

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

Audit Date: 9th and 10th November 2015

RTO: North Melbourne Language & Learning Inc.

Applicant Details			
Applicant Name	North Melbourne Language & Learning Inc.	TOID	6410
Address	Ground Floor, 33 Alfred Street, North Melbourne Vic 3051		
	Website	www.nmll.org.au	
Registration Contact	Joanne Goodman		
Phone Number	9326 7447 / 0412 232 693	Email	jgoodman@nmll.org.au
Audit Team			
Audit Firm	Shinewing Australia	Auditor/s	Anna-Louise Allen
Auditor/s		Other Attendees	
Registering Body Details			
Contact Person	Emma Hickingbotham		
Phone Number	9032 1562	Email	vet.audit@edumail.vic.gov.au
Audit Details			
Type of Audit	Re-registration Audit		
Conditions Audited	1, 3, 6, 7, 8, 9		
Standards Audited	1.1, 1.2, 1.3, 1.4, 1.5	2.1, 2.2, 2.3, 2.6, 2.7	3.1, 3.2, 3.4
VRQA Guidelines Audited	1,2,4,5		
Audit Date/s	9th and 10th November 2015		
RTO Background			
<p>North Melbourne Language & Learning (NMLL) is a Community Development organisation that supports the CALD community on the North Melbourne Public Housing Estate. The RTO employs 16 staff and provides English Language courses to the residents of the North Melbourne and Flemington Public Housing Estates. There is a strong link between the Community Development Program and engagement of residents in learning. There were 74 active students at the time of the audit.</p> <p>North Melbourne Language & Learning (NMLL) receives funding from the following government agencies:</p> <ul style="list-style-type: none"> • Department of Planning and Community Development • The City of Melbourne • ACFE • AMES • HESG and • Private donations. 			



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Qualifications/Units Audited ¹		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
10361NAT	Course in Preliminary Spoken and Written English	Vic
10362NAT	Certificate 1 in Spoken and Written English	Vic
10363NAT	Certificate II in Spoken and Written English	Vic
10364NAT	Certificate III in Spoken and Written English	Vic
10365NAT	Certificate IV in Spoken and Written English – Further Studies	Vic
10366NAT	Certificate IV in Spoken and Written English – Employment	Vic

Interviewee(s) – Staff name and position; employer name and position	
Joanne Goodman	Manager
Stephen Pollard	Education Co-ordinator/ Trainer, Spoken and Written English
Rosie Anis	Trainer, Spoken and Written English

Permanent Delivery Sites –	Yes	No
Do the RTO's permanent delivery sites match the information provided by the VRQA?	X	
If ' No' , please provided amended details below:		

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

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Audit Summary - AQTF Conditions of Registration

AQTF Conditions	Compliant	Non - Compliant	Not audited
1 Governance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2 Interactions with the Registering Body	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3 Compliance with Legislation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4 Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5 Financial Management	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6 Certification & Issuing of Qualifications & Statements of Attainment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7 Recognition of Qualifications Issued by other RTOs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Accuracy and Integrity of Marketing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9 Transition to Training Packages/Expiry of Accredited Courses	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summary of Non-Compliance²			
<p>CF1.1</p> <ul style="list-style-type: none"> • Insufficient evidence of monitoring and review of compliance with the AQTF. <p>CF3.1</p> <ul style="list-style-type: none"> • The RTO does not provide sufficient information on the VET quality framework and its impact on staff and students duties or participation in vocational education and training. <p>CF6.1</p> <ul style="list-style-type: none"> • Statements of attainment do not meet the AQF requirements. <p>CF 8.1</p> <ul style="list-style-type: none"> • The NRT logo is not always used correctly on the website. 			

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

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Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
Standard 1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.1 – Continuous Improvement Strategy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 – Training and Assessment Strategies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 – Training and Assessment Resources	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 – Trainer and Assessor Competency	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.5 – Assessment Strategies	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Standard 2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.1 – Meeting the Needs of Clients	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 – Continuous Improvement of Client Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 – Provision of Information to Clients	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 – Third-Party Engagement in Training and Assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2.5 – Provision of Support Services to Clients	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2.6 – Learner Access to Records of Participation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7 – Complaints and Appeals Strategy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard 3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.1 – Operations Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 – Continuous Improvement of Operations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 – Third-Party Training and/ or Assessment Services	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.4 – Records Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summary of Non-Compliance³			
<p>SF1.4.1</p> <ul style="list-style-type: none"> • Policies and procedures do not include supervision of non-qualified trainer/assessors and team assessment. <p>SF1.4.2</p> <ul style="list-style-type: none"> • Inadequate evidence of the professional development to develop VET knowledge and skills of trainers / assessors. <p>SF1.5.1</p> <ul style="list-style-type: none"> • Assessment tools are not in place to support all units of competency intended for delivery. 			

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

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Audit Summary – VRQA Guidelines for VET Providers

VRQA Guidelines	Compliant	Non - Compliant	Not audited
1. Governance, Probity and Compliance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.1 – Strategic Plan and Business Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.2 – Financial Viability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.3 – Management Systems	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.4 – Organisational Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.5 – Academic/Educational Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.6 – Change Reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. Quality Assurance, Review and Evaluation Processes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.1 – Course Quality	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 – Cheating and Plagiarism	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 – Quality Education and Training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Student Enrolment Records and Certification	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.4 – Provision of Courses to Domestic Students	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4. Student Learning Outcomes and Welfare Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.1 – Maximum Daily Hours of Attendance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 – Out of Hours Attendance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 – Student Safety	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Teaching, Learning and Assessment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.1 – Capacity to Deliver Scope of Registration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Summary of Non-Compliance⁴

GF1.3.1

- The Trainer/assessor files did not contain the evidence required by this guideline

GF5.1.1

- Mapping documents, record sheets and marking keys for some units are not in place.

