

# Performance assessment (audit) report



**Australian Careers Education Pty. Ltd.**

RTO code: 22424  
CRICOS code: 03219A  
Date report finalised: 5 September 2022



Australian Government  
Australian Skills Quality Authority

**ASQA**

(Working together)

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## Assessment and Provider Details

### Provider details

Provider's legal name:	Australian Careers Education Pty Ltd
Business/Trading name/s:	Australian Careers Education
RTO code:	22424
CRICOS code:	03219A

### Assessment details

Application number/s:	CHGCRI0007760 RENVET0005322 RENCRI0001047
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Audit number:	AUDREC0011820
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Assessment reason/s:	Application - Change Application - Renewal
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Provider's contact details:	Garry Ghattas garry@ace.vic.edu.au 03 9380 1414 0412385807
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Address/es of site/s visited (if applicable):	N/A
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Date of opening meeting:	14/07/2022
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Date/s of interviews:	18-19/8/2022
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Date of closing meeting:	26/08/2022
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### Assessment team

Lead Assessment Officer:	Rachel Wang
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Assessment Officers (if applicable):	N/A
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# Report Summary

This report details findings against the following:

- Standards for Registered Training Organisations (RTOs) 2015 (Standards for RTOs)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)

Where non-compliance has been identified, the provider is accountable for identifying and correcting non-compliant systems, practices and behaviours, particularly those that have had a negative impact on students.

Correcting a non-compliance may require:

- correcting a process or system that has led to the non-compliance, and implementing a revised process or system
- identifying the impact on students and carrying out remedial action for current and past students.

## Assessment findings

Report completed by: Rachel Wang

Practice	Legislation	Compliant	Not Compliant
<a href="#">Training and Assessment</a>	Standards for RTOs	1.1, 1.2, 1.3, 1.6, 1.8, 1.9, 1.13, 1.14, 1.16	
<a href="#">Completion</a>	Standards for RTOs	3.1	
<a href="#">Marketing and Enrolment</a>	Standards for RTOs National Code 2018	4.1, 5.1, 5.2 3.3, 3.4	
<a href="#">Support and Progression</a>	Standards for RTOs National Code 2018	6.5 6.4, 8.9	
<a href="#">Regulatory Compliance and Governance</a>	Standards for RTOs	2.2, 7.1, 8.6	

In preparing the performance assessment (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 Australian Careers Education Pty. Ltd. to ASQA
- existing information and records held by ASQA concerning Australian Careers Education Pty. Ltd.
- information provided to ASQA's assessor/s, interviews and observations, and documentation reviewed during the performance assessment (audit) of Australian Careers Education Pty. Ltd.
- other publicly available information - including but not limited to, information published on the provider's and third party websites.

## Training products sampled

Training Products	Mode/s of delivery/ assessment	Current enrolments
<p><i>SIT30816 Certificate III in Commercial Cookery</i></p> <ul style="list-style-type: none"> <li><i>SITHCCC020 Work effectively as a cook</i></li> <li><i>SITXFSA001 Use hygienic practices for food safety</i></li> </ul>	<ul style="list-style-type: none"> <li>Face to Face</li> </ul>	99
<p><i>SIT40516 Certificate IV in Kitchen Management</i></p> <ul style="list-style-type: none"> <li><i>SITHCCC006 Prepare appetisers and salads</i></li> <li><i>SITXFSA001 Use hygienic practices for food safety</i></li> </ul>	<ul style="list-style-type: none"> <li>Face to Face</li> </ul>	88
<p><i>AUR30620 Certificate III in Light Vehicle Mechanical Technology</i></p> <ul style="list-style-type: none"> <li><i>AURETR112 Test and repair basic electrical circuits</i></li> <li><i>AURETR125 Test, charge and replace batteries and jump-start vehicles</i></li> </ul>	<ul style="list-style-type: none"> <li>Face to Face</li> </ul>	16
<p><i>AUR40216 Certificate IV in Automotive Mechanical Diagnosis</i></p> <ul style="list-style-type: none"> <li><i>AURLTB104 Diagnose complex faults in light vehicle braking systems</i></li> <li><i>AURTTA021 Diagnose complex system faults</i></li> </ul>	<ul style="list-style-type: none"> <li>Face to Face</li> </ul>	40

## Interviewees

Full name	Position
Garry Ghattas	CEO/PEO
Bernadette Ghattas	Compliance Manager
Carmel Gauci	Trainer/assessor
Md Azizul Hoque	Trainer/assessor
Prangtip Kheawkhaw	Trainer/assessor

# Details of Findings

## Training and Assessment

### Training and Assessment Strategies

#### Standards for RTO's 2015 - Standard 1

The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

#### Clause 1.1

**Finding: Compliant**

The RTO's training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

#### Minor deficiencies

During the course of the assessment (audit), some minor deficiencies were noted. These were not significant such that they resulted in a finding of non-compliance against this clause. They were however discussed with the provider and the provider agreed to remedy these. This included:

##### *AUR40216 Certificate IV in Automotive Mechanical Diagnosis*

- The training and assessment strategy (domestic non-apprenticeship) states on page 3 that 'To be awarded this qualification, competency must be demonstrated in 28 units of competency', whereas this qualification has ten units of competency
- The training and assessment strategy (domestic non-apprenticeship) states on page 4 that 'Students who are training to become a cook, catering assistant or food service assistance undertaking the SIT30816 training at ACE...' whereas this is an automotive qualification

When discussed at the interview, the Compliance Manager Bernadette Ghattas explained that it was an oversight and provided the corrected strategy following the interview.

## Standards for RTO's 2015 - Standard 1

The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

### Clause 1.2

**Finding: Compliant**

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

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

### Minor deficiencies

During the course of the assessment (audit), some minor deficiencies were noted. These were not significant such that they resulted in a finding of non-compliance against this clause. They were however discussed with the provider and the provider agreed to remedy these. This included:

#### *AUR30620 Certificate III in Light Vehicle Mechanical Technology*

- The training and assessment strategy (domestic apprenticeship) states on page 6 that the total course hours are 1841 hours including 1135 nominal hours, whereas there is no reference in the strategy as to what students will be doing in the 1135 nominal hours, neither is there rationale as to why the nominal hours are included in the total course hours

When discussed at the interview, the Compliance Manager Bernadette Ghattas clarified that it was an oversight and provided the amended strategy following the interview.

## Trainers and Assessors

### Standards for RTO's 2015 - Standard 1

The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

#### Clause 1.13

**Finding: Compliant**

In addition to the requirements specified in Clause 1.14 and Clause 1.15, the RTO's training and assessment is delivered only by persons who have:

- a) vocational competencies at least to the level being delivered and assessed;
- b) current industry skills directly relevant to the training and assessment being provided; and
- c) current knowledge and skills in vocational training and learning that informs their training and assessment.

Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

#### Minor deficiencies

During the course of the assessment (audit), some minor deficiencies were noted. These were not significant such that they resulted in a finding of non-compliance against this clause. They were however discussed with the provider and the provider agreed to remedy these. This included:

- Evidence of sampled trainers' current industry skills were not included in the trainer files provided before the interview. When discussed at the interview, the Compliance Manager Bernadette Ghattas confirmed that they have the evidence on file but they are saved in each trainer's HR file, therefore they were not provided previously. Evidence demonstrating each sampled trainer's current industry skills was provided following the interview.