

AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers - Audit Report

Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

Applicant Details			
Applicant Name	Victorian Fitness Academy Pty Ltd	TOID	22360
Address	78 Yarra Street, Geelong vic 3220		
	Website	www.vfalearning.vic.edu.au	
Registration Contact	Mr Justin Healy		
Phone Number	0408 123 670 - 5223 6800	Email	justin@vfalearning.vic.edu.au
Audit Team			
Audit Firm	Shinewing Australia	Auditor/s	Anna-Louise Allen
Auditor/s		Other Attendees	
Registering Body Details			
Contact Person	Emma Hickingbotham		
Phone Number	9032 1562	Email	vet.audit@edumail.vic.gov.au
Audit Details			
Type of Audit	Re-registration Audit		
Conditions Audited	1, 3, 6, 7, 8, 9		
Standards Audited	1.1, 1.2, 1.3, 1.4, 1.5	2.1, 2.2, 2.3, 2.4, 2.6, 2.7	3.1, 3.2, 3.4
VRQA Guidelines Audited	1,2, 4,5		
Audit Date/s	7th and 8th May 2015		
RTO Background			
<p>Victorian Fitness Academy (VFA) specialises in Fitness, Sports Development, Massage and Children's Services courses. Justin Healy began as a Vic Fit trainer in 1998 and registered as an RTO in 2002. The RTO traded as Justin Healy trading as face to face fitness and moved into the current building in 2008. In 2010 the RTO changed their corporate structure and re-registered in line with regulatory requirements to become a Pty Ltd.</p> <p>VFA offers fee for service, HESG funded and VET Fee Help courses. They are also on the HESG RPL provider's list. Training is delivered via a face to face model. The majority of trainers are employed rather than contract and they provide pastoral care to support their training. Work placements are organised by the RTO for the Early Childhood Education and Care students. Students undertaking Fitness, Sport and Massage undertake training and practice in a simulated workplace environment and via visits and placements in outside agencies.</p>			

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Qualifications/Units Audited ¹		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
CHC30213	Certificate III in Education and Support	VIC
CHC50113	Diploma of Early Childhood Education and Care	VIC
22248VIC	Advanced Diploma of Myotherapy	VIC
SIS50612	Diploma of Sport Development	VIC
HLTAID004	Provide an emergency first aid response in an education and care setting	VIC
HLTAID003	Provide first aid	VIC

Interviewee(s) – Staff name and position; employer name and position	
Justin Healy	Director of Quality
Glen Hangeraaaf	Managing Director
Linda Sahajdak	Head of Compliance
Ryan Counihan	Career Consultant
Kala Gumia	Diploma of Early Childhood Education and Care Trainer Placement Co-ordinator
Caroline	Circulus Education
Catherine O'Callohan	Academic Coordinator and Sport trainer
Joanne Griffiths	Massage and Myotherapy
Glenn Butterworth	First Aid Trainer

Permanent Delivery Sites –	Yes	No
Do the RTO's permanent delivery sites match the information provided by the VRQA?	X	
If ' No' , please provided amended details below:		
The RTO delivers from three locations, Geelong, Narre Warren and Essendon Fields		

¹ Samples have been selected in accordance with the VRQA VET Audit Sampling Methodology

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Audit Summary - AQTF Conditions of Registration

AQTF Conditions		Compliant	Non - Compliant	Not audited
1	Governance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Interactions with the Registering Body	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Compliance with Legislation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Financial Management	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	Certification & Issuing of Qualifications & Statements of Attainment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Recognition of Qualifications Issued by other RTOs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Accuracy and Integrity of Marketing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Transition to Training Packages/Expiry of Accredited Courses	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summary of Non-Compliance²				
No non compliances were identified.				
Strengths				
The RTO provides a range of support and monitoring mechanisms to encourage retention and completion of qualifications by the students.				

² CF = Condition Finding. Finding references are aligned to the Detailed Findings section of this report.

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Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
Standard 1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.1 – Continuous Improvement Strategy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 – Training and Assessment Strategies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 – Training and Assessment Resources	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 – Trainer and Assessor Competency	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.5 – Assessment Strategies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard 2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.1 – Meeting the Needs of Clients	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 – Continuous Improvement of Client Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 – Provision of Information to Clients	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 – Third-Party Engagement in Training and Assessment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5 – Provision of Support Services to Clients	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2.6 – Learner Access to Records of Participation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7 – Complaints and Appeals Strategy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard 3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.1 – Operations Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 – Continuous Improvement of Operations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 – Third-Party Training and/ or Assessment Services	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.4 – Records Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summary of Non-Compliance³			
SF1.4.1			
<ul style="list-style-type: none"> • Inadequate evidence of the professional development to develop VET knowledge and skills of trainers / assessors, otherwise the RTO meet requirements. 			

³ SF = Standard Finding. Finding references are aligned to the Detailed Findings section of this report.

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Audit Summary – VRQA Guidelines for VET Providers

VRQA Guidelines	Compliant	Non - Compliant	Not audited
1. Governance, Probity and Compliance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.1 – Strategic Plan and Business Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.2 – Financial Viability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.3 – Management Systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 – Organisational Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.5 – Academic/Educational Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.6 – Change Reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. Quality Assurance, Review and Evaluation Processes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.1 – Course Quality	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 – Cheating and Plagiarism	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.3 – Quality Education and Training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Student Enrolment Records and Certification	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.4 – Provision of Courses to Domestic Students	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4. Student Learning Outcomes and Welfare Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.1 – Maximum Daily Hours of Attendance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 – Out of Hours Attendance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 – Student Safety	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Teaching, Learning and Assessment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – Capacity to Deliver Scope of Registration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Summary of Non-Compliance⁴

GF2.2.1

- The RTO does not include cheating in their policy

⁴ GF = Guideline Finding. Finding references are aligned to the Detailed Findings section of this report.

