

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

Audit Date: 14th and 15th May 2015

RTO: International Institute of Training

Applicant Details			
Applicant Name	International Institute of Training	TOID	21628
Address	Unit 1, 16-28 Melverton Drive, Hallam Vic 3803		
	Website	www.iitraining.vic.edu.au	
Registration Contact	[REDACTED]		
Phone Number	[REDACTED]	Email	[REDACTED]
Audit Team			
Audit Firm	[REDACTED]	Auditor/s	[REDACTED]
Auditor/s		Other Attendees	
Registering Body Details			
Contact Person	[REDACTED]		
Phone Number	[REDACTED]	Email	[REDACTED]
Audit Details			
Type of Audit	Re-registration Audit		
Conditions Audited	1, 3, 6, 7, 8, 9		
Standards Audited	1.1, 1.2, 1.3, 1.4, 1.5	2.1, 2.2, 2.3, 2.6, 2.7	3.1, 3.2, 3.4
VRQA Guidelines Audited	1,2,4,5		
Audit Date/s	14th and 15th May 2015		
RTO Background			
<p>Eznailz Face and Body Pty Ltd changed its name to International Institute of Training Pty Ltd on 12th December 2013. The RTO moved from Thomastown to the current location in Hallam. At the time the scope included nail technology and Beauty. The decision was made to change the scope to Hairdressing due to a change in market demand.</p> <p>While the RTO has the Diploma of Salon Management on their scope, they are currently only delivering the Certificate III in Hairdressing. The current enrolments for 80 students are all funded under the Victorian Training Guarantee. The RTO provides an institution based program using a simulated salon environment with 15 hours face to face delivery and 5 hours self-paced study.</p> <p>The RTO has plans to expand their scope to include Diploma of Business and Hospitality. They also intend to apply for VET Fee Help.</p>			

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Qualifications/Units Audited¹		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
SIB50210	Diploma of Salon Management	VIC
SIH30111	Certificate III in Hairdressing	VIC

Interviewee(s) – Staff name and position; employer name and position	
██████████	Director
██████████	Program Co-ordinator
██████████	Certificate III in Hairdressing Trainer

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:		

¹ Samples have been selected in accordance with the VRQA VET Audit Sampling Methodology

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Audit Summary - AQTF Conditions of Registration

AQTF Conditions		Compliant	Non - Compliant	Not audited
1	Governance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Interactions with the Registering Body	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Compliance with Legislation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Financial Management	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	Certification & Issuing of Qualifications & Statements of Attainment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Recognition of Qualifications Issued by other RTOs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Accuracy and Integrity of Marketing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Transition to Training Packages/Expiry of Accredited Courses	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summary of Non-Compliance²				
No non compliances against the conditions.				

² CF = Condition Finding. Finding references are aligned to the Detailed Findings section of this report.

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Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
Standard 1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.1 – Continuous Improvement Strategy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 – Training and Assessment Strategies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 – Training and Assessment Resources	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 – Trainer and Assessor Competency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 – Assessment Strategies	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standard 2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.1 – Meeting the Needs of Clients	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 – Continuous Improvement of Client Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.3 – Provision of Information to Clients	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 – Third-Party Engagement in Training and Assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2.5 – Provision of Support Services to Clients	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2.6 – Learner Access to Records of Participation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7 – Complaints and Appeals Strategy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard 3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3.1 – Operations Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 – Continuous Improvement of Operations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3.3 – Third-Party Training and/ or Assessment Services	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.4 – Records Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summary of Non-Compliance³			
<p>SF1.5.1</p> <ul style="list-style-type: none"> • Assessment does not meet the principles of assessment and unit requirements. <p>SF1.5.2</p> <ul style="list-style-type: none"> • Assessment does not meet the rules of evidence. <p>SF2.2.1</p> <ul style="list-style-type: none"> • No evidence of data related to client services is collected and analysed. 			

³ SF = Standard Finding. Finding references are aligned to the Detailed Findings section of this report.

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Audit Summary – VRQA Guidelines for VET Providers

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

Summary of Non-Compliance ⁴
<p>GF2.2.1</p> <ul style="list-style-type: none"> The RTO does not mention cheating in their plagiarism policy. <p>GF5.1.1</p> <ul style="list-style-type: none"> Training and assessment strategies do not provide clarity on what will occur during self-paced learning <p>GF5.1.2</p> <ul style="list-style-type: none"> Training and assessment strategies do not provide any information of the role of the workplace in training and assessment <p>GF5.1.3</p>

⁴ GF = Guideline Finding. Finding references are aligned to the Detailed Findings section of this report.

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- The RTO did not demonstrate that training facilities meet the requirement of 9B.
- GF 5.1.4**
- Instructions to support assessment tasks do not provide clarity around the conditions, context and conduct of assessment.
- GF 5.1.5**
- Assessment methods are not consistently communicated and recorded across training and assessment strategies, training and assessment materials and training plan.

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Detailed Findings - AQTF Conditions of Registration

CONDITION 1 - Governance		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Condition 1.</p> <p>The RTO has appropriate governance processes in place to monitor compliance and consider the experiences of Trainers / Assessors in the decision making of senior management</p>	<p>Evidence reviewed during the audit:</p> <ul style="list-style-type: none"> • Organisational Chart • Interview with CEO and Program Manager • Governance policy • Position Description for CEO • Position Description for Trainer/assessor • Board of Director's Meeting Minutes 27/6/14;25/11/14; 21/1/15; 14/2/15; 19/2/15; 27/3/15 • Business Plan 2015 - 2017 • Fit and Proper Person declaration and police checks for all Committee of Management members • Internal Audit 	<p>No rectification required.</p>

CONDITION 3 – Compliance with Legislation		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Condition 3.</p> <p>The reviews and manages compliance with relevant Commonwealth, State or Territory legislation and regulatory requirements.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Induction program • Governance Policy • Student Handbook • Internal audit report • Trainer and assessor induction checklist <p>Employee information handbook V2</p> <ul style="list-style-type: none"> • Educational standard & student welfare • Training environment • Student information • Recruitment & selection • Quality • Competency of trainer/assessors • Educator responsibilities • Adult learning principles • Mutual recognition of qualifications issued by other RTOs • Training Delivery and Course development • Vocational Education and training • Training packages • Legislation & regulatory requirements • Training information • Assessment • Student recruitment & selection • Induction/orientation 	<p>No rectification required.</p>

