



Australian Government

Australian Skills Quality Authority

REPORT

Audit report: Encompass Community Services Inc.

RTO number:	6899
CRICOS number:	N/A
Date/s of audit:	29 January 2020 - 30 January 2020
Date report created:	4 February 2020

Organisation details

Organisation's legal name:	Encompass Community Services Inc.
Trading name/s:	Encompass Recreation & Travel Encompass - The Paddock Without Walls @ Encompass ReadyEarth Encompass Funked Up designs Reimagine @ Encompass Encompass Hub 3219 Encompass Employment Services Plan Connect Australia SOURCE TO SAUCE Encompass Options and Connections Encompass College of Education and Training Encompass WYNNERS
RTO number:	6899
CRICOS number:	N/A

Audit team

Lead auditor:	Bronwyn Turton
Auditor/s:	N/A

Audit details

Application number/s:	N/A
Audit number/s:	AUDREC0010221
Audit reason/s:	Compliance Monitoring
Address of site/s visited:	18 Pakington St Geelong VIC 3220 Australia
Date/s of audit:	29 Jan 2020 - 30 Jan 2020
Organisation's contact for audit:	Elaine Robb Chief Executive Officer elaine@encompass-cs.org.au 0352223377

Original finding at time of audit

Audit finding: Serious non-compliance

Report completed by: Bronwyn Turton

Practice	Standards for RTOs	Finding
Training and Assessment	1.1*, 1.2, 1.3, 1.8*, 1.13, 1.14, 1.15, 1.16	Not compliant
Marketing/Recruitment Practices	4.1	Compliant
Completion	3.1	Compliant

*Indicates a non-compliant clause

Background

Summary of organisation and management structure:

- The organisation was established in 1985 and became an RTO in 1998 with an aim to provide training for those seeking employment pathways, particularly in the disability area. There has recently been a management restructure to place the organisation ready for anticipated growth across the next three years. This structure consists of a Committee of Management made up of local business people and others with expertise in skills areas taught by the organisation. This Committee of Management includes the CEO/owner who also leads the Executive Management Group. This group is comprised of a Compliance Manager, Training Manager, Operations Manager, Chief Financial Officer and an Executive Assistant. The teaching team consists of two Program Managers, ten Program Co-ordinators and twelve sessional trainer/assessors.

Scope of organisation's registration:

- AHC20316 Certificate II in Production Horticulture
- CHC33015 Certificate III in Individual Support
- CHC43115 Certificate IV in Disability
- HLT33015 Certificate III in Allied Health Assistance
- SIR20216 Certificate II in Retail Services
- 22234VIC Course in Initial General Education for Adults
- 22235VIC Certificate I in General Education for Adults (Introductory)
- 22236VIC Certificate I in General Education for Adults
- 22293VIC Certificate I in Initial Adult Literacy and Numeracy
- 22294VIC Course in Initial Adult Literacy and Numeracy
- 222301VIC Certificate I in Transition Education
- 222302VIC Certificate I in Work Education
- 222472VIC Certificate I in General Education for Adults
- 22481VIC Certificate I in General Education for Adults.

Suburb and state of all delivery sites:

- 18 Pakington Street, West Geelong VIC 3218
- 79 Gheringhap Street, Geelong VIC 3220
- Suites 1 and 2 Garden Street, East Geelong VIC 3220.

Third party usage:

- no third parties are utilised by the organisation.

Core clients/target groups:

- disadvantaged groups seeking pathways to employment
- those seeking to upskill current industry qualifications, particularly in the disability area
- youth seeking pathways to employment.

Training Revenue (Funded or fee for service):

- Fee for service
- Victorian State Government – ESS
- Skills First
- ACFE.

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

- 440.

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 Encompass Community Services Inc. to ASQA.
- Existing information and records held by ASQA concerning Encompass Community Services Inc.
- Information provided to ASQA's auditors and documentation reviewed during the site audit of Encompass Community Services Inc. conducted on 29 January 2020 - 30 January 2020.
- 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>22235VIC Certificate I in General Education for Adults (Introductory)</i>	Face to face	38
<i>CHC33015 Certificate III in Individual Support</i>	Face to face	10
<i>SIR20216 Certificate II in Retail Services</i>	Face to face	0
<i>22481VIC Certificate II in Work Education</i>	Face to face	0

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

Interviewees

Name	Position	Training products
Elaine Robb	CEO	N/A
Angela Alexander	Training Manager	N/A
Michelle Welch	Administration	N/A
Dee Piskor	Administration	N/A
Sadat Hussain	Operations Manager	N/A
Juanita Miranda	Quality 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

Original action required by Organisation

Encompass Community Services Inc. did not meet all requirements for Standards for RTOs 2015 clauses 1.1 and 1.8.

