



Australian Government
Australian Skills Quality Authority

REPORT

Audit report: Austcare Training Pty Ltd

Date of audit: 26 June 2018

Date report created: 26/06/2018



Organisation details

Organisation's legal name:	Austcare Training Pty Ltd
Trading name/s:	Austcare
RTO number:	41507
CRICOS number:	N/A

Audit team

Lead auditor:	Denise Middleton
Assistant/s:	N/A

Audit details

Application number/s:	N/A	
Audit number:	AUDREC0008251	
Audit reason	Post initial	
Address of site visited:	Shop 8, 82 Marine Parade, Southport, 4215	
Date of audit:	26/06/2018	
Organisation's contact for audit:	Graham Surtees	Director
	graham@austcare.com.au	07 5571 2575

Original finding at time of audit

Audit finding: Compliant

Report completed by: Denise Middleton

Practice	Standards for RTOs 2015	Finding
Marketing/ Recruitment	4.1	Compliant
Enrolment	5.1, 5.2, 5.3, 7.3	Compliant
Support and Progression	1.7	Compliant
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13-1.18, 1.20	Compliant
Completion	3.1	Compliant
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Not audited

Background

Summary of organisation and management structure:

- The organisational structure consists of Chief Executive, Director, trainer/assessors, administration staff and, Compliance Manager.

Scope of registration:

- The RTO's scope of registration consists of qualifications/units of competency from CHC package and units of competency from HLT package.

Suburb and state of all delivery locations:

- The RTP delivers training in Queensland only. There are delivery sites at Toowoomba, Cairns, Townsville, Hervey Bay, Bundaberg, Caloundra, Redcliffe, and Southport

Third party usage:

- There are no third party arrangements associated with this RTO.

Core clients/target groups:

- Core clients are return to work Mums and older people wanting to work in Aged Care. Most students are over the age of 35.

Training Revenue (Funded or fee for service):

- Fees are collected fee for service and via a contract with DESBT via a third party arrangement with DP Training and Consultancy (31888).

Total number of current enrolments as at audit date:

150 in its own right

Other students are enrolled under the third party arrangement with DP Training and Consultancy.

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 Austcare Training Pty Ltd to ASQA
- Existing information and records held by ASQA concerning Austcare Training Pty Ltd
- Information provided to ASQA's auditors and documentation reviewed during the site audit of Austcare Training Pty Ltd conducted on 27 June 2018.
- Other publicly available information - including but not limited to, information published on the organisation's and third party websites.

Audit Sample

Code	Training products	Mode/s of delivery / assessment*	Current enrolments
CHC33015	Certificate III in Individual Support	Face to face	150
CHCCCS002	Assist with movement	Face to face	N/A
HLTAID003	Provide first aid	Face to face	N/A

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

Interviewees

Name	Position	Training products
Graham Surtees	Director	CHC33015 Certificate III in Individual Support HLTAID003 Provide first aid
Sarah Carrie	Compliance Manager	N/A
Rachael Goulding	Accounts	N/A
Gerrie Kaatz	Certificates	N/A
Tecia Shelling	Student Services	N/A
Emmily Surtees	Director/Accounts	N/A

About this Report

This report details findings against the *Standards for Registered Training Organisations 2015* (Standards for RTOs 2015). 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 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

The practices and behaviours of the RTO are compliant with the *Standards for RTOs 2015*.