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Detailed Findings - AQTF Conditions of Registration

CONDITION 1 - Governance			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Condition 1</p> <p>The RTO's Manager monitors and reviews compliance with the AQTF and other relevant guidelines. The experiences of Trainers / Assessors are considered in the decision making of senior management.</p>	<p>Evidence reviewed during the audit:</p> <ul style="list-style-type: none"> • Organisational Chart • Fit and Proper Person – Glen Haregraaf, Jehrom Clift, Justin Healy & Darren Gosling (Directors) • Interview with Directors– Justin Healy and Glen Haregraaf • Board Meetings • Management Reports • Management meetings • Staff meetings • Falling stars meeting – disengaged students 	<p>No rectification required.</p>	

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CONDITION 3 – Compliance with Legislation			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Condition 3.</p> <p>The RTO reviews and manages compliance with relevant Commonwealth, State or Territory legislation and regulatory requirements.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Trainer and assessor induction • Policies and procedures manual • Email blast • Legislative and regulatory requirements • Legislation • Occupational Health and Safety • Anti-discrimination and Equal Opportunity • Vocational Education and Training • APP Privacy Policy for VFA Learning • Access and Equity • Organisational requirements • Records Management • Financial management • VFA Learning Student Handbook • VFA Learning trainer manual • Enrolment form with signatures of understanding • Staff meetings review a piece of legislation • Department Head meeting – privacy • ACPET Code of Ethics & VET fee help reforms • Management meeting minutes • Confirmation of reading the HESG Contract • Induction power point for students 	<p>No rectification required.</p>	

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CONDITION 6 - Certification & Issuing of Qualifications & Statements of Attainment			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Condition 6.</p> <p>The RTO issue compliant certificates and statements of attainment to persons whom it has assessed as competent in accordance with the requirements of the Training Package or accredited course.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • VET Trak student management system <p>Certificate</p> <ul style="list-style-type: none"> • Georgia Therry <p>Statement of Attainment</p> <ul style="list-style-type: none"> • Sarah Dickenson <p>Issuing awards and statements of attainment</p> <ul style="list-style-type: none"> • Qualification issuance policy • Internal process – issuing certificates and statement of attainment • Flowchart – certificate collection • Recognition of AQF qualifications 	<p>No rectification required.</p>	
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with this aspect of Condition 6.</p> <p>The RTO has a mechanism in place to retain client records for a period of 30 years</p> <p>The RTO provides AVETMISS compliant data via VET Trak.</p>	<p>Evidence reviewed at audit:</p> <p>Student enrolment policies and procedures</p> <ul style="list-style-type: none"> • Recruitment and selection enrolment policy • VFA Learning Student Handbook • Code of Practice • Enrolment form • RPL Application form • Victorian Training Guarantee – Eligibility • Victorian Training Guarantee – exemptions/initiatives • Internal process – student information 	<p>No rectification required.</p>	

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	<ul style="list-style-type: none"> • Flow chart – student enrolment process • Internal admin enrolment process • Internal process – application letter • Internal process – letter of acceptance • Internal process – producing a statement of fees • Internal process – course commencement • Flow chart – course commencement • Internal process – new enrolments/training plan • Recording results • Internal process – VSN • Internal process – USI • Internal process – Student fact sheet • Internal process – course progress to completion procedure • Flow chart - course progress to completion • Internal process – Falling Stars • Internal process – Student departure/withdrawal • Flow chart – student departure and falling stars • Internal process –Completed or withdrawn students 	
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CONDITION 7 - Recognition of Qualifications Issued by other RTOs			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Condition 7.</p> <p>The RTO recognises the AQF Qualifications and Statements of Attainment issued by any other.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> On HESG RPL provider list VFA Learning Student Handbook Enrolment from declaration 	<p>No rectification required.</p>	

Improvement Opportunities
<p>Remove references to mutual recognition from policies as this is outdated and confusing.</p>

CONDITION 8 - Accuracy and Integrity of Marketing			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Condition 8.</p> <p>The RTO's marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.</p> <p>The NRT logo is not used in marketing and advertising of AQF qualifications to prospective clients.</p>	<p>Evidence reviewed at audit:</p> <p>Ethical marketing and advertising</p> <ul style="list-style-type: none"> Marketing and advertising Advertising brochures VFA Learning social media policy Website http://vfalearning.vic.edu.au/ <p>VFA Learning Student Handbook</p> <p>Website: www.vfalearning.edu.au</p>	<p>No rectification required.</p>	

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CONDITION 9 - Transition to Training Packages/Expiry of Accredited Courses			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Condition 9.</p> <p>The RTO has managed the transition from superseded Training Packages within 12 months of their publication on the Training.gov.au.</p> <p>The RTO maintains a register of training packages and the milestones for transition.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Transitioned every course on the scope • Scope is up to date • Transition register • Transition plan – blank this would need to be populated. 	<p>No rectification required.</p>	

Improvement Opportunities
<p>It is suggested that the RTO document their process for managing transition.</p>

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Detailed Findings - AQTF Standards

STANDARD 1

ELEMENT 1.1 - The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Element 1.1.</p> <p>The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.</p>	<p>Evidence reviewed at audit:</p> <p>Continuous improvement policies</p> <ul style="list-style-type: none"> • Client feedback policy and procedure • Complaints & Grievance Policy (academic and non-academic) • Feedback – week 1 and week 8 and end of the course and QI at the end of the course • Special feedback – Stuart Foley interviews 10 from each course • AAC puts feedback together and reports at staff meetings • Email of summary of the feedback – cc to the Director • Continuous improvement folder – LMS; Headspace • Complaints register <p>Internal audits policy and procedure</p> <ul style="list-style-type: none"> • Internal audit checklist AQTF/VRQA • Internal audit checklist HESG • Internal audit planning & scheduling • Continuous improvement log • ACPET audit checklist <p>Risk management policy and procedure</p> <p>Quality indicators</p> <ul style="list-style-type: none"> • Internal process – online quality indicators flowchart 	<p>No rectification required.</p>

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ELEMENT 1.2 - Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 1.2.</p> <p>Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Training and Assessment • Assessment of learning needs • Learning and assessment strategies • Conducting assessment • Assessment validation policy and procedure • Validation audit checklist • Continuous Improvement log • Industry consultation form • Assessment tool template and mapping document • Practical placement policy and procedure • Host employer induction • Practical placement agreement • Practical placement guidelines • Student information on practical placement • Workplace WHS assessment form <p>Learning and assessment strategy:</p> <ul style="list-style-type: none"> • CHC50113 Diploma of Early Childhood Education and Care • 22248VIC Advanced Diploma of Myotherapy • SIS50612 Diploma of Sport Development <p>Industry consultation form</p> <ul style="list-style-type: none"> • Caroline Brock, Circulus Education – Fitness • Karl Ziebel, Fitness 	<p>No rectification required.</p>	

