

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

Audit Date: 2–3 December 2019

RTO: Wingate Avenue Community Centre Inc.

Applicant Details												
Applicant Name	Wingate Avenue Community Centre Inc.	TOID	6419									
Address	13A Wingate Ave, Ascot Vale 3032											
	Website	www.wingateave.com.au										
Registration Contact	Angeline Courtenay, General Manager											
Phone Number	03 9376 5244	Email	manager@wingateave.com.au									
Audit Team												
Audit Firm	Quorum QA Australia Pty Ltd	Auditor/s	Carol Macreadie									
Auditor/s		Other Attendees										
Registering Body Details												
Contact Person	Julie Florence											
Phone Number	9032 1560	Email	vet.audit@edumail.vic.gov.au									
Audit Details												
Type of Audit	Re-registration Audit											
Conditions Audited	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, 3.3, 3.4									
2016 VRQA Guidelines Audited	4.3	2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8 (If applicable)										
	3.1, 3.2, 3.3, 3.4, 3.5	4.1, 4.2, 4.3 to 4.6 (If applicable)										
Audit Date/s	2–3 December 2019											
RTO Background												
<p>Wingate Avenue Community Centre Inc (WACC) was established in 1985 on a public housing estate in Ascot Vale with approximately 1,700 residents. The centre is managed by a voluntary Committee of Management and employs over 50 staff and 50+ volunteers. It is overseen by a General Manager who reports to a voluntary Committee of Management.</p> <p>WACC provides accredited and non-accredited training programs, activity and wellbeing classes, employment-related support, a childcare service, runs a food bank, and provides the community with access to some co-located services, including a maternal and child health service, a social worker and a legal service.</p> <p>The RTO has five Qualifications on scope from the English as an Additional language (EAL) Framework and is currently delivering four of them. The current enrolments for the audited Qualifications are:</p> <table style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>2018</th> <th>2019</th> </tr> </thead> <tbody> <tr> <td>22483VIC Course in EAL</td> <td>75</td> <td>74</td> </tr> <tr> <td>22486VIC Certificate III in EAL (Access)</td> <td>21</td> <td>17</td> </tr> </tbody> </table>					2018	2019	22483VIC Course in EAL	75	74	22486VIC Certificate III in EAL (Access)	21	17
	2018	2019										
22483VIC Course in EAL	75	74										
22486VIC Certificate III in EAL (Access)	21	17										

Audit Date: 2–3 December 2019

RTO: Wingate Avenue Community Centre Inc.

It plans to maintain the status quo for 2020 but is working on a new Strategic Plan to begin in 2021.

The RTO has an Education Manager, a Further Education and Compliance Manager, two staff responsible for administration of the Skills First, AMEP and SEE contracts, and a Resource Coordinator.

Qualifications/Units Audited ¹		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
22486VIC	Certificate III in EAL (Access)	Essendon, Ascot Vale
22483VIC	Course in EAL	Essendon, Ascot Vale

Interviewee(s) – Staff name and position; employer name and position	
Tracy McIver	Further Education and Compliance Manager
Fiona Kroetsier	Education Manager
Jenny Barnes	Trainer and assessor, 22483VIC Course in EAL
Neil Dawson	Trainer and assessor, 22486VIC Certificate III in EAL (Access)
Liz McCue	Resource Coordinator

Permanent Delivery Sites –	Yes	No
Do the RTO's permanent delivery sites match the information provided by the VRQA?		X
The suburbs are correct, but the RTO actually delivers from three locations in those suburbs:		
<ul style="list-style-type: none"> Wingate Avenue Community Centre, 13a Wingate Avenue, Ascot Vale Wingate Hub, 125 Union Road, Ascot Vale Gannawarra Conference Centre, 132 Keilor Road, Essendon 		

Third party Arrangements –	Yes	No
Do the RTO's third-party arrangements match the information provided by the VRQA?	X	
If 'No', please provide amended details below:		

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

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

Audit Date: 2–3 December 2019

RTO: Wingate Avenue Community Centre Inc.

Audit Summary - AQTF Conditions of Registration

AQTF Conditions		Compliant	Non-Compliant	Not audited
Place an X in the appropriate column				
1	Governance			X
2	Interactions with the Registering Body			X
3	Compliance with Legislation	X		
4	Insurance			X
5	Financial Management			X
6	Certification and Issuing of Qualifications and 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-Compliance²				
Nil				

² CF = Condition Finding. Finding references are aligned to the Detailed Findings section of this report.

Audit Date: 2–3 December 2019

RTO: Wingate Avenue Community Centre Inc.

Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non-Compliant	Not audited
Standard 1			
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			
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			
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-Compliance³			
Nil			
Strengths			
The RTO successfully meets its brief of delivering services to a cohort suffering social and economic disadvantage while meeting the rigorous compliance requirements of various funding contracts and registering bodies, and also seeking to continuously improve the quality of its training and assessment services.			

³ SF = Standard Finding. Finding references are aligned to the Detailed Findings section of this report.

Audit Date: 2–3 December 2019

RTO: Wingate Avenue Community Centre Inc.

Audit Summary – 2016 VRQA Guidelines for VET Providers

2016 VRQA Guidelines	Compliant	Non-Compliant	Not audited
1. Governance, Financial viability and Management systems			
1.1 – Strategic Plan and Business Plan			X
1.2 – Financial Viability			X
1.3 – Management Systems			X
1.4 – Governance			X
2. Transparency and oversight of third parties			
2.1 – Third party agreement			X
2.2 – Co-operation with VRQA			X
2.3 – Notifying VRQA of third party agreements			X
2.4 – Information - Disclosure of third party services			X
2.5 – Pre-enrolment materials - Disclosure of third party services			X
2.6 – Changes to third party services			X
2.7 – Complaints - Third party services			X
2.8 – Appeals - Third party services			X
3. Trainer and assessor qualification (including individuals working under the supervision of a trainer)			
3.1 – Vocational and Industry skill requirements	X		
3.2 – Training and Assessment (TAE) skill requirements	X		
3.3 – Assessment only skill requirements			X
3.4 – Supervision arrangement requirements			X
3.5 – Trainer under supervision skill requirements			X
4. Delivery of training and assessment services			
4.1 – Training and assessment practices	X		
4.2 – Amount of training	X		
4.3 – TAE - Independent validation of assessment system, tools, processes and outcomes			X
4.4 – TAE – Trainer and Assessor skills (1 January 2016 to 31 December 2016)			X
4.5 – TAE – Trainer and Assessor skills (1 January 2017 onwards)			X

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

Audit Date: 2-3 December 2019

RTO: Wingate Avenue Community Centre Inc.

4.6 – TAE – Trainer under supervision requirements			X
4.7 – TAE – Registration requirements			X
5. Annual Declaration of Compliance			
5.1 – Annual Declaration of Compliance			X

Summary of Non-Compliance⁴
Nil
Strengths

⁴ GF = Guideline Finding. Finding references are aligned to the Detailed Findings section of this report.