



Audit report – VET Quality Framework

Continuing registration as a national VET regulator (NVR) registered training organisation

ORGANISATION DETAILS

Organisation's legal name	Mrs Ruth Marie Noordijk
Trading name/s	Daisy Learning
RTO number	40497
CRICOS number	n/a

AUDIT TEAM

Lead auditor	Emma Betts
Auditor/s	n/a
Technical adviser/s	n/a

AUDIT DETAILS

Application number/s	n/a	
Audit number/s	1002319	
Audit reason 1	Post initial	
Audit reason 2	n/a	
Audit reason 3	n/a	
Activity type	Site visit	
Address of site/s visited	Suite 5/7, Plaza Parade MAROOCHYDORE QLD 4558	
Date/s of audit	30/09/2014	
Organisation's contact for audit	Ruth Noordijk info@daisylearning.com.au	Chief Executive Officer 07 5446 6559
NVR standards audited	Selected Standards for Continuing Registration: SNR 15, 16, 17, 18, 20.2, 21, 22.2, 22.3, 23.1, 24.1 and 25	

BACKGROUND

- Mrs Ruth Marie Noordijk (Daisy Learning) was first registered as a training organisation in September 2012.
- The organisation is owned and operated by Ruth Noordijk; as Chief Executive, she concentrates on organisational and operational management, compliance and marketing. The organisation then employs contract trainers and assessors.
- In March 2013, the organisation relocated from a home office in Maroochy River to its current premises in Maroochydore.



- The organisation's target market are current employees and the employers of aged care facilities on the Sunshine Coast; and individual students wanting to work in the aged care industry.
- The organisation is a pre-qualified supplier to deliver training and assessment under the Certificate 3 guarantee.
- For those students who are not yet employed in aged care, the organisation arranges all work placement activities.
- As the organisation does not have any partnering arrangements, SNR 17.3 was not audited.
- As the organisation does not deliver accredited courses, SNR 25.2 was not audited.

Total number of current enrolments in RTO as at audit date:

- 60

AUDIT SAMPLE

Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
CHC30212	Certificate III in Aged Care	Workplace, or Face to face	37
CHC30312	Certificate III in Home and Community Care	Workplace, or Face to face	16
HLTAID001	Provide cardiopulmonary resuscitation	Face to face	0
HLTAID003	Provide first aid	Face to face	0

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

INTERVIEWEES

Name	Position	Qualification/Course/Unit code/s
Ruth Noordijk	Chief Executive Officer	n/a
Joanne Forrest	Trainer and Assessor	CHC30212, CHC30312
Erica Erlandsson	Administration	n/a

ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 30/09/2014: Minor non-compliance

- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this audit report describes evidence of the non-compliance.
- Refer to notification of non-compliance for information on providing further evidence of compliance.

AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

Audit finding following analysis of additional evidence provided on 13/11/2014: Compliant



AUDIT FINDING BY STANDARD		
Standard	Original finding	Finding following rectification
SNR 15	Not compliant	Compliant
SNR 16	Compliant	n/a
SNR 17	Compliant	n/a
SNR 18	Not compliant	Compliant
SNR 19	Not audited	n/a
SNR 20	Not audited	n/a
SNR 21	Not audited	n/a
SNR 22	Not audited	n/a
SNR 23/AQF	Not audited	n/a
SNR 24	Not audited	n/a
SNR 25	Not audited	n/a



SNR 15 The NVR registered training organisation provides quality training and assessment across all of its operations, as follows:

15.1 The NVR registered training organisation collects, analyses, and acts on relevant data for continuous improvement of training and assessment.

Original finding: Compliant

Following rectification: n/a

15.2 Strategies for training and assessment meet the requirements of the relevant Training Package or VET accredited course and have been developed through effective consultation with industry.

Original finding: Compliant

Following rectification: n/a

15.3 Staff, facilities, equipment and training and assessment materials used by the NVR registered training organisation are consistent with the requirements of the Training Package or VET accredited course and the NVR registered training organisation's own training and assessment strategies and are developed through effective consultation with industry.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

CHC30212 Certificate III in Aged Care

CHC30312 Certificate III in Home and Community Care

HLTAID001 Provide cardiopulmonary resuscitation

HLTAID003 Provide first aid

- As non-compliances were identified in SNR 15.5, the organisation has not demonstrated that assessment materials used are consistent with the requirements of the respective Training Package.

In order to become compliant, the organisation is required to:

CHC30212 Certificate III in Aged Care

CHC30312 Certificate III in Home and Community Care

HLTAID001 Provide cardiopulmonary resuscitation

HLTAID003 Provide first aid

- Rectification of the non-compliances identified in SNR 15.5 will demonstrate that assessment materials used are consistent with the requirements of the respective Training Package.