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

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Detailed Findings - AQTF Conditions of Registration

CONDITION 1 - Governance		Non-Compliant
CFI.1 Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Non-Compliant with Condition 1</p> <p>The RTO has governance structures and meetings which ensure that the experiences of Trainers / Assessors are considered in the decision making of senior management.</p> <p>There was insufficient evidence presented to demonstrate that the Chief Executive monitors and reviews compliance with the AQTF. An internal audit against the HESG funding requirements is undertaken annually, and policies and procedures have been mapped to the VRQA Guidelines, however there was no evidence of an audit or monitoring of compliance with the AQTF.</p>	<p>No evidence reviewed during the audit</p> <p>Evidence reviewed during the audit:</p> <ul style="list-style-type: none"> • Organisational Chart • Interview with Centre Manager • Interview with Education Manager • Code of Conduct Policy • Committee of Management Charter • Management committee handbook • TESOL Teacher position description • Manager position description • Education Coordinator position description • Committee of Management agenda – policy review timeline • Internal HESG audit & rectification plan • AQTF Compliance plan – roles and responsibilities • NMLL Staff meeting Agenda • Fit and Proper Person declaration for Manager and Secretary 	<p><u>Actions:</u></p> <ul style="list-style-type: none"> • The RTO should make sure that they undertake activities to demonstrate that they are monitoring and reviewing compliance with the AQTF.

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CONDITION 3 – Compliance with Legislation		Non-Compliant
CF3.1 Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Non-Compliant with Condition 3.</p> <p>While policies and procedures and the handbooks refer to access and equity, privacy and safety legislation, there is limited reference to the VET Quality framework.</p> <p>The standard requires a systematic process to review and manage compliance with relevant Commonwealth, State or Territory legislation and regulatory requirements.</p> <p>The RTO has provided information to trainers and students on the Charter of Human Rights and Responsibilities Act 2006 (Vic), the Disability Act 2006 and the WWC Act 2005. There is no information provided on the VET quality framework, the legislation that underpins this and how this impacts on staff and student's participation in VET.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Staff induction checklist • Trainer induction checklist • Volunteer induction checklist • Risk Management policy • Risk Management plan AQTF • AQTF Roles and Responsibilities Compliance Plan • 2015 Staff member handbook • 2015 Student handbook • TESOL Teacher position description • Manager position description • Education Coordinator position description • TESOL Accredited Teacher compliance checklist • Diversity policy • Code of Conduct • Health and Safety Policy • OH&S Procedure • Privacy & Confidentiality Policy <p>Legislation referenced in the Staff Handbook:</p> <ul style="list-style-type: none"> • Charter of Human Rights and Responsibilities Act 2006 (Vic), • Disability Act 2006 and • WWC Act 2005 	<p><u>Actions:</u></p> <ul style="list-style-type: none"> • The RTO should make sure that they provide staff and students with information about the VET quality framework, the legislation that underpins this and how this impacts on staff and student's participation in VET.

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CONDITION 6 - Certification & Issuing of Qualifications & Statements of Attainment		Non-Compliant
Cf6.1	Finding	Required Rectification(s)
<p>The RTO is Non-Compliant with Condition 6. This condition requires that:</p> <p>The RTO issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or accredited course, a qualification or statement of attainment (as appropriate) that:</p> <p>The templates for the Certificate, Transcript of results and Statement of Attainment do not meet the Australian Qualifications Framework (AQF) requirements.</p> <p>The Certificate contains the employability skills statement.</p> <p>The transcript of results includes both the VRQA and NRT logo, which will need to be removed. It does not include the enrolment date as required by the AQF.</p> <p>The Statement of Attainment includes reference to the AQF, which should be removed. The statement on the Statement of Attainment is out of date.</p> <p>The Certificate and Statement of Attainment includes both the VRQA logo and the statement. Only one is required.</p>	<p>Evidence/Documentation Reviewed</p> <p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Training, Assessment and Evaluation Policy • Wisenet • Records Management Policy • Records and archiving procedure • Attendance and cancellation procedure • Qualification awarding procedure • Enrolment process • Enrolment form <p>Templates for John Smith</p> <ul style="list-style-type: none"> • Statement of Attainment • Certificate • Transcript of results 	<p><u>Actions:</u></p> <ul style="list-style-type: none"> • The RTO should revise their templates for the certificates and statements of attainment to make sure they meet the AQF requirements. The following amendments should be made: • Remove the employability skills statement form the Certificate. • Add the enrolment date and remove the logos from the Transcript of Results. • Remove the reference to the AQF from the Statement of Attainment. Amend the statement to read: 'A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more <i>accredited units</i>'.

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Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with this aspect of Condition 6.</p> <p>The RTO has a mechanism in place to retain client records for a period of 30 years</p> <p>The RTO provides AVETMISS compliant data via the Wisenet.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Training, Assessment and Evaluation Policy • Wisenet • Records Management Policy • Records and archiving procedure • Attendance and cancellation procedure • Qualification awarding procedure • Enrolment process • Enrolment form 	<p>No rectification required.</p>

CONDITION 7 - Recognition of Qualifications Issued by other RTOs		
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Condition 7.</p> <p>The RTO recognises the AQF Qualifications and Statements of Attainment issued by any other.</p>	<p>Evidence reviewed at audit:</p> <p>Student Handbook</p> <ul style="list-style-type: none"> • Mutual recognition and RPL • Pre-training review procedure • Enrolment process 	<p>No rectification required.</p>

Improvement Opportunities
<p>References to mutual recognition should be removed as this is outdated terminology.</p>

