



Australian Government
Australian Skills Quality Authority

REPORT

Audit report: Vector Institute of Technology Pty Ltd

Date/s of audit: 19 March 2018
Date report created: 20/03/2018
Date report updated: 30/05/2018



Organisation details

Organisation's legal name:	Vector Institute of Technology Pty Ltd
Trading name/s:	Vector Institute Australia
RTO number:	41249
CRICOS number:	N/A

Audit team

Lead auditor:	Judith Keller
Assistant/s:	N/A

Audit details

Application number/s:	N/A	
Audit number:	AUDREC0007989	
Audit reason	Post initial	
Address of site/s visited:	3/414 Logan Road, Greenslopes QLD 4120	
Date/s of audit:	19/03/2018	
Organisation's contact for audit:	Mr Harvinder Singh Vectorinstitute.au@gmail.com	CEO 0451 957 421

Original finding at time of audit

Audit finding: Serious non-compliance

Report completed by: Judith Keller

Practice	Standards for RTOs 2015	Finding
Marketing/ Recruitment	4.1	Not compliant
Enrolment	5.2, 5.3	Compliant
Enrolment	5.1, 7.3	Not audited
Support and Progression	1.7	Not audited
Training and Assessment	1.1, 1.3	Not compliant
Training and Assessment	1.2, 1.8, 1.13, 1.14, 1.16	Compliant
Training and Assessment	1.15, 1.17, 1.20	Not audited
Completion	3.1	Not audited
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Not audited

Audit finding following analysis of additional evidence

Audit finding following analysis of additional evidence provided on 29/05/2018 : Serious non-compliance

Report completed by: Judith Keller

Practice	Standards for RTOs 2015	Finding
Marketing/Recruitment	4.1	Compliant
Training and Assessment	1.1, 1.3	Not compliant

Background

Summary of organisation and management structure:

- Vector Institute of Technology Pty Ltd attained initial registration on 20 August 2015.
- Key personnel associated the RTO as at date of audit are:
 - CEO - Dr Harvinder Singh
 - Business Development / Operation Manager - Mr Harmmeet Singh
 - RTO Mentor – Aman Chawla
 - IT Support – Oliver
 - Accountant – Piyush Jaiswal
 - Marketing Assistant - Stephen Jalal.
- Since its initial registration with one training product from the BSB Business Services training package - BSB50215 Diploma of Business - the RTO has applied to ASQA to have a number of additional training products added to its scope of registration. Several of these have been added to the RTO's scope of registration without audit.
- A change of scope of registration audit was conducted in June 2016 in response to the RTO's application to add the training products CHC30113 Certificate III in Early Childhood Education and Care and CHC50113 Diploma of Early Childhood Education and Care to its scope of registration. All of the RTO's current enrolments are in these two training products.

Scope of registration:

- AHC20416 Certificate II in Horticulture
- AHC30716 Certificate III in Horticulture
- BSB30115 Certificate III in Business
- BSB50215 Diploma of Business
- CHC30113 Certificate III in Early Childhood Education and Care
- CHC50113 Diploma of Early Childhood Education and Care
- CHC50213 Diploma of School Age Education and Care
- HLTAID001 Provide cardiopulmonary resuscitation

Suburb and state of all delivery locations:

- Greenslopes, Queensland.

Third party usage:

- The RTO has advised that it does not currently have any third party arrangements.

Core clients / target groups:

- Trainees and skilled workers.

Training Revenue (Funded or fee for service):

- The RTO provider had pre-qualified supplier status with the Queensland Government for User Choice, Certificate III Guarantee and Higher Level Skills funding. Presently the majority of students access funding.
- Fee for service

Total number of current enrolments as at audit date:

- 55

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 Vector Institute of Technology Pty Ltd to ASQA

- Existing information and records held by ASQA concerning Vector Institute of Technology Pty Ltd
- Information provided to ASQA's auditors and documentation reviewed during the site audit of Vector Institute of Technology Pty Ltd conducted on 19 March 2018
- Other publically 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
CHC30113	Certificate III in Early Childhood Education and Care	Face to face	15
CHC50113	Diploma of Early Childhood Education and Care	Face to face	40
AHC30716	Certificate III in Horticulture	Face to face	0
BSB30115	Certificate III in Business	Face to face	0

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

Interviewees

Name	Position	Training products
Harvinder Singh	Chief Executive Officer	N/A
Harmeet Singh	Operations Manager	N/A
Aman Chawla	RTO Mentor	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

Original Action required by RTO

Vector Institute of Technology Pty Ltd did not meet all requirements for clauses 1.1, 1.3 & 4.1.

