



Australian Government
Australian Skills Quality Authority

REPORT

Audit report: LINDEN COLLEGE PTY LTD

Date/s of audit: 26/09/2018

Date report created: 28/09/2018



Organisation details

Organisation's legal name:	LINDEN COLLEGE PTY LTD
Trading name/s:	N/A
RTO number:	41404
CRICOS number:	N/A

Audit team

Lead auditor:	Seth Farrington
Assistant/s:	N/A

Audit details

Application number/s:	N/A	
Audit number:	AUDREC0008186	
Audit reason	Post initial	
Address of site/s visited:	Suite 4/262 Old Cleveland Road Coorparoo QLD 4151	
Date/s of audit:	26/09/2018	
Organisation's contact for audit:	Ms Jacqueline Hodges info@lindencollege.edu.au	CEO 1300 228 338

Original finding at time of audit

Audit finding: Concerning non-compliance

Report completed by: Seth Farrington

Practice	Standards for RTOs 2015	Finding
Marketing/ Recruitment	4.1	Not compliant
Enrolment	5.1, 5.2, 5.3,	Compliant
Enrolment	7.3	Not audited
Support and Progression	1.7	Compliant
Training and Assessment	1.3, 1.8, 1.13-1.18, 1.20	Compliant
Training and Assessment	1.1, 1.2	Not compliant
Completion	3.1	Not audited
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Not audited

Background

Summary of organisation and management structure:

- The organisation was granted initial registration as a RTO on 1 February 2016. At the time of registration the RTO had the following qualification on scope:
 - FNS40615 Certificate IV in Accounting
- The CEO owner operator is supported by an administration officer and a permanent part time trainer/assessor.
- The CEO of the RTO also operates an accounting financial planning practice and has had extensive experience in these fields.

Scope of registration:

- BSB42615- Certificate IV in New Small Business
- BSB50215- Diploma of Business
- BSB51915- Diploma of Leadership and Management
- FNS30315- Certificate III in Accounts Administration
- FNS40615- Certificate IV in Accounting
- FNS50215- Diploma of Accounting

Suburb and state of all delivery locations:

- Brisbane, Queensland – rented facilities at Brisbane square library – 2 X per week for entirety of course

Third party usage:

- N/A

Core clients/target groups:

- Employees upgrading skills – majority
- Individuals upgrading skillset

Training Revenue (Funded or fee for service):

- Employer sponsored
- Fee for service

Total number of current enrolments as at audit date:

- 4

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 LINDEN COLLEGE PTY LTD to ASQA
- Existing information and records held by ASQA concerning LINDEN COLLEGE PTY LTD
- Information provided to ASQA’s auditors and documentation reviewed during the site audit of LINDEN COLLEGE PTY LTD conducted on 26/09/2018.
- 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
FNS30315	Certificate III in Accounts Administration	Face to face	1
FNS40615	Certificate IV in Accounting	Mixed	3
BSB42615	Certificate IV in New Small Business	Face to face	0
BSB50215	Diploma of Business	Mixed	0

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

Interviewees

Name	Position	Training products
Jacqueline Hodges	CEO	FNS & BSB

Mickayla Hosking

Administration

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

Action required by RTO

LINDEN COLLEGE PTY LTD did not meet all requirements for clauses 1.1, 1.2 and 4.1

Remedial action is required for the following training products:

- *FNS30315 Certificate III in Accounts Administration*
- *FNS40615 Certificate IV in Accounting*
- *BSB42615 Certificate IV in New Small Business*
- *BSB50215 Diploma of Business*

The RTO is required to provide evidence that demonstrates:

Clause 1.1/1.2

- The RTO has corrected its training and assessment strategies and practices for future students to ensure they meet the requirements of the training product, including the amount of training provided.

Clause 4.1

- All information whether disseminated directly by the RTO/Provider or on its behalf by third parties is now accurate and factual and addresses all of the requirements specified in Clause 4.1.

Areas of non-compliance

Marketing/Recruitment Practices

Standards for RTOs Clause 4.1

Original Finding: Not compliant

Finding following additional evidence: Not yet determined

Information, whether disseminated directly by the RTO or on its behalf, is both accurate and factual, and:

- a) accurately represents the services it provides and the training products on its scope of registration;
- b) includes its RTO Code;
- c) refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained;
- d) uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4;
- e) makes clear where a third party is recruiting prospective learners for the RTO on its behalf;
- f) distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party;
- g) distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO;
- h) includes the code and title of any training product, as published on the National Register, referred to in that information;
- i) only advertises or markets a non-current training product while it remains on the RTO's scope of registration;
- j) only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised;
- k) includes details about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment; and
- l) does not guarantee that:
 - i) a learner will successfully complete a training product on its scope of registration; or
 - ii) a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2; or
 - iii) a learner will obtain a particular employment outcome where this is outside the control of the RTO.