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	<ul style="list-style-type: none"> • Kendyl Blacklock • Steven Leary – Coach, Barwon Sports Academy • Duane Luki, HOD Rugby Union Geelong Grammar • Alex Hay, Manager, Draftstar • Jodie Signorino – Dip Early Childhood Education and Care, JPS Education and Care Advisors • Nikki Corbet – Dip Early Childhood Education and Care • Lisa Walters – Dip Early Childhood Education and Care, Town and country • Sarah Church – Certificate III in Early Childhood Education and Care- • AAMT- Sue Gillespie • MAA – Pauline Kelly • Massage clinic owner – Lorman Lawson <p>Summary of findings in relation to Early Childhood Education and Care</p>	
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Improvement Opportunities

The Circulus version of the LAS for the CHC50113 Diploma of Early Childhood Education and Care does not include the details regarding industry consultation. The information provided in the original template for the LAS should be transferred to the Circulus version.

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ELEMENT 1.3 - Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 1.3.</p> <p>The RTO has access to appropriate staff, facilities, equipment and training and assessment materials to meet the requirements of the Training Package or accredited courses on their scope of registration.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Training and Assessment • Assessment of learning needs • Learning and assessment strategies • Conducting assessment • Assessment validation policy and procedure • Validation audit checklist • Continuous Improvement log • Industry consultation form • Assessment tool template and mapping document • Practical placement policy and procedure • Host employer induction • Practical placement agreement • Practical placement guidelines • Student information on practical placement • Workplace WHS assessment form <p>Learning and assessment strategy:</p> <ul style="list-style-type: none"> • CHC50113 Diploma of Early Childhood Education and Care • 22248VIC Advanced Diploma of Myotherapy • SIS50612 Diploma of Sport Development <p>Trainer Files</p> <ul style="list-style-type: none"> • Joanne Griffiths 	<p>No rectification required.</p>	

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	<ul style="list-style-type: none"> • Kala Gumina • Catherine O'Callaghan • Glenn Butterworth • Meg McLean <p>Student Files</p> <ul style="list-style-type: none"> • Meg-Anne Wyld • Sharon Trapnell • Jade Blann <p>Facilities</p> <ul style="list-style-type: none"> • Gym • Massage therapy room • Childhood Education and Care Room • General classrooms • Photos of Narre Warren and Essendon Fields sites 	
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Improvement Opportunities

The RTO should consider adding the number or amount of pieces of equipment to their listing in the LAS.

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ELEMENT 1.4 - Training and assessment is delivered by trainers and assessors who:			Non-Compliant
SF1.4.1	Finding	Evidence/Documentation Reviewed	
	<p>a) Have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and</p> <p>b) Have the relevant vocational competencies at least to the level being delivered or assessed, and</p> <p>c) Can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and</p> <p>d) Continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</p>		
	<p>The RTO is Non-Compliant with Element 1.4.</p> <p>Inadequate evidence of the professional development of trainers / assessors to develop VET knowledge and skills, otherwise the RTO has meet the requirements.</p> <p>The Professional development policy does not mention the requirement to continue to develop Vocational Education and Training (VET) knowledge and skills.</p>	<p>Evidence reviewed at audit:</p> <p>Staff policies</p> <ul style="list-style-type: none"> • Recruitment and selection • Position descriptions • Staff induction • Staff induction manual • Staff induction form • VFA Learning – Career Consultant Induction Manual • Staff E blast • Authorised delegate eligibility (VTG) form • VFA Learning Guide to assessment • Professional development Policy and procedure – does not mention the three PD areas • Professional development log • Professional development plan • Performance appraisals • Drug and alcohol policy • Code of behaviour • Induction plan 	<p>Actions:</p> <ul style="list-style-type: none"> • The RTO should revise their policy and make sure that trainer/assessors continue to develop their Vocational Education and Training (VET) knowledge and skills.

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	<ul style="list-style-type: none"> • Non Certificate IV Training and assessment supervision • VFA Learning Student Handbook • Organisational chart • Position description – VFA Lecturer • Learning and assessment strategy <p>Trainer Files</p> <ul style="list-style-type: none"> • Joanne Griffiths • Kala Gumina • Catherine O’Callaghan • Glenn Butterworth • Meg McLean 	
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Improvement Opportunities

The RTO might consider adding columns or a legend to their professional development log to prompt trainers that they need to undertake and record PD in three areas.

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ELEMENT 1.5 - Assessment including Recognition of Prior Learning (RPL): a) Meets the requirements of the relevant Training Package or accredited course b) Is conducted in accordance with the principles of assessment and the rules of evidence c) Meets workplace and, where relevant, regulatory requirements d) Is systematically validated.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 1.5.</p> <p>Assessment including Recognition of Prior Learning (RPL) meets the requirements of the relevant Training Package or accredited course. Assessments are conducted in line with the principles of assessment and the rules of evidence and have been validated with external consultants and industry.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Training and Assessment • Assessment of learning needs • Learning and assessment strategies • Conducting assessment • Assessment validation policy and procedure • Validation audit checklist • Continuous Improvement log • Industry consultation form • Assessment tool template and mapping document • Practical placement policy and procedure • Host employer induction • Practical placement agreement • Practical placement guidelines • Student information on practical placement • Workplace WHS assessment form <p>Units audited</p> <ul style="list-style-type: none"> • HLTAID003 Perform First Aid • HLTAID004 Provide an emergency first aid response in an education and care setting • CHCECE005 Provide Care for Babies and Toddlers 	<p>No rectification required.</p>	

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	<ul style="list-style-type: none"> • CHCECE009 Use an approved learning framework to guide practice • VU21417 Provide Myotherapy Treatment • VU21418 Provide Myofascial dry needling treatment • SISFFIT526A Delivery prescribed exercise to clients with musculoskeletal conditions • SISFFIT525A Advise on injury prevention and management <p>Support documents</p> <ul style="list-style-type: none"> • Textbooks • Assessment mapping documents • Lesson plans • Power Point presentations • LMS with model answer <p>Student files</p> <ul style="list-style-type: none"> • Meg-Anne Wyld • Sharon Trapnell • Jade Blann 	
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Improvement Opportunities

Students upload or record their assessments in the LMS. These assignments and pieces of work often do not contain the student name. VFA should consider the issues of authenticity that could arise with this method of collecting and storing student records.