Analysis of rectification evidence:

CHC30212 Certificate III in Aged Care

CHC30312 Certificate III in Home and Community Care

HLTAID001 Provide cardiopulmonary resuscitation

HLTAID003 Provide first aid

- The organisation demonstrated compliance with SNR 15.5, which demonstrated that assessment materials used are consistent with the requirements of the respective Training Package.



15.4 Training and assessment is delivered by trainers and assessors who:
(a) have the necessary training and assessment competencies as determined by the National Skills Standards 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.

Original finding: Compliant

Following rectification: n/a

15.5 Assessment including Recognition of Prior Learning (RPL):
(a) meets the requirements of the relevant Training Package or VET accredited course; and
(b) is conducted in accordance with the principles of assessment and the rules of evidence; and
(c) meets workplace and, where relevant, regulatory requirements; and
(d) is systematically validated.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

CHC30212 Certificate III in Aged Care

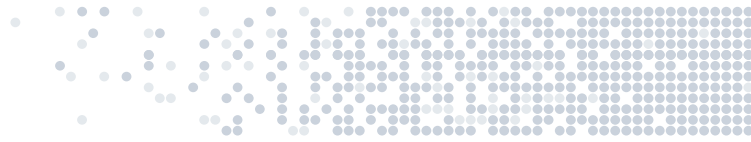
CHCAC317A Support older people to maintain their independence

CHCICS303A Support individual health and emotional well being

CHC30312 Certificate III in Home and Community Care

CHCICS301B Provide support to meet personal care needs

- For each unit of competency listed above, the organisation provided:
 - self-developed assessment tools
 - competency outline
 - practical skills evidence record
 - theoretical assessment and marking guide
 - assessor notes relating to site visits
 - sample completed student files.
- For each unit of competency, the “practical skills evidence record” provides a mechanism to record evidence of demonstrated skills and knowledge undertaken in work placement. In some instances the tasks listed in the record are observed and assessed by the assessor; in other instances the tasks are observed and documented by the workplace supervisor. The record does not confirm valid and reliable assessment of evidence, and does not demonstrate that all requirements of the respective unit of competency are addressed. For example, but not limited to:
 - The instructions do not clearly identify the obligations of the assessor or of the supervisor in observing a task, recording evidence, or making a judgement.
 - It is not clear which tasks are observed by the assessor and which are observed by the supervisor, or of the context and conditions of assessment for each task observed. While it is recognised this may change between students and workplace location, the tool does not allow this to be recorded.
 - Where tasks are observed by the supervisor, assessment does not demonstrate the evidence collected is then assessed by the assessor to determine competency. In these



instances, the assessment is not supported with assessment decision-making criteria for the assessor to use to make a judgement of competence.

- Including with consideration to the above examples, while significant evidence is collected, there is not a clear relationship between the evidence requirements of the relevant unit of competency and of the evidence on which the assessment judgement is made. Consequently, it cannot be confirmed the tools ensure all requirements of the unit is addressed; specifically the demonstrable requirements of the elements and performance criteria, required skills and knowledge, and critical aspects of assessment.
- For *CHCICS303A Support individual health and emotional well being* only, assessment does not address the requirement to effectively do all tasks identified in the elements, to the level required in the performance criteria. For this unit, assessment of the performance criteria is undertaken in a case study; while some of the demonstrable components of the unit can be assessed in a case study, others must be observed.

HLTAID001 Provide cardiopulmonary resuscitation

HLTAID003 Provide first aid

- For each unit of competency listed above, the organisation provided:
 - assessment workbook
 - theory assessment
 - multiple choice questions
 - practical demonstration of skills
 - *HLTAID003 Provide first aid* only, report
 - nil student files – the organisation has not delivered these units.
- For each unit of competency, assessment tools do not address all requirements of the unit including all performance evidence and assessment conditions. For example:
 - The instructions for the practical resuscitation demonstration inform students must be assessed completing at least one simulated scenario and that the resuscitation will be performed for two minutes. The assessment is supported with an observation checklist to record evidence of one scenario. The assessment does not ensure demonstration of skills for “at least four minutes of uninterrupted CPR on both an adult and an infant”.
 - Further, the instructions for the practical resuscitation demonstration inform that the simulated scenario will be contextualised. The assessment does not ensure that skills will be demonstrated “in an environment that provides... industry-validated scenarios”.
 - For *HLTAID003 Provide first aid* only, assessment does not demonstrate the task to “respond to at least two simulated emergency scenarios contextualised to the candidate’s workplace / community setting” is addressed.

