

Audit Date: 12th & 24th November 2020 RTO: 6410 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	http:// wyndhamcec.org.au	
Registration Contact	Mr Clifford Rundle		
Phone Number	(03) 9326 7447	Email	manager@nml.org.au
Audit Team			
Audit Firm	ShineWing Australia	Lead Auditor	Casey Helman
Auditor/s		Other Attendees	Clifford Rundle Sam Navarria Manatosh Chakma
Registering Body Details			
Contact Person	Julie Florence		
Phone Number	9032 1560	Email	vet.audit@edumail.vic.gov.au
Audit Details			
Type of Audit	Re-registration Audit		
Conditions Audited	3, 6, 7, 8, 9		
Standards Audited	1.1, 1.2, 1.3, 1.4, 1.5	2.1, 2.2, 2.3, 2.5, 2.6, 2.7	3.1, 3.2, 3.4
2016 VRQA Guidelines Audited	3.1, 3.2	4.1, 4.2	
Audit Date/s	12 th & 24 th November 2020		
RTO Background			
<p>NMLL is a registered Neighbourhood House and is continuously expanding its Community Development Program to empower the CALD communities of North Melbourne to be more confident and able.</p> <p>At the time of audit, the RTO has the following accredited courses on scope.</p> <ul style="list-style-type: none"> • 22482VIC Course in Initial EAL • 22483VIC Course in EAL • 22484VIC Certificate I in EAL (Access) • 22485VIC Certificate II in EAL (Access) • 22486VIC Certificate III in EAL (Access) <p>At the time of audit, North Melbourne Language & Learning Inc had just over 60 students enrolled in various EAL courses.</p> <p>During the audit, it became evident that the staff have strong links in their local community relevant to operations of the RTO. Examples include;</p>			

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- Convenor of the NAC, the North Melbourne Agency Collective, a network of about 40 community service agencies in North Melbourne
- Member of the INC, a local network of six community-based RTOs and Learn Local Organisations (LLOs).
- Member of the Executive Committee of ACEVic, the Victorian peak body for community-based RTOs and LLOs.
- Member of ACFE Board Expert Panel, an initiative of the ACFE Chairperson to provide her with advice regarding ACFE policy and funding initiatives.
- Co- chairman of the Migrant Settlement Committee (East Melbourne Metropolitan area).
- North West RAC (Regional Advisory Committee) of the Victorian Multi-cultural Commission
- North Melbourne and Flemington Towers Engagement Group, a Zoom consultative forum of local residents and organisations.

Qualifications/Units Audited ¹		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
22484VIC	Certificate I in EAL (Access) <ul style="list-style-type: none"> • VU22590 Plan language learning with support • VU22591 Participate in short simple exchanges 	RTO
22486VIC	Certificate III in EAL (Access) <ul style="list-style-type: none"> • VU22384 Develop and document a learning plan and portfolio • VU22617 Investigate features of the education system in Australia 	RTO

Interviewee(s) – Staff name and position; employer name and position	
Clifford Rundle	GM NMLL
Sam Navarria	Education and Compliance Coordinator
Manatosh Chakma	Administration Coordinator

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:		

Third party Arrangements –	Yes	No

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

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Do the RTO's third-party arrangements match the information provided by the VRQA?	X	
There are no third-party arrangements		

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Audit Summary - AQTF Conditions of Registration

AQTF Conditions		Compliant	Non - Compliant	Not audited
Place an X in the appropriate column				
1	Governance			X
2	Interactions with the Registering Body			X
3	Compliance with Legislation	X		
4	Insurance			X
5	Financial Management			X
6	Certification & Issuing of Qualifications & Statements of Attainment	X		
7	Recognition of Qualifications Issued by other RTOs	X		
8	Accuracy and Integrity of Marketing	X		
9	Transition to Training Packages/Expiry of Accredited Courses	X		

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Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
Standard 1			
1.1 – Continuous Improvement Strategy	X		
1.2 – Training and Assessment Strategies	X		
1.3 – Training and Assessment Resources	X		
1.4 – Trainer and Assessor Competency	X		
1.5 – Assessment Strategies	X		
Standard 2			
2.1 – Meeting the Needs of Clients	X		
2.2 – Continuous Improvement of Client Services	X		
2.3 – Provision of Information to Clients	X		
2.4 – Third-Party Engagement in Training and Assessment			X
2.5 – Provision of Support Services to Clients	X		
2.6 – Learner Access to Records of Participation	X		
2.7 – Complaints and Appeals Strategy	X		
Standard 3			
3.1 – Operations Management	X		
3.2 – Continuous Improvement of Operations	X		
3.3 – Third-Party Training and/ or Assessment Services			X
3.4 – Records Management	X		