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CONDITION 8 - Accuracy and Integrity of Marketing		Non-Compliant
Cf8.1	Finding	Required Rectification(s)
The RTO is Non-Compliant with Condition 8.	<p>The RTO's marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.</p> <p>The NRT logo is not always used correctly on the website. The NRT logo may only be used in marketing and advertising where the AQF qualification code and title is used.</p>	<p><u>Actions:</u></p> <ul style="list-style-type: none"> The RTO should review the use of the NRT logo on their website to make sure that it only appears on pages where the AQF qualification code and title is used.
CONDITION 9 - Transition to Training Packages/Expiry of Accredited Courses		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Condition 9.</p> <p>The RTO has managed the transition from superseded accredited courses so that it delivers only currently endorsed courses post the transition date.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> Website: http://www.nmll.org.au/ 2015 Student Handbook Course Brochures Marketing Procedure NMILL Consent form Social Media Usage Policy Social Media Procedure Communication External Procedure 	<p>No rectification required.</p>
Improvement Opportunities		
<p>It is suggested that the RTO develop a process map to record the steps taken to manage the transition from one accredited course to another. It is also suggested that they apply to VRQA for the standing order using a Form E.</p>		



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STANDARD 1
Detailed Findings - AQTF Standards

Finding	Evidence/Documentation Reviewed	Required Rectification(s)	Compliant
<p>ELEMENT 1.1 - The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.</p> <p>The RTO is Compliant with Element 1.1. The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Continuous Improvement Policy • Continuous Improvement Process • Responding to feedback Process Map • Continuous Improvement Report • Continuous Improvement Log 2015 • Organisation improvement & system change form • Reception community feedback • Module learning review • Records and archiving procedures • Version control procedures • Incident reports • Teacher assessor feedback form • Staff professional review procedure • Volunteer survey • Management committee survey • QI regulator report • Website: http://www.nml.org.au/ 	<p>No rectification required.</p>	<p>Compliant</p>



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Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>ELEMENT 1.2 - Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry.</p> <p>The RTO is Compliant with Element 1.2.</p> <p>Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Training, Assessment and Evaluation Policy <p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • 10361NAT Course in Preliminary Spoken and Written English • 10362NAT Certificate I in Spoken and Written English • 10363NAT Certificate II in Spoken and Written English • 10364NAT Certificate III in Spoken and Written English • 10365NAT Certificate IV in Spoken and Written English – Further Studies • 10366NAT Certificate IV in Spoken and Written English - Employment <p>Industry consultation</p> <ul style="list-style-type: none"> • Inner Northern Cluster Partnership • Flemington Neighbourhood Renewal Employment and Learning • North Melbourne Agency Collective 	<p>No rectification required.</p>	<p>Compliant</p>
<p>Improvement Opportunities</p>			
<p>It is suggested that the RTO maintain an up to date training and assessment strategy for the Certificate IV qualifications, even though they are not currently delivered.</p>			



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Finding	Evidence/Documentation Reviewed	Required Rectification(s)	Compliant
<p>ELEMENT 1.3 - Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.</p> <p>The RTO is Compliant with Element 1.3.</p> <p>The RTO has access to appropriate staff, facilities, equipment and training and assessment materials consistent with the requirements of the accredited courses and the RTO's own training and assessment strategies.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Training, Assessment and Evaluation Policy <p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • 10361NAT Course in Preliminary Spoken and Written English • 10362NAT Certificate I in Spoken and Written English • 10363NAT Certificate II in Spoken and Written English • 10364NAT Certificate III in Spoken and Written English • 10365NAT Certificate IV in Spoken and Written English – Further Studies • 10366NAT Certificate IV in Spoken and Written English - Employment • Resources - Spoken and Written English <p>Term & Session plan</p> <ul style="list-style-type: none"> • 10361NAT Course in Preliminary Spoken and Written English • 10362NAT Certificate I in Spoken and Written English • 10363NAT Certificate II in Spoken and Written English • 10364NAT Certificate III in Spoken and Written English 	<p>No rectification required.</p>	<p>Compliant</p>



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	<ul style="list-style-type: none">• 10365NAT Certificate IV in Spoken and Written English – Further Studies• 10366NAT Certificate IV in Spoken and Written English - Employment Independent Learning Plan Term Timetables <ul style="list-style-type: none">• Preliminary and Certificate I• Certificate I & II• Certificate II & III Units audited <ul style="list-style-type: none">• SWECN302A Comprehending and participating in casual conversations (modules B)• SWEEP311A Comprehending and composing expositions Student Files <ul style="list-style-type: none">• Moshen Moradi• Hamid Zamandari	
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ELEMENT 1.4 - Training and assessment is delivered by trainers and assessors who: a) Have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and b) Have the relevant vocational competencies at least to the level being delivered or assessed, and c) Can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and d) Continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.	Evidence/Documentation Reviewed	Required Rectification(s)
<p>SF1.4.1 Finding</p> <p>The RTO is Non-Compliant with Element 1.4.</p> <p>One trainer, Rosie Anis did not hold the TAE40110 and there was no mapping of equivalence to her existing teacher and education qualifications.</p> <p>Rosie is currently under supervision by the Education Coordinator and meeting notes are in place to support this. It would be advisable that this trainer consider completing the Certificate IV in Training and Assessment.</p> <p>The RTO does not have any policies and procedures in place to manage the supervision of trainers who do not hold the Certificate IV in Training and Assessment.</p> <p>It is unclear how the supervision arrangements ensure that all assessment tasks are co-assessed by the trainer and the supervisor.</p>	<p>Evidence reviewed at audit:</p> <p>Policies</p> <ul style="list-style-type: none"> • Recruitment and Employment policy • Recruitment procedure • Professional development and moderation procedure • Communication Internal Procedure • Communication External Procedure • Professional review procedure • Induction checklist – staff • Induction checklist – Teachers • Induction checklist – Volunteers • Staff Exit Procedure • TESOL Teacher position description • Manager position description • Education Coordinator position description • TESOL Accredited Teacher compliance checklist • Training, assessment & evaluation policy <p>Other</p> <ul style="list-style-type: none"> • Staff Handbook v2 • Employee induction checklist – no VET reference • Agreement for the Provision of Services 	<p>Non-Compliant</p> <p><u>Actions:</u></p> <ul style="list-style-type: none"> • The RTO will need to put in place policies and procedures which detail how supervision of non-qualified trainer/assessors will be managed and the process for ensuring that dual assessments are undertaken in line with the principles of assessment.



