



VET Quality Framework audit report

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

Legal name of organisation	Booroongen Djugun Aboriginal Corporation
Application number	1021402
Date of site audit	16 – 17 July 2012
Date of interim audit report	8 October 2012
Date of final audit report	20 December 2012

ORGANISATION DETAILS			
RTO legal name	Booroongen Djugun Aboriginal Corporation	RTO ID number	6673
Registered business trading name	Booroongen Djugun College	ABN	79 638 718 552
Address	337-351 River Street KEMPSEY NSW		Postcode 2440
Phone	(02) 6560 2000	Fax	(02) 6560 2002
E-mail	director@booroongendjugun.com.au	Website	http://booroongendjugun.com.au/
Registration contact	Name Ms Faith March	Position	Director of Training Services
AUDIT TEAM			
Lead auditor	Joe Newbery	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 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	16 th – 17 th July 2012		
Site/s visited	337-351 River Street KEMPSEY NSW		
Standards audited	Essential Standards for Continuing Registration 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25		
ORGANISATION			
<p>Booroongen Djugun Aboriginal Corporation is an incorporated entity which commenced in 1991. The corporation has a number of trading entities one of which is Booroongen Djugun College which was initially registered as an RTO in 1994 to deliver accredited training for assisting in nursing. The College is located at 337-351 River Street KEMPSEY NSW on private land owned by the Corporation and is accommodated in purposed designed, modern training facilities. The facilities are adjacent to the Booroongen Djugun Aged Care Facility which offers high care home, hostel and dementia specific secure beds.</p> <p>Booroongen Djugun College is governed by the Booroongen Djugun Aboriginal Corporation Board which includes seven members. There is also an Elders Council which provides advice about the priorities for training services offered by the RTO. In addition to residential aged care, the Corporation also provides other services including community and home care for the aged or disabled and provides local housing.</p> <p>The Chief Executive Officer is Gary Morris and the Director of Operations is Val March. Both Gary and Val are founding member of Booroongen Djugun Aboriginal Corporation and have received formal recognition for their work to support the Aboriginal community. The Director of Training Services is Faith March who is assisted by Christine Potts who holds the position of Administration Manager. Booroongen Djugun College has a broad scope of registration with 54 qualifications in total. These include qualifications in agriculture, business, community services, health services, beauty therapy, hospitality and training. In addition to its accredited training, Booroongen Djugun College also provide non-accredited training in Cultural Awareness. The College is not currently engaged in any significant associations or partnerships.</p> <p>Booroongen Djugun College identify its target client as persons of Aboriginal descent although the College certainly offers and provides services to non-Aboriginal people. The target client is generally unemployed and is seeking to enter or re-enter the workforce. The College deliver training to students who are under 18 years of age in certain courses. These are primarily</p>			

children identified at risk via a VET in Schools program. The College is currently an approved provider under the NSW State Training Services contract. These funded training positions make-up approximately 10% of the total enrolments and are primarily traineeships in Business and Hospitality. The College provides training to persons of Aboriginal descent at no cost and to non-Aboriginal people on a fee-for-service basis.

At the time of the site visit, the current enrolments by qualification and State included the following:

Code	Title	QLD	NSW	ACT	VIC	TAS	SA	WA	NT
BSB20107	Cert II in Business	8	27						1
BSB30407	Cert III In Business Administration		3						
BSB40407	Cert IV in Small Business Management		1						
BSB40507	Cert IV in Business Administration		7						
BSB40807	Cert IV in Frontline Management	5	19	2		1		3	2
BSB41907	Cert IV in Business (Governance)		2						
BSB41910	Cert IV in Business (Governance)		2						
BSB50710	Diploma of Business (Governance)		10						
BSB51107	Diploma of Management	20	40	1	2		1	1	5
CHC20108	Cert II in Community Services	1	14						
CHC30108	Cert II in Community Services Work		2						
CHC30208	Cert III in Aged Care	4	35						
CHC30308	Cert III in Home and Community Care	1	15						
CHC40108	Cert IV in Aged Care	4	13						
CHC40308	Cert IV in Disability	1	11						
CHC40408	Cert IV in Alcohol and Other Drugs	1	1						
CHC40508	Cert IV in Mental Health	2	4						
CHC40608	Cert IV In Leisure and Health		1						
CHC40708	Cert IV in Community Services Work		2						
CHC40808	Cert IV in Community Development		2	1					
CHC40908	Cert IV in Social Housing		4						
CHC41808	Cert IV in Youth Work		5						
CHC52208	Diploma of Community Services Coordination		8						
HLT20907	Cert II in Population Health		2						
HLT21007	Cert III in Indigenous Environmental Health		2						
HLT21207	Cert II In Health Support Services		1						
HLT32207	Cert III in Population Health		2						
HLT32307	Cert III in Indigenous Environmental Health		2						
HLT32507	Cert III Health Services Assistance		1						
HLT33207	Cert III in ATSI Primary Health Care	35	96	4					
HLT43907	Cert IV in ATSI Primary Health (Practice)	4	10						
HLT44007	Cert IV in ATSI Primary Health (Community Care)	1	11						
HLT42307	Cert IV in Population Health		3						
HLT42407	Cert IV in Indigenous Environmental Health		2						
RTD20102	Cert II in Conservation and Land Management		19						
RTD40102	Cert IV in Conservation and Land Management		1						