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Audit Summary – 2016 VRQA Guidelines for VET Providers

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

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Detailed Findings - AQTF Conditions of Registration

CONDITION 1 - Governance		Not audited in Phase 2 audit
Evidence/Documentation Reviewed		
N/A		
CF.1	Finding	Required Rectification(s)
N/A		N/A

CONDITION 2 - Interactions with the Registering Body		Not audited in Phase 2 audit
Evidence/Documentation Reviewed		
N/A		
CF. 2	Finding	Required Rectification(s)
N/A		N/A

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CONDITION 3 - Compliance with Legislation		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> - Complaint and Appeals Procedure_ Students - Privacy and Confidentiality Procedure - Occupational Health & Safety Procedures - USI Brochure - NMLL website 		
CF.3.1	Finding	Required Rectification(s)
	North Melbourne Language & Learning Inc had identified and implemented relevant Commonwealth, State or Territory legislation and regulatory requirements that were relevant to its operations and its scope of registration. It ensured that its staff and clients were fully informed of these requirements that affected their duties or participation in vocational education and training through relevant policies and procedures, the student handbook and the NMLL website.	N/A

CONDITION 4 - Insurance		Not audited in Phase 2 audit
Evidence/Documentation Reviewed		
N/A		
CF. 4	Finding	Required Rectification(s)
	N/A	N/A

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CONDITION 5 - Financial Management		Not audited in Phase 2 audit
Evidence/Documentation Reviewed		
N/A		
CF. 5	Finding	Required Rectification(s)
N/A		N/A

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CONDITION 6 - Certification & Issuing of Qualifications & Statements of Attainment		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Qualification Awarding & Recognition Procedure • Application for the re-issue of a Qualification or statement of attainment • Certificate number: NML0001146 • Certificate number: NML0001161 • Enrolment Procedure - Assessor and Administration responsibilities • Privacy and Confidentiality Procedure (talks about record retention) • WiseNet • 2020 RTO Performance Report- VETStat-Detailed-Report • 2019 RTO Performance Report – VETStat-Detailed-Report • Signed Quality Indicator Report 		
CF.6.1	Finding	Required Rectification(s)
North Melbourne Language & Learning Inc had issued testamurs in accordance with the requirements of the Training Package that met the Australian Qualifications Framework (AQF). The testamurs included the Nationally Recognised Training (NRT) logo in accordance with the current conditions of use.		N/A
CF.6.2.1	Finding	Required Rectification(s)
North Melbourne Language & Learning Inc had confirmed that it would retain client records of attainment of units of competency and qualifications for a period of 30 years.		N/A
CF.6.3.1	Finding	Required Rectification(s)
North Melbourne Language & Learning Inc had a student records management system in place that had the capacity to provide the registering body with AVETMISS compliant data.		N/A
CF.6.4.1	Finding	Required Rectification(s)

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North Melbourne Language & Learning Inc had provided a return of its client records of attainment of units of competency and qualifications to the VRQA for 2019	N/A
CF.6.5.1 Finding	Required Rectification(s)
North Melbourne Language & Learning Inc met the requirements for implementation of a national unique student identifier.	N/A

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CONDITION 7 - Recognition of Qualifications Issued by other RTOs		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> Pre-Training Review Procedure Qualification Awarding & Recognition Procedure Student handbook NMLL website 		
CF.7.1	Finding	Required Rectification(s)
North Melbourne Language & Learning Inc had procedures in place for the recognition of AQF Qualifications and Statements of Attainment issued by any other RTO. Students are informed via the student handbook, during the pre-training interview and by the NMLL website.		N/A

CONDITION 8 - Accuracy and Integrity of Marketing		Compliant
Evidence/Documentation Reviewed		
Marketing & Advertising Procedure <ul style="list-style-type: none"> NMLL website 		
CF.8.1	Finding	Required Rectification(s)
North Melbourne Language & Learning Inc has ensured its marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration. The NRT logo has not been used in any marketing.		N/A

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CONDITION 9 - Transition to Training Packages/Expiry of Accredited Courses		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • NMLL website • Certificate & Statement of attainment templates • Enrolment procedure 		
CF.9.1	Finding	Required Rectification(s)
	North Melbourne Language & Learning Inc had provisions in place for the management of the transition from superseded Training Packages within 12 months of their publication on the TGA.	N/A