Remedial action is required for the following training products:

- AHC30716 Certificate III in Horticulture.

The RTO is required to provide evidence that demonstrates:

Marketing and Recruitment

Clause 4.1

- The RTO has carried out remedial action to identify and address the impact the non-compliance may have caused to enrolled learners who accessed marketing material / information via the RTO's website that was not accurate and factual. Remedial action needs to cover current and former learners who enrolled with the RTO in the past 3 months.

Training and Assessment

Clause 1.1

- The RTO has amended its documented training and assessment strategy for delivery of AHC30716 Certificate III in Horticulture, to ensure that clearly articulates and aligns with the organisation's proposed arrangements for the delivery of training and assessment for AHC30716 Certificate III in Horticulture, and is consistent with the requirements of the Agriculture, Horticulture and Conservation and Land Management Training Package for the training product.

Clause 1.3

- The RTO now has confirmed access to the required facilities and equipment for the delivery of AHC30716 Certificate III in Horticulture, so as to enable learners to undertake practical training and to meet all of the requirements of the AHC Training Package for the qualification's component units.

Audit finding following analysis of additional evidence

Following analysis of additional evidence provided by Vector Institute of Technology Pty Ltd on 29 May 2018 the RTO:

- provided sufficient evidence to demonstrate compliance with clause 4.1.
- remains not compliant with clauses 1.1 and 1.3.

Refer to analysis of additional evidence detailed under each clause in this report for further information.

Areas of non-compliance

Marketing/Recruitment Practices

Standards for RTOs Clause 4.1

*Original Finding: **Not compliant***

*Finding following additional evidence: **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 was reviewed in relation to marketing/recruitment:

- Information published on the RTO's website <http://www.via.qld.edu.au/> as at 25 January 2018, 19 March 2018 and 20 March 2018
- Information published on the RTO's Facebook page <https://www.facebook.com/vectorinstituteaustralia> as at 25 January 2018 and 19 March 2018
- Discussion with RTO's representatives during the site audit
- ASQA student survey responses - survey finalised 14 February 2018.

The RTO's marketing/recruitment practices are not compliant with the requirements of the *Standards for RTOs 2015*, as some information being disseminated by the RTO via its website does not accurately represent the RTO's registration status and its location. In addition, it was noted that the RTO has included its RTO code on some of its social media pages.

Evidence of non-compliant marketing practice include:

- Review of the RTO's Facebook pages - specifically, the 'Home' page and the 'About us' pages - found that these social media pages did not include the organisation's RTO code, as required by Clause 4.1 (b).
- Policy and procedure documentation that is publically available and downloadable from the RTO's website - for example, VIA004_ Critical Incident Policy v1_9_2015 - was found to include references to the 'National Code of Practice 2007', which gives the impression that the RTO is required to comply with the Code. However, as the RTO is not registered on the Commonwealth Register of Institutes and Course for Overseas Students (CRICOS), the reference to the 'National Code of Practice 2007' does not accurately reflect the RTO's registration status.
- Review of the document 'VIA013_Student Support Services_v1_9_2015' that is publically available and downloadable from the RTO's website, found that it contained the RTO's former head office address and listed contact details for community organisations/services that were local to the RTO's former address, rather than those relevant to learners who will attend training at the RTO's current campus at Greenslopes. However, review of the RTO's 'Domestic Student Handbook' (24/06/2016) - also downloadable from the website - found that it contained the RTO's current Greenslopes address and listed community organisations/services relevant to that location. Hence, the information available from the RTO's website contains conflicting, and in some instances inaccurate details about the location of the RTO's head office and accessible services that might be relevant to prospective students.