SIT20307	Cert II in Hospitality (Kitchen Operations)	1						
WRB30104	Cert III in Beauty Services	14						

Face-to-face training services are delivered at Booroongen Djugun College located at 337-351 River Street KEMPSEY NSW

For local training services offered in aged care, workplace training is delivered at the following locations:

- Booroongen Djugun Aged Care Facility, 337-351 River Street KEMPSEY NSW
- Unitingcare Ageing Community Aged Care Services, 2 Clarence Street Port Macquarie NSW 2444
- Unitingcare Ageing Community Aged Care Services, Pacifica, 11 Short Street Nambucca Heads NSW 2448

Training services being offered in other States and Territories are being delivered via a distance education mode of delivery.

The application for renewal of registration was received by ASQA on 10 February 2012 and assigned to auditor Joe Newbery on 16 May 2012. A site audit was conducted on 16-17 July 2012 and an audit report was completed on 08 October 2012. Based on the site audit, Booroongen Djugun College had a number of non-compliances. Additional evidence was received in response to rectification requirements on 21 November 2012 and an audit report dated 20 December 2012 was prepared.

FOCUS OF AUDIT

Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment
CHC30208	Certificate III in Aged Care	Classroom / Workplace / Distance
BSB30407	Certificate III in Business Administration	Classroom / Workplace / Distance
CHC40708	Certificate IV in Community Services Work	Classroom / Workplace / Distance
TAE40110	Certificate IV in Training and Assessment	Classroom / Workplace / Distance
BSB51107	Diploma of Management	Classroom / Workplace / Distance

INTERVIEWEES

Staff (name and position)

Name	Position	Program (qualification, course, etc)
Gary Morris	Chief Executive Officer	
Val March	Director of Operations	
Faith March	Director of Training Services	
Christine Potts	Administration Manager	

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 status as at 8th October 2012

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

The level of non-compliance is considered to be significant 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	Joe Newbery	Signature		Date of Report	8 th Oct 2012
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AUDIT OUTCOME

Audit status as at 20th December 2012 following additional evidence received 3rd December 2012:

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

Auditor's Name	Joe Newbery	Signature		Date of Report	20 th Dec 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 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 organisation is **not compliant** with SNR 15.2 because:

- It has not demonstrated that it has suitable training and assessment strategies to support the delivery of the sampled qualifications. Specifically there is insufficient detail on how the courses are being delivered with regard to the sequence and structure of the units of competency and the actual learning and assessment activities which are included in the course program.
- Assessment strategies being applied within the Distance mode of delivery are not considered to meet the requirements of the training package. Specifically, the methods of assessment being applied in the Distance mode of delivery are not enabling the collection of assessment evidence in accordance with the rules of evidence or the conduct of assessment in accordance with the principles of assessment.

The organisation is **not compliant** with SNR 15.3 because:

- It has not demonstrated that it has suitable resources to support the collection of assessment evidence in accordance with the rules of evidence. Commercial resources being used in their un-customised format do not include suitable assessment instruments and instructions that enable the assessment of the students applied skills and knowledge.

The organisation is **not compliant** with SNR 15.4 because:

- It has not demonstrated that it has access to trainers and assessors who have continued to develop their vocational education and training knowledge and skills as well as their industry currency and trainer/assessor competence.

The organisation is **not compliant** with SNR 15.5 because:

- It has not demonstrated that it is applying assessment arrangements that meet the specific requirement of the relevant training package. Specifically, there is insufficient evidence of:
 - practical assessment where students' are being assessed demonstrating their skills and knowledge in realistic practical workplace tasks.
 - practical assessment being conducted by a qualified assessor.
 - assessment instructions for both the assessor and the candidate on the practical assessment activities established to collect evidence in accordance with the rules of evidence.
 - assessment instruments to be used in practical assessment where the candidate is being observed performing skills and knowledge in realistic workplace tasks.
 - quality arrangements and controls pertaining to the conduct of assessment to ensure that assessment meets the requirements of the training package.
 - assessment practices being applied by assessors to record evidence with enough detail to demonstrate the assessor's judgement of the student's performance against the standard required.
 - assessment validation.

The organisation is **not compliant** with SNR 16.4 because:

- It has not demonstrated that it is applying suitable arrangements to engage with employers and other parties who contribute to each learner's training and assessment. Arrangements established for the collection of third party evidence are not being applied.