Opportunity for Improvement
North Melbourne Language & Learning Inc would benefit by adding to their existing policy and procedure the requirements of the RTO for an addition to scope. I.e. update marketing materials, Training and Assessment Strategies, Training and Assessment products, Trainer and Assessor Qualification and Currency requirements, award templates etc

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Detailed Findings - AQTF Standards

ELEMENT 1.1 - The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Continuous Improvement Policy • Industry Consultation Procedure • 2020 RTO Performance Report- VETStat-Detailed-Report • 2019 RTO Performance Report – VETStat-Detailed-Report • 2019 AQTF Learner Questionnaire • Signed Quality Indicator Report 		
SF.1.1.1	Finding	Required Rectification(s)
	North Melbourne Language & Learning Inc collected, analysed, and acted on relevant data for continuous improvement of training and assessment.	N/A

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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.		Compliant
Evidence/Documentation Reviewed		
Learning and assessment arrangements for the following qualifications and sample of units:		
22484VIC Certificate I in EAL (Access)		
<ul style="list-style-type: none"> • VU22590 Plan language learning with support • VU22591 Participate in short simple exchanges 		
22486VIC Certificate III in EAL (Access)		
<ul style="list-style-type: none"> • VU22384 Develop and document a learning plan and portfolio • VU22617 Investigate features of the education system in Australia 		
SF.1.2.1	Finding	Required Rectification(s)
North Melbourne Language & Learning Inc has strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry.		N/A

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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.	Compliant
Evidence/Documentation Reviewed	
<p>22484VIC Certificate I in EAL (Access)</p> <ul style="list-style-type: none"> • VU22590 Plan language learning with support • VU22591 Participate in short simple exchanges <p>Resources identified:</p> <ul style="list-style-type: none"> • The Literacy Workbook for Beginners – Judy Christie. 1998. NSW AMES • Beach Street 1 (Beginners) – An English Course for Adults, NSW AMES • Picture Prompts (various) Susan Thomas. Delta Publishing, 1999 - Active learning. <p>22486VIC Certificate III in EAL (Access)</p> <ul style="list-style-type: none"> • VU22384 Develop and document a learning plan and portfolio • VU22617 Investigate features of the education system in Australia <p>Resources identified:</p> <ul style="list-style-type: none"> • Beach Street (Intermediate) – An English Course for Adults, NSW AMES • Good Better Best 3 – Elsie Hill • Relevant internet sites; news outlets and current affairs programs. <p>Photo evidence of:</p> <ul style="list-style-type: none"> - Classroom facilities - Computer Lab - Resource section (corner library of resources) - Statutory Declaration <p>For Staffing, see Standard 1.4</p>	

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For Assessment, see Standard 1.5		
SF.1.3.1	Finding	Required Rectification(s)
	Staff, facilities, equipment and training and assessment materials used by North Melbourne Language & Learning Inc were consistent with the requirements of the Training Package or accredited course and North Melbourne Language & Learning Inc own training and assessment strategies.	N/A

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<p>ELEMENT 1.4 - Training and assessment is delivered by trainers and assessors who:</p> <p>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.</p>		Compliant
Evidence/Documentation Reviewed		
<p>Qualifications, experience, and currency of competency for the following sample of trainers/assessors:</p> <p>22484VIC Certificate I in EAL (Access)</p> <ul style="list-style-type: none"> • Sharon Hurley <p>22486VIC Certificate III in EAL (Access)</p> <ul style="list-style-type: none"> • Rosie Anis 		
SF.1.4.1	Finding	Required Rectification(s)
	<p>Training and assessment was delivered by trainers and assessors who had the necessary training and assessment competencies and the relevant vocational competencies at least to the level being delivered or assessed, could demonstrate current industry skills directly relevant to the training/assessment being undertaken and continued to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</p>	N/A