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	<ul style="list-style-type: none"> • General information – attendance, course monitoring, post training reviews, equal employment opportunity & harassment policy, harassment policy , workplace harassment, victimisation & bullying, making a complaint, Disciplinary policy for staff, access & equity, occupational health & safety, language, literacy and numeracy, privacy policy, compliant policy and process • Induction program • Induction checklist • Prior to commencement checklist • First day & week checklist • Week 5 checklist • Week 12 checklist • Emergency evacuation procedure • Workplace safety • Subject & student folders • Building security and close down • General information 	
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CONDITION 6 - Certification & Issuing of Qualifications & Statements of Attainment			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Condition 6.</p> <p>The RTO has the mechanisms in place to issue qualifications and statements of attainment that meet the Australian Qualifications Framework (AQF) requirements.</p> <p>The RTO has not issued any qualifications or statements of attainment for 2 years.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Qualifications issuance policy and procedure • NSCC Policy: Application of the AQF Qualifications issuance policy within the VET Sector • Statement of Attainment template • Certificate Template • Record of results template • Control of records procedure • Procedure to create USI on behalf of student • Student request form for academic documents • Student request form • Register of issued AQF qualifications - blank 	<p>No rectification required.</p>	
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with this aspect of Condition 6.</p> <p>The RTO has a mechanism in place to retain client records for a period of 30 years</p> <p>The RTO provides AVETMISS compliant data via Wisenet.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Qualifications issuance policy and procedure • NSCC Policy: Application of the AQF Qualifications issuance policy within the VET Sector • Procedure to create USI on behalf of student • Student request form for academic documents • Student request form • Register of issued AQF qualifications - blank • Wisenet Student Management System 	<p>No rectification required.</p>	

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CONDITION 7 - Recognition of Qualifications Issued by other RTOs		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Condition 7.</p> <p>The RTO recognises the AQF Qualifications and Statements of Attainment issued by any other. There have not been applications for recognition to date.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Recognition of Prior Learning and Credit transfer Policy and Procedure • Student Handbook • Employee information handbook V2 • Domestic Student enrolment toolkit 2015 • Credit transfer application form for SIB50210 Diploma of Salon Management • Credit transfer application form for SIB50111 Certificate III in Hairdressing • Recognition of Prior Learning application form 	<p>No rectification required.</p>

Improvement Opportunities

Remove references to mutual recognition as this term is outdated and may cause confusion.

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CONDITION 8 - Accuracy and Integrity of Marketing		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Condition 8.</p> <p>The RTO's marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.</p> <p>The NRT logo is used correctly in marketing and advertising of AQF qualifications to prospective clients.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> Website: ittraining.vic.edu.au Student Handbook Student induction session Domestic Student enrolment toolkit 2015 Marketing policy and procedure Marketing material authorisation form Course Brochures SIB50111 Certificate III in Hairdressing 	<p>No rectification required.</p>

Improvement Opportunities
<p>The HESG Contract requires you to provide quality indicator reports on your website. This would require the publication of reports from 2013, as training did not occur for 10 months of 2014.</p>

CONDITION 9 - Transition to Training Packages/Expiry of Accredited Courses		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Condition 9.</p> <p>The RTO has not managed a transition from superseded Training Packages to date, however they do have a process in place for this purpose.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> Training package transition policy and procedure NVCER portal Subscription to Service Skills Australian update 	<p>No rectification required.</p>

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STANDARD 1

Detailed Findings - AQTF Standards

ELEMENT 1.1 - The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Element 1.1.</p> <p>The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.</p> <p>The RTO has not used the Learner engagement survey or the Employer survey for 2014 as they did not have any students.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Continuous Improvement Policy & Procedure • Complaints and appeals policy and procedure • Internal surveys for learner feedback and trainer feedback – no evidence of summary of these • Staff feedback form • Student feedback form • Internal Audit • Industry consultation feedback – Illusions Hair Styles • Industry consultation feedback – Kamal Hair & Beauty • Industry validation with Illusions Hair Styles • Industry validation with Kamal Hair & Beauty • Assessment validation plan • Assessment moderation plan • Assessment moderation checklist – rules of evidence • Corrective action register <p>Eznalitz records</p> <ul style="list-style-type: none"> • Learner engagement surveys • Summary of surveys • Graduation records • Corrective action register 	<p>No rectification required.</p>

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ELEMENT 1.2 - Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry.		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Element 1.2.</p> <p>Strategies for training and assessment meet the requirements of the relevant Training Package and are developed in consultation with industry.</p>	<p>Evidence reviewed at audit:</p> <p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • SIB50210 Diploma of Salon Management • SIB50111 Certificate III in Hairdressing <p>Industry consultation</p> <ul style="list-style-type: none"> • Industry consultation feedback – Illusions Hair Styles • Industry consultation feedback – Kamal Hair & Beauty • Industry validation with Illusions Hair Styles • Industry validation with Kamal Hair & Beauty 	<p>No rectification required.</p>

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ELEMENT 1.3 - Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Element 1.3.</p> <p>The RTO has access to staff, facilities, equipment and training and assessment materials that are consistent with the requirements of the Training Package and the RTO's training and assessment strategies.</p>	<p>Evidence reviewed at audit:</p> <p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • SIB50210 Diploma of Salon Management • SIB50111 Certificate III in Hairdressing <p>Other training sites</p> <ul style="list-style-type: none"> • MOU for Hire of 4B – 494 High Street Epping lease of training rooms from AL Raja Family Day Care Pty Ltd • Planning permit – City of Whittlesea - 4B – 494 High Street Epping (formerly Lalor) – 20 students • Public Liability Insurance for AL Raja Family Day Care Pty Ltd • MOU for Hire of Yihaan Enterprises Pty Ltd t/a Palz House of Style 271 High Street Thomastown • MOU with Universal Partners Pty Ltd, Unit 6 71 Strezlecki Ave Sunshine West 3020. • Asset Register at Hallam, Hair Illusions Salon, Epping campus, Thomastown Salon – Palz Hair & Beauty, Laverton – simulated salon • Tax Invoice for equipment purchased for the setup of the simulated salon at the Hallam site. • Contract of sale of Business – AR Hair Illusions & Beauty Salon, 62 Spring Square, Hallam 3803 to International Institute of training 	<p>No rectification required.</p>



