

Verification Report

Encompass Community Services Inc

TOID: 6899

Initial Audit Date : 15/09/2009

Verification Date: 16/12/2009

Verification Audit Worksheet

Audit Section	Finding	Auditor's Verification Comments
	failure to ensure internal audits are carried out every six months	RTO introduced a compliance program in May, 2009 monitored by the Audit Committee. The committee meets fortnightly. RTO provided a completed internal audit dated 15/12/09, the next audit scheduled 15/06/2010.
	failure to ensure all training methods are recorded on all training plans	RTO has updated Training Plan to include all training methods. RTO provided copy of a compliant Training Plan of a recently commenced trainee.
	failure to ensure all assessment details and arrangements are recorded on all training plans	RTO has updated Training Plan to include all assessment details and arrangements. RTO provided copy of a compliant Training Plan of a recently commenced trainee.
	failure to ensure PETP training is delivered within the designated area. What evidence was sighted?	RTO has implemented a procedure to inspect sites to ensure they are of the required standard and within the required region. Evidence: RTO provided emails to Principal of Warringa Park School in Werribee discussing delivery arrangements. RTO accepts responsibility for delivering the program in the incorrect region. The selection of site was made by the previous Training Manager of Encompass.
	non compliant enrolment forms	RTO provided a copy of a complaint enrolment form.
	failure to ensure all sections of the training plans are completed before training commences	RTO provided copies of Training Plans recently commenced trainees showing all sections completed before training commenced. RTO provided a copy of its updated procedure which includes a section addressing this issue.
	failure to maintain evidence on student files to support the monthly contact made between the RTO and trainee and workplace supervisor	RTO provided files of recently commenced trainees which included monthly contact sheets. RTO provided a copy of its updated procedure which includes a section addressing this issue.
	lack of evidence to ensure all training dates on the training plans match the claim dates; please ensure that all dates reported are in line with the training plan as this is a requirement of your 2009 and 2010 Apprenticeship Traineeship Training Program (ATTP) and Priority Education and Training Program (PETP) Performance Agreements	RTO has adopted the Skills Victoria ATTP sample Training Plan using the 3 monthly cycle approach. RTO has introduced an Audit Cycle Checklist to ensure training start and end dates are recorded accurately. The PETP trainees Training Plan is generated by VETTrak which includes proposed and actual training start and end dates. RTO has introduced an Audit Checklist to ensure training start and end dates are recorded accurately.
	failure to ensure all evidence of participation is filed in the student files	RTO provided files of recently commenced trainees which included the workbook distribution checklist, monthly contact sheets and completed assessment items. RTO provided a copy of its updated procedure which includes a section addressing this issue.
	failure to ensure only valid claims are made	RTO has revised its Administration and Records Management policies and procedures to ensure that only valid claims are made. A copy of this was provided at audit.
	failure to provide trainee with trainer's guides, marking guides and written instructions to trainees regarding assessment	Trainer and Assessors/Marking guides have been purchased where possible and the RTO is currently developing its own where commercially produced guides not available. RTO plans to have all these in place by June, 2010. RTO has created Unit Assessment Guides for each competency which are distributed to all trainees. These outline the assessment tasks to be completed, which match the Training Plan's Assessment Details and Arrangements. All assessment tasks distributed to the trainees include due dates.
	evidence of participation sighted at audit indicates that training was not delivered as reported; please note that actual module start and end dates, as they appear on the training plan, must be reported in the GFTP System via your Student Management System	RTO has adopted the Skills Victoria ATTP sample Training Plan using the 3 monthly cycle approach. RTO has introduced an Audit Cycle Checklist to ensure training start and end dates are accurate. The PETP trainees Training Plan is generated by VETTrak which includes proposed and actual training start and end dates. RTO has introduced an Audit Checklist to ensure training start and end dates are accurate.
	ATTP compliance for 91 Student Contact Hours (SCH), with a total value of \$716.37, could not be supported by evidence of participation, or the evidence did not match the claim	See EOP tab
	PETP compliance 1120 contracted hours claimed, a total value \$14,690.96 could not be supported by evidence of participation, or the evidence did not match the claim	See EOP tab

I confirm that Encompass Community Services Inc has rectified the findings identified in the audit report that relate to the RTO's compliance with their contract and the RTO is now compliant/non-compliant with the Government Funded Training Program.

Auditor: Adrian Boulton
Date of Verification: B12

Signature: 

NB. This report is to be completed by the Auditor and forwarded to Skills Victoria's Quality Review Unit with a copy left with the RTO.