



REPORT

Audit report: Ysiad Group Pty Ltd

RTO number:	40497
CRICOS number:	N/A
Date/s of audit:	12 Mar 2020
Date report created:	25 March 2020

Organisation details

Organisation's legal name:	Ysiad Group Pty Ltd
Trading name/s:	Daisy Learning
RTO number:	40497
CRICOS number:	N/A

Audit team

Lead auditor:	Andrea Masters
Auditor/s:	N/A

Audit details

Application number/s:	N/A
Audit number/s:	AUDREC0010261
Audit reason/s:	Compliance Monitoring
Address of site/s visited:	Suite 5/7 Plaza Parade Maroochydore QLD 4558 Australia
Date/s of audit:	12 Mar 2020
Organisation's contact for audit:	Ruth Marie Noordijk Chief Executive Officer info@daisylearning.com.au 0754796301

Original finding at time of audit

Audit finding: Minor non-compliance

Report completed by: Andrea Masters

Practice	Standards for RTOs	Finding
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13, 1.14, 1.15, 1.16, 1.17, 1.18, 1.20	Compliant
Marketing/Recruitment Practices	4.1*	Not compliant
Enrolment	5.1, 5.2, 5.3, 7.3	Compliant
Support and Progression	1.7	Compliant
Completion	3.1	Compliant

*Indicates a non-compliant clause

Background

Summary of organisation and management structure:

Ms Noordijk commenced the business in 2012. Since then it has expanded to two floors at its location. The RTO is in the process of developing non-accredited training.

Scope of organisation's registration:

<i>CHC33015</i>	<i>Certificate III in Individual Support</i>
<i>CHC43015</i>	<i>Certificate IV in Ageing Support</i>
<i>CHC43115</i>	<i>Certificate IV in Disability</i>
<i>CHC43415</i>	<i>Certificate IV in Leisure and Health</i>
<i>HLTAID001</i>	<i>Provide cardiopulmonary resuscitation</i>
<i>HLTAID003</i>	<i>Provide first aid</i>
<i>HLTAID004</i>	<i>Provide an emergency first aid response in an education and care setting</i>
<i>HLTWHS005</i>	<i>Conduct manual tasks safely</i>

Suburb and state of all delivery sites:

- Maroochydore QLD 4558

Third party usage:

- Nil

Core clients/target groups:

- Those that are seeking work, or currently employed, in the aged care or disability sectors.

Training Revenue (Funded or fee for service):

- Government Funded

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

- 177

In preparing the audit report, consideration has been given and reference made, where relevant, to:

- Information provided by students as part of a student survey or interview.
- Information provided directly by Ysiad Group Pty Ltd to ASQA.
- Existing information and records held by ASQA concerning Ysiad Group Pty Ltd.
- Information provided to ASQA's auditors and documentation reviewed during the site audit of Ysiad Group Pty Ltd conducted on 12 Mar 2020.
- Other publicly available information - including but not limited to, information published on the organisation's and third-party websites.

Audit Sample

Training Products	Mode/s of delivery/assessment*	Current enrolments
CHC33015 Certificate III in Individual Support	Mixed	132
CHC43115 Certificate IV in Disability	Mixed	9

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

Interviewees

Name	Position	Training products
Ruth Marie Noordijk	CEO	N/A
Richard Harper	Trainer and Assessor	CHC
Terrie Polland	Student Administrator	N/A

About this Report

This report details findings against the *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs). If non-compliance has been identified, this report describes evidence of the non-compliance.

Where non-compliance has been identified, the Registered Training Organisation is accountable for identifying and correcting non-compliant practices and behaviours, particularly those that have had a negative impact on learners.

Correcting a non-compliance may require:

- correcting a process or system that has led to the non-compliance, and implementing a revised process or system
- identifying the impact on learners and carrying out remedial action for current and past learners

Areas of non-compliance

Marketing/Recruitment Practices

Standards for RTOs Clause 4.1

Original Finding: Not compliant

Information, whether disseminated directly by the RTO or on its behalf, is both accurate and factual, and:

- a) accurately represents the services it provides and the training products on its scope of registration;
- b) includes its RTO Code;
- c) refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained;
- d) uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4;
- e) makes clear where a third party is recruiting prospective learners for the RTO on its behalf;
- f) distinguishes 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;
- g) distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO;
- h) includes the code and title of any training product, as published on the National Register, referred to in that information;
- i) only advertises or markets a non-current training product while it remains on the RTO's scope of registration;
- j) only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised;
- k) includes details about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment; and
- l) does not guarantee that:
 - i) a learner will successfully complete a training product on its scope of registration; or
 - ii) a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2; or
 - iii) a learner will obtain a particular employment outcome where this is outside the control of the RTO.

- The following evidence was reviewed:
 - chc33015-cert-iii-individual-support-ageing.pdf
 - chc33015-cert-iii-in-individual-support-ageing-home-community.pdf
 - chc33015-cert-iii-in-individual-support-disability.pdf
 - chc33015-cert-iii-in-individual-support-disability.pdf
 - MARD021 Cert III in individual support Cooinda 201909.pdf
 - MARD021 Cert III in individual support StMarys Ozcare 201811.pdf
- The organisation's marketing material does not contain all of the information required under the Standards. For the following two brochures, the RTO's code was not included:
 - MARD021 Cert III in individual support Cooinda 201909.pdf
 - MARD021 Cert III in individual support StMarys Ozcare 201811.pdf