



Australian Government

Australian Skills Quality Authority

REPORT

Audit report: BARRINGTON TRAINING SERVICES QUEENSLAND PTY LTD

RTO number:	45030
CRICOS number:	03552K
Date/s of audit:	03 Jun 2019
Date report created:	24 June 2019
Date report updated:	7/08/2019

Organisation details

Organisation's legal name:	BARRINGTON TRAINING SERVICES QUEENSLAND PTY LTD
Trading name/s:	Barrington College Barrington College Australia
RTO number:	45030
CRICOS number:	03552K

Audit team

Lead auditor:	Karen Noble
Assistant/s:	Tegan Watson

Audit details

Application number/s:	CHGCRI0004335
Audit number/s:	AUDREC0009359
Audit reason/s:	Application - Change
Address of site/s visited:	59 Meron St, Southport QLD 4215
Date/s of audit:	03 Jun 2019
Organisation's contact for audit:	Colleen Gauder Chief Executive Officer colleen@barringtoncollege.edu.au 0755625700

Original finding at time of audit

Audit finding: Serious non-compliance

Report completed by: Karen Noble

Practice	Standards for RTOs	National Code	ELICOS Standards	Finding
Support and Progression		6.6	P7.2	Compliant
Training and Assessment	1.3*	11.1*, 11.2*	P5.1, P5.2, P7.3	Not compliant

*Indicates a non-compliant clause

Audit finding following analysis of additional evidence

Audit finding following analysis of additional evidence provided on 24/07/2019: Compliant

Report completed by: Karen Noble

Practice	Standards for RTOs	National Code	ELICOS Standards	Finding
Training and Assessment	1.3	11.1, 11.2		Compliant

*Indicates a non-compliant clause

Background

Summary of organisation and management structure:

- The organisation is structured with Ms Colleen Gauder as Chief Executive Officer, who is supported by a Campus Manager, Administration Staff and Trainers and Assessors.

Scope of organisation's registration:

- AVI30316 Certificate III in Aviation (Remote Pilot - Visual Line of Sight)
- BSB30115 Certificate III in Business
- BSB40215 Certificate IV in Business
- BSB50215 Diploma of Business
- BSB50615 Diploma of Human Resources Management
- BSB50618 Diploma of Human Resources Management
- BSB51915 Diploma of Leadership and Management
- BSB51918 Diploma of Leadership and Management
- SIT20116 Certificate II in Tourism Certificate
- SIT20316 Certificate II in Hospitality
- SIT20416 Certificate II in Kitchen Operations
- SIT30616 Certificate III in Hospitality
- SIT30816 Certificate III in Commercial Cookery
- SIT40416 Certificate IV in Hospitality
- SIT40516 Certificate IV in Commercial Cookery
- SIT50316 Diploma of Event Management
- SIT50416 Diploma of Hospitality Management
- SIT60316 Advanced Diploma of Hospitality Management

Specific CRICOS scope for the provision of ELICOS:

- 097474G English for Academic Purposes 1 (EAP 1)
- 097473J English for Academic Purposes 2 (EAP 2)
- 097475G General English (Elementary to Advanced)

Suburb and state of all delivery sites:

- The RTO has premises at Varsity Lakes, QLD, with a registered capacity of 120 international students.
- The RTO has applied to add the premises of 59 Meron St, Southport QLD to its registration, with a capacity of 1000 students. It is noted that the lease agreement identifies the address as 61-73 Meron St, Southport QLD.

Third party usage:

- 34 agents registered for engagement of international students.

Core clients/target groups:

- The organisations focus is school based students in year 11 and 12.
- The organisation has a small percentage of international students and is seeking to expand this market.

