



REPORT

Audit report: Cedar Centre Ltd

RTO number:	5987
CRICOS number:	N/A
Date/s of site visit:	N/A
Date report created:	3/03/2021
Date report updated:	30/03/2021

Provider details

Provider's legal name:	Cedar Centre Ltd
Trading name/s:	Cedar Centre Ltd
RTO number:	5987
CRICOS number:	N/A

Audit team

Lead auditor:	Judith Keller
Auditor/s:	N/A

Audit details

Application number/s:	ADDVET0035868
Audit number/s:	AUDREC0011221
Audit reason/s:	Application - Change
Date of opening meeting/discussion	25/02/2021
Date of closing meeting/discussion	25/02/2021
Provider's contact for audit:	Claire Morris Chief Executive Officer GM@Cedarcentre.com.au 07 45126770
Address/es of site/s visited (if applicable):	N/A – Desk audit

Summary of audit findings

Audit finding: Concerning non-compliance

Report completed by: Judith Keller

Practice	Standards for RTOs	Finding
Training and Assessment	1.1, 1.3*, 1.8*, 1.13, 1.14, 1.16	Not compliant
Marketing/Recruitment Practices	4.1*	Not compliant
Completion	3.1	Compliant
Regulatory Compliance / Governance	8.5	Compliant

*Indicates a non-compliant clause

Summary of audit findings following analysis of additional evidence

Audit finding following analysis of additional evidence provided on 26/03/2021: Compliant

Report completed by: Judith Keller

Practice	Standards for RTOs	Finding
Training and Assessment	1.3, 1.8	Compliant
Marketing/Recruitment Practices	4.1	Compliant

*Indicates a non-compliant clause

Background

Summary of provider and management structure:

- Registered Training Organisation initial registration date: 1 January 1998
- End date of current registration period: 23 June 2024
- The Cedar Centre is a community based education centre that has been providing access to community education and learning opportunities within the Toowoomba community for over 40 years. The registered training organisation offers a range of training products from Certificate I through to Diploma level qualifications in industry areas that include aged care, disability, early childhood, education support, community services, mental health, business, foundation skills and hospitality. The Cedar Centre also offers a range of non-accredited corporate and short courses that have been developed in consultation with industry experts.
- Key personnel include:
 - Claire Morris, General Manager
 - Melissa Logan, Training Coordinator.

Scope of provider's registration:

Current scope of registration as at 29 January 2021

- BSB10115 Certificate I in Business
- BSB20115 Certificate II in Business
- BSB30415 Certificate III in Business Administration
- CHC30113 Certificate III in Early Childhood Education and Care
- CHC30213 Certificate III in Education Support
- CHC32015 Certificate III in Community Services
- CHC33015 Certificate III in Individual Support
- CHC40213 Certificate IV in Education Support
- CHC43115 Certificate IV in Disability
- CHC43315 Certificate IV in Mental Health
- CHC50113 Diploma of Early Childhood Education and Care
- CHC52015 Diploma of Community Services
- FSK20113 Certificate II in Skills for Work and Vocational Pathways
- SIT10216 Certificate I in Hospitality
- SIT20316 Certificate II in Hospitality
- SIT30616 Certificate III in Hospitality
- *HLTINFCOV001 Comply with infection prevention and control policies and procedures*

Application to add training product to scope of registration 19 January 2021

- FSK20119 Certificate II in Skills for Work and Vocational Pathways

Suburb and state of all delivery sites:

- Dalby, Goondiwindi, St George, Toowoomba, Warwick in Queensland

Third party usage:

- Nil

Core clients/target groups:

- Trainees
- Unskilled job seekers
- Skilled workers
- School-based

Training Revenue (Funded or fee for service):

- Funded - Queensland Certificate III Guarantee, Certificate III Guarantee Boost, Back to Work C3G Booster, Higher Level Skills, Year 12 Fee-Free, User Choice Funding

- Fee for service (Domestic)

Total number of current enrolments in the organisation as at 25/02/2021: 358

In preparing the audit report, consideration has been given and reference made, where relevant, to:

- information provided directly by Cedar Centre Ltd to ASQA
- existing information and records held by ASQA concerning Cedar Centre Ltd
- information provided to ASQA's auditor and documentation reviewed during the desk audit of Cedar Centre Ltd conducted on 25 February 2021
- other publicly available information - including but not limited to, information published on the organisation's and third-party websites.

