

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

Audit Date: 29/30 October 2015

**Applicant: 4008 Park Orchards Community House and
Learning Centre Inc.**

Applicant Details			
Applicant Name	4008 Park Orchards Community House and Learning Centre Inc.	TOID	4008
Address	572 Park Rd., Park Orchards VIC 3114		
	Website	www.parkorchards.org.au	
Registration Contact	Ms Pauline Fyffe, Manager		
Phone Number	03 9876 4381	Email	pochi@parkorchards.org.au
Audit Team			
Audit Firm	ShineWing Australia	Auditor/s	John Molenaar
Auditor/s		Other Attendees	Pauline Fyffe, Manager Lydia Denman, Student Administration and IT Support Sherry Hutton, Accredited Training Coordinator
Registering Body Details			
Contact Person	Julie Florence		
Phone Number	9032 1562	Email	vet.audit@edumail.vic.gov.au
Audit Details			
Type of Audit	Re-registration Audit		
Conditions Audited	1, 2, 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, 2.5, 2.6, 2.7	3.1, 3.2, 3.3, 3.4
VRQA Guidelines Audited	1.3, 1.5, 2.1, 2.2, 2.3, 3.4, 4.1, 4.2, 4.4, 5.1		
Audit Date/s	29/30 October 2015		
RTO Background			
<p>Park Orchards Community House and Learning centre was established in 1983 and Incorporated in 1986, in its current facilities at 572 Park Road, Park Orchards. Over time three extensions have been made to the building due to the growth of the programs and accredited courses which include further education, art/craft, pre-school and after school age activities, health, fitness and self-development programs.</p> <p>Park Orchards Learning Centre Inc. is a Registered Training Organisation and, in an average year, offers approximately 3000 course hours and 26000 student contact hours. These hours are for courses only and do not account for the other operations of the house, which include childcare, referrals, outreach, community support and development.</p> <p>Park Orchards Community House and Learning Centre is governed by a volunteer Board of Management selected from the membership of the House. They provide governance support to the organisation and determine its strategic direction.</p> <p>The Centre is managed by a full time manager, the current Manager being appointed two years ago, and part-time support staff including Accredited Programs Coordinator, Community Program Coordinator, Student</p>			

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Administration and IT Support, Financial Administrator and Childcare Coordinator.

The facilities for the Centre are provided by the City of Manningham and there are funding agreements, to support the operations and programs of the House with the City of Manningham, Department of Health and Human Services (for the operation of a Community House), Higher Education and Skills Group (Victorian Training Guarantee funding for accredited programs), ACFE (Pre-accredited programs) and Department of Education (childcare services).

Approximately 60 students access accredited qualifications each year of which approximately 50% are eligible for government funded training. Clients include mainly mature aged learners who are returning to study or making a career change.

Under its new Manager, the organisation has reviewed its operations and quality management system and established a sound, sustainable and viable structure to deliver quality training and maintain compliance requirements. The organisation is audited by the VRQA, HESG, DHHS and DET.

Sources of income apart from other government support identified above, includes fee for services activities.

The programs for the Centre are conducted at the Park Road site and the Domeny Reserve site (recreation facility also owned by Manningham City Council).

Accredited programs are delivered by part-time and session trainers/assessors who have a wealth of experience in the respective industry areas in which they train.

The management staff were very knowledgeable in relation to sound business practices and compliance requirements across a range of regimes and demonstrated their capacity to ensure that services provided were of a high quality standard and met the relevant compliance requirements.

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Qualifications/Units Audited ¹		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
CHC30113	Certificate III in Early Childhood Education and Care	572 Park Rd., Park Orchards
CHC30213	Certificate III in Education Support	572 Park Rd., Park Orchards
TAE40110	Certificate IV in Training and Assessment	572 Park Rd., Park Orchards

Interviewee(s) – Staff name and position; employer name and position	
Keith Redmond	Trainer/assessor: Certificate IV in Training and Assessment
Sherry Hutton	Trainer/assessor: Certificate III in Education Support Certificate III in Early Childhood Education and Care
Geoff Collie.	Trainer/assessor: Certificate III in Education Support

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:		

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



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

Audit Date: 29/30 October 2015

Applicant: 4008 Park Orchards Community House and
Learning Centre Inc.

Audit Summary - AQTF Conditions of Registration

AQTF Conditions		Compliant	Non - Compliant	Not audited
1	Governance	X		
2	Interactions with the Registering Body	X		
3	Compliance with Legislation	X		
4	Insurance			X
5	Financial Management			X
6	Certification & Issuing of Qualifications & Statements of Attainment	X		
7	Recognition of Qualifications Issued by other RTOs	X		
8	Accuracy and Integrity of Marketing	X		
9	Transition to Training Packages/Expiry of Accredited Courses	X		