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<p>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.</p>	Compliant
Evidence/Documentation Reviewed	
<p>Assessment resources, tools and instruments for the following qualifications and samples of units:</p> <p>22484VIC Certificate I in EAL (Access)</p> <p>VU22590 Plan language learning with support</p> <ul style="list-style-type: none"> • VU22590 Student Assessment Pack v2 • VU22590 Trainer Assessment Pack v2 (with model answers and how to guides) <p>VU22591 Participate in short simple exchanges</p> <ul style="list-style-type: none"> • VU22591 Student Assessment Pack v2 • VU22591 Trainer Assessment Pack v2 (with model answers and how to guides) <p>22486VIC Certificate III in EAL (Access)</p> <p>VU22384 Develop and document a learning plan and portfolio</p> <ul style="list-style-type: none"> • VU22384 Student Assessment Pack v2 • VU22384 Trainer Pack v2(with model answers and how to guides) • Term 2 Workbook for Cert 3 EAL • Term 3 Workbook for Cert 3 EAL • Term 4 Workbook for Cert 3 EAL <p>VU22617 Investigate features of the education system in Australia</p>	

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<ul style="list-style-type: none"> • VU22617 Student Assessment Pack v2 • VU22617 Trainer Pack v2 • Term 2 Workbook for Cert 3 EAL • Term 3 Workbook for Cert 3 EAL • Term 4 Workbook for Cert 3 EAL 		
SF.1.5.1	Finding	Required Rectification(s)
	Assessments, including Recognition of Prior Learning (RPL), met the requirements of the relevant unit of competency and were conducted in accordance with the principles of assessment and the rules of evidence, met the workplace regulatory requirements and were systematically validated	N/A

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2.1 - The RTO establishes the needs of clients and delivers services to meet these needs.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Enrolment Procedure - Assessor and Administration responsibilities • Fee Collection, Waiver and Refund Procedure • Pre-Training Review Procedure 		
SF.2.1.1	Finding	Required Rectification(s)
North Melbourne Language & Learning Inc had established the needs of clients and delivered services to meet these needs.		N/A

2.2 - The RTO continuously improves client services by collecting, analysing and acting upon relevant data.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Continuous Improvement Policy • Industry Consultation Procedure • 2020 RTO Performance Report- VETStat-Detailed-Report • 2019 RTO Performance Report – VETStat-Detailed-Report • 2019 AQTF Learner Questionnaire • Signed Quality Indicator Report 		
SF.2.2.1	Finding	Required Rectification(s)
North Melbourne Language & Learning Inc had collected data for the continuous improvement of client services to enable the analysing and acting upon relevant information to ensure that student services met student needs.		N/A

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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.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Enrolment Procedure - Assessor and Administration responsibilities • Pre-Training Review Procedure • Cheating & plagiarism procedure • Fee Collection, Waiver and Refund Procedure • NMLL web site • Student handbook 		
SF.2.3.1	Finding	Required Rectification(s)
North Melbourne Language & Learning Inc had provided sufficient information, before students enrolled or entered into an agreement, about the training, assessment and support services to be provided and about their rights and obligations.		N/A

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2.4 - Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.		Not Audited
Evidence/Documentation Reviewed		
North Melbourne Language & Learning Inc does not deliver training and assessment in the workplace		
SF.2.4.1	Finding	Required Rectification(s)
	North Melbourne Language & Learning Inc does not deliver training and assessment in the workplace	N/A

2.5 - Learners receive training, assessment and support services that meet their individual needs.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Enrolment Procedure - Assessor and Administration responsibilities • Fee Collection, Waiver and Refund Procedure • Pre-Training Review Procedure 		
SF.2.5.1	Finding	Required Rectification(s)
	North Melbourne Language & Learning Inc had provided sufficient support to ensure that learners received training, assessment and support services that met their individual needs.	N/A

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2.6 - Learners have timely access to current and accurate records of their participation and progress.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Student Handbook informs students they can access their records at any time. • Enrolment Procedure - Assessor and Administration responsibilities 		
SF.2.6.1	Finding	Required Rectification(s)
North Melbourne Language & Learning Inc had developed and implemented procedures to ensure that learners had timely access to current and accurate records of their participation and progress and communicated this to students via through the enrolment interview process.		N/A

2.7 - The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Complaint and Appeals Procedure • Student handbook • NMLL website 		
SF.2.7.1	Finding	Required Rectification(s)
North Melbourne Language & Learning Inc provided appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively. The complaints and appeals procedures included procedures for students to escalate complaints to an external source.		N/A