Training products sampled

Training Products	Mode/s of delivery/assessment*	Current enrolments
<i>FSK20113 Certificate II in Skills for Work and Vocational Pathways</i>	Face-to-face	36
<i>FSK20119 Certificate II in Skills for Work and Vocational Pathways</i>	Face-to-face	0

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

Interviewees

Name	Position	Training products
Claire Morris	General Manager	N/A
Melissa Logan	Training Coordinator	FSK20113, FSK20119

About this Report

This report details findings against the *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs). If non-compliance has been identified, this report describes evidence of the non-compliance.

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

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 learners and carrying out remedial action for current and past learners.

Areas of non-compliance and action required

Training and Assessment

Training Delivery and Assessment

Standards for RTOs - 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 1.3

Audit Finding: Not compliant

Finding following additional evidence: Compliant

The RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:

- a) trainers and assessors to deliver the training and assessment;
- b) educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
- c) learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
- d) facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

Key sources of evidence relevant to finding

- Attachment A – Third request
- Learning resources:
 - RTO Learning Materials branded resources:
 - Learning Guide: FSKWTG009-LG-F-v1.docx
 - Learning Guide: FSKDIG003-LG-F-v1.0.docx
 - PowerPoint Presentation: FSKDIG003-PPT-F-v1.0.pptx
 - PowerPoint Presentation: FSKWTG009-PPT-F-v1.0.pptx
 - Cedar Centre branded resources:
 - Learning Guide: FSKWTG009 LG150 v1.docx.

Interview

- Melissa Logan, Training Coordinator

Evidence analysis

Registered training organisations seeking to add training products to their scope of registration are expected to have access to all required resources for each training product included in their application at the time of submitting their application. Resources include the learning materials that will be used in the delivery of units of competency listed in the provider's training and assessment strategy for the training product. The learning resources must be accessible to learners and enable them to meet the requirements for each unit of competency.

The evidence does not demonstrate and confirm that the provider has sufficient learning resources for delivery of *FSK20119 Certificate II in Skills for Work and Vocational Pathways*. Whilst the provider has evidenced that it has access to RTO Learning Materials branded learning guides and PowerPoint presentations for the units of competency sampled at audit, the provider advised during the audit process that it does not intend using the RTO Learning Materials branded resources with its target learner cohort. The provider is currently in the process of adapting the RTO Learning Materials learning resources for its intended students and submitted a copy of its adapted learning guide for unit *FSKWTG09 Write routine workplace texts* to demonstrate the adaptations that it has made to meet the needs of its target learner cohort. However, the provider was unable to provide the learning materials that it intends to use in the delivery of sampled unit *FSKDIG03 Use digital technology for non-routine workplace tasks*. In the absence of additional evidence, it could not be confirmed that the provider has

Evidence analysis

sufficient learning resources that will enable learners to meet the requirements of each unit of competency for *FSK20119 Certificate II in Skills for Work and Vocational Pathways*

Audit finding

Not compliant

The provider has not demonstrated that it has sufficient learning resources that will enable learners to meet the requirements of all units of competency from *FSK20119 Certificate II in Skills for Work and Vocational Pathways* and which will be accessible to the learner regardless of location or mode of delivery.

Action required

Provide evidence that the provider has learning resources for sampled unit of competency *FSKDIG03 Use digital technology for non-routine workplace tasks* which will enable learners from the providers intended target learner cohort to meet the requirements of the unit of competency.