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	<ul style="list-style-type: none"> • Transfer of lease of Salon premises to International Institute of training <p>Trainer files</p> <ul style="list-style-type: none"> • Kirandeep Kinu • Daniel Evans • Alieh Mansoor Soltani <p>Units audited</p> <ul style="list-style-type: none"> • SIHHBASS201A Perform shampoo and basin services • SIHHHDS303A Design and apply short to medium length hair design finishes • SIHHHCS301A Design haircut structures • SIRXHRM002A Recruit and select personnel <p>Each unit supported by</p> <ul style="list-style-type: none"> • Assessment tasks • Training delivery mapping guide • Allowe blended delivery learning and assessment material <p>Student files</p> <ul style="list-style-type: none"> • Badia Haddara • Jaquelyn Tuddenham 	
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ELEMENT 1.4 - Training and assessment is delivered by trainers and assessors who:		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>a) Have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and</p> <p>b) Have the relevant vocational competencies at least to the level being delivered or assessed, and</p> <p>c) Can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and</p> <p>d) Continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</p>	<p>Evidence/Documentation Reviewed</p> <p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Position Description for Trainer/assessor • Employee information handbook V2 • Letter of engagement • Trainer supervision policy and procedure • Direct supervision form • Staff Professional Development – Internal training schedule 2015 • Attendance sheet for participants in training session (internal PD) • Employee information handbook V2 • Educational standard & student welfare • Training environment • Student information • Recruitment & selection • Quality • Competency of trainer/assessors • Educator responsibilities • Adult learning principles • Mutual recognition of qualifications issued by other RTOs 	<p>No rectification required.</p>
<p>The RTO is Compliant with Element 1.4.</p> <p>Training and assessment is delivered by Trainers and Assessors have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and who demonstrate vocational competencies to the level being delivered.</p> <p>Adequate professional development records were also present.</p>		



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	<ul style="list-style-type: none"> • Training Delivery and Course development • Vocational Education and training • Training packages • Legislation & regulatory requirements • Training information • Assessment • Student recruitment & selection • Induction/orientation • General information – attendance, course monitoring, post training reviews, equal employment opportunity & harassment policy, harassment policy, workplace harassment, victimisation & bullying, making a complaint, Disciplinary policy for staff, access & equity, occupational health & safety, language, literacy and numeracy, privacy policy, compliant policy and process • Induction program • Induction checklist • Prior to commencement checklist • First day & week checklist • Week 5 checklist • Week 12 checklist • Emergency evacuation procedure • Workplace safety • Subject & student folders • Building security and close down • General information <p>Trainer files</p>	
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	<ul style="list-style-type: none"> • Kirandeep Kinu • Daniel Evans • Alleh Mansoor Soltani 	
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Improvement Opportunities

The RTO should ensure that attendance at internal PD is recorded in the Trainer's PD register held on their individual file.

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<p>ELEMENT 1.5 - Assessment including Recognition of Prior Learning (RPL):</p> <p>a) Meets the requirements of the relevant Training Package or accredited course b) Is conducted in accordance with the principles of assessment and the rules of evidence c) Meets workplace and, where relevant, regulatory requirements d) Is systematically validated.</p>		<p>Non-Compliant</p>
<p>SF1.5.1 Finding</p>	<p>Evidence/Documentation Reviewed</p>	<p>Required Rectification(s)</p>
<p>The RTO is Non-Compliant with Element 1.5.</p> <p>Assessment for:</p> <ul style="list-style-type: none"> • SIHHBAS201A Perform shampoo and basin services • SIHHHDS303A Design and apply short to medium length hair design finishes • SIHHHCS301A Design haircut structures • SIRXHRM002A Recruit and select personnel <p>does not meet the requirements of the unit of competency.</p> <p>SIHHBAS201A Perform shampoo and basin services is assessed using an observation that is conducted once.</p> <p>The assessment guidelines for the Training Package require evidence gathered on a number of occasions and in a range of contexts. The critical requirements of the unit requires interacting with clients, to take into account any cultural or physical requirements. This indicates that the student must be assessed on providing services to more than one client.</p> <p>There also needs to be a demonstration that the student is working in a real or simulated salon where they are interpreting and following verbal instructions from supervising hairdressers. While training and assessment is being undertaken in a salon, this is not indicated in the assessment</p>	<p>Evidence reviewed at audit:</p> <p>Recognition of Prior Learning (RPL) kit</p> <ul style="list-style-type: none"> • SIB50210 Diploma of Salon Management • SIB50111 Certificate III in Hairdressing <p>Units audited</p> <ul style="list-style-type: none"> • SIHHBAS201A Perform shampoo and basin services • SIHHHDS303A Design and apply short to medium length hair design finishes • SIHHHCS301A Design haircut structures • SIRXHRM002A Recruit and select personnel <p>Each unit supported by</p> <ul style="list-style-type: none"> • Assessment tasks • Training delivery mapping guide • Allowe blended delivery learning and assessment material <p>Student files</p> <ul style="list-style-type: none"> • Badia Haddara • Jaquelyn Tuddenham 	<ul style="list-style-type: none"> • The RTO should revise the assessment processes and tools to support all units of competency to make sure that they meet the critical requirements of each unit. In particular where the unit requires the application of salon policies and procedures, this needs to be clear as to whether this is a real workplace or a simulated salon. Evidence collected must indicate how the student applied these policies and procedures. • The RTO should also refer to the suggested assessment methods and consider the use of third party reports that can demonstrate working under supervision of another hairdresser.