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3.1 - The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Course Planning & Delivery Procedure • Enrolment Procedure - Assessor and Administration responsibilities • Student handbooks • Pre-Training Review Procedure <p>Student files:</p> <ul style="list-style-type: none"> • Cert 1 in EAL - VU22590 - AW • Cert 1 in EAL - VU22590 - IA • Cert 1 in EAL - VU22590 - M H A • Cert 1 in EAL - VU22590 - Y J Z • Cert 1 in EAL - VU22590 - Z Y • Cert 3 in EAL - VU22384 - A K • Cert 3 in EAL - VU22384 - J FR P • Cert 3 in EAL - VU22384 - NM N • Cert 3 in EAL - VU22384 - P K L • Cert 3 in EAL - VU22384 - S S 		
SF.3.1.1	Finding	Required Rectification(s)
	North Melbourne Language & Learning Inc management of its operations ensured clients received the services detailed in their agreement with the RTO.	N/A

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3.2 - The RTO uses a systematic and continuous improvement approach to the management of operations.		Compliant
<ul style="list-style-type: none"> • Continuous Improvement Policy • Industry Consultation Procedure • 2020 RTO Performance Report- VETStat-Detailed-Report • 2019 RTO Performance Report – VETStat-Detailed-Report • 2019 AQTF Learner Questionnaire • Signed Quality Indicator Report 		
SF.3.2.1	Finding	Required Rectification(s)
	North Melbourne Language & Learning Inc used a systematic and continuous improvement approach to the management of operations.	N/A

3.3 – The RTO monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration.		Not Audited
N/A		
SF.3.3.1	Finding	Required Rectification(s)
	North Melbourne Language & Learning Inc does not have any third-party arrangements for services to be provided on their behalf.	N/A

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3.4 - The RTO manages records to ensure their accuracy and integrity.		Compliant
<p>Enrolment Procedure - Assessor and Administration responsibilities AGM Meeting Procedures Assessment Validation procedure Attendance and Cancellation Procedures 16.04.2020</p> <ul style="list-style-type: none"> • Cert 1 in EAL - VU22590 - AW • Cert 1 in EAL - VU22590 - IA • Cert 1 in EAL - VU22590 - M H A • Cert 1 in EAL - VU22590 - Y J Z • Cert 1 in EAL - VU22590 - Z Y • Cert 3 in EAL - VU22384 - A K • Cert 3 in EAL - VU22384 - J FR P • Cert 3 in EAL - VU22384 - NM N • Cert 3 in EAL - VU22384 - P K L • Cert 3 in EAL - VU22384 - S S 		
SF.3.4.1	Finding	Required Rectification(s)
	North Melbourne Language & Learning Inc managed records to ensure their accuracy and integrity.	N/A

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Detailed Findings – 2016 VRQA Guidelines for VET Providers

<p>GUIDELINE 1.1 - An RTO must ensure that it has a current strategic plan and a detailed business plan which have been approved by its governing body.</p> <p>a) An RTO ensures the strategic plan details the overall vision, mission, board of directors and strategic directions of the RTO and clearly indicates that provision of vocational education is a primary purpose of the RTO.</p> <p>b) An RTO ensures the business plan details the operational and workforce development arrangements for a three year period that incorporates:</p> <ul style="list-style-type: none"> i. description of the business including an organisation chart, courses, location(s) and facilities ii. a continuous improvement plan or risk management strategy iii. a work force development plan iv. strategic alliances with other education or service providers or third party arrangements v. training and assessment delivery including proposed facilities and delivery hours 		<p>Not Audited in Phase 2 audit</p>
N/A		
GF 1.1	Finding	Required Rectification(s)
N/A		N/A

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<p>GUIDELINE 1.2 - An RTO demonstrates its financial viability and its capacity to sustain quality VET into the future by ensuring it has a three year financial plan that includes:</p> <ul style="list-style-type: none"> a) projected student enrolments by qualifications b) a range of financial indicators, including <ul style="list-style-type: none"> i. cash flow ii. current ratio of total current assets versus total current liabilities (equal to or greater than 1) iii. debt ratio Total Liabilities/Total Assets (equal to or less than 1) c) the VET provider shows that it has a financial guarantor with the capacity to service the guarantee and/or to demonstrate sufficient working capital to operate for at least 6 months without tuition fees. d) details about whether any person involved in the management or provision of courses by the RTO meets any of the descriptions listed in section 4.3.11(2) of the Act. 		<p>Not audited in Phase 2 audit</p>
N/A		
GF 1.2	Finding	Required Rectification(s)
N/A		N/A

