



# REPORT

## Audit report: Employ-Ease Pty Ltd

RTO number:	6832
CRICOS number:	N/A
Date/s of audit:	21 January 2020 – 7 February 2020
Date report created:	7 February 2020

## Organisation details

Organisation's legal name:	Employ-Ease Pty Ltd
Trading name/s:	EmployEase
RTO number:	6832
CRICOS number:	N/A

## Audit details

Application number/s:	N/A
Audit reason/s:	Compliance Monitoring
Address of site/s visited:	Level 3, 990 Whitehorse Rd BOX HILL VIC 3128 Australia
Date/s of audit:	21 Jan 2020 - 7 Feb 2020

## Audit Sample

Training Products	Mode/s of delivery/assessment*	Current enrolments
<i>CHC33015 Certificate III in Individual Support</i>	Mixed	359
<i>CHC43115 Certificate IV in Disability</i>	Mixed	259
<i>HLT33115 Certificate III in Health Services Assistance</i>	Mixed	78
<i>HLT54115 Diploma of Nursing</i>	Face to face / Workplace	15
<i>HLTAID003 Provide first aid</i>	Mixed	0

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

## Original finding at time of audit

Audit Non-Compliance Identified: YES

Practice	Standards for RTOs	Finding
Marketing/Recruitment Practices	4.1	Compliant
Enrolment	5.1, 5.2, 7.3*	Not compliant
Training and Assessment	1.1*, 1.2, 1.3, 1.8*, 1.13, 1.14	Not compliant
Completion	3.1	Compliant

\*Indicates a non-compliant clause

## ASQA Audit 21/02/2020 - Actions to Rectify Breaches of Conditions

Enrolment				
Standards for RTOs Clause 7.3				
Original Finding: <i>Not compliant</i>	The following evidence was reviewed:	Remedial Action Undertaken	Expected Completion/Completion	Non-Compliance Rectified
Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.	<ul style="list-style-type: none"> <li>• Student Handbook (v12.11)</li> <li>• The RTO's student handbook (page 12) provides information regarding the protection of pre-paid fees collected in excess of \$1,500. The handbook advises that pre-paid fees are protected and covered by the ACPET Australian Student (ASTAS) scheme. ACPET, or the Independent Tertiary Education Council Australia (ITECA) as it is now called no longer provides a tuition protection scheme to protect pre-paid course fees, effective from 1 January 2020. The RTO advised at audit that they still had one student that required fee protection and were reviewing this matter and considering alternative options.</li> </ul>	<p><i>"EmployEase relied on an Australian Student Tuition Assurance Scheme (ASTAS) policy issued by the Independent Tertiary Education Council Australia (ITECA) to provide fee protection to its students prior to the cessation of the ASTAS on 31 December 2019. It is our understanding that, for any student enrolled at the time the scheme was in operation, ASQA considers the RTO has complied with its obligations under Clause 7.3 of the Standards for RTOs 2015. We further understand that ASQA has agreed not to find any RTO that relied on the ASTAS non-compliant for the period 1 January 2020 to 30 June 2020 where reasonable attempts are being made to put in place alternative arrangements, noting the limited options available and the efforts of ITECA to work with providers to put in place an alternative compliance pathway. We therefore warrant that as a result of our continued membership of ITECA, we confirm that such attempts are being made, or that we are actively involved in putting in place an alternative."</i></p>	<p><b>Completed 10/08/2020</b> HSBC Tuition Guarantee Secured, Student Handbook, Statement of fee's, LLN Candidate declaration all updated.</p>	YES

Training and Assessment				
Training Delivery and Assessment				
Standards for RTOs Clause 1.1				
Original Finding: <i>Not compliant</i>	The following documents were reviewed in relation to training delivery and assessment:	Remedial Action Undertaken	Expected Completion/Completion	Non-Compliance Rectified
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.	<p><i>CHC33015 Certificate III in Individual Support</i>  <i>CHC43115 Certificate IV in Disability</i>  <i>HLT33115 Certificate III in Health Services Assistance</i>  <i>HLT54115 Diploma of Nursing</i>  <i>HLTAID003 Provide first aid</i></p> <ul style="list-style-type: none"> <li>• training and assessment strategies for the qualifications listed above.</li> <li>• WPA7 Workplace Observation Assessor Guide (HLT33115)</li> <li>• WPA7 Workplace Observation Assessor Guide (CHC33015).</li> </ul> <p>The organisation's assessment strategies in practice are not consistent across qualifications, for example:</p> <ul style="list-style-type: none"> <li>• the organisation's assessment strategy specifies the criteria for assessment by observation of students demonstrating their practical skills in the workplace. The strategy is not consistent across their assessment tools.</li> </ul>	<p>Review HSA and IS Work Placement final Assessment Observations (e.g. WPA7 for IS and WPA8 for HSA) do follow the same assessment strategies but on review there was noted some ambiguity in the initial instructions to the assessor, in particular regarding the minimum number of times all skills were to be assessed. There were no inconsistencies within each section of the assessments, where the number of times a skill was to be assessed was stated.</p> <p>Rectification was through changing the introductory text to advise that the number of times a skill was to be assessed is indicated in the instructions for each specific section.</p>	<p><b>Completed: 28/2/2020</b>  Refer continuous improvement log</p>	YES

