



REPORT

Audit report: Aspire to Succeed Pty Ltd

RTO number:	32555
CRICOS number:	N/A
Date/s of audit:	24 Mar 2020
Date report created:	25 March 2020

Organisation details

Organisation's legal name:	Aspire to Succeed Pty Ltd
Trading name/s:	N/A
RTO number:	32555
CRICOS number:	N/A

Audit team

Lead auditor:	Stephen Murphy
Auditor/s:	N/A

Audit details

Application number/s:	N/A
Audit number:	AUDREC0010254
Audit reason:	Compliance Monitoring
Address of site visited:	Desk Audit
Date of audit:	24 March 2020
Organisation's contact for audit:	Jennifer Iris Allaway Director jen.allaway@aspiretosucceed.com.au 0754974009

Original finding at time of audit

Audit finding: Concerning non-compliance

Report completed by: Stephen Murphy

Practice	Standards for RTOs	Finding
Training and Assessment	1.1*, 1.2, 1.3, 1.8*, 1.13, 1.14, 1.16, 1.17, 1.18, 1.20	Not compliant
Marketing/Recruitment Practices	4.1*	Not compliant
Enrolment	5.1, 5.2, 5.3, 7.3	Compliant
Support and Progression	1.7	Compliant
Completion	3.1*	Not compliant
Regulatory Compliance / Governance	2.3, 2.4, 8.2*	Not compliant

*Indicates a non-compliant clause

Background

Summary of organisation and management structure:

- Aspire to Succeed was first registered in 2012. The RTO is owned and operated by Jennifer and Jason Allaway. The focus of the RTO is on community services as well as aged care. The RTO has established sound relationships with many care centres, allowing access for placement and work opportunities. As a natural progressing of the training provided, the RTO extended into cleaning and laundry training products. Within this field, and through one of the staff who had an ongoing relationship with the Western Australian Correctional Services, they moved into contextualised training products for inmates.
- Management
 - Director – Jennifer Allaway
 - Trainers/ Assessors – 5
 - Administration - 1

Scope of organisation's registration:

- *CHC33015 Certificate III in Individual Support*
- *CHC43015 Certificate IV in Ageing Support*
- *CHC43115 Certificate IV in Disability*
- *CHC43315 Certificate IV in Mental Health*
- *CHC43415 Certificate IV in Leisure and Health*
- *CHC52015 Diploma of Community Services*
- *CPP20617 Certificate II in Cleaning*
- *CPP30316 Certificate III in Cleaning Operations*
- *MST20416 Certificate II in Laundry Operations*
- *MST30616 Certificate III in Laundry Operations*
- *52840WA Certificate II in Introduction to Disability Care*
- *52841WA Certificate II in Introduction to Aged Care*

Suburb and state of all delivery sites:

- 135 King Street Caboolture QLD 4510
- Onsite in various Western Australian Prisons
- 100 Allnutt Street Mandurah WA 6210

Third party usage:

- The RTO utilises 1 third party – Realcare Training

Core clients/target groups:

- Domestic students only
- High proportion of mothers returning to the workforce
- Inmates from various Western Australian Prisons– existing workers in cleaning or laundry teams

Training Revenue (Funded or fee for service):

- Fee for service
- Funding
- Traineeships.

Total number of current enrolments in the organisation as at audit date:

- 336

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 Aspire to Succeed Pty Ltd to ASQA.

- Existing information and records held by ASQA concerning Aspire to Succeed Pty Ltd.
- Information provided to ASQA's auditors and documentation reviewed during the site audit of Aspire to Succeed Pty Ltd conducted on 24 Mar 2020 - 25 Mar 2020.
- Other publicly available information - including but not limited to, information published on the organisation's and third-party websites.

Audit Sample

Training Products	Mode/s of delivery/assessment*	Current enrolments
<i>CHC33015 Certificate III in Individual Support</i>	Face to face/ workplace	116
<i>CPP30316 Certificate III in Cleaning Operations</i>	Face to face/ workplace	23
<i>MST30616 Certificate III in Laundry Operations</i>	Face to face/ workplace	8
<i>CPP20617 Certificate II in Cleaning</i>	Face to face/ workplace	17

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

Interviewees

Name	Position	Training products
n/a		

About this Report

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

Aspire to Succeed Pty Ltd did not meet all requirements for:

- Standards for RTO's 2015
 - Clauses 1.1, 1.8, 3.1, 4.1 and 8.2

Remedial action is required for the following training products:

- *CHC33015 Certificate III in Individual Support*
- *CPP30316 Certificate III in Cleaning Operations*
- *MST30616 Certificate III in Laundry Operations*

The organisation is required to provide evidence that demonstrates:

Training and assessment

Standards for RTOs Clause 1.1

- the organisation has corrected its training and assessment practices for future students to ensure they meet the requirements of the training product, including the amount of training provided
- the organisation carried out remedial action to identify and address the impact the non-compliance may have caused to students in the training product that were impacted by training and assessment practices that did not meet the requirements of the training product (including amount of training). Remedial action needs to cover current students and students who enrolled or completed with your organisation in the past one month.