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SF1.4.2 Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO did not demonstrate that trainers undertake professional development to develop the Vocational Education and Training (VET) knowledge and skills of trainer assessors.</p> <p>The Recruitment and Employment policy does not reference any VET legislation. The Professional development and moderation procedure does not make any reference to the requirements of this standard to undertake PD that continues to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</p> <p>One trainer had attended two events relevant to preparation for the re-registration audit. The other trainer files did not contain any evidence of professional</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Staff Handbook v2 • Employee induction checklist – no VET reference • Recruitment and Employment policy • Recruitment procedure • Professional development and moderation procedure • Communication Internal Procedure • Communication External Procedure • Professional review procedure • Induction checklist – Teachers <p>Trainer Files</p> <ul style="list-style-type: none"> • Rosie Anis • Nancy Vanin 	<p>Actions:</p> <ul style="list-style-type: none"> • The RTO should review their policies and procedures to make sure that the requirements to undertake professional development in the three areas of developing their Vocational Education and Training (VET) knowledge and skills, as well as their industry currency and trainer/assessor competence. • The RTO must communicate these requirements to the trainer/assessors and monitor their professional development in line with the requirements.



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<p>development to develop their Vocational Education and Training (VET) knowledge and skills. The intent of this standard is to ensure that trainer/assessors keep abreast of the regulatory and legislative changes in VET and understand the impact on their role as a trainer/assessor. The RTO should review their policies and procedures and communications to trainer/assessors to make sure that they are kept up to date with regulatory and legislative changes in VET and that they are made aware of the impact of these changes on their role as a trainer/assessor.</p>	<ul style="list-style-type: none">• Stephen Pollard• Meryn Lowe (no longer training for the RTO)	
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ELEMENT 1.5 - Assessment including Recognition of Prior Learning (RPL): a) Meets the requirements of the relevant Training Package or accredited course b) Is conducted in accordance with the principles of assessment and the rules of evidence c) Meets workplace and, where relevant, regulatory requirements d) Is systematically validated.	Evidence/Documentation Reviewed	Required Rectification(s)
<p>SF1.5.1 Finding</p> <p>The RTO is Non-Compliant with Element 1.5.</p> <p>Assessment including Recognition of Prior Learning (RPL) meets the requirements of the accredited courses. The RTO is using the NEAS Assessment Task bank to source its assessment tasks.</p> <p>Each tutor is required to contextualise the task to their student group. The Contextualised task is then mapped to the unit requirement. This task has not been completed for the units:</p> <p>10362NAT Certificate I in Spoken and Written English</p> <ul style="list-style-type: none"> • SWETRA103A Comprehending and participating in short transactional exchanges (module C) • SWENUM13A Comprehending and performing addition and subtraction with decimal whole numbers (module M) <p>10363NAT Certificate II in Spoken and Written English</p> <ul style="list-style-type: none"> • SWEDIV216A Comprehending and performing multiplication and division with decimal whole numbers (module P) 	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Training, Assessment and Evaluation Policy • Assessment and evaluation procedures • Foundation skills development – document & process summary • Process map: key steps to determining and addressing foundation skills • Pre-training review Part A – Assessor questions • Pre-training review Part B – outcome record sheet • Course Development Process Map: Key steps to developing a course • Assessment & Evaluation Procedures • Assessment Instrument • Course evaluation Survey Process Map • Course evaluation survey • Industry consultation Procedure • Industry consultation letter • Industry consultation Feedback Sheet • Qualifications Awarding and recognition procedure • Application for the re-issue of a qualification or statement of attainment • Missed assessment tasks procedure • Attendance cancellation procedures • Course Planning and delivery procedures 	<p>Non-Compliant</p> <p><u>Actions:</u></p> <ul style="list-style-type: none"> • The RTO should make sure that they have assessment tasks in place for all units that they intend to deliver, in line with their own policies and procedures.



Audit Date: 9th and 10th November 2015

RTO: North Melbourne Language & Learning Inc.

	<ul style="list-style-type: none"> • Term Planning Procedure • Term & session plan <p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • 10361NAT Course in Preliminary Spoken and Written English • 10362NAT Certificate I in Spoken and Written English • 10363NAT Certificate II in Spoken and Written English • 10364NAT Certificate III in Spoken and Written English • 10365NAT Certificate IV in Spoken and Written English – Further Studies • 10366NAT Certificate IV in Spoken and Written English – Employment • Resources - Spoken and Written English <p>Units audited</p> <p>10362NAT Certificate I in Spoken and Written English</p> <ul style="list-style-type: none"> • SWETRA103A Comprehending and participating in short transactional exchanges (module C) • SWENUM113A Comprehending and performing addition and subtraction with decimal whole numbers (module M) <p>10363NAT Certificate II in Spoken and Written English</p> <ul style="list-style-type: none"> • SWEDIV216A Comprehending and performing multiplication and division with decimal whole numbers (module P) <p>10364NAT Certificate III in Spoken and Written English</p> <ul style="list-style-type: none"> • SWECON302A Comprehending and participating in casual conversations (modules B) 	
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Audit Date: 9th and 10th November 2015

RTO: North Melbourne Language & Learning Inc.

	<ul style="list-style-type: none">• SWEEP311A Comprehending and composing expositions Student Files• Moshen Moradi• Hamid Zamandari	
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Audit Date: 9th and 10th November 2015

RTO: North Melbourne Language & Learning Inc.

STANDARD 2 **Detailed Findings - AQTF Standards**

Finding	Evidence/Documentation Reviewed	Required Rectification(s)	Compliant
<p>ELEMENT 2.1 - The RTO establishes the needs of clients and delivers services to meet these needs.</p> <p>The RTO is Compliant with Element 2.1.</p> <p>The RTO establishes the needs of clients and delivers services to meet these needs.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Diversity Policy • Code of Conduct for students • Enrolment process • 2015 Student Handbook • Foundation skills development – document & process summary • Process map: key steps to determining and addressing foundation skills • Pre-training review Part A – Assessor questions • Pre-training review Part B – outcome record sheet <p>Assessment sheets for:</p> <ul style="list-style-type: none"> • Speaking/listening • Reading • Writing 	<p>No rectification required.</p>	<p>Compliant</p>



Audit Date: 9th and 10th November 2015

RTO: North Melbourne Language & Learning Inc.

