



REPORT

Audit report: Real Group Pty Ltd

RTO number:	31222
CRICOS number:	03513F
Date/s of audit:	3 June 2020
Date report created:	3 June 2020
Date report updated:	4 August 2020

Organisation details

Organisation's legal name:	Real Group Pty Ltd
Trading name/s:	College Australia
RTO number:	31222
CRICOS number:	03513F

Audit team

Lead auditor:	Daniel Taylor
Auditor/s:	N/A

Audit details

Application number/s:	RENVET0004858
Audit number/s:	AUDREC0010551
Audit reason/s:	Application - Renewal
Address of site/s visited:	Desk Audit
Date/s of audit:	3 June 2020
Organisation's contact for audit:	Kynan Hansen Managing Director kynan@collegeaustralia.edu.au 0732550506

Original finding at time of audit

Audit finding: Serious non-compliance

Report completed by: Daniel Taylor

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

*Indicates a non-compliant clause

Audit finding following analysis of additional evidence

Audit finding following analysis of additional evidence provided on 22/07/2020: Compliant

Report completed by: Daniel Taylor

Practice	Standards for RTOs	Finding
Training and Assessment	1.8	Compliant
Completion	3.1	Compliant

*Indicates a non-compliant clause

Background

Summary of organisation and management structure:

- Kynan Hansen – CEO
- Kasey Hansen – Business Manager/Student Services
- Alena Ford – Operations Coordinator
- Lorraine Holdford Quality Assurance Officer
- Errol Puller – National Sales

Scope of organisation's registration:

- The organisation scope consists of qualifications from the following training packages:
 - Agriculture, Horticulture and Conservation and Land Management
 - Business Services
 - Community Services
 - Health
 - Retail Services Training Package
 - Tourism, Travel and Hospitality

Suburb and state of all delivery sites:

- Shop 4 Ground Floor 126 Scarborough St Southport QLD 4215

Third party usage:

- Yes

Core clients/target groups:

- High School Students
- General public with varying levels of experience

Training Revenue (Funded or fee for service):

- Fee for Service and Funded

Total number of current enrolments in the organisation as at audit date:

- 825

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.
- Information provided directly by Real Group Pty Ltd to ASQA.
- Existing information and records held by ASQA concerning Real Group Pty Ltd.
- Information provided to ASQA's auditors and documentation reviewed during the desk audit of Real Group Pty Ltd conducted on 3 June 2020.
- Other publicly available information - including but not limited to, information published on the organisation's and third-party websites.

Audit Sample

Training Products	Mode/s of delivery/assessment*	Current enrolments
<i>BSB50215 Diploma of Business</i>	Face to face/Online	39
<i>CHC33015 Certificate III in Individual Support</i>	Face to face/Online	172
<i>HLT23215 Certificate II in Health Support Services</i>	Face to face/Online	54
<i>SIR20216 Certificate II in Retail Services</i>	Face to face/Online	4
<i>SIT30616 Certificate III in Hospitality</i>	Face to face/Online	136

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

Interviewees

Name	Position	Training products
Kynan Hansen	Managing Director	N/A
Kasey Hansen	Business Manager	HLT23215
Elena Ford	Educator	HLT23215, SIT30616
Selina Johnson	Administration	N/A

About this Report

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

Real Group Pty Ltd did not meet all requirements for clauses 1.8 and 3.1 of the Standards for RTOs 2015.

Remedial action is required for the following training products:

- CHC33015 Certificate III in Individual Support
- HLT23215 Certificate II in Health Support Services

The organisation is required to provide evidence that demonstrates:

Training and assessment

Standards for RTOs Clause 1.8

- the organisation has corrected its assessment system (to comply with Clause 1.8) for future students and has systems in place to ensure it is this system that is applied. The evidence to be provided must:
 - include the full suite of assessment tools (including RPL) for each unit of competency identified as non-compliant

- demonstrate the organisation will implement an assessment system that ensures assessment:
 - complies with the assessment requirements of the relevant training products
 - will be conducted in accordance with the Principles of Assessment and Rules of evidence.
- the organisation carried out remedial action to identify and address the impact the non-compliance may have caused to students that were assessed in a manner that did not meet the requirements of Clause 1.8. Remedial action needs to cover current students and students who enrolled or completed with your organisation in the past three months.

Completion

Standards for RTOs Clause 3.1

- the organisation now has appropriate systems that are followed to ensure AQF certification documentation is only issued to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training or VET accredited course
- the organisation has carried out remedial action to identify and address the impact the non-compliance may have caused to students in the training product sampled that were issued with AQF certification documentation and were not assessed as meeting the requirements of the training product as specified in the relevant training or VET accredited course. Remedial action needs to cover students issued with AQF certification in the past three months.

Audit finding following analysis of additional evidence

Following analysis of additional evidence provided by Real Group Pty Ltd on 22/07/2020, the organisation:

- provided sufficient evidence to demonstrate compliance with:
Clauses 1.8 and 3.1 of the Standards for RTOs 2015.

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

Areas of non-compliance

Training and Assessment

Training Delivery and Assessment

Standards for RTOs Clause 1.8

*Original Finding: **Not compliant***

*Finding following additional evidence: **Compliant***

The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

- a) complies with the assessment requirements of the relevant training package or VET accredited course; and
- b) is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.