Standards for RTOs Clause 1.8

- the organisation has corrected its assessment system (to comply with Clause 1.8) for future students and has systems in place to ensure it is this system that is applied. The evidence to be provided must:
 - demonstrate the organisation will implement an assessment system that ensures assessment:
 - complies with the assessment requirements of the relevant training product(s)
 - will be conducted in accordance with the Principles of Assessment and Rules of evidence.

- the organisation has carried out remedial action to identify and address the impact the non-compliance may have caused to students in the training product sampled that were assessed in a manner that did not meet the requirements of Clause 1.8. Remedial action needs to cover current students and students who were assessed by your organisation in the past one month.

Marketing and recruitment

Standards for RTOs Clause 4.1

- all information, whether disseminated directly by the organisation or on its behalf by third parties is now accurate and factual and addresses all of the requirements specified in Standards for RTOs Clause 4.1.

Completion

Standards for RTOs Clause 3.1

- the organisation now has appropriate systems that are followed to ensure AQF certification documentation is only issued to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training or VET accredited course
- the organisation has carried out remedial action to identify and address the impact the non-compliance may have caused to students in the training product sampled that were issued with AQF certification documentation and were not assessed as meeting the requirements of the training product as specified in the relevant training or VET accredited course. Remedial action needs to cover students issued with AQF certification in the past one month.

Regulatory compliance and governance

Standards for RTOs Clause 8.2

- the organisation ensures that the provision of services on its behalf by a third party are the subject of a written agreement that includes a clause that requires the third party to co-operate with ASQA

Areas of non-compliance

Training and Assessment

Training Delivery and Assessment

Standards for RTOs Clause 1.1

Original Finding: Not 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.

CHC33015 Certificate III in Individual Support

CPP30316 Certificate III in Cleaning Operations

MST30616 Certificate III in Laundry Operations

- The following evidence was reviewed:
 - CHC33015 – TA Strategy (QLD) – 2019.pdf
 - CPP30616 – TA Strategy (DOJ – WA) – 2019.pdf
 - MST30616 – TA Strategy (DOJ – WA) 2019.pdf
 - Non-compliance identified in Clause 1.8
- The organisation's documented training and assessment practices are not in accordance with the requirements of the training packages. For example, but not limited to:
 - deficiencies have been identified regarding the RTO's assessment practices for the above training products – refer to findings under Clause 1.8.

Standards for RTOs Clause 1.8

Original Finding: Not compliant

The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

- a) complies with the assessment requirements of the relevant training package or VET accredited course; and
- b) is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.

Table 1.8.1 Principles of Assessment

Fairness	The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual learner by: <ul style="list-style-type: none">• reflecting the learner's needs;• assessing competencies held by the learner no matter how or where they have been acquired; and• drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Validity	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: <ul style="list-style-type: none"> assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; assessment of knowledge and skills is integrated with their practical application; assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
Table 1.8.2 Rules of Evidence	
Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

CHC33015 Certificate III in Individual Support

HLTINF001 Comply with infection prevention and control policies and procedures

- The following evidence was reviewed:
 - Assessment tools for:

HLTINF001 Comply with infection prevention and control policies and procedures

 - HLTINF001 – Observation (v2).pdf
 - HLTWHS002_HLTINF001 – App (Assessor) v8.pdf
 - HLTWHS002_HLTINF001 – App (Learner) v8.pdf
 - HLTWHS002_HLTINF001 – Knowledge (Assessor) v7.pdf
 - HLTWHS002_HLTINF001 – Knowledge (Learner) v7.pdf
 - Completed student assessment items (and the assessment tools used):