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GUIDELINE 1.3 - An RTO ensures that it has management systems that include:		Not Audited
<ul style="list-style-type: none"> a) management information including: <ul style="list-style-type: none"> I. details of company incorporation in Australia (alternatively evidence of being an incorporated body in receipt of government funds) II. a physical address of the company in Victoria for the purposes of serving notices III. details of the directors, CEO/PEO and senior management members with associated police checks and Working With Children Checks if students are under 18 years of age IV. confirmation that at least one Director or CEO/PEO has his/her principal residence in Victoria V. contact arrangements for the CEO/PEO including during holidays and other closure periods VI. a physical addresses for the location of financial, student and staff records including archives and computer back up storage b) a financial management system including a system for managing student fee payments and student refunds c) a student records management system that includes the capacity to provide the VRQA with AVETMISS compliant data and to ensure that copies of student records are <ul style="list-style-type: none"> I. not able to be withheld from the RTO; and II. able to be provided in electronic and print versions, at no cost to the VRQA in the event that the VET provider ceases operations d) a staff records management system including arrangements which ensure that for each staff member involved in training and assessment, the RTO holds verified documentation indicating each staff member's qualification and skills. 		
N/A		
GF 1.3.1	Finding	Required Rectification(s)
N/A		N/A

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GUIDELINE 1.4 - An RTO ensures that it has appropriate governance structures that includes:		Not audited in Phase 2 audit
a) transparent governance and ownership arrangements, such as a Board of Directors, governing council, executive management and academic management b) a governance structure that includes appropriate appointments of persons for oversight of academic/educational integrity and quality assurance, such that: <ul style="list-style-type: none"> i. for an RTO with anticipated ongoing operation of less than 150 equivalent full time students or an annual student fee turnover of less than \$1.5m per annum, persons are appointed with suitable qualifications and experience; and ii. for all other RTOs, a governance committee is established that includes individuals who are independent of the RTO's ownership and are employed with suitable qualifications and experience c) a CEO/PEO and members of the RTO's senior management team with appropriate qualifications and educational experience.		
N/A		
GF 1.4	Finding	Required Rectification(s)
N/A		N/A

GUIDELINE 2.1 - An RTO ensures that where services are provided on its behalf by a third party the provision of those services is the subject of a written agreement.		Not audited
<ul style="list-style-type: none"> • A <i>third party</i> means any party that provides services on behalf of the RTO but does not include a party to a contract of employment with the RTO. • <i>Services</i> mean training, assessment, related educational or support services and/or any activities related to the recruitment of prospective students, but does not include student counselling, mediation or ICT support services. 		
N/A		
GF 2.1.1	Finding	Required Rectification(s)
North Melbourne Language & Learning Inc has no third-party arrangements in place		N/A

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GUIDELINE 2.2 – An RTO ensures that any third party delivering services on its behalf is required, under a written agreement, to cooperate with the VRQA:		Not Audited
<ul style="list-style-type: none"> a) by providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and b) for the purposes of the conduct of any audit or monitoring of its operations. 		
N/A		
GF 2.2.1	Finding	Required Rectification(s)
	North Melbourne Language & Learning Inc has no third-party arrangements in place	N/A

GUIDELINE 2.3 – An RTO notifies the VRQA of any written agreement entered into under Guideline 2.2 for the delivery of services on its behalf:		Not Audited
<ul style="list-style-type: none"> a) within 30 calendar days of the agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first; and b) within 30 calendar days of the agreement coming to an end. 		
N/A		
GF 2.3.1	Finding	Required Rectification(s)
	North Melbourne Language & Learning Inc has no third-party arrangements in place	N/A

GUIDELINE 2.4 – Information, whether disseminated directly by an RTO or by another party on its behalf, is both accurate and factual, including by:		Not Audited
<ul style="list-style-type: none"> a) clarifying whether a third party is recruiting prospective students for an RTO on its behalf; and b) distinguishing where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party. 		

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N/A	
GF 2.4.1 Finding	Required Rectification(s)
North Melbourne Language & Learning Inc has no third-party arrangements in place	N/A

GUIDELINE 2.5 - Prior to the enrolment of students or the commencement of training and assessment, whichever comes first, an RTO t provides, in print or through referral to an electronic copy, current and accurate information that:	Not Audited
<ul style="list-style-type: none"> a) enables the student to make informed decisions about undertaking training with the RTO and b) (at a minimum) includes the name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the student on an RTO's behalf 	
N/A	
GF 2.5.1 Finding	Required Rectification(s)
North Melbourne Language & Learning Inc has no third-party arrangements in place	N/A

GUIDELINE 2.6 - Where there are any changes to agreed services, an RTO advises the student of those changes as soon as practicable, including in relation to any relevant changes to existing or new third party arrangements or changes in ownership.	Not Audited
N/A	
GF 2.6.1 Finding	Required Rectification(s)

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RTO: 6410 North Melbourne Language & Learning Inc

North Melbourne Language & Learning Inc has no third-party arrangements in place	N/A
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GUIDELINE 2.7 - An RTO has a complaints policy to manage and respond to allegations involving the conduct of:	Not Audited
<ul style="list-style-type: none"> a) the RTO, its trainers, assessors or other staff; b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or c) a student of the RTO. 	