Table 1.8.1 Principles of Assessment

Fairness	The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.
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	The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual learner by: <ul style="list-style-type: none"> • reflecting the learner's needs; • assessing competencies held by the learner no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: <ul style="list-style-type: none"> • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
Table 1.8.2 Rules of Evidence	
Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

CHC33015 Certificate III in Individual Support
CHCCCS011 Meet personal support needs

The following evidence was reviewed:

- Mapping Document
- Marking Guide
- Assessment Activities

The following analysis provides guidance on the areas of non-compliance. Examples of non-compliances are provided however, this is not an exhaustive list. It is the organisation's responsibility to review [the assessment system for each unit of competency for all non-compliances identified below and provide evidence:

- of a revised assessment system for each unit of competency listed above that addresses all requirements of Clause 1.8.
- that confirms students were assessed as meeting all the requirements of the training product(s) in which they were enrolled.

- Reliability - the assessment tools do not contain sufficient performance benchmarks for each skill and/or behaviour to be demonstrated; therefore, it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of students and assessors. For example, but not limited to:
 - The Observation Assessment requires students to safely support at least 2 individuals by performing a range of listed activities, however, the benchmarking used in the observation checklist is a copy of the performance criteria and is identical for each of the listed tasks. While the Performance Evidence requires the student to perform the activities outlined in the performance criteria, the benchmarking does not provide any guidance to assessors in the form of observable behaviours on how the actual task, for example, bed bathing the clients, should be performed.
- Validity and Sufficiency - the assessment tools do not address all unit of competency requirements. For example,
 - The Observation Checklist is not fit for purpose as it does not allow for the recording of the student supporting two individuals. While there is a space within the document to record the names of two clients and the dates the observations occurred, the observation checklist only allows for one observation, as a result, it appears the checklist is completed once but applied to two separate clients. Therefore it cannot be confirmed that the unit's performance evidence requirements were addressed.

HLT23215 Certificate II in Health Support Services

HLTFSE001 Follow basic food safety practices

The following evidence was reviewed:

- Mapping Document
- Marking Guide
- Assessment Activities
- Completed Student Assessments:
 - P.B
 - B.K
 - S.G
 - G.S
 - B.K

The following analysis provides guidance on the areas of non-compliance. Examples of non-compliances are provided however, this is not an exhaustive list. It is the organisation's responsibility to review [the assessment system for each unit of competency for all non-compliances identified below and provide evidence:

- of a revised assessment system for each unit of competency listed above that addresses all requirements of Clause 1.8.
- that confirms students were assessed as meeting all the requirements of the training product(s) in which they were enrolled.
- The assessment practices for the following students do not confirm the organisation conducted adequate assessment of the students that ensured they were competent against all requirements of the training product and that the assessment was conducted in accordance with the Principles of Assessment and the Rules of Evidence. For example, but not limited to:
 - Completed assessment records for B.K, S.G, G.S and B.K.
 - Authenticity - the evidence provided does not confirm the authenticity of the student's own work. For example, but not limited to:
 - The completed observation checklist for the four listed students appear to be identical. Specifically, the trainers hand writing, comments and dates are all an exact match, the only differences are the students names and signatures. Therefore, it cannot be confirmed that all performance evidence requirements were met by each of the students.

These practices and behaviours are non-compliant with clause 1.8 of the Standards for RTOs 2015.

Analysis of additional evidence

CHC33015 Certificate III in Individual Support

CHCCCS011 Meet personal support needs

The following additional evidence was reviewed:

- Marking Guide
- Assessment Activities

- The revised assessment tools provided now contain sufficient performance benchmarks for each skill and/or behaviour to be demonstrated which confirms that all training package requirements will be met and that consistent judgements will be made across a range of students and assessors.
- Also, an additional observation checklist has been included in the marking guide to ensure evidence of the student supporting two individuals is recorded and that each is assessed separately.

HLT23215 Certificate II in Health Support Services

HLTFSE001 Follow basic food safety practices

The following additional evidence was reviewed:

- Attachment 3
 - Email to VET coordinator at Northern Beaches State High School
 - Email to students
- Response Letter

The RTO has provided evidence that it has identified all affected students and made arrangements for reassessments to occur on the 8th of September 2020. The RTO also advised in its response that it has undertaken an interim performance review with the assessor and was reminded of the college's assessment processes to ensure that the records must reflect the performance of the individual students.

The additional evidence provided supports compliance with the requirements of Clause 1.8 of the Standards for RTOs 2015.

Completion

Standards for RTOs Clause 3.1

Original Finding: *Not compliant*

Finding following additional evidence: *Compliant*

The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

CHC33015 Certificate III in Individual Support

HLT23215 Certificate II in Health Support Services

- The following evidence was reviewed:
 - Assessment systems reported under clause 1.8
 - Completed student files reported under clause 1.8

- The organisation has not demonstrated that its assessment system complies with the Principles of Assessment and Rules of Evidence (refer to non-compliance identified with Clause 1.8) with respect to students who were assessed as meeting the requirements of the training product and were issued with AQF certification documentation.

These practices and behaviours are non-compliant with clause 3.1 of the Standards for RTOs 2015.

Analysis of additional evidence

**CHC33015 Certificate III in Individual Support
HLT23215 Certificate II in Health Support Services**

The following additional evidence was reviewed:

- Attachment 3
 - Email to VET coordinator at Northern Beaches State High School
 - Email to students
- Response Letter
- The evidence provided by the RTO demonstrates that it has corrected its assessment system to ensure compliance with the Principles of Assessment and Rules of Evidence with respect to students who were assessed as meeting the requirements of the training product and were issued with AQF certification documentation. (refer to non-compliance identified with Clause 1.8)

The evidence provided supports compliance with the requirements of Clause 3.1 of the Standards for RTOs 2015.