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<p>records. There is no specific evidence of the student working under instruction from a supervising hairdresser.</p> <p>SIHHDDS303A Design and apply short to medium length hair design finishes & SIHHHCS301A Design haircut structures does not require any evidence of practice or assessment of readiness to be assessed. Both units also require the candidate to demonstrate following salon procedures relevant to the service and the ability to complete the service within designated workplace timeframes. These requirements are not evidence in the assessment tasks or evidence reviewed</p> <p>While the Assessment task for SIHHHCS301A Design haircut structures requires the student to sketch 2 haircut designs, it does not address producing 2-D representations showing interior and exterior design lines, indicating soft or hard lines, starting point of haircut, sectioning and parting patterns, degree of lift, distribution of hair and structural graphic, as required by the unit.</p> <p>The assessment tasks for SIRXHRM002A Recruit and select personnel does not include any skill assessment. It also does not adequately meet the critical requirements to</p> <ul style="list-style-type: none"> • Develops job specifications to effectively meet the needs of the store and company (more than one salon?) • Recruits suitable staff according to: <ul style="list-style-type: none"> • Relevant store policy and procedures • Relevant legislation • Relevant awards and agreements • Assesses and selects candidates according to store policy and procedures and legal requirements 		
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<ul style="list-style-type: none"> • Accurately records selection processes. 			
SF1.5.2	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Non-Compliant with Element 1.5.</p> <p>The evidence retained on the student files does not meet the rules of sufficiency as described in the assessment guidelines for the training package.</p> <p>Sufficient assessment evidence must include judgement of competence based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The range statements for the three Certificate III units also require a range of hair conditions.</p> <p>The RTO will need to review their evidence collection methods and tools to make sure that evidence is gathered over time and multiple occasions.</p>	<p>Units audited</p> <p>Certificate III in Hairdressing</p> <ul style="list-style-type: none"> • SIHHBAS201A Perform shampoo and basin services • SIHHHDS303A Design and apply short to medium length hair design finishes • SIHHHCS301A Design haircut structures <p>Diploma of Salon Management</p> <ul style="list-style-type: none"> • SIRXHRM002A Recruit and select personnel <p>Each unit supported by</p> <ul style="list-style-type: none"> • Assessment tasks • Training delivery/mapping guide • Allowe blended delivery learning and assessment material <p>Student files</p> <ul style="list-style-type: none"> • Badia Haddara • Jaquelyn Tuddenham 	<p>Actions:</p> <ul style="list-style-type: none"> • The RTO must make sure that sufficient evidence is gathered to support the assessment decision in line with the assessment guidelines. • The RTO should review the assessment methods chosen to make sure they are in line with the skills required to be assessed and the suggested method of assessment in each unit of competency. 	

Improvement Opportunities

Discussions with the CEO and Program Manager around the use of the Active salon for work placement would provide authenticity and validity to the assessment process and is encouraged by the auditor.

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Detailed Findings - AQTF Standards

STANDARD 2

ELEMENT 2.1 - The RTO establishes the needs of clients and delivers services to meet these needs.		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Element 2.1.</p> <p>The RTO establishes the needs of clients and delivers services to meet these needs.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Student Handbook • Student induction checklist • Domestic Student enrolment toolkit 2015 • LLN Test • Pre-training review • Training plan template • Access and equity policy and procedure 	<p>No rectification required.</p>

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ELEMENT 2.2 - The RTO continuously improves client services by collecting, analysing and acting upon relevant data.		Non-Compliant
SF2.2.1 Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Non-Compliant with Element 2.2.</p> <p>The RTO has evidence of continuous improvement to training and assessment. There was no evidence of improvements to client services in the continuous improvement register.</p> <p>Interview with the program manager confirmed that the RTO is currently setting up the simulated salon in order to provide more opportunity to practice skills, away from the pressure of the salon environment.</p> <p>The RTO should also consider seeking feedback specifically in relation to client services via their internal surveys.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Continuous Improvement Policy & Procedure • Complaints and appeals policy and procedure • Internal surveys for learner feedback and trainer feedback – no evidence of summary of these • Staff feedback form • Student feedback form • Internal Audit • Industry consultation feedback – Illusions Hair Styles • Industry consultation feedback – Kamal Hair & Beauty • Industry validation with Illusions Hair Styles • Industry validation with Kamal Hair & Beauty • Assessment validation plan • Assessment moderation plan • Assessment moderation checklist – rules of evidence • Corrective action register – limited examples, one related to improvement in client services. <p>Eznalitz records</p> <ul style="list-style-type: none"> • Learner engagement surveys • Summary of surveys • Graduation records • Corrective action register 	<p>Actions:</p> <ul style="list-style-type: none"> • The RTO should review their survey tools to make sure that they seek feedback on client services.



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ELEMENT 2.3 - Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Element 2.3.</p> <p>Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Website www.iitraining.vic.edu.au • Student Handbook • Welcome • Vocational training • Reasonable adjustment • Legal requirements, regulations and standards : equity and codes of behaviour; discrimination; disability; dress standards; student code of conduct; relationships; learning and maintaining satisfactory course progress; NCVET survey; examination/closed book written tests – procedures; If you miss an assessment/ written test; Qualifications and statements of attainment; environment, safety fee payments, drugs and alcohol, student support services, nominated student support officer, other student support services, emergency telephone number, academic issues • Provision for learners to access their current and accurate records • Academic misbehaviour and general misbehaviour • Marketing and recruitment • Student recruitment, selection and enrolment process • Unique student identifier (USI) • Entry requirements • Language literacy and numeracy 	<p>No rectification required.</p>



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	<ul style="list-style-type: none">• Pre-training review• Confidentiality• Course structure• Induction• Refund policy• Scope• Definitions• Request for leave of absence• Complaints and appeals policy <p>Student induction checklist</p> <p>Domestic Student enrolment toolkit 2015</p> <ul style="list-style-type: none">• Enrolment form• Request to apply for USI on behalf of the student• Terms and conditions• Privacy Statement and declarations• Applicant self-declaration• Victorian Training guarantee 2105 Evidence of Student Eligibility and Student declaration• LLN Test• Pre-training review• Student declaration• Student enrolment flow chart	
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ELEMENT 2.6 - Learners have timely access to current and accurate records of their participation and progress.		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Element 2.6.</p> <p>Learners have timely access to current and accurate records of the participation and progress. No requests for access to records to date.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Student Handbook - Provision for learners to access their current and accurate records • Control of records procedure • Individual training plan • Academic request form • Trainer provides feedback to the students • Wisenet student management system • Qualifications issuance policy and procedure • NSCC Policy: Application of the AQF Qualifications issuance policy within the VET Sector • Procedure to create USI on behalf of student 	<p>No rectification required.</p>

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ELEMENT 2.7 - The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 2.7.</p> <p>The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.</p> <p>There have not been any complaints to date.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Student Handbook • Complaints and appeals policy and procedure • Student complaint form • Student appeal form • Website www.iitraining.vic.edu.au 	No rectification required.	

Improvement Opportunities

The following information should be included in the complaints policy - The National Training Complaints Hotline is accessible on **13 38 73** and is available Monday to Friday, from 8am to 6pm. You can also send complaints via email to skilling@education.gov.au.

