificate IV in Frontline Management and BSB51107 Diploma of Management.</p>

It was noted on the course brochures, website and prospectus that the duration for the advertised Business qualifications (7 x 1 day workshops, followed by assessments and out- of- class assignments) stated a 9 month delivery period. Students also have an option to complete the qualifications online – this is advertised as a 12 month program. These timeframes are not consistent with the Training and Assessment Strategies which state a 24 month delivery period. Following further discussion with the National Education and Compliance Manager and the Training manager and review of the timetable and documentation, it is clear that realistically the total process spans a 12 month period.

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

#### **SNR 15.2**

The RTO is required to review and update the Training and Assessment Strategies for BSB40507 Certificate IV in Business Administration, BSB40807 Certificate IV in Frontline Management and BSB51107 Diploma of Management to reflect the current delivery methods and resources.

#### **SNR 15.4**

The RTO is requested to provide evidence for the nominated trainers which was not available at audit:

- Christine O'Brien - CV showing industry skill and experience; industry and VET professional devt.
- Rob Byford - Certified testamurs, CV showing industry skill and experience, industry and VET professional devt.
- Megan Brownbill - Certified testamurs, CV showing industry skill and experience; industry and VET professional devt.
- Diana Tapp - CV showing industry skill and experience; industry and VET professional devt.
- Michael Williams - Certified testamurs
- Darrel Klar - Certified testamurs for TAA, TAE & ICA50705. VET professional development.
- Charles Lange-Ashe - VET professional development

The RTO is requested to provide a document mapping relevant industry skills and experience to the units in BSB40507 Certificate IV in Business Administration, BSB40807 Certificate IV in Frontline Management and BSB51107 Diploma of Management, which Christine O'Brien, Rob Byford, Megan Brownbill and Diana Tapp are contracted to deliver.

The RTO is also requested to show how the trainers will continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

#### **SNR 24.1**

The RTO is required to update all marketing material and Training and Assessment Strategies to ensure consistency across the scope of registration.

### **Review of evidence of rectification of 18 December 2012.**

#### **SNR 15.2**

The RTO has submitted updated Training and Assessment Strategies for BSB40507 Certificate IV in Business Administration, BSB40807 Certificate IV in Frontline Management and BSB51107 Diploma of Management to reflect the current delivery methods.

Whilst the Training and Assessment Strategies were updated to reflect the current delivery methods, the current resources (under the Delivery and assessment arrangements section) were not updated and for each qualification seem at odds for the requirements of the qualifications eg:

- *Personal protective equipment and clothing*
- *Communications equipment (eg hand held radio, telephone, mobile phone)*
- *Computer Hardware and Software programs*
- *Manufacturer's guidelines for machinery and equipment*
- *Product and service information*
- *Job Descriptions*
- *Organisation Chart*

From the above, it would appear that a thorough review of the Training and Assessment Strategies did not occur.

The programs are signed off by John Lang, CEO. Version 3.0 30.11.12

**Further evidence submitted on the 8 January 2013**

Revised training and assessment strategies for all three qualifications include resources relevant to the delivery of the qualification.

**Compliance Demonstrated.**

**SNR 15.4**

The RTO has provided sufficient evidence for the nominated trainers which was not available at audit:

- Christine O'Brien - CV showing industry skill and experience; industry and VET professional devt.
- Rob Byford - Certified testamurs, CV showing industry skill and experience, industry and VET professional development.
- Megan Brownbill - Certified testamurs, CV showing industry skill and experience; industry and VET professional devt.
- Diana Tapp - CV showing industry skill and experience; industry and VET professional development.
- Michael Williams - Certified testamurs
- Darrel Klar - Certified testamurs for TAA, TAE & ICA50705. VET professional development.
- Charles Lange-Ashe - VET professional development template.

The RTO has provided a document mapping relevant industry skills and experience to the units in BSB40507 Certificate IV in Business Administration, BSB40807 Certificate IV in Frontline Management and BSB51107 Diploma of Management, which Christine O'Brien, Rob Byford, Megan Brownbill and Diana Tapp are contracted to deliver.

The RTO has provided a VET Professional & Industry Skills Development Template for use by trainers to comply with and record. An example of this template was provided for Michael Williams 2013.

The RTO has provided sufficient evidence to demonstrate compliance with the element.

**Compliance Demonstrated**

**SNR 24.1**

The RTO submitted marketing brochures which now align with the updated Training and Assessment Strategies for in BSB40507 Certificate IV in Business Administration, BSB40807 Certificate IV in Frontline Management and BSB51107 Diploma of Management, providing consistency across the scope of registration.

The RTO has provided sufficient evidence to demonstrate compliance with the element.

**Compliance Demonstrated**