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Detailed Findings - AQTF Standards

STANDARD 2

ELEMENT 2.1 - The RTO establishes the needs of clients and delivers services to meet these needs.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 2.1.</p> <p>The RTO establishes the needs of clients and delivers services to meet these needs.</p>	<p>Evidence reviewed at audit:</p> <p>LLN test development and consultation records</p> <ul style="list-style-type: none"> • Interview with career consultant regarding pre-enrolment process <p>Student enrolment policies and procedures</p> <ul style="list-style-type: none"> • Recruitment and selection enrolment policy • Student Handbook • Code of Practice • Enrolment form • RPL Application form • Victorian Training Guarantee – Eligibility • Victorian Training Guarantee – exemptions/initiatives • Internal process – student information • Flow chart – student enrolment process • Internal admin enrolment process • Internal process – application letter • Internal process – letter of acceptance • Internal process – producing a statement of fees • Internal process – course commencement • Flow chart – course commencement • Internal process – new enrolments/training plan 	<p>No rectification required.</p>	

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	<ul style="list-style-type: none"> • Recording results • Internal process – VSN • Internal process – USI • Internal process – Student fact sheet • Internal process – course progress to completion procedure • Flow chart - course progress to completion • Internal process – Falling Stars • Internal process – Student departure/withdrawal • Flow chart – student departure and falling stars • Internal process –Completed or withdrawn students <p>LMS</p> <p>Meetings</p> <ul style="list-style-type: none"> • SBAT meeting • Staff meetings • Management Meetings • Board reports – one from each campus - retentions • Presenter meetings Homeroom, fitness <p>Feedback</p> <ul style="list-style-type: none"> • Course feedback surveys - Fitness, massage • Presenter evaluation Fitness • Presenter evaluation – massage • Childcare presenter meetings • Massage Presenter meetings • Fitness presenter meetings 	
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Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

ELEMENT 2.2 - The RTO continuously improves client services by collecting, analysing and acting upon relevant data.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 2.2.</p> <p>The RTO continuously improves client services by collecting, analysing and acting upon relevant data.</p>	<p>Evidence reviewed at audit:</p> <p>Continuous improvement policies</p> <ul style="list-style-type: none"> • Client feedback policy and procedure • Complaints & Grievance Policy (academic and non-academic) • Feedback – week 1 and week 8 and end of the course and QI at the end of the course • Special feedback – Stuart Foley interviews 10 from each course • AAC puts feedback together and reports at staff meetings • Email of summary of the feedback – cc to the Director • Continuous improvement folder – LMS; Headspace • Complaints register <p>Internal audits policy and procedure</p> <ul style="list-style-type: none"> • Internal audit checklist AQTF/VRQA • Internal audit checklist HESG • Internal audit planning & scheduling • Continuous improvement log • ACPET audit checklist <p>Risk management policy and procedure</p> <p>Quality indicators</p> <ul style="list-style-type: none"> • Internal process – online quality indicators flowchart 	<p>No rectification required.</p>	

Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

ELEMENT 2.3 - Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 2.3.</p> <p>Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.</p>	<p>Evidence reviewed at audit:</p> <p>Ethical marketing and advertising</p> <ul style="list-style-type: none"> • Marketing and advertising • Advertising brochures • VFA Learning social media policy • Website http://vfalearning.vic.edu.au/ <p>VFA Learning Student Handbook</p> <ul style="list-style-type: none"> • Welcome • The Victorian Training Guarantee • Qualifications • Units of competency • Credit transfer • Recognition of skills • Enrolment, induction and orientation • Cancellation/Refund policy • Fees and charges • Reassessment • LLN • Delivery • Assessment • Assessment principles • Assessment pathways • Assessor qualifications • Assessment resources 	<p>No rectification required.</p>	

AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers - Audit Report

Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

	<ul style="list-style-type: none"> • Conducting Assessment • Being deemed not yet competent in assessments • Plagiarism • Privacy policy • Code of Practice • Access, equity, client selection and admission • VFA Security information for students • Client welfare, guidance and support services • Drug and Alcohol Policy at VFA Learning • Disciplinary procedures • Complaints & Grievance Policy (Academic & Non Academic) Policy • Academic Grievance Policy and Procedure • Non-academic Grievance Policy and Procedure • VRQA Complaints • Marketing • Ethical marketing • Accurate and clear marketing • Policies relating to VET Fee Help • Refund policy (VET Fee Help) • Legislation • Occupational Health and Safety • Harassment, Victimisation and Bullying • Anti-discrimination and equal opportunity • Vocational Education and Training • Interview with Careers consultant 	
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Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

ELEMENT 2.4 - Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 2.4.</p> <p>Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.</p>	<p>Evidence reviewed at audit:</p> <p>Skills Victoria Apprenticeships/traineeship policies</p> <ul style="list-style-type: none"> • Traditional and school based apprenticeships and traineeships (SBAT) • Internal process- checking data • Internal process- ATTP/SBAT induction • Internal process- ATTP/SBAT new enrolment – Training plans (trainees under contract) • Flow chart – ATTP/SBAT enrolment • Internal process- ATTP/SBAT change of student contact details • Flow chart – ATTP/SBAT change of student contact details • Internal process- SBAT Specific attendance tracker • Flow chart – SBAT Attendance tracker • Quick reference guide ATTP/SBAT training guidelines • Internal process- ATTP/SBAT file notes • Flowchart – ATTP/SBAT file notes • Internal process – SBAT end of term results • Flow chart SBAT end of term results • Internal process-ATTP/SBAT training logs • Internal process – unemployment of an apprentice or trainee • Student review requirements & re-crediting a fee help balance • Refund policy for the purposes of the VET Fee Help assistance scheme 	<p>No rectification required.</p>	

AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers - Audit Report

Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

	<ul style="list-style-type: none"> • Statement of VET tuition assurance • Internal process – VET fee help forms • SBAT minutes of meeting – weekly 2015 <p>Practical placement</p> <ul style="list-style-type: none"> • Practical placement policy and procedure • Host employer induction • Practical placement agreement • Practical placement guidelines • Student information on practical placement • Workplace WHS assessment form • Interview with Work Placement Co-ordinator Karla • Practical placement and simulated Workplace attendance and logbook participation record – Myotherapy • Practical placement procedure requirements checklist – Myotherapy • Student communication log 	
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Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

ELEMENT 2.6 - Learners have timely access to current and accurate records of their participation and progress.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>Element 2.6 was Compliant</p> <p>Learners have timely access to current and accurate records of the participation and progress.</p>	<p>Evidence reviewed at audit:</p> <p>LMS – all work and results and feedback via the LMS</p> <p>Training plan has all personal details – check when they sign</p> <p>Student enrolment policies and procedures</p> <ul style="list-style-type: none"> • Recruitment and selection enrolment policy • Student Handbook • Code of Practice • Enrolment form • RPL Application form • Victorian Training Guarantee – Eligibility • Victorian Training Guarantee – exemptions/initiatives • Internal process – student information • Flow chart – student enrolment process • Internal admin enrolment process • Internal process – application letter • Internal process – letter of acceptance • Internal process – producing a statement of fees • Internal process – course commencement • Flow chart – course commencement • Internal process – new enrolments/training plan • Recording results • Internal process – VSN • Internal process – USI • Internal process – Student fact sheet • Internal process – course progress to completion procedure 	<p>No rectification required.</p>	

AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers - Audit Report

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RTO: Victorian Fitness Academy Pty Ltd

	<ul style="list-style-type: none"> • Flow chart - course progress to completion • Internal process – Falling Stars • Internal process – Student departure/withdrawal • Flow chart – student departure and falling stars • Internal process –Completed or withdrawn students 	
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Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

ELEMENT 2.7 - The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 2.7.</p> <p>The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.</p> <p>An example from the complaints register was discussed and its resolution reflected the RTO processes.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • VFA Learning Student Handbook • Complaints & Grievance Policy (academic and non-academic) • Stage 1 (informal complaints) • Stage 2 (formal complaints) • Non-academic grievance policy and procedures • VRQA complaints • Complaints Register • VFA Complaints and Appeals form • Higher Education Skills Group Hotline/Complaints • Assessment Appeals Policy and procedure • QI regulator report • Website 	<p>No rectification required.</p>	
Improvement Opportunities			
<p>The following information should be included in the complaints policy - The National Training Complaints Hotline is accessible on 13 38 73 and is available Monday to Friday, from 8am to 6pm. You can also send complaints via email to skilling@education.gov.au.</p>			

Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

Detailed Findings - AQTF Standards

STANDARD 3

ELEMENT 3.1 - The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Element 3.1.</p> <p>The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.</p>	<p>Evidence reviewed at audit:</p> <p>Student enrolment policies and procedures</p> <ul style="list-style-type: none"> • Recruitment and selection enrolment policy • Student Handbook • Code of Practice • Enrolment form • RPL Application form • Victorian Training Guarantee – Eligibility • Victorian Training Guarantee – exemptions/initiatives • Internal process – student information • Flow chart – student enrolment process • Internal admin enrolment process • Internal process – application letter • Internal process – letter of acceptance • Internal process – producing a statement of fees • Internal process – course commencement • Flow chart – course commencement • Internal process – new enrolments/training plan • Recording results • Internal process – VSN • Internal process – USI • Internal process – Student fact sheet 	<p>No rectification required.</p>

AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers - Audit Report

Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

	<ul style="list-style-type: none"> • Internal process – course progress to completion procedure • Flow chart - course progress to completion • Internal process – Falling Stars • Internal process – Student departure/withdrawal • Flow chart – student departure and falling stars • Internal process –Completed or withdrawn students 	
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Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

ELEMENT 3.2 - The RTO uses a systematic and continuous improvement approach to the management of operations.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 3.2.</p> <p>The RTO uses a systematic and continuous improvement approach to the management of operations.</p>	<p>Evidence reviewed at audit:</p> <p>Continuous improvement policies</p> <ul style="list-style-type: none"> • Client feedback policy and procedure • Complaints & Grievance Policy (academic and non-academic) • Risk management policy and procedure <p>Internal audits policy and procedure</p> <ul style="list-style-type: none"> • Internal audit checklist AQTF/VRQA • Internal audit checklist HESG • Internal audit planning & scheduling • Continuous improvement log • ACPET audit checklist <p>Quality indicators</p> <ul style="list-style-type: none"> • Internal process – online quality indicators flowchart <p>Staff policies</p> <ul style="list-style-type: none"> • Recruitment and selection • Position descriptions • Staff induction • Staff induction manual • Staff induction form • VFA Learning – Career Consultant Induction Manual • Staff E blast • Authorised delegate eligibility (VTG) form • VFA Learning Guide to assessment 	<p>No rectification required.</p>	

AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers - Audit Report

Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

	<ul style="list-style-type: none"> • Professional development Policy and procedure – does not mention the three areas • Professional development log • Professional development plan • Performance appraisals • Drug and alcohol policy • Code of behaviour • Induction plan • Non Certificate IV Training and assessment supervision <p>Student enrolment policies and procedures</p> <ul style="list-style-type: none"> • Recruitment and selection enrolment policy • Student Handbook • Code of Practice • Enrolment form • RPL Application form • Victorian Training Guarantee – Eligibility • Victorian Training Guarantee – exemptions/initiatives • Internal process – student information • Flow chart – student enrolment process • Internal admin enrolment process • Internal process – application letter • Internal process – letter of acceptance • Internal process – producing a statement of fees • Internal process – course commencement • Flow chart – course commencement • Internal process – new enrolments/training plan • Recording results • Internal process – VSN 	
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Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