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STANDARD 3

Detailed Findings - AQTF Standards

ELEMENT 3.1 - The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Element 3.1.</p> <p>The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Domestic Student enrolment toolkit 2015 • Enrolment form • Request to apply for USI on behalf of the student • Terms and conditions • Privacy Statement and declarations • Applicant self-declaration • Victorian Training guarantee 2105 Evidence of Student Eligibility and Student declaration • LLN Test • Pre-training review • Student declaration 	<p>No rectification required.</p>

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ELEMENT 3.2 - The RTO uses a systematic and continuous improvement approach to the management of operations.		Non-Compliant
GF3.2.1 Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Non-Compliant with Element 3.2.</p> <p>The RTO uses a systematic and continuous improvement approach, however there was no evidence of this providing data or actions to drive improvements in the management of operations.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> Continuous Improvement Policy & Procedure Complaints and appeals policy and procedure Internal surveys for learner feedback and trainer feedback – no evidence of summary of these Staff feedback form Student feedback form Internal Audit Industry consultation feedback – Illusions Hair Styles Industry consultation feedback – Kamal Hair & Beauty Industry validation with Illusions Hair Styles Industry validation with Kamal Hair & Beauty Assessment validation plan Assessment moderation plan Assessment moderation checklist – rules of evidence Corrective action register 	<p>Actions:</p> <ul style="list-style-type: none"> The RTO should consider strategies that can be used collect and analyse data on the effectiveness of management systems. This data will need to be used to drive actions towards improvements in the management of operations.

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ELEMENT 3.4 - The RTO manages records to ensure their accuracy and integrity.		
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Element 3.4.</p> <p>The RTO manages records to ensure their accuracy and integrity</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Control of records procedure • Student file checklist • Enrolment form • Request to apply for USI on behalf of the student • Terms and conditions • Privacy Statement and declarations • Applicant self-declaration • Victorian Training guarantee 2105 Evidence of Student Eligibility and Student declaration • LLN Test • Pre-training review • Student declaration • Qualifications issuance policy and procedure • NSCC Policy: Application of the AQF Qualifications issuance policy within the VET Sector • Procedure to create USI on behalf of student • Student request form for academic documents • Student request form • Register of issued AQF qualifications - blank • Wisenet Student Management System • Position Description for Trainer/assessor • Employee information handbook V2 • Letter of engagement • Trainer supervision policy and procedure • Direct supervision form 	<p>No rectification required.</p>
Compliant		



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	<ul style="list-style-type: none">• Student Handbook• Complaints and appeals policy and procedure• Student complaint form• Student appeal form <p>Trainer files</p> <ul style="list-style-type: none">• Kirandeep Kinu• Daniel Evans• Alieh Mansoor Soltani <p>Student files</p> <ul style="list-style-type: none">• EZNails records• Wisenet• Graduation records• QI surveys and summaries• Corrective action reports and register	
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Detailed Findings – VRQA Guidelines for VET Providers

Guideline 1.3 - Staff records for each training and assessment staff member must include the following:		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>GUIDELINE 1.3 - Staff records for each training and assessment staff member must include the following:</p> <ul style="list-style-type: none"> • Verified or certified and/or signed documents are held by the RTO • Trainer skills matrix – signed by trainer/assessor • Trainer and assessor qualifications - verified by RTO or otherwise certified • Vocational qualifications – verified by RTO or otherwise certified • CV – signed by trainer/assessor • Professional development activities verified and/or signed by trainer/assessor • Position description • Employment contract/agreement 	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Position Description for Trainer/assessor • Employee information handbook V2 • Letter of engagement • Trainer supervision policy and procedure • Direct supervision form • Staff Professional Development – Internal training schedule 2015 • Attendance sheet for participants in training session (internal PD) • Employee information handbook V2 • Educational standard & student welfare • Training environment • Student information 	<p>No rectification required.</p>
<p>The RTO is Compliant with Guideline 1.3. Trainer/assessor records are consistent with the requirements of the guideline.</p>		



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	<ul style="list-style-type: none"> • Recruitment & selection • Quality • Competency of trainer/assessors • Educator responsibilities • Adult learning principles • Mutual recognition of qualifications issued by other RTOs • Training Delivery and Course development • Vocational Education and training • Training packages • Legislation & regulatory requirements • Training information • Assessment • Student recruitment & selection • Induction/orientation • General information – attendance, course monitoring, post training reviews, equal employment opportunity & harassment policy, harassment policy, workplace harassment, victimisation & bullying, making a complaint, Disciplinary policy for staff, access & equity, occupational health & safety, language, literacy and numeracy, privacy policy, compliant policy and process • Induction program • Induction checklist • Prior to commencement checklist • First day & week checklist • Week 5 checklist 	
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	<ul style="list-style-type: none">• Week 12 checklist• Emergency evacuation procedure• Workplace safety• Subject & student folders• Building security and close down• General information <p>Trainer files</p> <ul style="list-style-type: none">• Kirandeep Kinu• Daniel Evans• Alleh Mansoor Soltani	
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GUIDELINE 2.1 - The provider must demonstrate that it is able to monitor course quality, externally moderate student performance and drive continuous improvement in course delivery.	Compliant	
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Guideline 2.1.</p> <p>The RTO monitors course quality.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Continuous improvement policy and procedure • Assessment validation plan Jan – Dec 2015 • Assessment moderation plan • Assessment moderation checklist – rules of evidence • Corrective action register <p>Industry validation with Illusions Hair Styles for:</p> <ul style="list-style-type: none"> • SIHHOHS201A Apply Salon Safety Procedures • SIHHHCS301A Design Haircut structures • SIRXOHS003 Provide a safe working environment • SIRXHRM002A Recruit and select personnel <p>Industry validation with Kamal Hair & Beauty</p> <ul style="list-style-type: none"> • SIHHCLS302A Colour and lighten hair • SIHHHCS304A Apply layered haircut structures • SIHHHCS302A Apply one length or solid hair cut structures • SIHHHCS303A Apply graduated haircut structures • SIBXPHRM001A Administer Human Resources Policy • SIBXPSM503A Promote a personal services business <p>Assessment moderation</p> <ul style="list-style-type: none"> • SIHHOHS201A Apply Salon Safety Procedures • SIBXCCS202A Provide service to clients 	<p>No rectification required.</p>

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	<ul style="list-style-type: none"> SIHHCCS302A Perform a full client consultation SIHHCCS303A Respond to service related and technical problems 	
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GUIDELINE 2.2 - The provider must demonstrate that it has measures in place to prevent and detect cheating and plagiarism amongst its students and to deal appropriately with any instances of these practices.			Non-Compliant
GF2.2.1 Finding	Evidence/Documentation Reviewed	Required Rectification(s) <u>Actions:</u>	
<p>The RTO is Non-Compliant with Guideline 2.2.</p> <p>The RTO has measures in place to prevent and detect plagiarism. The policy does not define or refer to cheating.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> Student Handbook – student code of behaviour, Academic misbehaviour and general misbehaviour Student information on plagiarism 	<ul style="list-style-type: none"> The RTO should review their policy and procedure to make sure it include cheating. 	