These practices and behaviours are non-compliant with Clause 4.1 of the *Standards for RTOs 2015*.

Analysis of additional evidence provided prior to the issuance of the audit report:

- Prior to the conclusion of the site audit the RTO advised the Lead Auditor that it had rectified each of the above identified examples of non-compliant marketing via its website and Facebook pages. Subsequent review of the RTO's website and Facebook pages on 20 March 2018 confirmed that the information being disseminated via those channels is now accurate and factual, and consistent with the requirements of Clause 4.1 of the Standards.
 - The RTO is required to provide evidence that it has carried out remedial action in relation to the non-compliance with Clause 4.1 identified at audit, as detailed at the front of this report under the heading 'Action required by the RTO'.
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Analysis of additional evidence:

The following additional evidence was provided:

- VIA Response_Post Initial Audit.pdf
- Weblink to the Vector Institute Australia Facebook Page
- VIA_Student Support Information Email.pdf - dated 6 April 2018
- Student Support Services Policy.

The evidence provided has addressed the non-compliance and indicates that the RTO has taken action to address the potential impact of the previously identified non-compliance to current and former students.

Training and Assessment

Training Delivery and Assessment

Standards for RTOs Clause 1.1

Original Finding: Not compliant

Finding following additional evidence: Not compliant

The RTO's training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

AHC30716 Certificate III in Horticulture

The following was reviewed in relation to training and assessment:

- AHC30716 Certificate III in Horticulture Training and assessment strategy (version control date 01/11/2017) - provided prior to the site audit
- AHC30716 Certificate III in Horticulture Training and assessment strategy (version 1.1_2018) - amended strategy document provided at the site audit
- Discussion with CEO at audit.

The RTO's most recent documented training and assessment strategy pertaining to the above qualification is not compliant with the requirements of the *Standards for RTO's 2015* as it does not adequately describe and articulate proposed arrangements for the delivery of training and assessment consistent with the requirements of the Agriculture, Horticulture and Conservation and Land Management Training Package for the training product.

It is noted that the RTO has not yet delivered the above qualification to any learners.

Evidence of non-compliance includes:

- The documented training and assessment strategy provided by the RTO outlining its proposed approach to the delivery of the above qualification did not contain sufficient information about the RTO's arrangements with Conservation and Restoration Queensland to support delivery of the training and assessment - particularly with regard to arrangements for access to practical / workplace facilities and equipment.
- In addition, the evidence gathering techniques identified in the documented training and assessment strategy do not fully reflect the evidence gathering methods described in the assessment tools for sampled units from the qualification. For example, the assessment tools reviewed at audit included third party reports, however the gathering of third party evidence is not included in the documented delivery strategy.
- As such, the documented training and assessment strategy contained insufficient detail to provide an adequate framework to guide the delivery of training and assessment and to ensure that all requirements of the training product will be addressed through the delivery process.

These practices and behaviours are non-compliant with Clause 1.1 of the *Standards for RTOs 2015*.

Analysis of additional evidence:

AHC30716 Certificate III in Horticulture

The following additional evidence was provided:

- VIA_Response_Post Initial Audit.pdf
- VIA_TAS_AHC30716_v1.3 2018.docx

- Memorandum of Understanding between Vector Institute of Technology Pty Ltd and Conservation and Restoration Queensland (CRQ), signed and dated 21/05/2018.

The evidence provided has not fully addressed the non-compliance. Specifically:

- Review of the RTO's revised training and assessment strategy indicates that the RTO has taken action to amend the documented strategy to reflect the evidence gathering methods described in the assessment tools for units from the qualification sampled during the site audit. However, insufficient evidence has been provided to support that the RTO has confirmed access to all of the practical / workplace facilities and equipment necessary for delivery of all of the units of competency identified in its training and assessment strategy for AHC30716 Certificate III in Horticulture - see Clause 1.3.
- Consequently, the RTOs revised documented training and assessment strategy contains insufficient detail to provide an adequate framework to guide the delivery of training and assessment for AHC30716 Certificate III in Horticulture and ensure that all requirements of the training product will be addressed through the delivery process.