	<ul style="list-style-type: none"> • Internal process – USI • Internal process – Student fact sheet • Internal process – course progress to completion procedure • Flow chart - course progress to completion • Internal process – Falling Stars • Internal process – Student departure/withdrawal • Flow chart – student departure and falling stars • Internal process –Completed or withdrawn students <p>Student policies</p> <ul style="list-style-type: none"> • Student behaviour policy • Plagiarism policy and procedure – does not define cheating • Critical incident • Student safety • Student support services 	
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Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

ELEMENT 3.4 - The RTO manages records to ensure their accuracy and integrity.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 3.4.</p> <p>The RTO manages records to ensure their accuracy and integrity.</p>	<p>Evidence reviewed at audit:</p> <p>Internal audits policy and procedure</p> <ul style="list-style-type: none"> • Internal audit checklist AQTF/VRQA • Internal audit checklist HESG • Internal audit planning & scheduling • Continuous improvement log • ACPET audit checklist <p>Risk management policy and procedure</p> <p>VFA Learning's Learning Management System – security policy for user</p> <p>Quality indicators</p> <ul style="list-style-type: none"> • Internal process – online quality indicators flowchart • Staff meetings • Records Management • Financial management • Fees and charges • Statistical reporting • Training and Assessment • Assessment of learning needs • Learning and assessment strategies • Conducting assessment • Assessment validation policy and procedure • Validation audit checklist • Continuous Improvement log 	<p>No rectification required.</p>	

Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

	<ul style="list-style-type: none"> • Industry consultation form • Assessment tool template and mapping document • Practical placement policy and procedure • Host employer induction • Practical placement agreement • Practical placement guidelines • Student information on practical placement • Workplace WHS assessment form <p>Staff policies</p> <ul style="list-style-type: none"> • Recruitment and selection • Position descriptions • Staff induction • Staff induction manual • Staff induction form • VFA Learning – Career Consultant Induction Manual • Staff E blast • Authorised delegate eligibility (VTG) form • VFA Learning Guide to assessment • Professional development Policy and procedure – does not mention the three areas • Professional development log • Professional development plan • Performance appraisals • Drug and alcohol policy • Code of behaviour • Induction plan 	
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Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

	<ul style="list-style-type: none"> • Non Certificate IV Training and assessment supervision <p>Student enrolment policies and procedures</p> <ul style="list-style-type: none"> • Recruitment and selection enrolment policy • Student Handbook • Code of Practice • Enrolment form • RPL Application form • Victorian Training Guarantee – Eligibility • Victorian Training Guarantee – exemptions/initiatives • Internal process – student information • Flow chart – student enrolment process • Internal admin enrolment process • Internal process – application letter • Internal process – letter of acceptance • Internal process – producing a statement of fees • Internal process – course commencement • Flow chart – course commencement • Internal process – new enrolments/training plan • Recording results • Internal process – VSN • Internal process – USI • Internal process – Student fact sheet • Internal process – course progress to completion procedure • Flow chart - course progress to completion • Internal process – Falling Stars 	
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AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers - Audit Report

Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

	<ul style="list-style-type: none"> • Internal process – Student departure/withdrawal • Flow chart – student departure and falling stars • Internal process –Completed or withdrawn students <p>Student policies</p> <ul style="list-style-type: none"> • Student behaviour policy • Plagiarism policy and procedure – does not define cheating • Critical incident • Student safety • Student support services <p>Issuing awards and statements of attainment</p> <ul style="list-style-type: none"> • Qualification issuance policy • Internal process – issuing certificates and statement of attainment • Flowchart – certificate collection • Recognition of AQF qualifications <p>Ethical marketing and advertising</p> <ul style="list-style-type: none"> • Marketing and advertising • Advertising brochures • VFA Learning social media policy <p>Skills Victoria Apprenticeships/traineeship policies</p> <ul style="list-style-type: none"> • Traditional and school based apprenticeships and traineeships (SBAT) • Internal process- checking data • Internal process- ATTP/SBAT induction 	
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AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers - Audit Report

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RTO: Victorian Fitness Academy Pty Ltd

	<ul style="list-style-type: none"> • Internal process- ATTP/SBAT new enrolment – Training plans (trainees under contract) • Flow chart – ATTP/SBAT enrolment • Internal process- ATTP/SBAT change of student contact details • Flow chart – ATTP/SBAT change of student contact details • Internal process- SBAT Specific attendance tracker • Flow chart – SBAT Attendance tracker • Quick reference guide ATTP/SBAT training guidelines • Internal process- ATTP/SBAT file notes • Flowchart – ATTP/SBAT file notes • Internal process – SBAT end of term results • Flow chart SBAT end of term results • Internal process-ATTP/SBAT training logs • Internal process – unemployment of an apprentice or trainee • Student review requirements & re-crediting a fee help balance • Refund policy for the purposes of the VET Fee Help assistance scheme • Statement of VET tuition assurance • Internal process – VET fee help forms 	
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Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

Detailed Findings – VRQA Guidelines for VET Providers

GUIDELINE 1.3 - Staff records for each training and assessment staff member must include the following:			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<ul style="list-style-type: none"> • Verified or certified and/or signed documents are held by the RTO • Trainer skills matrix – signed by trainer/assessor • Trainer and assessor qualifications - verified by RTO or otherwise certified • Vocational qualifications – verified by RTO or otherwise certified • CV – signed by trainer/assessor • Professional development activities verified and/or signed by trainer/assessor • Position description • Employment contract/agreement 			
<p>The RTO is Compliant with Guideline 1.3.</p> <p>Trainer/assessor records are consistent with the requirements of the guideline.</p>	<p>Evidence reviewed at audit:</p> <p>Staff policies</p> <ul style="list-style-type: none"> • Recruitment and selection • Position descriptions • Staff induction • Staff induction manual • Staff induction form • VFA Learning – Career Consultant Induction Manual • Staff E blast • Authorised delegate eligibility (VTG) form • VFA Learning Guide to assessment • Professional development Policy and procedure – does not mention the three PD areas • Professional development log 	<p>No rectification required.</p>	

Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

	<ul style="list-style-type: none"> • Professional development plan • Performance appraisals • Drug and alcohol policy • Code of behaviour • Induction plan • Non Certificate IV Training and assessment supervision • VFA Learning Student Handbook • Organisational chart • Position description – VFA Lecturer • Learning and assessment strategy <p>Trainer Files</p> <ul style="list-style-type: none"> • Joanne Griffiths • Kala Gumina • Catherine O'Callaghan • Glenn Butterworth • Meg McLean 	
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Improvement Opportunities

Interview with Joanne Griffiths and a review of her trainer matrix indicates that she is currently working in private practice however this is not evident on her CV.

Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

GUIDELINE 2.1 - The provider must demonstrate that it is able to monitor course quality, externally moderate student performance and drive continuous improvement in course delivery.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Guideline 2.1.</p> <p>The RTO monitors course quality.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Validation schedule • Validation register for Myotherapy – summarising validation undertaken with consultant • Marked up documents and summary report • External validation checklist – Childcare, Fitness, Education Support • Validation outcomes report - Childcare, Fitness, Education Support • Interview with Circulus Education CEO regarding the validation work they are conducting for VFA 	<p>No rectification required.</p>	

Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

GUIDELINE 2.2 - The provider must demonstrate that it has measures in place to prevent and detect cheating and plagiarism amongst its students and to deal appropriately with any instances of these practices.			Non-Compliant
GF2.2.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<p>The RTO is Non-Compliant with Guideline 2.2.</p> <p>The RTO policy focuses on plagiarism and does not define cheating.</p> <p>The RTO has measures in place to prevent and detect plagiarism amongst its students. Evidence of having dealt with an incident regarding plagiarism was tabled.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Plagiarism policy • Cheating and plagiarism procedure <p>VFA Learning Student Handbook</p> <ul style="list-style-type: none"> • Assessment • Assessment principles • Assessment pathways • Assessor qualifications • Assessment resources • Conducting Assessment • Being deemed not yet competent in assessments • Plagiarism • Code of Practice • Complaints & Grievance Policy (Academic & Non Academic) Policy • Academic Grievance Policy and Procedure • Non-academic Grievance Policy and Procedure 	<p><u>Actions:</u></p> <ul style="list-style-type: none"> • The RTO should revise their Plagiarism Policy to make sure it includes a definition of cheating.

Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

GUIDELINE 2.3 - The provider must demonstrate that they can provide quality education and training to students		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Guideline 2.3.</p> <p>The RTO has sufficient policies and procedures to ensure the retention unit of competency training and assessment information *for a minimum of 1 year post completion of the unit, including mechanisms for the retention of master resources.</p>	<p>Evidence reviewed at audit:</p> <p>VFA Learning's Learning Management System – security policy for user</p> <p>Quality indicators</p> <ul style="list-style-type: none"> • Internal process – online quality indicators flowchart • Staff meetings • Records Management • Financial management • Fees and charges • Statistical reporting • Training and Assessment • Assessment of learning needs • Learning and assessment strategies • Conducting assessment • Assessment validation policy and procedure • Validation audit checklist • Continuous Improvement log • Industry consultation form • Assessment tool template and mapping document • Practical placement policy and procedure • Host employer induction • Practical placement agreement • Practical placement guidelines • Student information on practical placement • Workplace WHS assessment form 	<p>No rectification required.</p>

Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

	<p>Staff policies</p> <ul style="list-style-type: none"> • Recruitment and selection • Position descriptions • Staff induction • Staff induction manual • Staff induction form • VFA Learning – Career Consultant Induction Manual • Staff E blast • Authorised delegate eligibility (VTG) form • VFA Learning Guide to assessment • Professional development Policy and procedure – does not mention the three areas • Professional development log • Professional development plan • Performance appraisals • Drug and alcohol policy • Code of behaviour • Induction plan • Non Certificate IV Training and assessment supervision <p>Student enrolment policies and procedures</p> <ul style="list-style-type: none"> • Recruitment and selection enrolment policy • Student Handbook • Code of Practice • Enrolment form • RPL Application form • Victorian Training Guarantee – Eligibility • Victorian Training Guarantee – exemptions/initiatives • Internal process – student information 	
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AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers - Audit Report

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RTO: Victorian Fitness Academy Pty Ltd

	<ul style="list-style-type: none"> • Flow chart – student enrolment process • Internal admin enrolment process • Internal process – application letter • Internal process – letter of acceptance • Internal process – producing a statement of fees • Internal process – course commencement • Flow chart – course commencement • Internal process – new enrolments/training plan • Recording results • Internal process – VSN • Internal process – USI • Internal process – Student fact sheet • Internal process – course progress to completion procedure • Flow chart - course progress to completion • Internal process – Falling Stars • Internal process – Student departure/withdrawal • Flow chart – student departure and falling stars • Internal process –Completed or withdrawn students <p>Student policies</p> <ul style="list-style-type: none"> • Student behaviour policy • Plagiarism policy and procedure – does not define cheating • Critical incident • Student safety • Student support services <p>Issuing awards and statements of attainment</p>	
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Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

	<ul style="list-style-type: none"> • Qualification issuance policy • Internal process – issuing certificates and statement of attainment • Flowchart – certificate collection • Recognition of AQF qualifications <p>Ethical marketing and advertising</p> <ul style="list-style-type: none"> • Marketing and advertising • Advertising brochures • VFA Learning social media policy <p>Skills Victoria Apprenticeships/traineeship policies</p> <ul style="list-style-type: none"> • Traditional and school based apprenticeships and traineeships (SBAT) • Internal process- checking data • Internal process- ATTP/SBAT induction • Internal process- ATTP/SBAT new enrolment – Training plans (trainees under contract) • Flow chart – ATTP/SBAT enrolment • Internal process- ATTP/SBAT change of student contact details • Flow chart – ATTP/SBAT change of student contact details • Internal process- SBAT Specific attendance tracker • Flow chart – SBAT Attendance tracker • Quick reference guide ATTP/SBAT training guidelines • Internal process- ATTP/SBAT file notes • Flowchart – ATTP/SBAT file notes • Internal process – SBAT end of term results • Flow chart SBAT end of term results 	
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	<ul style="list-style-type: none"> • Internal process-ATTP/SBAT training logs • Internal process – unemployment of an apprentice or trainee • Student review requirements & re-crediting a fee help balance • Refund policy for the purposes of the VET Fee Help assistance scheme • Statement of VET tuition assurance • Internal process – VET fee help forms 	
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Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