Finding	Evidence/Documentation Reviewed	Required Rectification(s)	Compliant
<p>ELEMENT 2.2 - The RTO continuously improves client services by collecting, analysing and acting upon relevant data.</p> <p>The RTO is Compliant with Element 2.2.</p> <p>The RTO continuously improves client services by collecting, analysing and acting upon relevant data.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Continuous Improvement Policy • Continuous Improvement Process • Responding to feedback Process Map • Continuous Improvement Report • Continuous Improvement Log 2015 • Organisation improvement & system change form • Reception community feedback • Module learning review • Records and archiving procedures • Version control procedures • Incident reports • Teacher assessor feedback form • Staff professional review procedure • Volunteer survey • Management committee survey • QI regulator report • Website: http://www.nml.org.au/ 	<p>No rectification required.</p>	<p>Compliant</p>



Audit Date: 9th and 10th November 2015

RTO: North Melbourne Language & Learning Inc.

Finding	Evidence/Documentation Reviewed	Required Rectification(s)	Compliant
<p>ELEMENT 2.3 - Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.</p> <p>The RTO is Compliant with Element 2.3.</p> <p>Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Website http://www.nmll.org.au/ • Course Timetable • Course brochures <p>2015 Student Handbook</p> <ul style="list-style-type: none"> • Mission • Vision • Values • Organisational objectives • History • Funding bodies • Partnership program • Strategic planning • Management and organisation • Teaching approach • Mutual recognition and RPL • Courses offered • Student Selection • Enrolment procedures • Assessment • Certificates awarded & reissuance • Fees and refunds • Student support and services • Policies and procedures • Code of conduct 	<p>No rectification required.</p>	<p>Compliant</p>



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RTO: North Melbourne Language & Learning Inc.

	<ul style="list-style-type: none"> • Privacy • Appropriate use of technology • Recycling and sustainability 	
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ELEMENT 2.6 - Learners have timely access to current and accurate records of their participation and progress.		
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>Element 2.6 was Compliant</p> <p>Learners have timely access to current and accurate records of the participation and progress.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Student enrolment policy • Pre-training review procedure • Attendance and cancellation procedure • NMLL Code of Conduct Agreement • Student Enrolment Withdrawal Refund Form • Enrolment interview and level assessment • 2015 Timetable Semester 2 • Term 4 2015 Timetable • Student statement of fees 2015 • 2015 Student Handbook • Privacy Notice & USI Application Authorisation • Government subsidised training plan – Job Seeker Referral Form Victoria 	<p>No rectification required.</p>
		Compliant



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Finding	Evidence/Documentation Reviewed	Required Rectification(s)	Compliant
<p>ELEMENT 2.7 - The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.</p> <p>The RTO is Compliant with Element 2.7.</p> <p>The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • 2015 Student Handbook • 2015 Trainer Handbook • Student Grievance policy • Student Grievance procedure • Incident report form • Continuous Improvement Log 2015 • Organisation improvement & system change form • Reception community feedback 	<p>No rectification required.</p>	<p>Compliant</p>
<p>Improvement Opportunities</p>			
<p>The following information should be included in the Student Grievance policy - The National Training Complaints Hotline is accessible on 13 38 73 and is available Monday to Friday, from 8am to 6pm. You can also send complaints via email to skilling@education.gov.au</p>			



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RTO: North Melbourne Language & Learning Inc.

STANDARD 3 Detailed Findings - AQTF Standards

Finding	Evidence/Documentation Reviewed	Required Rectification(s)	Compliant
<p>ELEMENT 3.1 - The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.</p> <p>The RTO is Compliant with Element 3.1.</p> <p>The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Privacy & Confidentiality Policy • Privacy & Confidentiality procedures • Enrolment form 2015 – includes student agreement and Privacy notice • Eligibility declaration • NMLL Consent form • Student enrolment policy • Pre-training review procedure • Attendance and cancellation procedure • NMLL Code of Conduct Agreement • Student Enrolment Withdrawal Refund Form • Enrolment interview and level assessment • 2015 Timetable Semester 2 • Term 4 2015 Timetable • Student statement of fees 2015 • 2015 Student Handbook • Privacy Notice & USI Application Authorisation • Government subsidised training plan – Job Seeker Referral Form Victoria 	<p>No rectification required.</p>	<p>Compliant</p>



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RTO: North Melbourne Language & Learning Inc.

Finding	Evidence/Documentation Reviewed	Required Rectification(s)	Compliant
<p>ELEMENT 3.2 - The RTO uses a systematic and continuous improvement approach to the management of operations.</p> <p>The RTO is Compliant with Element 3.2.</p> <p>The RTO uses a systematic and continuous improvement approach to the management of operations.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Continuous Improvement Policy • Continuous Improvement Process • Responding to feedback Process Map • Continuous Improvement Report • Continuous Improvement Log 2015 • Organisation improvement & system change form • Reception community feedback • Module learning review • Records and archiving procedures • Version control procedures • Incident reports • Teacher assessor feedback form • Staff professional review procedure • Volunteer survey • Management committee survey • QI regulator report • Website: http://www.nml.org.au/ • HESG internal audit and rectification plan 	<p>No rectification required.</p>	<p>Compliant</p>



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Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>ELEMENT 3.4 - The RTO manages records to ensure their accuracy and integrity.</p> <p>The RTO is Compliant with Element 3.4.</p> <p>The RTO manages records to ensure their accuracy and integrity</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Privacy & Confidentiality Policy • Privacy & Confidentiality procedures • Enrolment form 2015 – includes student agreement and Privacy notice • Eligibility declaration • NMLL Consent form • Student enrolment policy • Pre-training review procedure • Attendance and cancellation procedure • NMLL Code of Conduct Agreement • Student Enrolment Withdrawal Refund Form • Enrolment interview and level assessment • 2015 Timetable Semester 2 • Term 4 2015 Timetable • Student statement of fees 2015 • 2015 Student Handbook • Privacy Notice & USI Application Authorisation • Government subsidised training plan – Job Seeker Referral Form Victoria <p>Other resources</p> <ul style="list-style-type: none"> • Victorian Student Number Guidelines • Victorian VET Student Statistical Collection Guidelines • Guidelines to determine Student Eligibility • VTG Compliance Complaints • Management Guide 	<p>No rectification required.</p>	<p>Compliant</p>



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RTO: North Melbourne Language & Learning Inc.

