



VET Quality Framework audit report

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

Legal name of organisation	REACH for Training Pty Ltd
Date/s of audit	15-16 March 2012

ORGANISATION DETAILS			
RTO legal name	REACH for Training Pty Ltd	RTO ID number	91280
Registered business trading name	REACH for Training	ABN	78 120 579 124
Address	295 Mann Street GOSFORD NSW	Postcode	2250
Phone	(02) 4323 3049	Fax	(02) 4323 3979
E-mail	scollett@reachfortraining.com.au	Website	www.reachfortraining.com.au
Registration contact	Name Mrs Sue Collett	Position	Director of Studies

AUDIT TEAM			
Lead auditor	Stephen Auburn	Technical adviser/s	
Audit team members	Susan Hatherly		

ASQA CONTACT DETAILS			
Phone	1300 701801 (ASQA Info line)	E-mail	audits@asqa.gov.au

AUDIT DETAILS	
Audit type	<input checked="" type="checkbox"/> Renewal of registration <input type="checkbox"/> Extension to scope of registration <input type="checkbox"/> Compliance monitoring (incl. post-initial registration) <input type="checkbox"/> Other:
Scope of audit	<input checked="" type="checkbox"/> Standards for NVR Registered Training Organisations <input checked="" type="checkbox"/> Australian Qualifications Framework (AQF) <input checked="" type="checkbox"/> Data Provision Requirements <input checked="" type="checkbox"/> Fit and Proper Person Requirements <input checked="" type="checkbox"/> Financial Viability Risk Assessment Requirements
Date/s of site visit/s	15-16 March 2012
Site/s visited	
Standards audited	Essential Standards for Continuing Registration 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25

ORGANISATION
<p>Organisational profile (v.02) was sighted.</p> <p>The RTO was originally established as a business by the Belmont 16ft Sailing Club in 2001. The Reach for Training P/L was initially registered in 2007. In 2008 it expanded into the Gosford area when it took over the training and assessment of Advanced Careers College which went into liquidation. It also took over the building lease.</p> <p>ASIC Certificate of Registration of a company sighted ACN 120 579 124 dated 5/7/2006. Department of Fair Trading Certificate of Registration of Business Name BN98221920 valid from 5/6/2009 – 5/6/2012 sighted.</p> <p>The CEO has had previous experience in RTOs (AIM & Kaplan) in IT roles.</p> <p>A Strategic Planning Day is held every year to produce a rolling three year plan. This is supported by a Business Plan 2011-2013. Strategic planning is facilitated by an external facilitator. An associated Marketing Plan 2011-2013 was also sighted.</p> <p>Of the approximately 60-70% of training that is government funded,(SSP, PPP, AATTP), the RTO's student profile is approximately 70% job seekers and 30% existing workers. The other 40% is Fee for Service – e.g. RSA, RCG, First Aid, and Certificate III in Children's Services.</p> <p>The CEO has four direct reports: Business Development Manager, Director of Studies, Office Manager and Project Manager. All 10 -15 trainers/assessors are on contract. The RTO maintains offices at Gosford and Cardiff and hires sites in Sydney for delivery, currently in Blacktown and Bankstown.</p>

Blacktown delivery is in conjunction with Sydwest Multicultural Centre (migrants and refugees – settlement services - provide support to students e.g. computers outside class). Diploma in Children’s Services – 30% are in industry -- training room in Syd West – Use facilities all around Blacktown area. DOS travels fortnightly to Sydney delivery sites to deliver resources and collect assessments

There is no current delivery of Hairdressing or Beauty qualifications.

The RTO has relationships with local Job Services Australia providers.

The RTO’s scope is indicated in the table below. All qualifications are indicated for delivery in all States and Territories. The RTO does not have current capacity to deliver in all States and Territories and has indicated that it has them noted on scope should business development take them outside of NSW.