The RTO remains non-compliant with the requirements of Clause 1.1 of the Standards.

Standards for RTOs Clause 1.3

Original Finding: Not compliant

Finding following additional evidence: Not compliant

The RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:

- a) trainers and assessors to deliver the training and assessment;**
- b) educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;**
- c) learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and**
- d) facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.**

The following was reviewed in relation to resources for training and assessment:

- Training and assessment strategies for training products included in the audit sample
- Facilities and equipment available at 414 Logan Road, Greenslopes, Queensland
- Learning and assessment resources for the sampled training products
- Lesson plans
- Workplace documentation included in student files
- Email from Nick Westwood (trainer and assessor)
- Discussion with RTO representatives at audit.

The RTO is not compliant with the requirements of Clause 1.3 of the *Standards for RTOs 2015*, as review of the resources available at the site audit found that the RTO does not have access to all of the facilities and equipment required for the delivery of training and assessment for all training products included in the audit sample.

Evidence of non-compliance includes:

- The RTO was unable to demonstrate at audit that it has confirmed arrangements in place to ensure access to the workplace facilities and equipment required for the delivery of practical training for AHC30716 Certificate III in Horticulture. A copy of email correspondence between the RTO's trainer/assessor for the qualification and a third party was provided, which indicated intent to have further discussions about such arrangements; however, there was no evidence provided

to support that such discussions have occurred and that the RTO actually has access to the required facilities and equipment so as to enable learners to meet all of the requirements of the AHC Training Package for the qualification's component units.

These practices and behaviours are non-compliant with Clause 1.3 of the *Standards for RTOs*.

Analysis of additional evidence:

The following additional evidence was provided:

- VIA Response_Post Initial Audit.pdf
- VIA_TAS_AHC30716_v1.3 2018.docx
- Memorandum of Understanding between Vector Institute of Technology Pty Ltd and Conservation and Restoration Queensland (CRQ), signed and dated 21/05/2018.

The evidence provided has not addressed the non-compliance. Specifically:

- The Memorandum of Understanding (MoU) between Vector Institute of Technology Pty Ltd and Conservation and Restoration Queensland (CRQ), states:
 - 'The CRQ has agreed to provide practical training site and required tools as part of the practical training' (ref: Background, page 1)
 - 'The parties have agreed in principal to a venue hire arrangement for the CRQ including the practical site and tools:
 - a) Bi-monthly (every two months) access to the practical training environment subject to availability
 - b) Use of simulation areas for VIA to carry out training/assessment activities
 - c) Use of the CRQ practical training environment for week day and weekend training (as per availability and scheduled) and as part of the AHC20416 Certificate II in Horticulture and AHC30716 Certificate III in Horticulture.(ref: Purpose, page 1)

Whilst the MoU references an agreement 'in principal to a venue hire arrangement' and references 'a practical site and tools', 'access to a practical training environment', and 'use of simulation areas', there is insufficient detail to support that the RTO has confirmed arrangements in place to ensure access to the workplace facilities and equipment required for the delivery of practical training for AHC30716 Certificate III in Horticulture. For example:

- No specific information has been provided about the location of the 'practical training site' that will be available to students.
- There is no information about the facilities/equipment available in the 'simulation area'.
- The actual tools and equipment that will be available at the 'venue' for practical training purposes have not been identified. Therefore, it cannot be confirmed that there will be sufficient resources for the purposes of conducting practical training and assessment for the units of competency included in the qualification, as per the RTO's training and assessment strategy.

Consequently, the evidence provided does not demonstrate that the RTO actually has access to the required facilities and equipment to enable learners to meet all of the requirements of the AHC Training Package for units of competency from the qualification that the RTO plans to deliver.

It was noted that the MoU was signed on page 3 by Nicola Shaw as 'Representative of the Host Organization' and N Westwood as witness. The document, on the same page, states 'Print name and position held'. Whilst the names of the individuals have been printed, their position held has not been identified in the MoU.

The RTO remains non-compliant with the requirements of Clause 1.3 of the *Standards*.