The organisation is required to provide evidence that demonstrates:

Training and assessment

- the organisation has corrected its training and assessment practices for future students to ensure they meet the requirements of the training product, including the amount of training provided
- the organisation has corrected its assessment system (to comply with Clause 1.8) for future students and has systems in place to ensure it is this system that is applied. The evidence to be provided must:
 - include the full suite of assessment tools (including RPL) for each unit of competency identified as non-compliant
 - demonstrate the organisation will implement an assessment system that ensures assessment:
 - complies with the assessment requirements of the relevant training product(s)
 - will be conducted in accordance with the Principles of Assessment and Rules of evidence.

Areas of non-compliance

Training and Assessment

Training Delivery and Assessment

Standards for RTOs Clause 1.1

Original Finding: Not compliant

The RTO's training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

22235VIC Certificate I in General Education for Adults (Introductory)

CHC33015 Certificate III in Individual Support

SIR20216 Certificate II in Retail Services

22481VIC Certificate II in Work Education

- The following evidence was reviewed:
 - 22472VIC TAS PaTH Block 1 2019-2020
 - 22472VIC TAS PaTH Block 2 2019-2020
 - 22481VIC TAS 2020
 - CHC33015 TAS 2019
 - SIR20216 TAS 2020
 - Record of Industry Consultation Questionnaire 2019, CHC33015
 - Work Instructions AD-WI-0000, V1 Feb 2020
 - PTR & ILP Certificate IV Qualifications V4
 - PTR & ILP Certificate III Qualifications V3
 - PTR & ILP Foundation Level V2
 - PTR & ILP Level 2 Youth Job Path V4.

- The organisation's documented training and assessment strategy does not ensure that industry engagement practices are included in the development of the strategies for the above training products. Specifically, the organisation's work instructions and industry consultation questionnaire demonstrates that industry engagement occurs at regularly scheduled meetings; however, the outcomes of the process and procedure are not recorded as being included in updated strategies.

Standards for RTOs Clause 1.8

Original Finding: Not compliant

The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

- a) complies with the assessment requirements of the relevant training package or VET accredited course; and
- b) is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.

Table 1.8.1 Principles of Assessment

Fairness	The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.
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	The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual learner by: <ul style="list-style-type: none"> • reflecting the learner's needs; • assessing competencies held by the learner no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: <ul style="list-style-type: none"> • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
Table 1.8.2 Rules of Evidence	
Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

22235VIC Certificate I in General Education for Adults (Introductory)

CHC33015 Certificate III in Individual Support

SIR20216 Certificate II in Retail Services

22481VIC Certificate II in Work Education

- The following evidence was reviewed:
 - Completed student assessment items (and the assessment tools used):
 - Student MW
CHCCCS015 Provide individualised support
 - Unit assessment tool 3/9/15 Version 3
 - Assessor marking guide 3/9/15 Version 3
 - Student AW
CHCLEG003 Manage legal and ethical compliance
 - Unit assessment tool 3/9/15 Version 3
 - Assessor marking guide 3/9/15 Version 3
 - Student NS

- *CHCCCS015 Provide individualised support*
 - Unit assessment tool 3/9/15 Version 3
 - Assessor marking guide 3/9/15 Version 3
- Student CR
- *CHCCCS015 Provide individualised support*
 - Unit assessment tool 3/9/15 Version 3
 - Assessor marking guide 3/9/15 Version 3
- Student JG
- *SITXWHS001 Participate in safe work practices*
 - Workbook 30/9/2015 Version 1
 - Unit Assessment Tool 30/9/2015 Version 1
- Student LK
- *CHCCCS015 Provide individualised support*
 - Unit assessment tool 3/9/15 Version 3
 - Assessor marking guide 3/9/15 Version 3.
- o Student files :
 - *SIR30216 Certificate III in Retail*
 - Student CP
 - Student CS
 - *CHC43115 Certificate IV in Disability*
 - Student AW
 - Student MF
 - Student MW
 - *CHC33015 Certificate III in Individual Support*
 - Student CR
 - Student SR
 - Student NS
 - *AHC20316 Certificate II in Production Horticulture*
 - Student MH
 - Student HF
 - *22235VIC Certificate I in General Education for Adults (Introductory)*
 - Student JG
 - Student LK.
- The following analysis provides guidance on the areas of non-compliance. Examples of non-compliances are provided however, this is not an exhaustive list. It is the organisation's responsibility to review the implementation of the assessment system for each unit of competency for all non-compliances identified below and provide evidence:
 - o that confirms students were assessed as meeting all the requirements of the training product(s) in which they were enrolled.
- Validity and Sufficiency - the assessment tools do not address all unit of competency requirements. For example, but not limited to:
 - o Knowledge Evidence:
 - *CHCCCS015 Provide individualised support*
 - Student NS

Responses provided in assessment tool are marked as satisfactory; however, the responses are incomplete and do not align with the expected responses in the unit marking guide
 - Student CR

Assessor has indicated that the student has responded to the tasks by themselves in their own handwriting; however, this handwritten material is inconsistent with the student's demonstrated abilities in other handwritten tasks and appears to have been completed by a second party

