



Victorian **Registration &  
Qualifications** Authority

*This is to certify that*

**Narre Community Learning Centre Inc**

is a

**Registered Training Organisation**

**Registration No. 3 977**

registered under part 4.3.10 of the  
*Education and Training Reform Act 2006*  
to provide the accredited courses and to  
award, confer or issue the recognised  
qualifications  
listed on its scope of registration.



NATIONALLY RECOGNISED  
TRAINING

LYNN GLOVER  
Director, VRQA

Valid to 31 December 2020



Victorian **Registration &  
Qualifications** Authority

GPO Box 2317  
Melbourne VIC 3001  
T 61 3 9637 2806  
F 61 3 9032 1579  
vrqa@edumail.vic.gov.au  
www.vrqa.vic.gov.au

VRQA2016-026  
RTO 3977

Mr Wayne Hewitt  
Chief Executive Officer  
Narre Community Learning Centre Inc.  
PO Box 101  
**NARRE WARREN VIC 3805**

Dear Mr Hewitt

**Re: Rectification Matters**

Thank you for your response regarding the rectification of non-compliance matters identified at the audit held on 11 and 12 November 2015.

Please be advised that the Victorian Registration and Qualifications Authority (VRQA) is satisfied that your organisation, Narre Community Learning Centre Inc. has taken the appropriate measures to meet the minimum requirements for compliance with the *Australian Quality Training Framework Essential Conditions and Standards for Continuing Registration (AQTF)* and the *VRQA Guidelines for VET Providers (VRQA Guidelines)*.

If you have any further questions in relation to this application, please contact Ms Julie Florence on (03) 9032 1560 or email [florence.julie.e@edumail.vic.gov.au](mailto:florence.julie.e@edumail.vic.gov.au).

Yours sincerely

JULIE FLORENCE  
Act/Manager, VET, VRQA

8 / 3 / 2016



VRQA2015-232  
RTO 22010



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Mr Wayne Hewitt  
Chief Executive Officer  
Narre Community Learning Centre Inc.  
PO Box 101  
**NARRE WARREN VIC 3805**

Dear Mr Hewitt

#### Renewal of Registration Audit

I am writing to you in relation to the audit of the application for renewal of registration of Narre Community Learning Centre Inc. registered as a Registered Training Organisation (RTO) pursuant to Part 4.3 of the *Education and Training Reform Act 2006 (ETR Act)*.

It is a condition of the *Education and Training Reform Act 2006* that a RTO must comply with the minimum conditions and standards and any guidelines for registration including the *Australian Quality Training Framework Essential Conditions and Standards for Continuing Registration (AQTF)* and the *VRQA Guidelines for VET Providers (VRQA Guidelines)*.

An independent audit on 11 and 12 November 2015 assessed the compliance of Narre Community Learning Centre Inc. against these standards for the purpose of renewal of registration. I note that you accepted the findings of the **AQTF** and **VRQA Guidelines** audit report in full and have not provided comments on the draft audit report which was provided to you by the auditor.

I now enclose the final audit report for your attention which indicates significant non-compliance with the **AQTF** and non-compliance with elements of the **VRQA Guidelines**.

Given the extent of non-compliance of Narre Community Learning Centre Inc. as a RTO, you are required under Part 4.3.17 of the *Education and Training Reform Act 2006* to provide by **26 February 2016** documented evidence of how non-compliance has been rectified in relation to the following.

- TAE40110 Certificate IV in Training and Assessment - rectification for non-compliance with Standard 1.3 and 1.5.
- CHC30113 Certificate III in Early Childhood Education and Care - rectification for non-compliance with Standard 1.5.

Please forward your submission of evidence to Ms Julie Florence, VET Quality Assurance, VRQA, GPO Box 2317, Melbourne, 3001.

Please be advised that the Victorian Registration and Qualifications Authority (VRQA) is satisfied that your organisation meets the financial viability requirements in compliance with **ETR Act** and is exempt from the minimum principal purpose requirements.

In anticipation of a comprehensive and satisfactory response, I have renewed the registration of Narre Community Learning Centre Inc. as a RTO until **31 December 2020**.

Should you have concerns about the conduct of the registration/audit process please address these in writing to the Complaints Manager, VRQA, GPO Box 2317, Melbourne, 3001.