N/A	
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GF 2.7.1 Finding	Required Rectification(s)
North Melbourne Language & Learning Inc has no third-party arrangements in place	N/A

GUIDELINE 2.8 - An RTO has an appeals policy to manage a request for the review of a decision, including an assessment decision, made by an RTO or a third party providing services on the RTO's behalf.	Not Audited
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N/A	
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GF 2.8.1 Finding	Required Rectification(s)
North Melbourne Language & Learning Inc has no third-party arrangements in place	N/A

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<p>GUIDELINE 3.1 In addition to the requirements specified in Guidelines 3.2 and 3.3, an RTO's training and assessment is only delivered only by persons who have:</p> <ul style="list-style-type: none"> a) vocational competencies at least to the level being delivered and assessed; b) current industry skills directly relevant to the training and assessment being provided; and c) current knowledge and skills in vocational training and learning that informs their training and assessment. <p>Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.</p>		Compliant
<p>See Standard 1.4</p>		
GF 3.1.1	Finding	Required Rectification(s)
	<p>North Melbourne Language & Learning Inc provided a Register of Trainers Assessors for each qualification being audited.</p> <p>Training and assessment was delivered by trainers and assessors who had the necessary training and assessment competencies and the relevant vocational competencies at least to the level being delivered or assessed, could demonstrate current industry skills directly relevant to the training/assessment being undertaken and continued to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</p>	<p>N/A</p>

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GUIDELINE 3.2 An RTO's training and assessment is only delivered only by persons who have the qualifications specified in Item 1 or Item 2 of Schedule 1 of these Guidelines.		Compliant
See Standard 1.4		
GF 3.2.1	Finding	Required Rectification(s)
	<p>North Melbourne Language & Learning Inc provided a Register of Trainers Assessors for each qualification being audited.</p> <p>Training and assessment was delivered by trainers and assessors who had the necessary training and assessment competencies and the relevant vocational competencies at least to the level being delivered or assessed, could demonstrate current industry skills directly relevant to the training/assessment being undertaken and continued to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</p>	N/A

GUIDELINE 3.3 Where a person conducts assessment only, an RTO ensures that the person has the qualification specified in Item 1 or Item 2 or Item 3 of Schedule 1 of these Guidelines.		Not Audited
North Melbourne Language & Learning Inc does not provide assessment only services.		
GF 3.3.1	Finding	Required Rectification(s)
	North Melbourne Language & Learning Inc does not provide assessment only services.	N/A

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GUIDELINE 3.4 Where the RTO, in delivering training and assessment, engages an individual who is not a qualified trainer and/or assessor, the individual works under the supervision of a qualified trainer and/or assessor and must not determine assessment outcomes.		Not Audited
North Melbourne Language & Learning Inc does not provide assessment only services.		
GF 3.4.1	Finding	Required Rectification(s)
	North Melbourne Language & Learning Inc does not provide assessment only services.	N/A

GUIDELINE 3.5 An RTO ensures that any individual working under the supervision of a trainer:		Not Audited
<ul style="list-style-type: none"> a) holds the skill set defined in Item 4 of Schedule 1 of these Guidelines; b) has vocational competencies at least to the level being delivered and assessed; and c) has current industry skills directly relevant to the training and assessment being provided. 		
North Melbourne Language & Learning Inc does not provide assessment only services.		
GF 3.5.1	Finding	Required Rectification(s)
	North Melbourne Language & Learning Inc does not provide assessment only services.	N/A

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RTO: 6410 North Melbourne Language & Learning Inc

