



Australian Government
Australian Skills Quality Authority

18 June 2012

Mr Peter Venables
Integrity Business College Australasia Pty Ltd
Level 1, Suite 2, 902 Mount Alexander Road
Essendon VIC 3040

Ref No: 1000867

Dear Mr Venables

Re: Audit finalised

This notice is to advise that the recent monitoring audit conducted on Integrity Business College Australasia Pty Ltd has been finalised and that your registered training organisation (RTO) has been noted for its ongoing compliance with the Standards for NVR Registered Training Organisations.

The findings of this audit will contribute to the records retained of your RTO's compliance history and to the risk rating assigned to your organisation.

A copy of the final audit report is attached for your reference.

Thank you for your organisation's cooperation throughout this audit activity.

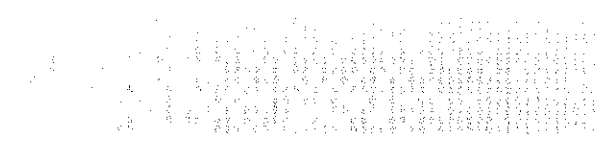
You are reminded that an ongoing condition of your registration is compliance with the Standards for NVR Registered Training Organisations.

Further information and assistance

If you require further information or assistance in relation to this matter, please contact Matthew McMahon by email at compliancemelb@asqa.gov.au.

Yours sincerely

Jerzy Gill
Regional Manager, Compliance Operations



VET Quality Framework audit report

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

Legal name of organisation	Integrity Business College Australasia Pty Ltd
Date/s of audit	8 th & 16 th March 2012

ORGANISATION DETAILS			
RTO legal name	Integrity Business College Australasia Pty Ltd	RTO ID number	21739
Registered business trading name	Integrity Business College	ABN	56 116 968 579
Address	Level 1, Suite 2, 902 Mount Alexander Rd, ESSENDON VIC	Postcode	3040
Phone	(03) 9372 9381	Fax	(03) 9372 9382
E-mail	ross@integritybusinesscollege.com	Website	http://www.integritybusinesscollege.com
Registration contact	Name Mr Ross Valentine	Position	Operations Manager

AUDIT TEAM			
Lead auditor	S. Foster	Technical adviser/s	
Audit team members			

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

AUDIT DETAILS	
Audit type	<input type="checkbox"/> Renewal of registration <input type="checkbox"/> Extension to scope of registration <input checked="" 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 type="checkbox"/> Fit and Proper Person Requirements <input type="checkbox"/> Financial Viability Risk Assessment Requirements
Date/s of site visit/s	8 th and 16 th March 2012
Site/s visited	Level 1, Suite 2, 902 Mt Alexander Rd, Essendon, 3040
Standards audited	Essential Standards for Continuing Registration 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25

ORGANISATION
<p>The RTO operated as a company trading under the name of Integrity Business College. The organisation consisted of a Managing Director and associated staff with operational responsibilities for administration, finance, marketing, customer service, consultancy, training and assessment and short course training. An Advisory Board provided input into the decision-making processes of the organisation.</p> <p>The RTO was registered to operate in all states and territories, but primarily delivered through its offices in Adelaide and regional Victoria. Programs in NSW were delivered in partnership with the Australian College of Commerce and Management. There are currently 211 enrolments in Victoria and 16 enrolments in South Australia.</p> <p>The RTO offered accredited and non-accredited programs in the business administration, management, information technology and retail sectors to small to medium enterprises in the retail sector. It also provided training and assessment programs as part of the professional development of its staff. The RTO's business planning process has signalled that it will expand its market in these programs to the broader public. The RTO is also a registered Microsoft IT Academy and a Premium Certiport Testing Centre. Clients were drawn from the range of cohorts including: young and mature age clients who were seeking to enter an occupation, to change careers and/or to re-enter the workforce. Revenue for these programs was on a 75:25 basis for public and fee-for-service funding.</p>

FOCUS OF AUDIT		
Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment
BSB51107	Diploma of Management	On- and off-the-job

ICA40405	Certificate IV in Information Technology (Networking)	On- and off-the-job and online
SIR50107	Diploma of Retail Management	On- and off-the-job
TAE40110	Certificate IV in Training and Assessment	On- and off-the-job

INTERVIEWEES

Staff (name and position)		
Name	Position	Program (qualification, course, etc)
Peter Venables	Managing Director and trainer/assessor	Certificate courses in Retail and Management
Ross Valentine	RTO Operations Manager and Trainer/ assessor	TAE40110 Certificate IV in Training and Assessment
Bob McIver	Member of the Advisory Board	
Cara Brocklebank	Operations/compliance assistant	

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.

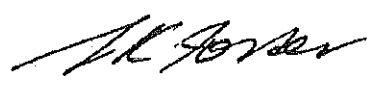
AUDIT OUTCOME

Audit status as at 16 March 2012

- The organisation has not demonstrated compliance with all compliance requirements reviewed for the audit.

The level of non-compliance is considered to be minor when considering the potential for adverse impact on the quality of training and assessment outcomes for students.