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If you have any further questions, please contact Ms Julie Florence on (03) 9032 1560 or email [florence.julie.e@edumail.vic.gov.au](mailto:florence.julie.e@edumail.vic.gov.au).

Yours sincerely



**Franco Greco**  
Deputy Director, VRQA

15 December 2015



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

Audit Date: 11/12 November 2015

Applicant: 3977 Narre Community Learning Centre Inc.

Applicant Details			
Applicant Name	Narre Community Learning Centre Inc.	TOID	3977
Address	1 Malcolm Court, Narre Warren VIC 3805		
	Website	www.narreclc.net.au	
Registration Contact	Wayne Hewitt, Chief Executive Officer		
Phone Number	03 9704 7388	Email	wayne.hewitt@nclc.vic.edu.au
Audit Team			
Audit Firm	ShineWing Australia	Lead Auditor	John Molenaar
Auditor	Cheryl Richards	Other Attendees	Wayne Hewitt, CEO Jo Bigley, Compliance Manager Tina Bampton, VETIS Coordinator Sarah Lynch, Youth Manager Donna Dowler, Administration Manager
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, 3.4
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	11/12 November 2015		
RTO Background			
<p>Narre Community Learning Centre (NCLC) is a community based education and human services organisation established in response to local community needs, particularly among women, for enhanced opportunities for socialisation within a remote suburban setting. This has changed over time with the current focus being on youth skill development. NCLC is a registered non-school provider delivering VET in Schools programs. Many students have been referred by schools.</p> <p>It is a not-for-profit organisation that supports community development through education. The current range of services include pre-kindergarten programs, youth programs for years 9 to 12, literacy and migrant English, a range of accredited courses, many hobby and special interest courses and groups and the Neighbourhood House.</p> <p>NCLC is supported by the local municipal council, the City of Casey, who provide facilities and a contribution to its maintenance. The centre receives 27,000 hours of funding for pre-accredited skills training, funding for VCAL programs through Higher Education and Skills group funding and VET in Schools funding through Schools Band funding.</p>			

**AQTF Essential Conditions and Standards for  
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**Audit Date:** 11/12 November 2015

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The centre is governed by a Board of Management consisting of elected community members and is management by an appointed CEO. A small management team includes a Compliance Manager, VET in Schools Coordinator, Youth Manager and Administration Manager. Sessional trainers/assessors are employed to deliver training and assessment services.

**TAE40110 Certificate IV in Training and Assessment**

For the qualification TAE40110 Certificate IV in Training and Assessment it was noted that:

- customised learning and assessment resources were not available for units;
- student Training Plans identified that the students were competent for all required units;
- students had been issued with a certificate for the qualification;
- evidence of completed assessments was not available.

The Compliance Manager explained that the RTO had issues with the trainer/assessor who had retained all student completed assessments and learning and assessment resources. The action taken, when the RTO was not successful in obtaining required documentation from the trainer/assessor, was to not renew the contract with the trainer/assessor.

Narre Community Learning Centre intends to have the qualification taken off its scope of registration.



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

Audit Date: 11/12 November 2015

Applicant: 3977 Narre Community Learning Centre Inc.

Qualifications/Units Audited <sup>1</sup>		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
BSB20112	Certificate II in Business	NCLC, Narre Warren
CHC30113	Certificate III in Early Childhood Education and Care	NCLC, Narre Warren
ICA20111	Certificate II in Information, Digital Media and Technology	NCLC, Narre Warren
SIH30111	Certificate III in Hairdressing	NCLC, Narre Warren
SIR20212	Certificate II in Retail Services	NCLC, Narre Warren
TAE40110	Certificate IV in Training and Assessment	NCLC, Narre Warren
22237VIC	Certificate II in General Education for Adults	NCLC, Narre Warren

Interviewee(s) – Staff name and position; employer name and position	
Stacey Wilkins	Trainer/assessor: BSB20115 Certificate II in Business
Melinda Brown	Trainer/assessor: CHC30113 Certificate III in Early Childhood Education and Care
Chris Norman	Trainer/assessor: ICA20111 Certificate II in Information, Digital Media and Technology
Bron O'Callaghan	Trainer/assessor: SIH30111 Certificate III in Hairdressing
Chris Billing	Trainer/assessor: 22237VIC Certificate II in General Education for Adults

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:		
Sighted letter from City of Casey, 2013, identifying Occupancy Certificates BCA 5 and 9b.		