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

SNR 15.2

The organisation is to provide:

- a revised training and assessment strategy for the delivery of the following qualifications:
 - CHC30208 Certificate III in Aged Care
 - BSB30407 Certificate III in Business Administration
 - CHC40708 Certificate IV in Community Services Work
 - TAE40110 Certificate IV in Training and Assessment
 - BSB51107 Diploma of Management
- The revised strategy must demonstrate how:
 - the courses are being delivered with regard to the sequence and structure of the units of competency and the actual learning and assessment activities which are included in the course program and aligned to each unit of competency.
 - the methods of assessment being applied in the Distance mode of delivery are enabling the collection of assessment evidence in accordance with the rules of evidence or the conduct of assessment in accordance with the principles of assessment.

SNR 15.3

The organisation is to provide:

- evidence that it has suitable resources to support the collection of assessment evidence in accordance with the rules of evidence. The organisation is to provide rectification evidence in relation to SNR 15.5.

SNR 15.4

The organisation is to provide:

- evidence that designated trainers / assessors have continued to develop their vocational education and training knowledge and skills as well as their industry currency and trainer/assessor competence. Evidence is to relate to the following trainer/assessors:
 - Ros Robertson, for the delivery of CHC40708 Certificate IV in Community Services Work

- Colin McDonald, for the delivery of TAE40110 Certificate IV in Training and Assessment
- Jaime Parker, for the delivery of BSB51107 Diploma of Management
- Janet Latham, for the delivery of CHC30208 Certificate III in Aged Care

Evidence is to include documentary evidence of the activities undertaken for each trainer/assessor or may be presented in the form of a revised staff matrix that contains specific details about each development activity including the nature of the activity, its relevance, date and location. This evidence must be validated by management before being submitted to ASQA.

SNR 15.5

The organisation is to provide:

- The complete assessment instruments and resources for the assessment of the following units of competency:
 - CHCICS301B Provide support to meet personal care needs
 - CHCAC319A Provide support to people living with dementia
 - CHCCHILD401B Identify and respond to children and young people at risk
 - CHCAOD402A Work effectively in alcohol and other drugs sector
 - BSBOHS201A Participate in OHS processes
 - BSBADM307B Organise Schedules
 - TAEASS402B Assess competence
 - TAEDEL401A Plan, organise and deliver group-based learning

The submitted assessment instruments and resources must provide evidence of:

- planned assessment activities where students' are being assessed demonstrating their skills and knowledge in realistic practical workplace tasks.
- planned assessment activities being conducted by a qualified assessor.
- assessment instructions for both the assessor and the candidate on the assessment activities established to collect evidence in accordance with the rules of evidence.
- assessment instruments to record evidence with enough detail to demonstrate the assessor's judgement of the student's performance against the standard required.
- quality arrangements and controls to ensure that assessment meets the requirements of the training package.
- planned assessment practices being applied by assessors to record evidence with enough detail to demonstrate the assessor's judgement of the student's performance against the standard required.
- assessment validation for each of the above listed units of competency.

SNR 16.4

The organisation is to provide

- evidence of revised arrangements to engage with employers and other parties who contribute to each learner's training and assessment.

This evidence must demonstrate how the organisation will ensure that evidence to be used in the assessment and collected from supervisors is valid and is consistent with their assumed industry expertise and experience.

Evidence is to be provided in relation to the following units of competency:

- CHCICS301B Provide support to meet personal care needs
- CHCAC319A Provide support to people living with dementia
- CHCCHILD401B Identify and respond to children and young people at risk
- CHCAOD402A Work effectively in alcohol and other drugs sector

This evidence may be integrated with evidence submitted in response to the rectification for SNR 15.5.

Audit findings Following Review of Rectification Evidence received 20th December 2012

SNR 15.2

After review of additional evidence provided in rectification Booroongen Djugun College has demonstrated that the training and assessment strategies being applied meet the requirements of the training package.

SNR 15.3

The additional evidence provided by Booroongen Djugun College has demonstrated that it has access to suitable staff, facilities and training and assessment materials in accordance with training package requirements and their own training and assessment strategy.

SNR 15.4

The Information provided by Booroongen Djugun College demonstrates that staff currently being used to deliver training and assessment hold the required competence according to the units of competency they are delivering. The evidence also demonstrates that staff are maintaining the currency of their skills and knowledge through a mix of professional development and current vocational practice.

SNR 15.5

The additional evidence provided by Booroongen Djugun College demonstrates that the RTO has undertaken a detailed analysis of the requirements of each unit of competency. The chosen practical assessment activities are designed to be observed by the assessor during a work placement or in a simulated workplace. There are suitable observation criteria supported by detail benchmarking to allow for reliable assessment. The tools have been designed to enable the recording of assessor observations of the students performance. The preference for verbal knowledge assessment is indicative of the target client and adequately addresses the required knowledge listed within the unit of competency. The observation tools designed to support the aged care qualification are particularly strong.

SNR 16.4

The additional evidence provided by Booroongen Djugun College include detailed instructions for workplace observers. Booroongen Djugun College has established suitable arrangements to validate the qualifications of supervisors and approved workplace observers. The tools used to gather the feedback from workplace observers are suitably detailed at the workplace level to support the collection of valid workplace observation evidence.