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GUIDELINE 2.3 - The provider must demonstrate that they can provide quality education and training to students		
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Guideline 2.3.</p> <p>The RTO has policies and procedures in place for the retention unit of competency training and assessment information *for a minimum of 1 year post completion of the unit, including mechanisms for the retention of master resources</p> <p>The RTO also has mechanisms for the retention of sufficient samples of student's assessment to demonstrate that quality education and training has occurred</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Control of records procedure • Qualifications issuance policy and procedure • NSCC Policy: Application of the AQF Qualifications issuance policy within the VET Sector • Statement of Attainment template • Certificate Template • Record of results template • Control of records procedure • Procedure to create USI on behalf of student • Student request form for academic documents • Student request form • Register of issued AQF qualifications – blank • Student enrolment form • Fees and charges policy <p>Domestic Student enrolment toolkit 2015</p> <ul style="list-style-type: none"> • Enrolment form • Request to apply for USI on behalf of the student • Terms and conditions • Privacy Statement and declarations • Applicant self-declaration • Victorian Training guarantee 2105 Evidence of Student Eligibility and Student declaration • LLN Test • Pre-training review 	<p>No rectification required.</p>
		Compliant



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	<ul style="list-style-type: none"> • Student declaration • Student files • Badia Haddara • Jaquelyn Tuddenham <p>Trainer files</p> <ul style="list-style-type: none"> • Kirandeep Kinu • Daniel Evans • Alieh Mansoor Soltani <p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • SIB50210 Diploma of Salon Management • SIB50111 Certificate III in Hairdressing • Timetable SIH30111 Certificate III in Hairdressing Group Hallam • Time table SIB502010 Diploma of Salon Management <p>EZNails records</p> <ul style="list-style-type: none"> • Wisenet • Graduation records • QI surveys and summaries • Corrective action reports and register <p>Validation</p> <ul style="list-style-type: none"> • Continuous improvement policy and procedure • Assessment validation plan Jan – Dec 2015 • Assessment moderation plan 	
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	<ul style="list-style-type: none"> • Assessment moderation checklist – rules of evidence • Corrective action register <p>Industry validation with Illusions Hair Styles for:</p> <ul style="list-style-type: none"> • SIHHOHS201A Apply Salon Safety Procedures • SIHHHCCS301A Design Haircut structures • SIRXOHS003 Provide a safe working environment • SIRXHRM002A Recruit and select personnel <p>Industry validation with Kamal Hair & Beauty</p> <ul style="list-style-type: none"> • SIHHCLS302A Colour and lighten hair • SIHHHCCS304A Apply layered haircut structures • SIHHHCCS302A Apply one length or solid hair cut structures • SIHHHCCS303A Apply graduated haircut structures • SIBXPHRM001A Administer Human Resources Policy • SIBXPPSM503A Promote a personal services business <p>Assessment moderation</p> <ul style="list-style-type: none"> • SIHHOHS201A Apply Salon Safety Procedures • SIBXCCS202A Provide service to clients • SIHHCCS302A Perform a full client consultation • SIHHCCS303A Respond to service related and technical problems 	
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GUIDELINE 4.1 - A provider must not require or permit students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, specifying different maximum hours for that course).	Compliant	
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Guideline 4.1.</p> <p>The RTO does not require or permit students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, specifying different maximum hours for that course).</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Student Handbook • Scheduled classes policy and procedure • Employee information handbook V2 • Timetable SIH30111 Certificate III in Hairdressing Group Hallam • Time table SIB502010 Diploma of Salon Management • Occupational Health and Safety policy <p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • SIB50210 Diploma of Salon Management • SIB50111 Certificate III in Hairdressing • Timetable SIH30111 Certificate III in Hairdressing Group Hallam • Time table SIB502010 Diploma of Salon Management 	<p>No rectification required.</p>

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Finding	Evidence/Documentation Reviewed	Required Rectification(s)	Compliant
<p>The RTO is Compliant with Guideline 4.2.</p> <p>The RTO does not require or permit full time students to attend scheduled classes (including time allocated for self-paced or online studies) outside of 0800hrs to 2200 hrs on any day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, approving a different schedule for that course and with the written agreement of the student).</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Student Handbook • Scheduled classes policy and procedure • Employee information handbook V2 • Timetable SIH30111 Certificate III in Hairdressing Group Hallam • Time table SIB502010 Diploma of Salon Management • Occupational Health and Safety policy <p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • SIB50210 Diploma of Salon Management • SIB50111 Certificate III in Hairdressing • Timetable SIH30111 Certificate III in Hairdressing Group Hallam • Time table SIB502010 Diploma of Salon Management 	<p>No rectification required.</p>	

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GUIDELINE 4.4 - Providers must indicate the measures they intend to take to address matters of student safety.	Evidence/Documentation Reviewed	Required Rectification(s)	Compliant
<p>Finding</p> <p>The RTO is Compliant with Guideline 4.4</p> <p>Both the RTO and School policies are designed to address matters of student wellbeing and Safety.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Student Handbook • Scheduled classes policy and procedure • Employee information handbook V2 • Timetable SIH30111 Certificate III in Hairdressing Group Hallam • Time table SIB502010 Diploma of Salon Management • Occupational Health and Safety policy <p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • SIB50210 Diploma of Salon Management • SIB50111 Certificate III in Hairdressing • Timetable SIH30111 Certificate III in Hairdressing Group Hallam • Time table SIB502010 Diploma of Salon Management 	<p>No rectification required.</p>	