HLTINF001 Comply with infection prevention and control policies and procedures

 - MB – HLTWHS002_HLTINF001 – A.pdf
 - MB – HLTWHS002_HLTINF001 – K.pdf
 - MB – WP – Logbook (18.09.19).pdf
 - MB – WP – OBSERVATION (16.9.19).pdf
 - MeBu – HLTWHS002_INF001 – A.pdf
 - MeBu – HLTWHS002_INF001 – K.pdf
 - MeBu – WP – Employed Worker.pdf
 - SD – HLTWHS002_INF001 – A.pdf
 - SD – HLTWHS002_INF001 – K.pdf
 - SD – WP – Log Book.pdf
 - SD – WP – OBSERVATION (11.9.19).pdf
 - EH – HLTWHS002_INF001 – A.pdf
 - EH – HLTWHS002_INF001 – K.pdf
 - EH – WP – Log Book.pdf
 - EH – WP – Obs (13.9.19).pdf
 - Students:

- MB
- MeBu
- SD
- EH

CPP30316 Certificate III in Cleaning Operations

CPPCLO3019 Remove waste and recyclable materials

- The following evidence was reviewed:
 - Assessment tools for:
 - CPPCLO3019 Remove waste and recyclable materials*
 - CPPCLO3003_3019_3035 – App (Assessor) v4.pdf
 - CPPCLO3003_3019_3035 – App (Learner) v4.pdf
 - CPPCLO3003_3019_3035 – Know (Assessor) v4.pdf
 - CPPCLO3003_3019_3035 – Know (Learner) v4.pdf
 - Completed student assessment items (and the assessment tools used):
 - CPPCLO3019 Remove waste and recyclable materials*
 - SC - CPPCLO3003_3019_3035 – A.pdf
 - SC - CPPCLO3003_3019_3035 – K.pdf
 - SC - CPPCLO3003_3019_3035 – Obs.pdf
 - CF - CPPCLO3003_3019_3035 – A.pdf
 - CF - CPPCLO3003_3019_3035 – K.pdf
 - CF - CPPCLO3003_3019_3035 – Obs.pdf
 - Students:
 - SC
 - CF

MST30616 Certificate III in Laundry Operations

MSTDC2007 Receive and sort articles for cleaning

- The following evidence was reviewed:
 - Assessment tools for:
 - MSTDC2007 Receive and sort articles for cleaning*
 - MSTLA2001_MSTDC2007 – Application (Assessor) v2.pdf
 - MSTLA2001_MSTDC2007 – Application (Learner) v2.pdf
 - MSTLA2001_MSTDC2007 – Knowledge (Assessor) v2.pdf
 - MSTLA2001_MSTDC2007 – Knowledge (Learner) v2.pdf
 - Completed student assessment items (and the assessment tools used):
 - MSTDC2007 Receive and sort articles for cleaning*
 - KO - MSTLA2001_MSTDC2007 – A.pdf
 - KO - MSTLA2001_MSTDC2007 – K.pdf
 - KO - MSTLA2001_MSTDC2007 – Obs.pdf
 - ET - MSTLA2001_MSTDC2007 – K.pdf
 - Students:
 - KO
 - ET
- The following analysis provides guidance on the areas of non-compliance. Examples of non-compliances are provided however, this is not an exhaustive list. It is the organisation's responsibility to review the assessment system for each unit of competency for all non-compliances identified below and provide evidence:
 - of a revised assessment system for each unit of competency listed above that addresses all requirements of Clause 1.8.

- that confirms students were assessed as meeting all the requirements of the training product(s) in which they were enrolled.

CHC33015 Certificate III in Individual Support

HLTINF001 Comply with infection prevention and control policies and procedures

- Validity and Sufficiency - the assessment tools and the evidence gathered, do not address all unit of competency requirements. For example, but not limited to:
 - Knowledge Evidence:
 - The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:
 - surface cleaning:
 - cleaning procedures and their specified times

In reviewing the assessment tools and the evidence gathered, for the selected student's, it could not be determined that the RTO has assessed the above knowledge evidence component from the sampled unit of competency. It is therefore uncertain how the RTO has ensured that the assessment is both valid and that they have gathered sufficient evidence to determine competency.

- The assessment practices for the following students do not confirm the organisation conducted adequate assessment of the students that ensured they were competent against all requirements of the training product and that the assessment was conducted in accordance with the Principles of Assessment and the Rules of Evidence. For example, but not limited to:
 - Students:
 - MB, MeBu, SD and EH:
 - As detailed above with regard to validity and sufficiency, the RTO has not conducted adequate assessment of the student's competency against all of the requirements of the training product.