GUIDELINE 4.1 - An RTO's training and assessment strategies and practices, including the amount of training it provides, are consistent with the requirements of the training packages and VET accredited courses and enable each student to meet the requirements for each unit of competency or module in which the student is enrolled.		Compliant
See Standard 1.2		
GF 4.1.1	Finding	Required Rectification(s)
	North Melbourne Language & Learning Inc training and assessment strategies and practices, including the amount of training it provides, are consistent with the requirements of the training packages and VET accredited courses and enable each student to meet the requirements for each unit of competency or module in which the student is enrolled.	N/A

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GUIDELINE 4.2 - For the purposes of Guideline 4.1, an RTO determines the amount of training it provides to each student with regard to:		Compliant
<ul style="list-style-type: none"> a) the existing skills, knowledge and the experience of the student; b) the mode of delivery; and c) where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification. 		
See Standard 1.2		
GF 4.2.1	Finding	Required Rectification(s)
	North Melbourne Language & Learning Inc training and assessment strategies and practices, including the amount of training it provided, were consistent with the requirements of the Training Packages and enabled each student to meet the requirements for each unit of competency in which the student was enrolled and a rationale for this amount of training was provided.	N/A

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GUIDELINE 4.3 - From 1 January 2016, to deliver any AQF qualification or assessor skill set from the Training and Education Training Package (or its successor), an RTO must have undergone an independent validation of its assessment system, tools, processes and outcomes in accordance with the requirements contained in Schedule 2 (and the definitions of independent validation and validation) of these Guidelines.		Not Audited
North Melbourne Language & Learning Inc does not deliver a qualification or assessor skill set from the Training and Education Training Package.		
GF 4.3.1	Finding	Required Rectification(s)
North Melbourne Language & Learning Inc does not deliver a qualification or assessor skill set from the Training and Education Training Package.		N/A

GUIDELINE 4.4 - From 1 January 2016, to deliver any AQF qualification or skill set from the Training and Education Training Package (or its successor), an RTO ensures that all trainers and assessors delivering the training and assessment hold the training and assessment qualification at least to the level being delivered, or have demonstrated equivalence of competencies.		Not Audited
North Melbourne Language & Learning Inc does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.		
GF 4.4.1	Finding	Required Rectification(s)
North Melbourne Language & Learning Inc does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.		N/A

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GUIDELINE 4.5 - From 1 January 2017, to deliver the training and assessment qualification specified in Item 1 of Schedule 1 of these Guidelines, or any assessor skill set from the Training and Education Training Package (or its successor), an RTO ensures all trainers and assessors delivering the training and assessment:		Not Audited
a) hold the qualification specified in Item 5 of Schedule 1 of these Guidelines; or b) work under the supervision of a trainer that holds the qualification specified in Item 5 of Schedule 1 of these Guidelines.		
North Melbourne Language & Learning Inc does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.		
GF 4.5.1	Finding	Required Rectification(s)
North Melbourne Language & Learning Inc does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.		N/A

GUIDELINE 4.6 - An RTO ensures that any individual working under supervision holds the qualification specified in Item 1 of Schedule 1 of these Guidelines and does not determine assessment outcomes.		Not Audited
North Melbourne Language & Learning Inc does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.		
GF 4.6.1	Finding	Required Rectification(s)
North Melbourne Language & Learning Inc does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.		N/A

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

Audit Date: 12th & 24th November 2020

RTO: 6410 North Melbourne Language & Learning Inc

GUIDELINE 4.7 - An application to add any AQF qualification or assessor skill set from the Training and Education Training Package (or its successor) to an RTO's scope of registration has only be granted if an RTO has:		Not audited
<ul style="list-style-type: none"> a) held registration for at least two years continuously at the time of adding the qualification and/or skill set to scope; and b) from 1 January 2016, undergone an independent validation of its assessment system, tools, processes and outcomes in accordance with Guideline 4.3. 		
N/A		
GF 4.7	Finding	Required Rectification(s)
N/A		N/A

GUIDELINE 5.1 - An RTO registered with the VRQA has provided an annual declaration of compliance with the AQTF Essential Conditions and Standards for Continuing Registration (the AQTF Standards) and these Guidelines, and in particular whether it:		Not audited
<ul style="list-style-type: none"> a) currently meets the requirements of the AQTF Standards and these Guidelines across all of its existing scope of registration; and b) has met the requirements of the AQTF Standards for all AQF certification documentation which it has issued in the previous 12 months; and c) has training and assessment strategies and practices in place that ensure that all current and prospective students are or will be trained and assessed in accordance with the requirements of the AQTF Standards and these Guidelines. 		
N/A		
GF 5.1	Finding	Required Rectification(s)
N/A		N/A