In order to become compliant, the organisation is required to:

CHC30212 Certificate III in Aged Care

CHCAC317A Support older people to maintain their independence

CHCICS303A Support individual health and emotional well being

CHC30312 Certificate III in Home and Community Care

CHCICS301B Provide support to meet personal care needs

- Provide its suite of assessment tools to demonstrate that assessment:
 - meets all requirements of the relevant unit of competency, including all elements and performance criteria, required skills and knowledge, and critical aspects of assessment
 - is conducted in accordance with the principles of assessment and rules of evidence, including validity and reliability.



- The tools are to be supported with clear instructions for an assessor, student and any workplace supervisor; and the assessment decision-making criteria for an assessor to use to make a judgement of competence.

HLTAID001 Provide cardiopulmonary resuscitation

HLTAID003 Provide first aid

- Provide its suite of assessment tools to demonstrate that assessment meets all requirements of the relevant unit of competency including all performance evidence and assessment conditions.
- The tools are to be supported with clear instructions for an assessor and student; and the assessment decision-making criteria (example, observation checklist) for an assessor to use to make a judgement of competence.

Analysis of rectification evidence:

CHC30212 Certificate III in Aged Care

CHCAC317A Support older people to maintain their independence

CHCICS303A Support individual health and emotional well being

CHC30312 Certificate III in Home and Community Care

CHCICS301B Provide support to meet personal care needs

- For each unit of competency listed above, the organisation provided:
 - audit rectification response
 - assessment tools which include:
 - additional instructions added to the “Practical skills evidence record”
 - revised “Practical skills evidence record”
 - assessment HLTAP301B to demonstrate how tasks assessed by the assessor are included for other units of competency
 - mapping document for holistic assessment.
- The revised tools appear to demonstrate that assessment will meet all requirements of the respective unit of competency, and that it will be conducted in accordance with the principles of assessment and rules of evidence. The tools were supported with clear instructions to guide assessment and make a decision.
- Implementation of the tools, and subsequent validation by the organisation, will demonstrate if the revised tools gather all evidence intended.

HLTAID001 Provide cardiopulmonary resuscitation

HLTAID003 Provide first aid

- The organisation provided:
 - HLTAID001 assessment tool with marking guide
 - HLTAID003 assessment tool with marking guide
 - HLTAID003 answer sheet.
- For each unit of competency, the assessment tools demonstrated that assessment meets all requirements of the unit of competency including all performance evidence and assessment conditions. The tools were supported with clear instructions to guide assessment and make a decision.



SNR 16	The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients, as follows:
16.1	The NVR registered training organisation establishes the needs of clients, and delivers services to meet these needs.
Original finding:	Compliant
Following rectification:	n/a
16.2	The NVR registered training organisation continuously improves client services by collecting, analysing and acting on relevant data.
Original finding:	Compliant
Following rectification:	n/a
16.3	Before clients enrol or enter into an agreement, the NVR registered training organisation informs them about the training, assessment and support services to be provided, and about their rights and obligations.
Original finding:	Compliant
Following rectification:	n/a
16.4	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.
Original finding:	Compliant
Following rectification:	n/a
16.5	Learners receive training, assessment and support services that meet their individual needs.
Original finding:	Compliant
Following rectification:	n/a
16.6	Learners have timely access to current and accurate records of their participation and progress.
Original finding:	Compliant
Following rectification:	n/a
16.7	The NVR registered training organisation provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.
Original finding:	Compliant
Following rectification:	n/a
SNR 17	Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates, as follows:
17.1	The NVR registered training organisation's management of its operations ensures clients receive the services detailed in their agreement with the NVR registered training organisation.
Original finding:	Compliant
Following rectification:	n/a



17.2 The NVR registered training organisation uses a systematic and continuous improvement approach to the management of operations.

Original finding: Compliant

Following rectification: n/a

17.3 The NVR registered training organisation monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the VET Quality Framework.

Original finding: Not audited

Following rectification: n/a

17.4 The NVR registered training organisation manages records to ensure their accuracy and integrity.

Original finding: Compliant

Following rectification: n/a

SNR 18 The NVR registered training organisation has governance arrangements in place as follows:

18.1 The NVR registered training organisation's Chief Executive must ensure that the NVR registered training organisation complies with the VET Quality Framework. This applies to all of the operations within the NVR registered training organisation's scope of registration, as listed on the National Register.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- As non-compliances were identified, the organisation's Chief Executive has not ensured compliance with the VET Quality Framework.