Reason for finding non-compliance:

FNS30315 Certificate III in Accounts Administration

FNS40615 Certificate IV in Accounting

BSB42615 Certificate IV in New Small Business

BSB50215 Diploma of Business

The following was reviewed in relation to marketing information

- Marketing materials – including brochures for the above qualifications
- Student handbook
- Training and assessment strategies
- The organisations website

Findings:

Linden College Pty Ltd did not demonstrate Information, whether disseminated directly by the RTO or on its behalf, is both accurate and factual.

- The brochures used for marketing purposes are not consistent with actual practice and the information provided in the training and assessment strategies. The brochures have not accurately identified core and elective units packaged with each of the qualifications. The course duration details listed within the brochures is not accurate to actual practice and consistent with the applicable training and assessment strategy.

Training and Assessment

Training Delivery and Assessment

Standards for RTOs Clause 1.1

Original Finding: Not compliant

Finding following additional evidence: Not yet determined

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.

Standards for RTOs Clause 1.2

Original Finding: Not compliant

Finding following additional evidence: Not yet determined

For the purposes of Clause 1.1, the RTO determines the amount of training they provide to each learner with regard to:

- a) the existing skills, knowledge and the experience of the learner;
- b) the mode of delivery; and
- c) where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

Reason for finding non-compliance:

FNS30315 Certificate III in Accounts Administration

FNS40615 Certificate IV in Accounting

BSB42615 Certificate IV in New Small Business

BSB50215 Diploma of Business

The following was reviewed in relation to marketing information

- Marketing materials – including brochures for the above qualifications
- Training and assessment strategies for the above qualifications
- Assessment materials provided as evidence for clause 1.8

FNS30315 Certificate III in Accounts Administration

- *Amount of training includes:*
 - *Classroom instruction – 126 hours*
 - *Supervised online – 264 hours*
 - *Unsupervised activities - 1080 hours*

FNS40615 Certificate IV in Accounting

- *Amount of training includes:*
 - *Classroom instruction – 104 hours*
 - *Unsupervised activities - 520 hours*

BSB42615 Certificate IV in New Small Business

- Amount of training includes:
 - Classroom instruction – 192 hours
 - Unsupervised activities - 864 hours

BSB50215 Diploma of Business

- Amount of training includes:
 - Classroom instruction – 256 hours
 - Unsupervised activities - 1152 hours

Findings:

Linden College Pty Ltd did not demonstrate its 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. Additionally the RTO did not demonstrate it determines the amount of training they provide to each learner with regard to:

- a) the existing skills, knowledge and the experience of the learner;
- b) the mode of delivery; and
- c) where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

FNS30315 Certificate III in Accounts Administration

- Typos noted regarding unit names recorded in the training and assessment strategy for the above qualification.

FNS40615 Certificate IV in Accounting

- Typos noted regarding qualification name recorded on the front cover of the training and assessment strategy for the above qualification.

FNS30315 Certificate III in Accounts Administration

FNS40615 Certificate IV in Accounting

BSB42615 Certificate IV in New Small Business

BSB50215 Diploma of Business

- The RTO's strategies for the above qualifications provide an amount of training to be provided by the RTO however it is not clear for the following reasons:
 - The organisation has not clarified if the 'Classroom instruction' and the 'Unsupervised activities' hours also include assessment activities - assessment activities do not count towards the amount of training provided.
 - The RTO has not clearly described the formal learning activities that contribute to the amount of training to be provided especially for the hours of 'Unsupervised activities'. No further information was provided to justify why such activity should contribute to the amount of training provided.
 - Moreover, the strategy does not clearly describe the requirements of the learner for the completion of the hours of 'Unsupervised activities'. Also, the strategies do not describe the monitoring arrangements Linden College Pty Ltd has in place for these activities to demonstrate these are formal training activities.
- The RTO did not provide a rationale or an explanation of how the amount of training has been determined as sufficient and will enable each learner to gain the skills and knowledge specified to meet the requirements of the training product.
 - The RTO's learner cohort is broad and will have characteristics across a continuum of skills and experience relevant to the applicable qualification which must impact the amount of training that would be required. As a consequence the variance in learner skills and experience does not support that a single approach to amount of training is appropriate and will achieve the required rigour and depth of training including for learners new to the practices for the Business or Financial Services sectors.

- Furthermore, discussions at audit revealed that current practice regarding the training being provided is significantly different to that described in the documented strategy.