

AQTF Re Registration Audit**RTO: Encompass****Audit Date: 26.3.09****AQTF 2007 AUDIT REPORT**

RTO DETAILS			
RTO Name	Encompass Community Services Inc	NTIS Number	6899
Address	400 Pakington St., Geelong 3220		
	Website	http://www.encompass-cs.org.au	
Registration Contact	Ms. Diana Brown		
Phone Number	03/5222 3377	E-mail	diana@encompass-cs.org.au
Student Numbers	41		
AUDIT TEAM			
Lead Auditor	B.Delaney	Auditor/s	S.Foster
Technical Advisor/s		Observer/s	
REGISTERING BODY DETAILS			
Contact Person	J.Gill		
Phone Number	(03) 9651-3233	E-mail	gill.jerzy.j@edumail.vic.gov.au
AUDIT DETAILS			
Type of Audit	Initial/Post-initial/Extension to scope/Renewal/Monitoring/Complaint/Strategic		
Standards audited	1,2,3		
Conditions audited	6		
Audit Date/s	26.3.09		
Other audit notes	Registration expires 31.5.09		
FOCUS OF AUDIT			
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE			
NTIS Code	Qualification/Unit of Competence/Accredited Course (as per NTIS)	Delivery Site	
PRM20104	Certificate II in Asset Maintenance (Cleaning Operations)	Encompass Community Services Inc - 400 Pakington Street Geelong	

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PRMCL33B	Plan for safe and efficient cleaning	Encompass Community Services Inc - 400 Pakington Street Geelong
PRMCL35B	Maintain a cleaning storage area	Encompass Community Services Inc - 400 Pakington Street Geelong
CHC30102	Certificate III in Aged Care Work	Encompass Community Services Inc - 400 Pakington Street Geelong
CHCAC1C	Provide support to an older person	Encompass Community Services Inc - 400 Pakington Street Geelong
CHCAC15A	Provide care support which is responsive to the specific nature of dementia	Encompass Community Services Inc - 400 Pakington Street Geelong
CGC60102	Advanced Diploma of Disability Work	Encompass Community Services Inc - 400 Pakington Street Geelong
SIT20307	Certificate II in Hospitality (Kitchen Operations)	MnC Café Riley Street Geelong Vic
SIT30707	Certificate III in Hospitality	Not currently running
THH33002	Certificate III in Hospitality (Operations)	Not currently running
THHBFB09B	Provide responsible service of alcohol	Not currently running
THHBCC11B	Implement food safety procedures	Not currently running
21773VIC	CGEA	Not currently running
21935VIC	Certificate III in ESL (Employment)	Not currently running

INTERVIEWEE/S (Staff -name and position; employer name and position ; students (by program, do not list by name))		
Susan Finemore	Manager	
Katrina Adams	Hospitality/Art trainer	
Alfred Boros	Business/Retail trainer	
Tracey Atkinson	Admin Assistant	
Chris Flynn	Asset Maintenance Trainer	
Lucinda Tucker	General Ed/Work Ed	
Diana Brown	Community Services Trainer	

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Standard 1: The RTO provides quality training and assessment across all of its operations		
Audit conclusion	Result	✓
The RTO was not compliant with this standard due to the non compliances in elements 1.2, 1.3 and 1.5.	Compliant	
Element 1.1 Continuous improvement of training and assessment	Non-compliant	✓
The RTO was compliant with this element as employers and learners provided feedback on training and assessment and changes were acted upon.	Not audited	
Element 1.2 Delivery and assessment strategies		
The RTO was not compliant with this element. The RTO did not have delivery and assessment plans for all qualifications and units on scope. The delivery plans provided did not demonstrate how training would be delivered. There was no indication of the hours of delivery except for traineeship places. The RTO had developed a work plan to develop these strategies and was currently addressing this issue. <i>RECOMMENDATION: It is recommended that delivery and assessment strategies are developed for all qualifications on scope.</i>		
Element 1.3 Staff, facilities, equipment and training and assessment materials used by the RTO and Element 1.5 Assessment		
The RTO was not compliant with these elements because the assessment materials and related assessment tools were not available for all qualifications or units on scope. The RTO had identified this deficit through internatal audits and was currently undertaking an extensive review and development with staff to prepare new assessment materials and tools.		