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GUIDELINE 5.1 - The provider must demonstrate that they have the capacity to deliver and assess ALL the courses requested/on the scope of registration.		Non-Compliant
GF5.1.1 Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Non-Compliant with Guideline 5.1</p> <p>While the training and assessment strategy for both qualifications identifies the methods of delivery as face to face and self-paced, the training and assessment strategy does not provide clarity about what the student is to do during the self-paced component. Interview confirmed that the students use the Allowe resource and complete the formative tasks. The format of these resources is not consistent with a self-paced learning resource. Although the tasks have a star with formative task, in the majority of cases, there is nowhere for the student to write their answers. Some of the tasks do not provide clear instructions to the student to support a comprehensive answer e.g. Research possible infection control procedure that need to occur when conducting hair services at the basin. Submit your research finding to your facilitator. There is no indication of where the student conducts the research, how many sources and the required length of the response.</p> <p>There are no model answers for formative tasks to guide the assessor's marking of these tasks.</p> <p>Interview with the trainer indicated that the Allowe resource is also used in the classroom. A list of other resources are listed in the Training and assessment strategy. Interview with the trainer indicated these are references, including videos that she used as part of her</p>	<p>Evidence reviewed at audit:</p> <p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • SIB50210 Diploma of Salon Management • SIB50111 Certificate III in Hairdressing <p>Trainer files</p> <ul style="list-style-type: none"> • Kirandeep Kinu • Daniel Evans • Aileh Mansoor Soltani <p>Units audited</p> <ul style="list-style-type: none"> • SIHHBAS201A Perform shampoo and basin services • SIHHHDS303A Design and apply short to medium length hair design finishes • SIHHHCS301A Design haircut structures • SIRXHRM002A Recruit and select personnel <p>Each unit supported by</p> <ul style="list-style-type: none"> • Assessment tasks • Training delivery mapping guide • Allowe blended delivery learning and assessment material <p>Resources used</p>	<p>Actions:</p> <ul style="list-style-type: none"> • The RTO should review their training and assessment strategy and the supporting resources to make sure it is clear what needs to occur during the self-paced component of the program. • Clear instructions around the tasks that need to be completed and the extent of the answers needs to be provided to the student. • The training and assessment strategy states that 5 hours per week will be self-paced. This is a quarter of the time allocated to training and assessment and therefore the strategy will need to provide structure and resources that are in place to support this 5 hours per week. • Model answers must be in place to support all knowledge questions and true/false questions.

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<p>delivery. If these are to be used to support the formative tasks then this instruction should be included in the description of the task.</p>	<ul style="list-style-type: none"> • Hairdressing fundamentals, Pivot Point (text and support materials) • Professional Hairdressing – The official guide to level 3, Engage Learning • Allowe Blended learning and assessment material with assessment tasks –presented as support for training and assessment • TAFE SA learning material and DVDs <p>Student files</p> <ul style="list-style-type: none"> • Badia Haddara • Jaquelyn Tuddenham 	
<p>GF5.1.2</p>	<p>Evidence/Documentation Reviewed</p>	<p>Required Rectification(s)</p>
<p>Finding</p> <p>The RTO is Non-Compliant with Guideline 5.1</p> <p>The training and assessment strategy for both qualifications does not identify the units that require assessment in the workplace. In fact although the RTO owns a Hair Salon, and currently delivers training in the salon, none of this is described in the strategy.</p> <p>There was no evidence of structured delivery and assessment materials for use in the workplace to either how training is undertaken in the salon or how evidence is gathered to support assessment.</p> <p>There was no evidence of a session plan or delivery plan to demonstrate how both the teaching resources and the salon environment is used in delivery.</p>	<p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • SIB50210 Diploma of Salon Management • SIB50111 Certificate III in Hairdressing <p>Trainer files</p> <ul style="list-style-type: none"> • Kirandee Kinu • Daniel Evans • Alich Mansoor Soltani <p>Units audited</p> <ul style="list-style-type: none"> • SIHHBAS201A Perform shampoo and basin services • SIHHHDS303A Design and apply short to medium length hair design finishes 	<p>Actions</p> <ul style="list-style-type: none"> • The RTO must identify the role of the workplace in training and assessment in the training and assessment strategy. • The RTO must put in place structured delivery and assessment materials for use in the workplace to support training that is undertaken in the salon or evidence gathering to support assessment. • The skills contained within this training package require the student to develop these over time, including practice and working under supervision. The RTO must put in place records

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<p>SIHHBAS201A Perform shampoo and basin services requires students to interpret and follow verbal instructions from supervising hairdressers. There is no capacity in the current assessment tools for this unit to collect evidence of this.</p> <p>There is also no requirement in the strategy for the student to spend any time in the salon under supervision taking clients.</p> <p>There are inconsistencies between the assessment methods matrix in the Training and Assessment strategy, the assessment tools used and the recording of assessment on the student training plan. The student training plan on the 2 files audited lists 6 & 13 (observation and other method) for all units, however the actual assessments vary from unit to unit, with some not using observation as an assessment method.</p>	<ul style="list-style-type: none"> • SIHHHCS301A Design haircut structures • SIRXHRM002A Recruit and select personnel <p>Each unit supported by</p> <ul style="list-style-type: none"> • Assessment tasks • Training delivery mapping guide • Allowe blended delivery learning and assessment material <p>Resources used</p> <ul style="list-style-type: none"> • Hairdressing fundamentals, Pivot Point (text and support materials) • Professional Hairdressing – The official guide to level 3, Engage Learning • Allowe Blended learning and assessment material with assessment tasks –presented as support for training and assessment • TAFE SA learning material and DVDs <p>Student files</p> <ul style="list-style-type: none"> • Badia Haddara • Jaquelyn Tuddenham 	<p>to capture these activities, as they contribute to the student's development of competency.</p> <ul style="list-style-type: none"> • Assessment methods must be consistent across the training and assessment strategy, the actual tools used and the record on the student training plan
<p>GF5.1.3 Finding</p> <p>The RTO is not compliant with the requirements for a class 9b certificate.</p> <p>The RTO is in the process of rectifying a number of concerns raised in the council assessment. These</p>	<p>Evidence/Documentation Reviewed</p> <p>Evidence reviewed at audit:</p> <p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • SIB50210 Diploma of Salon Management • SIB50111 Certificate III in Hairdressing 	<p>Required Rectification(s)</p> <p><u>Actions:</u></p> <ul style="list-style-type: none"> • The RTO should complete their renovation and building works and apply for a class 9B.



