

## Audit report – CRICOS

### Commonwealth Register of Institutions and Courses for Overseas Students (Initial and continuing registration)

#### ORGANISATION DETAILS

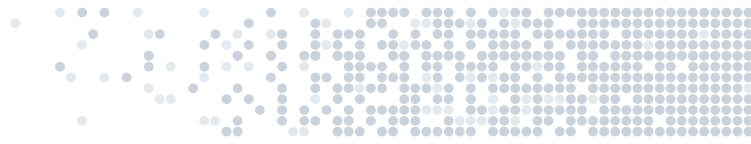
Organisation's legal name	Australian Technical and Management College Pty Ltd
Trading name/s	Australian Technical and Management College Australian Technical and Management College Pty Ltd
RTO number (if applicable)	22158
CRICOS number (if applicable)	03013D

#### AUDIT TEAM

Lead auditor	Brad Kovak
Assistant/s	

#### AUDIT DETAILS

Application number/s	CHGCRI0002072	
Audit number/s	AUDREC0007229	
Audit reason 1	<b>Change registration - new location</b>	
Audit reason 2	<b>n/a</b>	
Audit reason 3	<b>n/a</b>	
Activity type	Site visit	
Address of site/s visited	Level 10, 399 Lonsdale Street, Melbourne, VIC, 3000 17-21 Buckhurst Street, South Melbourne, VIC, 3205	
Date/s of audit	3 May 2017	
Organisation's contact for audit	Dr Manish Malhotra manish@atmc.edu.au	Managing Director/CEO 0403 034 951
National Code – Part C Registration on CRICOS – sections reviewed	Not audited	
National Code – Part D Standards for Registered Providers – standards audited	Select Standards for Registered Providers 14.1, 14.2	



## BACKGROUND

- Australian Technical and Management College was first registered as a VET and CRICOS provider in September 2008
- The CEO and Managing Director of the RTO is Dr Manish Malhotra.
- The organisation’s target market is overseas students enrolled into Higher Education courses. The organisation delivers these courses on behalf of three Higher Education providers and has agreements with, Charles Darwin, Sunshine Coast and Federation Universities, and at the time of audit had 2100 overseas students enrolled in these courses.
- The provider is proposing to offer the Certificate III & IV Commercial Cookery and the Diploma of Hospitality Management to overseas students as a pathway to the Bachelor of Hospitality Management course at Sunshine Coast University and the provider has also applied for state government funding for these courses.
- The provider at the time of audit had 60 international students enrolled into VET courses and 10 domestic students enrolled into the *CHC50113 Diploma of Early Childhood Education*. The organisation also delivers ELICOS courses to students.
- The provider is proposing to train and assess the learners in the courses, Certificate III & IV Commercial Cookery and the Diploma of Hospitality Management from a commercial kitchen at 17-21 Buckhurst Street, South Melbourne.

## CAPACITY

- **Capacity at each location as listed on PRISMS and current enrolments at each location:**

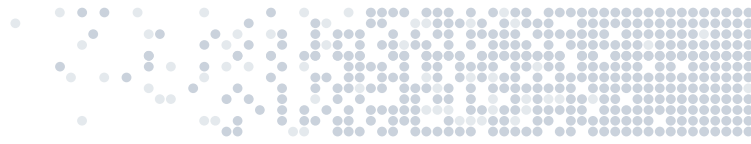
Delivery location (as titled on PRISMS)	Maximum capacity at location as listed on PRISMS	Current enrolments at location
399 Lonsdale Street, Melbourne, VIC, 3000.	470	40
Level 9, 540 George Street, Sydney, NSW, 2000	170	153

- Current maximum capacity (as listed on PRISMS): **640**
- Total number of enrolments as at audit date:
 

International	<b>193</b>
Domestic	<b>10</b>

- Requested capacity at each location:

Delivery location (existing or proposed)	Capacity requested at this location
<b>17-21 Buckhurst Street, South Melbourne, VIC, 3205</b>	<b>420</b>



## INTERVIEWEES

Name	Position
Dr Manish Malhotra	Managing Director/CEO
Ms Seruni Poerwoko	Skills Department Head

## ORIGINAL AUDIT FINDING AT TIME OF AUDIT

### Audit finding as at : 3 May 2017

National Code Part C: **Not reviewed**

National Code Part D: **Not Compliant**

- If non-compliance has been identified, this audit report describes evidence of the non-compliance.

## AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

### Audit finding following analysis of additional evidence provided on 29/06/2017:

National Code Part C: **n/a**

National Code Part D: **Compliant**

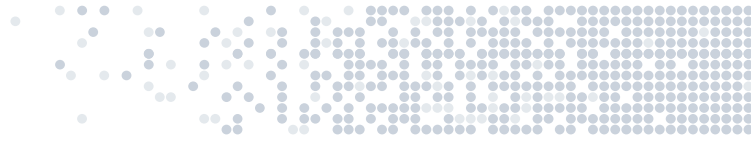
## AUDIT FINDING BY REQUIREMENT

### National Code Part C Registration on CRICOS

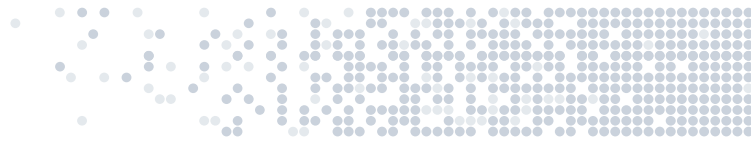
Section	Original finding	Finding following rectification
7.1	Not reviewed	n/a
7.2	Not reviewed	n/a
7.3	Not reviewed	n/a
8.1	Not reviewed	n/a
10.2	Not reviewed	n/a
12.1	Not reviewed	n/a

### National Code Part D Standards for Registered Providers

1	Not audited	n/a
2	Not audited	n/a
3	Not audited	n/a
4	Not audited	n/a
5	Not audited	n/a



6	Not audited	n/a
7	Not audited	n/a
8	Not audited	n/a
9	Not audited	n/a
10	Not audited	n/a
11	Not audited	n/a
12	Not audited	n/a
13	Not audited	n/a
14	Not compliant	Compliant
15	Not audited	n/a



## NATIONAL CODE OF PRACTICE FOR REGISTRATION AUTHORITIES AND PROVIDERS OF EDUCATION AND TRAINING TO OVERSEAS STUDENTS 2007

### STANDARD 14 Staff capability, educational resources and premises

The staff of registered providers are suitably qualified or experienced in relation to the functions they perform for students. The educational resources of registered providers support the delivery of courses to students. The premises of registered providers, including the floor space available for each student, support students to achieve their course outcomes.

**14.1** The registered provider must have and implement policies and procedures to ensure its staffing resources are adequate and have the capabilities as required by the quality assurance framework applying to the course. Where the course provided by the registered provider is not subject to an appropriate quality assurance framework, the registered provider must have and implement appropriate documented policies and processes for the recruitment, induction, performance assessment and ongoing development of members of staff involved with the recruitment or delivery of education or client services to students.

**Original finding:** Not compliant

**Following rectification:** Compliant

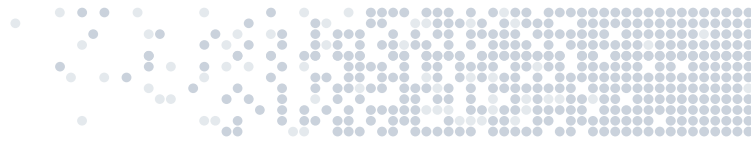
#### ***Reasons for finding of non-compliance:***

Evidence provided:

- Trainer and assessor files for:
  - Lynne Kramme
  - Privantha Senevirtne
  - Yusshin Mahadeo
  - Kris Bhatti
  - Simone Cameasca
  - Asish Vandery
- Staff recruitment induction and selection policy

The registered provider did not demonstrate with evidence it had implemented its policies and procedures to ensure its staffing resources are adequate and have the capabilities as required by the quality assurance framework, being Clauses, 1.3(a), 1.13(b)(c) and 1.16, of the *Standards for Registered Training Organisations (RTOs) 2015*, because:

- The registered provider has not ensured the following trainers and assessors have:
  - the current industry skills directly relevant to the training and assessment being provided; and
  - current knowledge and skills in vocational training and learning that informs their training and assessment:
    - Lynne Kramme
    - Privantha Senevirtne
    - Yusshin Mahadeo
    - Kris Bhatti
    - Simone Cameasca
    - Asish Vander, and;
- The registered provider has not ensured the following trainers and assessors have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency:
  - Lynne Kramme
  - Yusshin Mahadeo
  - Simone Cameasca



- The registered provider has not ensured the following trainers and assessors have undertaken sufficient professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency based training and assessment:
  - Lynne Kramme
  - Privantha Senevirtne
  - Yusshin Mahadeo
  - Kris Bhatti
  - Simone Cameasca
  - Asish Vander

***In order to become compliant, the organisation is required to:***

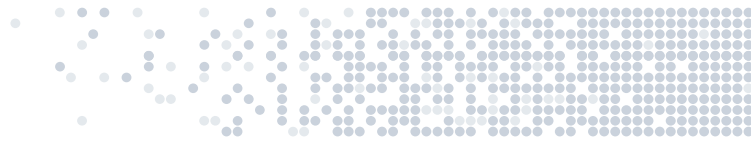
- Provide evidence to demonstrate that the registered provider has developed and implemented policies and procedures which ensure:
  - its staffing resources are adequate and that all trainers and assessors have the capabilities as required by the quality assurance framework, being clauses 1.13, 1.14 and 1.16 of the *Standards for NVR Registered Training Organisations (RTOs) 2015*.