Training Revenue (Funded or fee for service):

- Fee for service

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

- 1007 (delivery data provided 30/04/2019)

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 BARRINGTON TRAINING SERVICES QUEENSLAND PTY LTD to ASQA.
- Existing information and records held by ASQA concerning BARRINGTON TRAINING SERVICES QUEENSLAND PTY LTD.
- Information provided to ASQA's auditors and documentation reviewed during the site audit of BARRINGTON TRAINING SERVICES QUEENSLAND PTY LTD conducted on 03 Jun 2019 - 03 Jun 2019.
- 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>COURSE0000328 General English (Elementary to Advanced)</i>	Face to face	4
<i>AVI30316 Certificate III in Aviation (Remote Pilot - Visual Line of Sight)</i>	Face to face	0
<i>BSB50215 Diploma of Business</i>	Face to face	947
<i>SIT40516 Certificate IV in Commercial Cookery</i>	Face to face	7

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

Interviewees

Name	Position	Training products
Colleen Gauder	Chief Executive Officer	n/a

About this Report

This report details findings against the *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs) and/or the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code) and/or the *ELICOS Standards 2018* (ELICOS Standards). If non-compliance has been identified, this report describes evidence of the non-compliance.

Where non-compliance has been identified, the 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 Organisation

BARRINGTON TRAINING SERVICES QUEENSLAND PTY LTD did not meet the following requirements: *Standards for RTOs Clause 1.3 and National Code Standards 11.1 and 11.2*

Remedial action is required for the following training products:

- 097475G General English (Elementary to Advanced)
- SIT40516 Certificate IV in Commercial Cookery

The organisation is required to provide evidence that demonstrates:

Training and assessment

Standards for RTOs Clause 1.3 and National Code Standards 11.1 and 11.2

- the organisation now has sufficient resources to comply with Standards for RTOs Clause 1.3, National Code Standard 11.1 and 11.2, proportionate to the number of students enrolled at any time, the mode of delivery, location of delivery, and the strategies for training and assessment
- the provider now has entered into written agreements with all students that provides clear and accurate information regarding the services offered by the provider, including the location for delivery consistent with the information reported on the Provider Registration and International Student Management System (PRISMS).
- the organisation carried out remedial action to identify and address the impact the non-compliance may have caused to students that were impacted by insufficient access to resources. Remedial action needs to cover current students and students who enrolled or completed with your organisation in the past three months.

Audit finding following analysis of additional evidence

Following analysis of additional evidence provided by BARRINGTON TRAINING SERVICES QUEENSLAND PTY LTD on 24/07/2019, and 8 August 2019, the organisation:

- provided sufficient evidence to demonstrate compliance with:
Standards for RTOs:
1.3
National Code:
11.1
11.2

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

Areas of non-compliance

Training and Assessment

Training Delivery and Assessment

National Code Standard 11.1

Original Finding: Not compliant

Finding following additional evidence: Compliant

In applying to register a full-time course at a location, a provider must seek approval from the ESOS agency, including through the relevant designated State authority if the provider is a school, for the following:

- 11.1.1 the course duration, including holiday breaks
- 11.1.2 modes of study, including online, distance or work-based training
- 11.1.3 number of overseas students enrolled at the provider, within the limit or maximum number approved by the ESOS agency for each location
- 11.1.4 arrangements with other education providers, including partners, in delivering a course or courses to overseas students.

National Code Standard 11.2

Original Finding: Not compliant

Finding following additional evidence: Compliant

In seeking approval under 11.1, the provider must demonstrate any matters requested by the ESOS agency, including through the designated State authority if the provider is a school, which may include but are not limited to the following:

- 11.2.1 the expected duration of the course does not exceed the time required to complete the course on the basis of full-time study – for VET courses, this is a minimum of 20 scheduled course contact hours per week unless specified by an accrediting authority
- 11.2.2 the expected duration of the course includes any holiday periods or any work-based training
- 11.2.3 any work-based training to be undertaken as part of the course is necessary for the student to gain the qualification and there are appropriate arrangements for the supervision and assessment of students
- 11.2.4 the course is not to be delivered entirely by online or distance learning
- 11.2.5 the provider and any partner they engage to deliver a course or courses to overseas students has adequate staff and education resources, including facilities, equipment, learning and library resources and premises as are needed to deliver the course to the overseas students enrolled with the provider
- 11.2.6 the maximum number of overseas students proposed by the provider for the location reflects the appropriateness of the staff, resources and facilities for the delivery of the course.