Detailed Findings – VRQA Guidelines for VET Providers

GUIDELINE 1.3 - Staff records for each training and assessment staff member must include the following:	Evidence/Documentation Reviewed	Required Rectification(s)
<ul style="list-style-type: none"> • Verified or certified and/or signed documents are held by the RTO • Trainer skills matrix – signed by trainer/assessor • Trainer and assessor qualifications - verified by RTO or otherwise certified • Vocational qualifications – verified by RTO or otherwise certified • CV – signed by trainer/assessor • Professional development activities verified and/or signed by trainer/assessor • Position description • Employment contract/agreement 	<p>Evidence reviewed at audit:</p> <p>Policies</p> <ul style="list-style-type: none"> • Recruitment and Employment policy • Recruitment procedure • Professional development and moderation procedure • Communication Internal Procedure • Communication External Procedure • Professional review procedure • Induction checklist – staff • Induction checklist – Teachers • Induction checklist – Volunteers • Staff Exit Procedure • TESOL Teacher position description • Manager position description • Education Coordinator position description • TESOL Accredited Teacher compliance checklist 	<p>GF1.3.1 Finding</p> <p>The RTO is Non-Compliant with Guideline 1.3.</p> <p>Trainer/assessor records are not consistent with the requirements of the guideline.</p> <p>The RTO must make sure that copies of vocational qualifications are complete. Both the Certificate and academic transcript should be maintained on the file. Rosie Anis Graduate Dip in Teaching and Learning - Charles Darwin University & Graduate Diploma of Teaching English to Speakers of other Languages from University of Canberra were not supported by an academic transcript. Only an academic transcript was available to support Nancy Vanin's TAE</p>
<p>Non-Compliant</p>		<p>Actions:</p> <ul style="list-style-type: none"> • The RTO must make sure that complete copies of Vocational qualifications are maintained on the trainer files.



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	<ul style="list-style-type: none">• Training, assessment & evaluation policy <p>Other</p> <ul style="list-style-type: none">• Staff Handbook v2• Employee induction checklist – no VET reference• Agreement for the Provision of Services• Charter of Human Rights and Responsibilities (2006)• Permanent Part-time Employee Work Agreement (example)• ESL Tutor Employee Work Agreement (example)• Sessional Tutor Work Agreement (example)• Staff Timesheet <p>Trainer Files</p> <ul style="list-style-type: none">• Rosie Anis• Nancy Vanin• Stephen Pollard• Merryn Lowe	
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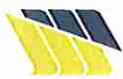


Audit Date: 9th and 10th November 2015

RTO: North Melbourne Language & Learning Inc.

Detailed Findings – VRQA Guidelines for VET Providers

Finding	Evidence/Documentation Reviewed	Required Rectification(s)	Compliant
<p>GUIDELINE 2.1 - The provider must demonstrate that it is able to monitor course quality, externally moderate student performance and drive continuous improvement in course delivery.</p> <p>The RTO is Compliant with Guideline 2.1.</p> <p>The RTO monitors course quality.</p>	<p>Evidence reviewed at audit:</p> <p>Internal schedule of validation</p> <p>Assessment validation records for:</p> <ul style="list-style-type: none"> • 10361NAT Course in Spoken and Written English modules A, C, D, E • 10362NAT Certificate I in Spoken and Written English modules A, B, C, D, E, H, L • 10363NAT Certificate II in Spoken and Written English modules A, F, H, K, • 10364NAT Certificate III in Spoken and Written English module C, E, G, L, M <p>Schedule of moderation – external participants for 2015</p> <p>Moderation coversheet</p> <ul style="list-style-type: none"> • SWEDEC002A (module B); • SWEPRN008A (module H); • SWECON105A (module E); • SWEREC110A (Modules J); • SWEDES109A (Module I); • SWEOP1213A (Module M) <p>Assessment tasks mapping</p> <ul style="list-style-type: none"> • SWECON302A Comprehending and participating in casual Conversations (B) • SWEEXP311A Comprehending and composing expositions (K) 	<p>No rectification required.</p>	<p>Compliant</p>



Audit Date: 9th and 10th November 2015

RTO: North Melbourne Language & Learning Inc.

Finding	Evidence/Documentation Reviewed	Required Rectification(s)	Compliant
<p>GUIDELINE 2.2 - The provider must demonstrate that it has measures in place to prevent and detect cheating and plagiarism amongst its students and to deal appropriately with any instances of these practices.</p> <p>The RTO is Compliant with Guideline 2.2.</p> <p>The RTO has measures in place to prevent and detect cheating and plagiarism amongst its students and to deal appropriately with any instances of these practices.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Training, assessment and evaluation policy – includes cheating and plagiarism • NMLL Code of Conduct 	<p>No rectification required.</p>	<p>Compliant</p>



Audit Date: 9th and 10th November 2015

RTO: North Melbourne Language & Learning Inc.