GUIDELINE 4.1 - A provider must not require or permit students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, specifying different maximum hours for that course).			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Guideline 4.1.</p> <p>The RTO does not require or permit students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, specifying different maximum hours for that course).</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • VFA Learning Student Handbook • FT Certificate III/IV and Diploma of Sports Development Timetable • Diploma of Early Childhood Education and Care Time table • Advanced Diploma of Myotherapy Timetable • VRQA exemption from Guideline 4.1 & 4.2 for an overnight camp. <p>Student policies</p> <ul style="list-style-type: none"> • Student behaviour policy • Plagiarism policy and procedure – does not define cheating • Critical incident • Student safety • Student support services 	<p>No rectification required.</p>	

Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

GUIDELINE 4.2 - A provider must not require or permit full time students to attend scheduled classes (including time allocated for self-paced or online studies) outside of 0800hrs to 2200 hrs on any day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, approving a different schedule for that course and with the written agreement of the student).			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Guideline 4.2.</p> <p>The RTO does not require or permit full time students to attend scheduled classes (including time allocated for self-paced or online studies) outside of 0800hrs to 2200 hrs on any day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, approving a different schedule for that course and with the written agreement of the student).</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • VFA Learning Student Handbook • FT Certificate III/IV and Diploma of Sports Development Timetable • Diploma of Early Childhood Education and Care Time table • Advanced Diploma of Myotherapy Timetable • VRQA exemption from Guideline 4.1 & 4.2 for an overnight camp. <p>Student policies</p> <ul style="list-style-type: none"> • Student behaviour policy • Plagiarism policy and procedure – does not define cheating • Critical incident • Student safety • Student support services 	<p>No rectification required.</p>	

Audit Date: 7th and 8th May 2015

RTO: Victorian Fitness Academy Pty Ltd

GUIDELINE 4.4 - Providers must indicate the measures they intend to take to address matters of student safety.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Guideline 4.4</p> <p>The RTO policies are designed to address matters of student wellbeing and Safety.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • VFA Learning Student Handbook • FT Certificate III/IV and Diploma of Sports Development Timetable • Diploma of Early Childhood Education and Care Time table • Advanced Diploma of Myotherapy Timetable • VRQA exemption from Guideline 4.1 & 4.2 for an overnight camp. <p>Student policies</p> <ul style="list-style-type: none"> • Student behaviour policy • Plagiarism policy and procedure – does not define cheating • Critical incident • Student safety • Student support services 	<p>No rectification required.</p>	

Audit Date: 7th and 8th May 2015

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GUIDELINE 5.1 - The provider must demonstrate that they have the capacity to deliver and assess ALL the courses requested/on the scope of registration.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Guideline 5.1</p> <p>The RTO has comprehensive delivery and assessment plans for each qualification that indicates the modes of delivery and the extent of work based training and assessment that is required.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Training and Assessment • Assessment of learning needs • Learning and assessment strategies • Conducting assessment • Assessment validation policy and procedure • Validation audit checklist • Continuous Improvement log • Industry consultation form • Assessment tool template and mapping document • Practical placement policy and procedure • Host employer induction • Practical placement agreement • Practical placement guidelines • Student information on practical placement • Workplace WHS assessment form <p>Learning and assessment strategy:</p> <ul style="list-style-type: none"> • CHC50113 Diploma of Early Childhood Education and Care • 22248VIC Advanced Diploma of Myotherapy • SIS50612 Diploma of Sport Development <p>Industry consultation form</p> <ul style="list-style-type: none"> • Caroline Brock, Circulus Education – Fitness 	<p>No rectification required.</p>	

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	<ul style="list-style-type: none"> • Karl Ziebel, Fitness • Kendyl Blacklock • Steven Leary – Coach, Barwon Sports Academy • Duane Luki, HOD Rugby Union Geelong Grammar • Alex Hay, Manager, Draftstar • Jodie Signorino – Dip Early Childhood Education and Care, JPS Education and Care Advisors • Nikki Corbet – Dip Early Childhood Education and Care • Lisa Walters – Dip Early Childhood Education and Care, Town and country • Sarah Church – Certificate III in Early Childhood Education and Care- • AAMT- Sue Gillespie • MAA – Pauline Kelly • Massage clinic owner – Lornan Lawson <p>Summary of findings in relation to Early Childhood Education and Care</p>	
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>Detail of second finding relating to Guideline 5.1</p> <p>The RTO has dedicated operational and educational facilities including classrooms, gym, massage clinic, dedicated childhood education room and library/information resource rooms to support their scope mode of delivery and nature of the institution.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Certificate of compliance for occupancy 83 Hammond St, Essendon Airport – 9B • Certificate of compliance for occupancy for 78 Yarra Street, Geelong vic 3220 – 9B • Certificate of compliance for occupancy for 58 Victor Crescent Narre Warren <p>Policies</p>	<p>No rectification required.</p>

AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers - Audit Report

Audit Date: 7th and 8th May 2015

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	<ul style="list-style-type: none"> • Training and Assessment • Assessment of learning needs • Learning and assessment strategies • Conducting assessment • Assessment validation policy and procedure • Validation audit checklist • Continuous Improvement log • Industry consultation form • Assessment tool template and mapping document • Practical placement policy and procedure • Host employer induction • Practical placement agreement • Practical placement guidelines • Student information on practical placement • Workplace WHS assessment form <p>Units audited</p> <ul style="list-style-type: none"> • HLTAID003 Perform First Aid • HLTAID004 Provide an emergency first aid response in an education and care setting • CHCECE005 Provide Care for Babies and Toddlers • CHCECE009 Use an approved learning framework to guide practice • VU21417 Provide Myotherapy Treatment • VU21418 Provide Myofascial dry needling treatment • SISFFIT526A Delivery prescribed exercise to clients with musculoskeletal conditions 	
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	<ul style="list-style-type: none"> • SISFFIT525A Advise on injury prevention and management <p>Support documents</p> <ul style="list-style-type: none"> • Textbooks • Assessment mapping documents • Lesson plans • Power Point presentations • LMS with model answer <p>Student files</p> <ul style="list-style-type: none"> • Meg-Anne Wyld • Sharon Trapnell • Jade Blann 	
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