In order to become compliant, the organisation is required to:

- Rectification of the non-compliances identified will demonstrate the organisation's Chief Executive has ensured compliance with the VET Quality Framework.

Analysis of rectification evidence:

- The organisation rectified all non-compliances to demonstrate its Chief Executive has ensured compliance with the VET Quality Framework.

18.2 The NVR registered training organisation must also explicitly demonstrate how it ensures the decision making of senior management is informed by the experiences of its trainers and assessors.

Original finding: Compliant

Following rectification: n/a

SNR 19 Interactions with the National VET Regulator

19.1 The NVR registered training organisation must co-operate with the National VET Regulator: (a) in the conduct of audits and the monitoring of its operations;



(b) by providing accurate and timely data relevant to measures of its performance;
(c) by providing information about significant changes by its operations;
(d) by providing information about significant changes to its ownership; and
(e) in the retention, archiving, retrieval and transfer of records consistent with National VET Regulator's requirements.

Original finding: Not audited

Following rectification: n/a

SNR 20 Compliance with legislation

20.1 The NVR registered training organisation must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.

Original finding: Not audited

Following rectification: n/a

20.2 The NVR registered training organisation must ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.

Original finding: Compliant

Following rectification: n/a

SNR 21 Insurance

21.1 The NVR registered training organisation must hold public liability insurance throughout its registration period.

Original finding: Compliant

Following rectification: n/a

SNR 22 Financial management

22.1 The NVR registered training organisation must be able to demonstrate to the National VET Regulator, on request, that it is financially viable at all times during the period of its registration.

Original finding: Not audited

Following rectification: n/a

22.2 The NVR registered training organisation must provide the following fee information to each client:

- (a) the total amount of all fees including course fees, administration fees, materials fees and any other charges;
- (b) payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- (c) the nature of the guarantee given by the NVR registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- (d) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and



(e) the organisation's refund policy.

Original finding: Compliant

Following rectification: n/a

- 22.3** Where the NVR registered training organisation collects student fees in advance it must ensure it complies with one of the following acceptable options:
- (a) (Option 1)** the NVR registered training organisation is administered by a State, Territory or Commonwealth government agency;
 - (b) (Option 2)** the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme;
 - (c) (Option 3)** the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500;
 - (d) (Option 4)** the NVR registered training organisation holds an unconditional financial guarantee from a bank operating in Australia for no less than the full amount of funds held by the NVR registered training organisation which are prepayments from students (or future students) for tuition to be provided by the NVR registered training organisation to those students; or
 - (e) (Option 5)** the NVR registered training organisation has alternative fee protection measures of equal rigour approved by the National VET Regulator.

Original finding: Compliant

Following rectification: n/a

SNR 23 Certification, issuing and recognition of qualifications & statements of attainment

- 23.1** The NVR registered training organisation must issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited course, a VET qualification or VET statement of attainment (as appropriate) that:
- (a)** meets the Australian Qualifications Framework (AQF) requirements;
 - (b)** identifies the NVR registered training organisation by its national provider number from the National Register and
 - (c)** includes the NRT logo in accordance with its current conditions of use.

Original finding: Compliant

Following rectification: n/a

- 23.2** The NVR registered training organisation must recognise the AQF and VET qualifications and VET statements of attainment issued by any other RTO.

Original finding: Not audited

Following rectification: n/a

- 23.3** The NVR registered training organisation must retain client records of attainment of units of competency and qualifications for a period of 30 years.

Original finding: Not audited

Following rectification: n/a



23.4 The NVR registered training organisation must provide returns of its client records of attainment of units of competency and VET qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator. [no requirements currently exist]

This element was not audited.

23.5 The NVR registered training organisation must meet the requirements for implementation of a national unique student identifier. [no requirements currently exist]

This element was not audited.

SNR 24 Accuracy and integrity of marketing

24.1 The NVR registered training organisation must ensure its marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.

Original finding: Compliant

Following rectification: n/a

24.2 The NVR registered training organisation must use the NRT logo only in accordance with its conditions of use.

Original finding: Not audited

Following rectification: n/a

SNR 25 Transition to Training Packages/expiry of VET accredited courses

25.1 The NVR registered training organisation must manage the transition from superseded Training Packages within 12 months of their publication on the National Register so that it delivers only currently endorsed Training Packages.

Original finding: Compliant

Following rectification: n/a

25.2 The NVR registered training organisation must manage the transition from superseded VET accredited courses so that it delivers only currently endorsed Training Packages or currently VET accredited courses.

Original finding: Not audited

Following rectification: n/a