CPP30316 Certificate III in Cleaning Operations

CPPCLO3019 Remove waste and recyclable materials

- Validity and Sufficiency - the assessment tools and the evidence gathered, do not address all unit of competency requirements. For example, but not limited to:
 - Knowledge Evidence:
 - A person demonstrating competency in this unit must demonstrate knowledge of:
 - waste transfer procedures, including:
 - use of waste storage receptacles
 - Assessment conditions:
 - The following must be present and available to learners during assessment activities:
 - equipment:
 - as listed in the range of conditions
 - materials:
 - cleaning chemicals as listed in the range of conditions

In reviewing the assessment tools and the evidence gathered, for the selected student's, it could not be determined that the RTO has assessed the above knowledge evidence and addressed the assessment condition components from the sampled unit of competency. It is therefore uncertain how the RTO has ensured that the assessment is both valid and that they have gathered sufficient evidence to determine competency.

- The assessment practices for the following students do not confirm the organisation conducted adequate assessment of the students that ensured they were competent against all requirements of the training product and that the assessment was conducted in accordance with the Principles of Assessment and the Rules of Evidence. For example, but not limited to:
 - Students:

- SC and CF:
 - As detailed above with regard to validity and sufficiency, the RTO has not conducted adequate assessment of the student's competency against all of the requirements of the training product.

MST30616 Certificate III in Laundry Operations

MSTDC2007 Receive and sort articles for cleaning

- Validity and Sufficiency - the assessment tools and the evidence gathered, do not address all unit of competency requirements. For example, but not limited to:
 - Knowledge Evidence:
 - Evidence must be provided that demonstrates knowledge of:
 - care and maintenance procedures for articles:
 - kitchen linen
 - hospitality linen

In reviewing the assessment tools and the evidence gathered, for the selected student's, it could not be determined that the RTO has assessed the above knowledge evidence components from the sampled unit of competency. It is therefore uncertain how the RTO has ensured that the assessment is both valid and that they have gathered sufficient evidence to determine competency.

- The assessment practices for the following students do not confirm the organisation conducted adequate assessment of the students that ensured they were competent against all requirements of the training product and that the assessment was conducted in accordance with the Principles of Assessment and the Rules of Evidence. For example, but not limited to:
 - Students:
 - KO and ET:
 - As detailed above with regard to validity and sufficiency, the RTO has not conducted adequate assessment of the student's competency against all of the requirements of the training product.

Marketing/Recruitment Practices

Standards for RTOs Clause 4.1

*Original Finding: **Not compliant***

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.

- The following evidence was reviewed:
 - <https://aspiretosucceed.com.au/>
 - <https://aspiretosucceed.com.au/skill-training/non-accredited-skill-clusters-skill-training-courses/>
 - CHC33015 – Course Flier (2020 – v1) – Not Funded.pdf
 - CPP30316 – Course Flier (2020 v1) – Not Funded.pdf
 - MST30616 – Course Flier (2020 – v1) – QLD Funded.pdf
 - CPP20617 – Course Flier (2020 – v1) – WA Traineeship.pdf
- The organisation's marketing material has not made use of the NRT logo in accordance with the specifications outlined in Schedule 4 and the NRT logo specifications. For example, but not limited to:
 - The RTO has changed the format and font style of the NRT logo used within their webpage.
 - The RTO has used the NRT logo on a webpage that markets non accredited training.
- The organisation's website does not contain the RTO's code in accordance with the requirements of Clause 4.1. For example, but not limited to:
 - When reviewing the RTO's website there was no evidence of the RTO code on any of the pages reviewed. The RTO website identifies them as an RTO, however, the code was not evidenced.

Completion

Standards for RTOs Clause 3.1

Original Finding: Not compliant

The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

- The following evidence was reviewed:
 - Assessment systems reported under clause 1.8
 - Completed student files reported under 1.8

- The organisation has not demonstrated that its assessment system complies with the Principles of Assessment and Rules of Evidence (refer to non-compliance identified with Clause 1.8) with respect to students who were assessed as meeting the requirements of the training product and were issued with AQF certification documentation.

Regulatory Compliance / Governance

Third Parties (including education agents)

Standards for RTOs Clause 8.2

Original Finding: Not compliant

The RTO ensures that any third party delivering services on its behalf is required under written agreement to cooperate with the VET Regulator:

- a) **by providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and**
- b) **in the conduct of audits and the monitoring of its operations.**

- The following evidence was reviewed:
 - 2019 AGREEMENT (SIGNED).pdf

- A review of the organisation's written agreement for services delivered on its behalf found that it does not contain conditions which ensure that the third party meets all relevant obligations in the delivery of these services. For example, but not limited to:
 - In reviewing the agreement with Realcare Training Pty Ltd, and in discussions with the Director of the RTO, it could not be evidenced that the agreement required the third party to:
 - cooperate with the VET Regulator:
 - a) by providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and
 - b) in the conduct of audits and the monitoring of its operations.