Additional evidence provided in response to audit report

Key sources of evidence relevant to findings

- Cedar Centre Rectification Response v1.0.docx
- FSKDIG003 LG108 v1.pdf.

Evidence analysis

The provider has addressed the non-compliance. Specifically, the provider has evidenced that it now has learning resources for sampled unit of competency *FSKDIG03 Use digital technology for non-routine workplace tasks* which will enable learners from the providers intended target learner cohort to meet the requirements of the unit of competency

Finding following additional evidence

Compliant

Standards for RTOs - 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 1.8

Audit Finding: Not compliant

Finding following additional evidence: Compliant

The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

- a) complies with the assessment requirements of the relevant training package or VET accredited course; and
- 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.

Key sources of evidence relevant to finding

FSK20119 Certificate II in Skills for Work and Vocational Pathways
FSKDIG03 Use digital technology for non-routine workplace tasks
FSKWTG09 Write routine workplace texts

- Attachment A – Third request.docx

Key sources of evidence relevant to finding

- Assessment tools:
 - FSKDIG003 RTO Learning Materials branded assessment tools:
 - Assessor Guide: FSKDIG003-AG-F-v1.0.docx
 - Assessment Workbook: FSKDIG003-AWB-F-v1.0.docx
 - Supplementary Files:
 - Computer Use Policies and Procedures.docx
 - Email Policies and Procedures.docx
 - Uptown Bookshop Ergonomic Guidelines.docx
 - Meet and Greet Poster.docx
 - Uptown Bookshop Features and Functions of Skype Pamphlet.docx
 - Uptown Bookshop Video Communication Policies and Procedures.docx
 - Video Call Character Brief.docx
 - Arla McMillan Flight Details.docx
 - Uptown Bookshop Booking Flight Policies and Procedures.docx
 - Uptown Bookshop Features and Functions of Skyscanner Pamphlet.docx
 - Uptown Bookshop Email Policies and Procedures.docx
 - Uptown Bookshop Features and Functions of Gmail Pamphlet.docx
 - FSKDIG003 Cedar Centre branded assessment tools:
 - Assessment Guide - FSKDIG003 AG108 – In Progress.docx
 - FSKDIG003 Other documents:
 - Answers to Activities.docx
 - FSKDIG003-AMT-F-v1.0.xlsx
 - FSKWTG009 RTO Learning Materials branded assessment tools:
 - Assessor Guide: FSKWTG009-AG-F-v1.0.docx
 - Assessment Workbook: FSKWTG009-AWB-F-v1.0.docx
 - Supplementary Files:
 - Common Workplace Documents Samples.docx
 - Bronze Coast Hotel Brochure.docx
 - Case Study Assessment Style Guide.docx
 - Customer Survey Character Brief.docx
 - Supplier Enquiry Guide.docx
 - Toolbox Meeting Character Brief.docx
 - Wanderlust Office Ergonomic Guidelines.docx
 - FSKWTG009 Cedar Centre branded assessment tools:
 - Assessment Guide - FSKWTG009 AG150 v1.docx
 - Assessment Guide – FSKWTG009 MG150 v1.docx
 - FSKWTG009 Resources:
 - Common Workplace Documents Samples.docx
 - Case Study Assessment Style Guide.docx
 - Supplier Enquiry Guide.docx
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Interviews:

- Melissa Logan, Training Coordinator

Evidence analysis

A provider must develop and implement an assessment system to ensure:

- all assessment requirements of the relevant training package are met
- the principles of assessment and rules of evidence are applied in the assessment practices.

An assessment system is defined in the *Standards for Registered Training Organisations (RTOs) 2015* as

'... a coordinated set of documented policies and procedures (including assessment materials and tools) that ensure assessments are consistent and are based on the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.'