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*Analysis of rectification evidence:*

- Evidence provided:
  - Response to CRICOS audit report from provider dated 28/06/2017
  - Evidence 1 – Staff Recruitment, Induction, Review and Professional Development Policy and Procedure
  - Evidence 2- Staff skills and experience summary Proforma
  - Work references for:
    - Priyantha Senevirante
    - Krishan Kumar Bhatti
    - Yassin Bhimesh Kumar Mahadeo
    - Ashish Pandey
  - Evidence 4 – Receipt of Corporate membership of VELG Training
  - Evidence 5.1 – 5.4 – Professional Development Records and Plans for:
    - Priyantha Senevirante
    - Krishan Kumar Bhatti
    - Yassin Bhimesh Kumar Mahadeo
    - Ashish Pandey
  - Evidence 6 – Future PD Registration
  - Evidence 7 – List of units of Certificate III & IV that require three year's experience
  - Evidence 8 – Names of trainers/assessors no longer employed by the RTO
- The registered provider's evidence has demonstrated compliance with the requirements of this Standard.

**14.2 The registered provider must have adequate education resources, including facilities, equipment, learning and library resources and premises as required by the quality assurance framework applying to the course. Where the course provided by the registered provider is not subject to an appropriate quality assurance framework, the**



**registered provider must ensure it has adequate education resources, including facilities, equipment, learning and library resources, and premises, including ownership or tenancy arrangements for the premises, as are needed to deliver the registered course to the students enrolled with the registered provider.**

**Original finding:** Not compliant

**Following rectification:** Compliant

***Reasons for finding of non-compliance:***

Evidence provided:

- Kitchen license agreement for 17-21 Buckhurst Street, South Melbourne, VIC, 3205
- Certificate of occupancy for 17-21 Buckhurst Street, South Melbourne, VIC, 3205
- Site visit at 17-21 Buckhurst Street, South Melbourne, VIC, 3205
- Proposed timetable at 17-21 Buckhurst Street, South Melbourne, VIC, 3205
- Training and assessment strategies for:
  - *SIT30816 Certificate III in Commercial Cookery*
  - *SIT40516 Certificate IV in Commercial Cookery*
  - *SIT50416 Diploma of Hospitality Management*
- Learner guides for:
  - *SITHCCC013 Prepare seafood dishes*
  - *SITHCCC019 Produce cakes, pastries and breads*
- Assessment guides for:
  - *SITHCCC013 Prepare seafood dishes*
  - *SITHCCC019 Produce cakes, pastries and breads*

The registered provider did not demonstrate with evidence it had adequate resource including facilities, equipment, learning and library resources and premises as required by the quality assurance framework applying to the course being Clause 1.3 (d) of the Standards for NVR Registered Training Organisations (RTOs) 2015, specifically:

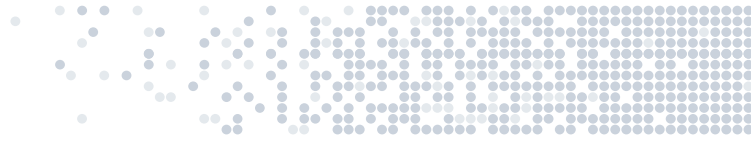
- The evidence did not demonstrate how the registered provider could guarantee access to the shared kitchen facilities at 17-21 Buckhurst Street, South Melbourne, VIC, 3205 for all times it would be in use, and;
- The license agreement for the commercial kitchen at 17-21 Buckhurst Street, South Melbourne, VIC, 3205, has not been signed by the provider on pg.10 of the aforementioned document, and it is unclear how the provider could guarantee access to the site for all times it would be used, and;
- The evidence did not demonstrate how the one bay as referenced in the kitchen license agreement for 17-21 Buckhurst Street, South Melbourne, VIC, 3205, could accommodate and support the number of learners proposed (420) undertaking training and assessment, and;
- The evidence did not demonstrate where skills must be demonstrated in an operational commercial kitchen, such as a training kitchen servicing customers in a simulated industry environment, how the commercial kitchen at 17-21 Buckhurst Street, South Melbourne, VIC, 3205 could accommodate and support the number of proposed learners (420).

***In order to become compliant, the organisation is required to:***

- Provide evidence to demonstrate the registered provider has the education resources including facilities, equipment, learning and library resources and premises as required by the quality assurance framework applying to the course.

***Analysis of rectification evidence:***

- Evidence provided:
  - Response to CRICOS audit report from provider dated 28/06/2017
  - Evidence 9 – License Agreement for the property at 17-21 Buckhurst Street, South Melbourne, VIC, 3205



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- Evidence 10 – Capacity calculation for kitchen at 17-21 Buckhurst Street, South Melbourne, VIC, 3205
  - Evidence 11 – Training and Assessment Strategy for *SIT30816 Certificate III in Commercial Cookery*
  - The evidence demonstrated the provider could only guarantee access for 45 students at 17-21 Buckhurst Street, South Melbourne, VIC, 3205 at the times proposed and the registered provider has agreed to the reduced number and is now compliant with the requirements of this clause.