- The following evidence was reviewed:
 - Letters of offer for students CAP, PRR, JTDO
 - Evidence reviewed at Clause 1.3
 - PRISMS report generated 3 June 2019 for COE and student data

- Evidence provided did not demonstrate the provider has adequate premises as are needed to deliver the course to the overseas students enrolled with the provider. Students enrolled in the qualification SIT40516 Certificate IV in Commercial Cookery since the signing of the lease at 59 Meron St Southport on 14 February 2019 had been issued a letter of offer stating delivery of the program would occur at 59 Meron St Southport. PRISMS registration identified the students were enrolled at the location of Suite 1, Ground Floor 2 Boston Court Varsity Lakes.

- Evidence did not demonstrate the provider has adequate staff and education resources to deliver the ELICOS courses on its scope of registration, as outlined in the non-compliance identified at Clause 1.3 of this report.

Analysis of additional evidence

- The following additional evidence was reviewed:
 - Example of revised Letter of Offer
 - Signed last page of Letter of Offer for students CP, JTO, PRR,
 - Emails to students
 - List of students identified as impacted
 - Additional evidence provided 08/08/2019:
 - Letters of offer (full documents) for students identifying placement at the Varsity Lakes location:
 - ACFDP
 - PRR
 - JPAC
 - VO
 - BNV
 - PKG
 - JPSM
 - LSM
 - JTO
 - MCAG
 - LMA
 - CPA
 - PAFA
 - BKT
 - CF
 - GMC
- The organisation has planned and carried out sufficient remedial action to identify and address the impact the non-compliance may have caused students.
- The organisation has demonstrated it has adequate staff and education resources to deliver the ELICOS courses on its scope of registration, as outlined at Clause 1.3 of this report.

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:

- trainers and assessors to deliver the training and assessment;**
- educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;**
- 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**
- facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.**

- The following evidence was reviewed:
 - Academic resources for qualifications audited
 - Flight simulator program
 - Physical resources viewed at the premises

- Trainer and assessor documentation

97475G General English (Elementary to Advanced)

- The organisation has not demonstrated that only persons who meet all requirements of the Standards deliver training and/or conduct assessment.
 - Evidence provided did not demonstrate Ms Teresa Ferreira meets the requirements of ELICOS Standard P6.4 ELICOS teachers must have the following:
 - a) a degree or diploma of at least three years full-time or equivalent (teaching or other)
- The organisation has not demonstrated that it has access to a sufficient number of trainers and/or assessors with respect to the student cohort. For example, but not limited to:
 - The timetable for ELICOS identified Ms Teresa Ferreira teaching two classes at the same time in different rooms. No evidence was provided as to how this would ensure teacher-to-student ratios do not exceed 1:18 per class as required under the ELICOS Standards, or how Ms Ferreira would provide sufficient teaching and learning to the student cohorts.

Analysis of additional evidence

97475G General English (Elementary to Advanced)

- The following additional evidence was reviewed:
 - 'English Language Timetable V2.4'
 - 'Audit rectification 2019'
 - Additional evidence provided 08/08/2009
- The organisation has not addressed the non-compliance for future students. For example, but not limited to:
 - Evidence provided did not demonstrate Ms Teresa Ferreira meets the requirements of ELICOS Standard P6.4; ELICOS teachers must have the following:
 - a) a degree or diploma of at least three years full-time or equivalent (teaching or other)

The organisation advised Ms Ferreira *'is a support teacher for ELICOS programs and works under supervision of Malar Ganendran (degree & ESL qualifications)'*

The organisation did not provide documented evidence of Malar Ganendran's actual qualifications to verify his compliance with Standard P6.4.

The organisation did not identify Ms Ferreira's specific duties to demonstrate her involvement in teaching English to speakers of other languages for ELICOS courses, therefore the extent of her requirement to meet Standard P6.4 could not be verified.

On 8 August the organisation provided additional evidence which demonstrated:

- *Malar Ganendran's qualifications*
- *Bob Dever's qualifications*
- *Ms Teresa Ferreira has no duties relating to teaching English to speakers of other languages for ELICOS courses*

The organisation has demonstrated compliance with Clause 1.3.