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Standard 1: The RTO provides quality training and assessment across all of its operations		
Audit conclusion	Result	✓
<p>The assessment tools that were provided in audit did not include sufficient information to candidates on the conduct and expectations of assessment. Assessment instruments were incomplete, for example, the instructions to the assessors did not detail how assessments would be conducted and observation schedules did not provide advice to assessors on what was to be observed as the basis of assessment judgements. The assessment tools did not describe the basis of assessors' judgements of competence. The aged care units sampled required practical demonstration of competence, but the assessment tools did not include assessment tasks to collect evidence of practical demonstrations of competence. The training package requirements for equipment were met through workplace training and specific identification of the equipment required in the delivery strategies for each of the units that were available. The RTO had a range of learning resources available.</p> <p><i>RECOMMENDATION: It is recommended that assessment materials and assessment tools are developed for all qualifications on scope.</i></p> <p>Element 1.4 Training and Assessment is delivered by appropriate trainers and assessors</p> <p>The RTO was compliant against this element because all qualifications were on file. Professional development was undertaken through a range of courses.</p>	Compliant	
	Non-compliant	✓
	Not audited	
Strengths		
Opportunities for Improvement		
<p>It is suggested that the RTO have a consistent and formal process to validate qualifications and CVs.</p> <p>It is suggested that the RTO reviews its staff matrix and identifies relevant and recent vocational experience pertinent to current trainer responsibilities. This matrix should also record strategies for maintaining industry currency.</p>		

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Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients		
Audit conclusion	Result	✓
<p>The RTO was not compliant with this standard due to the non compliance of element 2.5. All other elements in this standard were compliant. In element 2.5 evidence was not provided that there were accurate records of learners participation and progress. The student records examined included minimal information on the basis of assessment decisions, student files did not include complete sets of evidence related to the stated assessments.</p> <p><i>RECOMMENDATION It is recommended that the process for the recording of assessment outcomes is reviewed in the context of developing new assessment materials and assessment tools.</i></p>	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	✓
<p>The RTO was not compliant with this standard due non compliances in element 3.3. All other elements were compliant. For element 3.3 student files and files had not been checked for accuracy and completeness.</p> <p><i>RECOMMENDATION: It is recommended that the RTO develops a strategy to ensure that files are checked for accuracy and completeness.</i></p>	Compliant	
	Non-compliant	✓
	Not audited	
Strengths		
Opportunities for Improvement		
It is suggested that student files keep more examples of student work.		

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Condition 6 – Certification And Issuing Of Qualifications And Statements Of Attainment		
Audit conclusion	Result	✓
The RTO was compliant with this condition issuing certificates at appropriate times and preparing them in accordance with the VRQA requirements.	Compliant	✓
	Non-compliant	
	Not audited	
Strengths		
Opportunities for Improvement		

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AQTF 2007 Essential Standards for Registration

Acceptance Form

RTO Name : Encompass Community Services Inc

TOID: 6899

RTO Contact: Diana Brown

Contact Phone Number: 03/5222 3377

Audit Type: Re registration

Audit Date: 26.3.09

Auditor's Name: Bernadette Delaney and Sue Foster

The RTO accepts the findings of the audit in full YES/NO (select the correct one)

OR

Where the RTO disputes the audit findings the reasons should be detailed in the "Provider Comments" document attached. This page together with any comments on the audit findings should be faxed or e-mailed back to the auditor within four days of the audit visit.

Auditor's Signature:

CEO's Signature:

(or authorised representative)

Name of Auditor: BDelaney

Name of CEO:

(or authorised representative)

Date:6.4.09.....

Date:

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Provider Comments	
Provider name Encompass Community Services Inc.	
Audit Date(s): 26.3.09	
Reference	Comments
Element 1.2	<p><i>RECOMMENDATION: It is recommended that delivery and assessment strategies are developed for all qualifications on scope.</i></p> <p>We would like to confirm that Encompass Community Services Inc are in the process of developing learning and assessment strategies for all qualifications on scope and are looking at completion of this process as being the 31st of May 2009</p>
Element 1.3	<p><i>RECOMMENDATION: It is recommended that assessment materials and assessment tools are developed for all qualifications on scope.</i></p> <p>As part of our continuous improvement process Encompass Community Services are also developing assessment materials and assessment tools which are being mapped against units of competency for all qualifications on our scope. Our priority has been to complete this for all courses/qualifications which are currently being delivered and then to follow on with all qualifications on our scope of registration</p>
Standard 2	<p><i>RECOMMENDATION It is recommended that the process for the recording of assessment outcomes is reviewed in the context of developing new assessment materials and assessment tools.</i></p> <p>We are reviewing our processes for the recording of assessment outcomes in the context of developing new assessment materials and assessment tools</p>
Standard 3	<p><i>RECOMMENDATION: It is recommended that the RTO develops a strategy to ensure that files are checked for accuracy and completeness.</i></p> <p>We are reviewing our processes for checking student files and developing strategies to ensure that files are checked for accuracy and completeness</p>

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