



**Australian Government**  
**Australian Skills Quality Authority**

# REPORT

## **Audit report: EPEC Education Pty Ltd**

Date/s of audit: 8 August 2018

Date report created: 8/08/2018

Date report updated: 13/08/2018

## Organisation details

Organisation's legal name:	EPEC Education Pty Ltd
Trading name/s:	Epec Education Pty Ltd
RTO number:	45113
CRICOS number:	N/A

## Audit team

Lead auditor:	Denise Middleton
Assistant/s:	N/A

## Audit details

Application number/s:	N/A
Audit number:	AUDREC0008573
Audit reason	Post initial
Address of site/s visited:	235 Herries Street, Toowoomba QLD 4350
Date of audit:	8/08/2018
Organisation's contact for audit:	Mary Anne Hall Director maryanne@epeceducation.com.au0409064631

## Original finding at time of audit

### Audit finding: Minor non-compliance

Report completed by: Denise Middleton

Practice	Standards for RTOs 2015	Finding
Marketing/ Recruitment	4.1	Compliant
Enrolment	5.1, 5.2, 5.3, 7.3	Compliant
	5.2	Compliant
Support and Progression	1.7	Compliant
Training and Assessment	1.2, 1.8, 1.13-1.16	Compliant
	1.1	Compliant
	1.3	Compliant
Completion	3.1	Compliant
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Not audited

## Audit finding following analysis of additional evidence

Audit finding following analysis of additional evidence provided on 9/08/2018 : Compliant

Report completed by: Denise Middleton

Practice	Standards for RTOs 2015	Finding
Marketing/Recruitment	4.1	Compliant
Enrolment	5.1, 5.2, 5.3, 7.3	Compliant

Support and Progression	1.7	Compliant
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13 – 1.16	Compliant
Completion	3.1	Compliant

## Background

Summary of organisation and management structure:

- The organisational structure consists of Director, Training Manger, 3 trainer/assessors and student support.

Scope of registration:

- The RTO scope of registration is for two qualifications from the CHC training package.

Suburb and state of all delivery locations:

- The RTO delivers training in Toowoomba, Lockyer Valley and surrounding districts in Queensland. The RTO is registered to deliver training in every State and Territory in Australia.

Third party usage:

- There are no third party arrangements associated with this RTO.

Core clients/target groups:

- The core clients are long term unemployed, young people transitioning to work, students with learning difficulties and older workers wanting to upskill.

Training Revenue (Funded or fee for service):

- Presently, all training is delivered fee for service. The RTO plans to apply for public funding dollars from the Queensland Government to deliver traineeships and Certificate III Guarantee programs in the future.

Total number of current enrolments as at audit date:

23

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 or interview.
- Information provided directly by EPEC Education Pty Ltd to ASQA
- Existing information and records held by ASQA concerning EPEC Education Pty Ltd
- Information provided to ASQA's auditors and documentation reviewed during the site audit of EPEC Education Pty Ltd conducted on 8 August 2018..
- Other publicly available information - including but not limited to, information published on the organisation's and third party websites.

## Audit Sample

Code	Training products	Mode/s of delivery / assessment*	Current enrolments
CHC30113	Certificate III in Early Childhood Education and Care	Face to face/mixed	5
CHC50113	Diploma of Early Childhood Education and Care	Face to face/mixed	18

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

## Interviewees

Name	Position	Training products
Mary Anne Hall	Director	CHC50113 CHC30113
Tammy Girdler	Training Manager	N/A

## About this Report

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

EPEC Education Pty Ltd did not meet all requirements for clauses 5.2, 1.1 and 1.3

Remedial action is required for the following training products:

- *CHC30113 Certificate III in Early Childhood Education and Care*
- *CHC50113 Diploma of Early Childhood Education and Care*

*The RTO is required to provide evidence that demonstrates:*

Clause 5.2

- *The RTO/provider now has appropriate systems that are followed to ensure each learner is provided with accurate information to enable them to make an informed decision about undertaking training with your RTO/provider that complies with Clause 5.2.*

Clause 1.1

- *The RTO has corrected its training and assessment practices for future students to ensure they meet the requirements of the training product*

Clause 1.3

- *The RTO now has sufficient resources to comply with Clause 1.3, proportionate to the number of students enrolled at any time, the mode of delivery, location of delivery, and the strategies for training and assessment*

## Audit finding following analysis of additional evidence

Following analysis of additional evidence provided by EPEC Education Pty Ltd on 9 August 2018 the RTO:

- provided sufficient evidence to demonstrate compliance with clauses 5.2, 1,1 and 1,3

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

## Areas of non-compliance

### Enrolment

#### Standards for RTOs Clause 5.2

*Original Finding: Not compliant*

*Finding following additional evidence: Compliant*

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- a) the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;
- b) the training and assessment, and related educational and support services the RTO will provide to the learner including the:
  - i) estimated duration;
  - ii) expected locations at which it will be provided;
  - iii) expected modes of delivery;
  - iv) name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf; and
  - v) any work placement arrangements.
- c) the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- d) the learner's rights, including:
  - i) details of the RTO's complaints and appeals process required by Standard 6; and
  - ii) if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;
- e) the learner's obligations:
  - i) in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;
  - ii) any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and
  - iii) any materials and equipment that the learner must provide; and
- f) information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

Evidence:

- Student handbook

The RTO was not compliant with this clause for the following reason:

- The student handbook contained the following statement: "School-based trainees are required to undertake a minimum of 7.5 hours of paid employment over a period of 12 months in an approved early childhood service, to meet the requirements for completion of the qualification". This statement is inaccurate as school-based trainees are required to undertake 7.5 hours of paid employment per week over a period of 12 months. The RTO is planning to apply for public funding dollars in the near future.

The student information handbook was amended prior to the conclusion of the site visit.

**These practices and behaviours are now compliant with Clause 5.2 of the *Standards for RTOs 2015***

## Training and Assessment

### Training Delivery and Assessment

#### Standards for RTOs Clause 1.1

**Original Finding: Not compliant**

**Finding following additional evidence: Compliant**

The RTO's training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

Evidence:

Training and Assessment strategies for *CHC50113 Diploma of Early Childhood Education and Care* and *CHC30113 Certificate III in Early Childhood Education and Care*.

- The RTO was not compliant because each training and assessment strategy contained the following statement:
  - "Units that can be delivered at the student's request/needs but don't make up EPEC Education's usual delivery. Under ASQA regulations it is required that EPEC Education offers these units however they are not recommended to students. Students have the option to swap out any elective for the following units. EPEC Education has Trainers who qualify to assess these units.
  - listed all units contained in the qualifications instead of abiding by the packaging rules and listing those units it intends to deliver.

The RTO provided amended strategies for training and assessment prior to the conclusion of the site visit.

**These practices and behaviours are now compliant with Clause 1.1 of the *Standards for RTOs 2015***

#### Standards for RTOs Clause 1.3

**Original Finding: Not compliant**

**Finding following additional evidence: Compliant**

The RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:

- a) trainers and assessors to deliver the training and assessment;
- b) educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
- c) learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
- d) facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

*CHC50113 Diploma of Early Childhood Education and Care*

*CHC30113 Certificate III in Early Childhood Education and Care*

- The RTO did not have appropriate MoU agreements in place with its work placement providers.

**These practices and behaviours are not compliant with Clause 1.3 of the *Standards for RTOs 2015***

**These practices and behaviours are now compliant with Clause 1.3 of the *Standards for RTOs 2015***