FOCUS OF AUDIT

Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment
BSB20107	Certificate II in Business	Face to face, employment based
BSB30407	Certificate III in Business Administration	Face to face, employment based
BSB40807	Certificate IV in Frontline Management	Face to face, employment based
BSB50407	Diploma of Business Administration	Face to face, employment based
CHC30108	Certificate III in Community Services Work	Face to face, employment based
CHC30208	Certificate III in Aged Care	Face to face, employment based
CHC30408	Certificate III in Disability	Face to face, employment based
CHC30708	Certificate III in Children's Services	Face to face, employment based
CHC40108	Certificate IV in Aged Care	Face to face, employment based
CHC40308	Certificate IV in Disability	Face to face, employment based
CHC40708	Certificate IV in Community Services Work	Face to face, employment based
CHC50908	Diploma of Children's Services (Early childhood education and care)	Face to face, employment based
SIB50110	Diploma of Beauty Therapy	Face to face, employment based
SIT20207	Certificate II in Hospitality	Face to face, employment based
SIT20307	Certificate II in Hospitality (Kitchen Operations)	Face to face, employment based
SIT30707	Certificate III in Hospitality	Face to face, employment based
SIT30807	Certificate III in Hospitality (Commercial Cookery)	Face to face, employment based
SIT40307	Certificate IV in Hospitality	Face to face, employment based
SIT50107	Diploma of Tourism	Face to face, employment based
SIT50207	Diploma of Events	Face to face, employment based
WRH30109	Certificate III in Hairdressing (now superseded by:SIH30111)	Face to face, employment based

INTERVIEWEES

Staff (name and position)

Name	Position	Program (qualification, course, etc.)
Padmanabhan Suresh	CEO	
Sue Collette	Director of Studies	
Beth Glendenning	Office Manager	
B. M. Dhinesh Vinayak (Dina)	Project Manager	
Deborah Mercer	trainer/assessor	Certificates III and IV Aged Care Certificates III and IV Community Services Work
Aung Twihin	trainer/assessor	Certificate II in Business Certificate III in Business Administration Certificate IV in Frontline Management Diploma of Business Administration
Eva Maher	trainer/assessor	CHC30708 Certificate III in Children's

		Services CHC50908 Diploma of Children's Services (Early education and care) CHC40308 Cert IV in Disability CHC40708 Cert IV in Community Services BSB40807 Cert IV in Frontline Management
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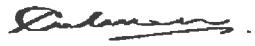
SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *National Vocational Education and Training Regulator Act 2011* (the Act) to assess compliance with requirements of the VET Quality Framework as identified under the Scope of Audit section above.

AUDIT OUTCOME

Audit status as at 28 March 2012

- The organisation has demonstrated compliance with all compliance requirements reviewed for the audit.

Auditor's Name	Stephen Auburn	Signature		Date of Report	28 March 2012
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AUDIT SUMMARY OF VET QUALITY FRAMEWORK REQUIREMENTS

VET QUALITY FRAMEWORK COMPONENT		STATUS*
Financial Viability Risk Assessment Requirements		<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Fit and Proper Person Requirements		<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
Data Provision Requirements		<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
Australian Qualifications Framework (AQF) Requirements		<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
Standards for NVR Registered Training Organisations 2011		
- Essential Standards for Continuing Registration		
15	The NVR registered training organisation provides quality training and assessment across all of its operations	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
16	The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
17	Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
18	The NVR registered training organisation has governance arrangements in place	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
19	Interactions with the National VET Regulator	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
20	Compliance with legislation	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
21	Insurance	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
22	Financial management	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
23	Certification, issuing and recognition of qualifications and statements of attainment	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
24	Accuracy and integrity of marketing	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
25	Transition to training packages/expiry of VET accredited courses	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
*STATUS: Status of audit findings when audit was conducted C = Compliant NC = Not Compliant NA = Not audited		

Audit Findings
The RTO's has demonstrated compliance with the VET Quality Framework.