The audit report describes evidence of non-compliance identified. Each issue referenced must be rectified by the organisation with evidence provided to ASQA within **20 working days** of the date of the letter accompanying this audit report to demonstrate corrective actions implemented.

Auditor's Name	S. K. Foster	Signature		Date of Report	17 March 2012
----------------	--------------	-----------	---	----------------	---------------

AUDIT RECTIFICATION

Audit status following additional evidence received [date]

- The organisation has demonstrated compliance with all compliance requirements reviewed for the audit.
- The organisation has not demonstrated compliance with all compliance requirements reviewed for the audit.

Auditor's Name	S. Foster	Signature		Date of Report	
----------------	-----------	-----------	--	----------------	--

AUDIT SUMMARY OF VET QUALITY FRAMEWORK REQUIREMENTS

VET QUALITY FRAMEWORK COMPONENT		STATUS*
Financial Viability Risk Assessment Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Fit and Proper Person Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" 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 type="checkbox"/> C <input checked="" 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 was noncompliant with SNR15.5 Assessment as assessment tools did not include clear guidance for consistent assessment of practical performance aspects of the units sampled. Assessor judgement of performance of competence should be in respect of performance on the actual tasks that the candidate is expected to perform rather than checklists of performance criteria.

Evidence provided by workplace supervisors should support and inform assessor judgement. It should not be the sole basis of assessment of performance related aspects of units of competency.

TAEASS402B Assess competence: Assessment tasks included review questions, workplace or simulated assessment and an holistic task. Guidelines were not provided for assessors on expectations of competent performance on the practical aspects of the assessment to ensure consistent judgement.

TAEDEL402A Plan, organise and facilitate learning in the workplace: This unit was co-assessed with TAED401A, BSBCMM401A AND TAED301A. Assessment tasks included review questions and a project involving conducting a group based session, which was to be observed by an assessor. Model answers in the Trainer/Assessor Guide all related to written responses and collections of written text in the portfolio. However, the Training Plan and the task described required candidates to actually conduct group-based learning in the workplace. There were no models of observation schedules provided for that particular task.

BSB51107 Diploma of Management. The RTO used an holistic assessment across a group of units of competence. However the RTO did not demonstrate the relationship between the assessment and the requirements of the relevant units, or indeed which units were to be considered in this assessment. A structured outline was provided for completing the project, but model answers or criteria for judging competent performance were not provided.

BSBFIM501A Manage budgets and financial plans. Assessment was through formative assessments prior to development of competency, written/oral questions of underpinning knowledge; Project involving written responses; Case study based written responses; and supervisor/third party/assessor demonstration. Performance criteria were the basis of judgement of workplace performance. The third party/supervisor's judgement and comments were recorded against a checklist of performance criteria rather than plain-English statements of actual behaviours of expected performance by a competent

person in the workplace and the nature of the work roles and experiences that the workplace behaviour involved. The advice to the assessor did not clearly state how the workplace assessment would be designed or managed. It appeared to rely solely on the supervisor/third party evidence for judgements of workplace performance.

ICAI4188B Install and maintain a server. Assessment was through a Portfolio, completing a series of exercises on a computer and observation by the workplace supervisor/ assessor. Assessment of workplace performance was to be against a list of performance criteria from the unit rather than what was expected to be demonstrated as evidence of competent performance on the actual tasks set or in the workplace.

ICAI4099B Build an intranet. Assessment was through an assessment portfolio of written responses to questions of underpinning knowledge, build an intranet project and observation. Assessment of workplace performance was to be against a list of performance criteria from the unit rather than what was expected to be demonstrated as evidence of competent performance on the actual tasks set or in the workplace.

SIRXFIND005A Manage operations to budget. Summative assessment was through performance on sections of the holistic assessment for the qualification, case study, analysis of a proposal for expenditure and written assessment of knowledge of accounting systems. As stated above, the tool did not identify which aspects of this unit were assessed in the holistic task. Again, records of assessment were to be judged and checked off against a list of performance criteria rather than in respect of performance on the actual tasks.

SIRXMERO04A Manage merchandise and store presentation. Assessment was through observation of performance in the workplace by a supervisor/ third party /assessor. Although how the assessor would structure the observation was not described. Assessment tasks also included evaluating workplace practice and recommending changes. Judgement of competence and records of assessment were a checklist of performance criteria, rather than description of competent performance on the actual assessment tasks.

The assessor observation sheets for each of the practical assessments in these units consisted of a list of performance criteria for the unit, rather than expectations of competent performance on the actual tasks to be performed including contingencies to be managed. This did not provide adequate guidance for consistency in assessor judgement of competence.

Rectification requirements – evidence of rectification to be submitted within 20 working days

SNR15.5 Assessment

The organisation is to ensure that all assessment tools identify the aspects of unit/s of competency that are being assessed.

The organisation is to design and implement assessment tools that provide clear guidelines to ensure consistency of judgement of competence on performance based tasks by the assessor/s.

The organisation is to design and implement clear guidelines to workplace supervisors / third parties regarding what information they should provide regarding actual behaviours in the workplace, the nature of contingencies managed and roles performed that would assist an assessor's judgement of competence.