Finding	Evidence/Documentation Reviewed	Required Rectification(s)	Compliant
<p>GUIDELINE 2.3 - The provider must demonstrate that they can provide quality education and training to students</p> <p>The RTO is Compliant with Guideline 2.3.</p> <p>The RTO has sufficient policies and procedures to ensure the retention unit of competency training and assessment information *for a minimum of 1 year post completion of the unit, including mechanisms for the retention of master resources.</p>	<p>Evidence reviewed at audit:</p> <p>Training and Assessment</p> <ul style="list-style-type: none"> • Training, assessment and evaluation policy – includes cheating and plagiarism • Assessment and evaluation procedures • Foundation skills development – document & process summary • Process map: key steps to determining and addressing foundation skills • Pre-training review Part A – Assessor questions • Pre-training review Part B – outcome record sheet • Course Development Process Map: Key steps to developing a course • Assessment & Evaluation Procedures • Assessment Instrument • Course evaluation Survey Process Map • Course evaluation survey • Industry consultation Procedure • Industry consultation letter • Industry consultation Feedback Sheet • Qualifications Awarding and recognition procedure • Application for the re-issue of a qualification or statement of attainment • Missed assessment tasks procedure • Attendance cancellation procedures • Course Planning and delivery procedures • Term Planning Procedure 	<p>No rectification required.</p>	<p>Compliant</p>



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RTD: North Melbourne Language & Learning Inc.

	<ul style="list-style-type: none"> • Term & session plan • NIMLL Volunteer policy • Volunteer Induction Checklist • Volunteer handbook <p>Student Enrolment</p> <ul style="list-style-type: none"> • Student enrolment policy • Pre-training review procedure • Attendance and cancellation procedure • NIMLL Code of Conduct Agreement • Student Enrolment Withdrawal Refund Form • Enrolment interview and level assessment • 2015 Timetable Semester 2 • Term 4 2015 Timetable • Student statement of fees 2015 • 2015 Student Handbook • Privacy and confidentiality policy • Privacy and confidentiality procedure • Privacy Notice & USI Application Authorisation • Government subsidised training plan – Job Seeker Referral Form Victoria <p>Other</p> <ul style="list-style-type: none"> • Code of Conduct • Trainer Handbook • Internal schedule of validation • External moderation schedule • Wise Net Student Management System 	
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Audit Date: 9th and 10th November 2015

RTO: North Melbourne Language & Learning Inc.

Finding	Evidence/Documentation Reviewed	Required Rectification(s)	Compliant
<p>GUIDELINE 4.1 - A provider must not require or permit students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, specifying different maximum hours for that course).</p> <p>The RTO is Compliant with Guideline 4.1.</p> <p>The RTO does not require or permit students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, specifying different maximum hours for that course).</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Health and Safety Policy • OH&S Procedure • Incident report form • Emergency Evacuation Procedures • Emergency Evacuation plan/map • 2015 Timetable Semester 2 • Term 4 2015 Timetable • 2015 Student Handbook 	<p>No rectification required.</p>	



Audit Date: 9th and 10th November 2015

RTO: North Melbourne Language & Learning Inc.

Finding	Evidence/Documentation Reviewed	Required Rectification(s)	Compliant
<p>GUIDELINE 4.2 - A provider must not require or permit full time students to attend scheduled classes (including time allocated for self-paced or online studies) outside of 0800hrs to 2200 hrs on any day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, approving a different schedule for that course and with the written agreement of the student).</p> <p>The RTO is Compliant with Guideline 4.2.</p> <p>The RTO does not require or permit full time students to attend scheduled classes (including time allocated for self-paced or online studies) outside of 0800hrs to 2200 hrs on any day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, approving a different schedule for that course and with the written agreement of the student).</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Health and Safety Policy • OH&S Procedure • Incident report form • Emergency Evacuation Procedures • Emergency Evacuation plan/map • 2015 Timetable Semester 2 • Term 4 2015 Timetable • 2015 Student Handbook 	<p>No rectification required.</p>	<p>Compliant</p>



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RTO: North Melbourne Language & Learning Inc.

Finding	Evidence/Documentation Reviewed	Required Rectification(s)	Compliant
<p>GUIDELINE 4.4 - Providers must indicate the measures they intend to take to address matters of student safety.</p> <p>The RTO is Compliant with Guideline 4.4</p> <p>RTO policies are designed to address matters of student wellbeing and Safety.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Health and Safety Policy • OH&S Procedure • Incident report form • Emergency Evacuation Procedures • Emergency Evacuation plan/map • 2015 Timetable Semester 2 • Term 4 2015 Timetable • 2015 Student Handbook 	<p>No rectification required.</p>	<p>Compliant</p>



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RTO: North Melbourne Language & Learning Inc.

Finding	Evidence/Documentation Reviewed	Required Rectification(s)	Non-Compliant
<p>GUIDELINE 5.1 - The provider must demonstrate that they have the capacity to deliver and assess ALL the courses requested/on the scope of registration.</p> <p>The RTO is Compliant with this aspect of Guideline 5.1</p> <p>The RTO has comprehensive delivery and assessment plans for each qualification that indicates the modes of delivery and specifies the training and assessment requirements for each unit.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Training, Assessment and Evaluation Policy <p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • 10361NAT Course in Preliminary Spoken and Written English • 10362NAT Certificate I in Spoken and Written English • 10363NAT Certificate II in Spoken and Written English • 10364NAT Certificate III in Spoken and Written English • 10365NAT Certificate IV in Spoken and Written English – Further Studies • 10366NAT Certificate IV in Spoken and Written English - Employment <p>Industry consultation</p> <ul style="list-style-type: none"> • Inner Northern Cluster Partnership • Flemington Neighbourhood Renewal Employment and Learning • North Melbourne Agency Collective <p>Units audited</p> <ul style="list-style-type: none"> • SWECN302A Comprehending and participating in casual conversations (modules B) • SWEEP311A Comprehending and composing expositions <p>Student Files</p> <ul style="list-style-type: none"> • Moshen Moradi 	<p>No rectification required.</p>	



Audit Date: 9th and 10th November 2015

RTO: North Melbourne Language & Learning Inc.