<sup>1</sup> 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:** 11/12 November 2015

**Applicant:** 3977 Narre Community 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	
<b>Summary of Non-Compliance</b>				
<b>CF.8.1</b> The use of the NRT logo on the Narre Community Learning Centre Inc. website had not been employed in accordance with its conditions of use.				
<b>CF.9.1</b> The transition arrangements for accredited courses were not identified.				



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

Audit Date: 11/12 November 2015

Applicant: 3977 Narre Community Learning Centre Inc.

### Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
<b>Standard 1</b>		X	
1.1 – Continuous Improvement Strategy		X	
1.2 – Training and Assessment Strategies		X	
1.3 – Training and Assessment Resources		X	
1.4 – Trainer and Assessor Competency	X		
1.5 – Assessment Strategies		X	
<b>Standard 2</b>		X	
2.1 – Meeting the Needs of Clients	X		
2.2 – Continuous Improvement of Client Services	X		
2.3 – Provision of Information to Clients	X		
2.4 – Third-Party Engagement in Training and Assessment		X	
2.5 – Provision of Support Services to Clients	X		
2.6 – Learner Access to Records of Participation	X		
2.7 – Complaints and Appeals Strategy		X	
<b>Standard 3</b>	X		
3.1 – Operations Management	X		
3.2 – Continuous Improvement of Operations	X		
3.3 – Third-Party Training and/ or Assessment Services			X
3.4 – Records Management	X		
<b>Summary of Non-Compliance</b>			
<p><b>SF.1.1.1</b> A strategy of the periodic review of the effectiveness of improvement actions implemented had not been identified or implemented.</p> <p><b>SF.1.2.1</b> Narre Community Learning Centre Inc. did not have strategies for training and assessment in place that met the requirements of the relevant Training Package or accredited course and were developed in consultation with industry.</p> <p><b>SF.1.3.1</b> <b>TAE40110 Certificate IV in Training and Assessment</b> Learning resources and assessment tools were not available for all units. It was noted that this qualification was to be deleted from scope.</p> <p><b>SF.1.5.1</b> Narre Community Learning Centre Inc. did not ensure that assessment, including Recognition of Prior Learning</p>			

**Audit Date:** 11/12 November 2015

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(RPL), met the requirements of the relevant Training Package or accredited course. Assessments were not all conducted in accordance with the principles of assessment and the rules of evidence and were not systematically validated.

**SF.2.4.1**

Evidence that employers were engaged in the development, delivery and monitoring of training and assessment was not available for all qualifications sampled.

**SF.2.7.1**

Narre Community Learning Centre Inc. had not identified appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.



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

Audit Date: 11/12 November 2015

Applicant: 3977 Narre Community Learning Centre Inc.

### Audit Summary – VRQA Guidelines for VET Providers

VRQA Guidelines	Compliant	Non - Compliant	Not audited
<b>1. Governance, Probity and Compliance</b>	X		
1.1 – Strategic Plan and Business Plan			X
1.2 – Financial Viability			X
1.3 – Management Systems	X		
1.4 – Organisational Governance			X
1.5 – Academic/Educational Governance		X	
1.6 – Change Reporting			X
<b>2. Quality Assurance, Review and Evaluation Processes</b>	X		
2.1 – Course Quality	X		
2.2 – Cheating and Plagiarism	X		
2.3 – Quality Education and Training		X	
<b>3. Student Enrolment Records and Certification</b>	X		
3.4 – Provision of Courses to Domestic Students	X		
<b>4. Student Learning Outcomes and Welfare Services</b>	X		
4.1 – Maximum Daily Hours of Attendance	X		
4.2 – Out of Hours Attendance	X		
4.4 – Student Safety	X		
<b>5. Teaching, Learning and Assessment</b>	X		
5.1 – Capacity to Deliver Scope of Registration		X	

### Summary of Non-Compliance

#### GF.1.5.1

Narre Community Learning Centre Inc. had not identified appropriate academic/educational governance arrangements.

#### GF.2.3.1

Narre Community Learning Centre Inc. had not demonstrated that it could provide quality education and training to students.

#### GF.5.1.1

Narre Community Learning Centre Inc. had not demonstrated that they had the capacity to deliver and assess ALL the courses requested/on the scope of registration.