Training and Assessment				
Training Delivery and Assessment				
Standards for RTOs Clause 1.1				
<i>Original Finding: Not compliant</i>	The following documents were reviewed in relation to training delivery and assessment:	Remedial Action Undertaken	Expected Completion/Completion	Non-Compliance Rectified
	<p>For example, the assessment instructions detailed in the WPA7 Workplace Observation Assessor Guide (<i>HLT33115 Certificate III in Health Services Assistance</i>) require observation on at least one occasion. By contrast, the assessment instructions detailed in the WPA7 Workplace Observation Assessor Guide (<i>CHC33015 Certificate III in Individual Support</i>) require observation on at least two occasions. No rationale has been identified to explain this inconsistency.</p>			

Standards for RTOs Clause 1.8				
<b>Original Finding: <i>Not compliant</i></b>	<b>The following analysis provides guidance on the areas of non-compliance:</b>	<b>Remedial Action Undertaken</b>	<b>Expected Completion/Completion</b>	<b>Non-Compliance Rectified</b>
<p>The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):</p> <p>a) complies with the assessment requirements of the relevant training package or VET accredited course; and</p> <p>b) is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.</p>	<p>Examples of non-compliances are provided however, this is not an exhaustive list. It is the organisation's responsibility to review implementation of their assessment system for each unit of competency for all non-compliances identified below and provide evidence:</p> <ul style="list-style-type: none"> <li>• of a revised assessment system for each unit of competency listed above that addresses all requirements of clause 1.8.</li> <li>• that confirms students were assessed as meeting all the requirements of the training product(s) in which they were enrolled.</li> </ul> <p><b>CHC33015 - Certificate III in Individual Support</b></p> <p><b>CHC43115 - Certificate IV in Disability</b></p> <p><b>HLTAAP001 - Recognise healthy body systems assessment task:</b></p>	<ul style="list-style-type: none"> <li>• VET Compliance Manager undertook internal review of the assessment outcomes for IS06 &amp; D06, Q2 &amp; Q8 for the 2019 year. Results of findings circulated to RTO Manager, Curriculum Manager &amp; Training &amp; Development Manager on 16/3/20.</li> <li>• Training and Development Manager has advised Marking Assessments Guide will be reinforced both in the Trainer Handbook and documented as part of the upcoming training meeting and as part of Moderation.</li> <li>• IS06/D06 – not generating reliable assessments Question 2 – Assessor did not follow the assessor guide requirement regarding number of parts to be identified.</li> </ul> <p>Question 8 – Assessor guide had listed one correct answer, but this was later amended to accept either of two (2) answers.</p>	<p>Reviewed Post Curriculum Meeting: 19/03/2020</p> <p><b>Completed:28/02/20</b></p>	<p>YES</p>

Standards for RTOs Clause 1.8				
Original Finding: <b>Not compliant</b>	The following analysis provides guidance on the areas of non-compliance:	Remedial Action Undertaken	Expected Completion/Completion	Non-Compliance Rectified
	<ul style="list-style-type: none"> <li>• <b>ISO6/DO6</b> - 17 written knowledge questions.</li> <li>• Reliability and Fairness - evidence reviewed found the RTO's assessment system is not generating reliable assessments.</li> </ul> <p><b>Question 2</b> requires the student to list major components of each body system. With regards to body system (reproductive), the student's first attempt for a female body was just 'breasts'. The assessor's feedback advised the student that they were required to add an additional female body part. By contrast, the assessor guide provides a list of the major body parts that all need to be listed, which includes five female body parts. The assessment system is not reliable as the evidence demonstrated that the assessor would be satisfied with a student response that listed just two of the five identified components. The RTO's assessment system did not demonstrate that in practice, it is</p>	<p>In both instances, the question wording could be improved so that there would be no ambiguity - whether in the number of answers to provide or in whether there could be more than one correct answer.</p> <p>To remedy this, all questions are being reviewed and improvements made to remove ambiguity. For example: Question 2 will now require 3 parts to be identified.</p> <p>Question 8 will now use a different scenario for which there can be only one answer.</p> <p>Mapping for these questions was checked to ensure they were not the only evidence provided for a specific item within the unit of competency. It has been determined that students will have met all the requirements of the unit.</p> <p>To address any similar issues that might arise in the future, trainers will be involved in more statistical</p>	<p><b>Completed:28/02/20</b></p>	<p>YES</p>

Standards for RTOs Clause 1.8				
<i>Original Finding: Not compliant</i>	The following analysis provides guidance on the areas of non-compliance:	Remedial Action Undertaken	Expected Completion/Completion	Non-Compliance Rectified
	<p>consistently interpreted, and assessment results are comparable irrespective of the assessor conducting the assessment.</p> <p><b>Question 8</b> (stroke) requires the student to fill in the blank. “A stroke occurs when there is either a blockage or rupture of a blood vessel within the _____ system.” The assessor guide indicates that the correct answer is ‘cardiovascular’. Most of the completed student files reviewed were marked as correct for a student response of ‘Nervous’.</p>	<p>sampling and moderation exercises that will highlight the need for them to rely on the assessor guides for the correct answers. Where they disagree with content in any course materials, trainers are always encouraged to contact the Curriculum Manager.</p>		