GF5.1.1 Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is not compliant with this aspect of Guideline 5.1</p> <p>The RTO is using the NEAS assessment tasks as a base for their assessments. These were not available for all the unit audited.</p> <p>The RTOs process is to take these assessment tasks and contextualise them to their client group and to map them to the unit requirements in line with this guideline.</p> <p>Contextualised assessment tasks with coversheets, marking keys and mapping documents were not in place to support:</p> <p>10362NAT Certificate I in Spoken and Written English</p> <p>Units</p> <ul style="list-style-type: none"> • SWETRA103A Comprehending and participating in short transactional exchanges (module C) • SWENUM113A Comprehending and performing addition and subtraction with decimal whole numbers (module M) <p>10363NAT Certificate II in Spoken and Written English</p> <ul style="list-style-type: none"> • SWEDIV216A Comprehending and performing multiplication and division with decimal whole numbers (module P) 	<p>Hamid Zamandari</p> <p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Lease agreements • 9B Occupancy permit • Asset Register • Training, Assessment and Evaluation Policy • Assessment and evaluation procedures • Foundation skills development – document & process summary • Process map: key steps to determining and addressing foundation skills • Pre-training review Part A – Assessor questions • Pre-training review Part B – outcome record sheet • Course Development Process Map: Key steps to developing a course • Assessment & Evaluation Procedures • Assessment Instrument • Course evaluation Survey Process Map • Course evaluation survey • Industry consultation Procedure • Industry consultation letter • Industry consultation Feedback Sheet • Qualifications Awarding and recognition procedure • Application for the re-issue of a qualification or statement of attainment • Missed assessment tasks procedure • Attendance cancellation procedures 	<p><u>Actions:</u></p> <ul style="list-style-type: none"> • The RTO must make sure that they have fully developed assessment tasks with marking key and coversheets in place to support all units that they intend to deliver prior to commencement.



Audit Date: 9th and 10th November 2015

RTO: North Melbourne Language & Learning Inc.

	<ul style="list-style-type: none"> • Course Planning and delivery procedures • Term Planning Procedure • Term & session plan <p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • 10361NAT Course in Preliminary Spoken and Written English • 10362NAT Certificate I in Spoken and Written English • 10363NAT Certificate II in Spoken and Written English • 10364NAT Certificate III in Spoken and Written English • 10365NAT Certificate IV in Spoken and Written English – Further Studies • 10366NAT Certificate IV in Spoken and Written English - Employment • Resources - Spoken and Written English <p>Units audited</p> <p>10362NAT Certificate I in Spoken and Written English</p> <ul style="list-style-type: none"> • SWETRA103A Comprehending and participating in short transactional exchanges (module C) • SWENUM13A Comprehending and performing addition and subtraction with decimal whole numbers (module M) <p>10363NAT Certificate II in Spoken and Written English</p> <ul style="list-style-type: none"> • SWEDIV216A Comprehending and performing multiplication and division with decimal whole numbers (module P) <p>10364NAT Certificate III in Spoken and Written English</p> <ul style="list-style-type: none"> • SWECON302A Comprehending and participating in casual conversations (modules B) • SWEEXP311A Comprehending and composing expositions
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Audit Date: 9th and 10th November 2015

RTO: North Melbourne Language & Learning Inc.

	<p>Student Files</p> <ul style="list-style-type: none">• Moshen Moradi• Hamid Zamandari <p>Trainer interview</p> <ul style="list-style-type: none">• Stephen Pollard• Rosie Anis	
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RTO Name:	North Melbourne Language & Learning Inc.	TOID:	6410
RTO Contact:	Joanne Goodman	Contact Ph Number:	9326 7447 / 0412 232 693
Position Title:	Manager	Audit Date:	9th and 10th November 2015
Audit Type:	Re-Registration		
Site:	Ground Floor, 33 Alfred Street, North Melbourne Vic 3051		
Lead Auditor:	Anna-Louise Allen		

ACCEPTANCE FORM

Does the RTO accept the findings of the **AQTF Essential Conditions and Standards for Continuing Registration** audit in full?

- Yes
 No*

Does the RTO accept the findings of the **VRQA Guidelines for VET Providers** audit in full?

- Yes
 No*

*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 business days of receipt of the draft audit report.

Name of CEO *JOANNE GOODMAN*

CEO's Signature: *[Signature]*

Date: *1/12/15*
(or authorised representative)

Name of Auditor: Anna-Louise Allen

Auditor's Signature: *Anna Louise Allen*

Date: 9th and 10th November 2015



Registered Training Organisation Name:	North Melbourne Language & Learning Inc.
TOID:	6410
Survey Completed by:	Joanne Goodman
Position/Title:	Manager
Name of Auditor:	Anna-Louise Allen
Date of Audit:	9th and 10th November 2015
Type of Audit:	Re-Registration
Audit Site/s:	Ground Floor, 33 Alfred Street, North Melbourne Vic 3051
Duration of Audit(hours):	

1. Did the auditor contact you to confirm the audit date a minimum of 14 days prior to the audit visit? X Yes
2. Was the auditor punctual on the audit day/s? X Yes
3. Was an entry meeting (minimum 30mins) held at the commencement of the audit to discuss your organisation's business operations, the purpose of the audit and the processes involved? X Yes
4. Was an exit interview held at the conclusion of the audit visit? X Yes
5. Were the draft audit findings discussed at the exit interview? X Yes
6. Did the audit process assist you to identify areas for continuous improvement of your training operations? X Yes
7. In your opinion, did the auditor perform the audit in a thorough and professional manner? If "No", would you please state the reason(s) for your response X Yes

8. Have you any other comments relating to any aspects of the audit?

The auditor- Anna-Louise Allen was very knowledgeable about all aspects of the standards & VRQA guidelines for VET sector and was at all times helpful and professional. This audit was affirming as it acknowledged what NMLL do is to a high standard and meets the guidelines. It also helped NMLL to improve efficiency in aspects of our delivery.

Signature 

.Date 16/11/2015

Please return to: Emma Hickingbotham
VET Audit Services
Victorian Registration & Qualifications Authority
GPO Box 2317 Melbourne VIC 3001
OR fax to: (03) 9032 1579