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<p>include the widening of doors and installation of a disabled toilet. The RTO is also yet to plumb in the hand basin in the model salon. Once these items have been rectified, they will apply for the class 9b Certificate.</p>	<p>Other training sites</p> <ul style="list-style-type: none"> • MOU for Hire of 4B – 494 High Street Epping lease of training rooms from AL Raja Family Day Care Pty Ltd • Planning permit – City of Whittlesea - 4B – 494 High Street Epping (formerly Lalor) – 20 students • Public Liability insurance for AL Raja Family Day Care Pty Ltd • MOU for Hire of Yihaan Enterprises Pty Ltd t/a Palz House of Style 271 High Street Thomastown • MOU with Universal Partners Pty Ltd, Unit 6 71 Strezlecki Ave Sunshine West 3020. • Asset Register at Hallam, Hair Illusions Salon, Epping campus, Thomastown Salon – Palz Hair & Beauty, Laverton – simulated salon • Tax Invoice for equipment purchased for the set-up of the simulated salon at the Hallam site. • Contract of sale of Business – AR Hair Illusions & Beauty Salon, 62 Spring Square, Hallam 3803 to International Institute of training • Transfer of lease of Salon premises to International Institute of training 		
GF5.1.4	Finding	Evidence/Documentation Reviewed	Required Rectification(s)

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<p>The advice to students and assessors as to how the unit(s) will be assessed is not clear.</p> <p>Critical requirements about the conditions and conduct of the assessment are not included. For example it is not stated if the multiple choice questions and other knowledge questions are to be done in class, at home or under test conditions.</p> <p>There was also no evidence of model answers to support the multiple choice and knowledge assessment tasks.</p> <p>The recording tool for the assessment task for SIHHGS301A Design haircut structures requires the candidate to draw 2 finished haircut designs. The assessment record sheet does not support the recording of assessment criteria against each design.</p> <p>The description of this task does not specify that the drawings also need to include the production of 2-D representations showing interior and exterior design lines, indicating soft or hard lines, starting point of haircut, sectioning and parting patterns, degree of lift, distribution of hair and structural graphic.</p> <p>The Assessments to support SIPXHRM002A Recruit and select personnel does not provide sufficient guidance to the student on the actual evidence that the student is to submit. In particular, there is no guidance on the specifications of a recruitment plan.</p>	<p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • SIB50210 Diploma of Salon Management • SIB50111 Certificate III in Hairdressing <p>Other training sites</p> <ul style="list-style-type: none"> • MOU for Hire of 4B – 494 High Street Epping lease of training rooms from AL Raja Family Day Care Pty Ltd • Planning permit – City of Whittlesea - 4B – 494 High Street Epping (formerly Lalor) – 20 students • Public Liability insurance for AL Raja Family Day Care Pty Ltd • MOU for Hire of Yiraan Enterprises Pty Ltd t/a Palz House of Style 271 High Street Thomastown • MOU with Universal Partners Pty Ltd, Unit 6 71 Strezlecki Ave Sunshine West 3020. • Asset Register at Hallam, Hair Illusions Salon, Epping campus, Thomastown Salon – Palz Hair & Beauty, Laverton – simulated salon • Tax Invoice for equipment purchased for the set-up of the simulated salon at the Hallam site. • Contract of sale of Business – AR Hair Illusions & Beauty Salon, 62 Spring Square, Hallam 3803 to International Institute of training • Transfer of lease of Salon premises to International Institute of training <p>Units audited</p> <ul style="list-style-type: none"> • SIHHBAS201A Perform shampoo and basin services 	<p>Actions:</p> <ul style="list-style-type: none"> • The RTO should revise all assessment tasks to make sure that the instructions to student and assessor are clear. In particular that they: <ul style="list-style-type: none"> • Identify the critical context, resources and conditions of assessment, including where access to a workplace or supervisor is specified • All critical aspects of evidence are included • Include mandated assessment methods • Detail how the assessment will be conducted.
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<p>The critical requirements requires demonstration of the recruitment process which has not been picked up in the existing assessment tasks.</p> <p>The conditions for assessment for this unit are not detailed. The unit requires that assessment must ensure access to:</p> <ul style="list-style-type: none"> • A retail work environment • Relevant documentation, such as: <ul style="list-style-type: none"> • Store policy and procedures on personnel planning, selection and recruitment • Equal opportunity and equal employment opportunity (EEO) legislation • Awards and agreements • Job descriptions and specifications. <p>There was no evidence that any of these have been supplied to the student to support the assessment.</p>	<ul style="list-style-type: none"> • SIHHHDS303A Design and apply short to medium length hair design finishes • SIHHHCS301A Design haircut structures • SIRXHRM002A Recruit and select personnel <p>Each unit supported by</p> <ul style="list-style-type: none"> • Assessment tasks • Training delivery mapping guide • Allowe blended delivery learning and assessment material <p>Student files</p> <ul style="list-style-type: none"> • Badia Haddara • Jaquelyn Tuddenham 	
<p>GF 5.1.5 Finding</p> <p>The training delivery mapping guide which is mapped to skills and knowledge and critical aspects of evidence does not always reflect the actual tasks in place. This mapping document does not pick up required conditions of assessment.</p> <p>For example the mapping document for SIHHBASS201A Perform shampoo and basin services states that the student demonstrates working under instruction of supervising hairdressers in the Observation of grooming</p>	<p>Evidence/Documentation Reviewed</p> <p>Units audited - training delivery mapping guide</p> <ul style="list-style-type: none"> • SIHHBASS201A Perform shampoo and basin services • SIHHHDS303A Design and apply short to medium length hair design finishes • SIHHHCS301A Design haircut structures • SIRXHRM002A Recruit and select personnel 	<p>Required Rectification(s)</p> <p><u>Actions:</u></p> <ul style="list-style-type: none"> • The RTO should revise all training delivery mapping guides to make sure that they accurately reflect the items covered by each assessment task. • The RTO should also monitor the training plan on the student file. The training plan on the

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<p>the client and the knowledge questions. This is not reflected in the observation checklist or the knowledge questions.</p> <p>The student files reviewed indicated that the assessment method consistently recorded on the individual training plan was the assessment methods as 6 and 13. These methods are observation and other and do not reflect the assessment tasks in place nor the assessment tasks actually used.</p>		<p>student file must accurately record the assessment methods used.</p>
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