Evidence analysis

The evidence does not demonstrate and confirm that the provider has completed development of its assessment system ready for implementation in the delivery of *FSK20119 Certificate II in Skills for Work and Vocational Pathways*. Whilst the provider has evidenced that it has access to RTO Learning Materials branded assessment tools for the above two sampled units of competency, the provider has advised during the audit process that it does not intend using the RTO Learning Materials branded assessment tools for assessment of its target learner cohort. The provider is currently in the process of adapting the RTO Learning Materials assessment tools for its intended students. The provider's evidence included a sample of partially adapted and re-branded assessment tools for both of the sampled units of competency. No recognition of prior learning (RPL) assessment tools were provided. Due to the provider's assessment tools being incomplete as at the time of audit, the provider has not demonstrated that it has and will implement an assessment system for the above training product that will ensure assessment will fully comply with the requirements of the FSK Foundation Skills Training Package, and that assessment will be conducted in accordance with the principles of assessment and rules of evidence.

Audit finding

Not compliant

The provider has not demonstrated that it has a complete assessment system ready to implement for the delivery of *FSK20119 Certificate II in Skills for Work and Vocational Pathways* that will ensure assessment (including recognition of prior learning) will comply with the assessment requirements of the FSK Foundation Skills Training Package. Consequently, the provider also has not demonstrated that implementation of the assessment system will ensure that assessment will be conducted in accordance with the principles of assessment and rules of evidence.

Action required

Provide evidence that demonstrates:

- the provider has a complete assessment system ready to implement in the delivery of *FSK20119 Certificate II in Skills for Work and Vocational Pathways*. The evidence to be provided must:
 - include the full suite of assessment tools (including RPL assessment tools) for units of competency *FSKDIG03 Use digital technology for non-routine workplace tasks* and *FSKWTG09 Write routine workplace texts*
 - demonstrate that the assessment system that the provider intends to implement will ensure that assessment:
 - complies with the assessment requirements of the FSK Training Package
 - will be conducted in accordance with the principles of assessment and rules of evidence.

Additional evidence provided in response to audit report

Key sources of evidence relevant to findings

- Cedar Centre Rectification Response v1.0.docx
- FSKDIG003 AG108 v1.pdf
- FSKDIG003 MG108 v1.pdf
- RPL FSKDIG003 and FSKWTG009.pdf
- Uptown Bookshop Policies and Procedures.pdf
- Assessment Style Guide v1.pdf
- Common Workplace Document Samples v1.pdf
- FSKWTG009 AG150 v1.pdf
- FSKWTG009 MG150 V1.pdf
- RPL FSKDIG003 and FSKWTG009.pdf
- Supplier Enquiry Guide v1.pdf

Evidence analysis

The provider has addressed the non-compliance. Specifically, the provider has evidenced that it has assessment tools ready to implement (including RPL assessment tools) for units of competency *FSKDIG03 Use digital technology for non-routine workplace tasks* and *FSKWTG09 Write routine workplace texts*. If implemented in full and correctly, the provider's assessment system will comply with the requirements of the FSK Training Package and will ensure that assessment will be conducted in accordance with the principles of assessment and rules of evidence.

Finding following additional evidence

Compliant

Marketing/Recruitment Practices

Standards for RTOs - Standard 4

Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.

Clause 4.1

Audit Finding: Not compliant

Finding following additional evidence: Compliant

Information, whether disseminated directly by the RTO or on its behalf, is both accurate and factual, and:

- a) accurately represents the services it provides and the training products on its scope of registration;
- b) includes its RTO Code;
- c) refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained;
- d) uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4;
- e) makes clear where a third party is recruiting prospective learners for the RTO on its behalf;
- f) distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party;
- g) distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO;
- h) includes the code and title of any training product, as published on the National Register, referred to in that information;
- i) only advertises or markets a non-current training product while it remains on the RTO's scope of registration;
- j) only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised;
- k) includes details about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment; and
- l) does not guarantee that:
 - i) a learner will successfully complete a training product on its scope of registration; or
 - ii) a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2; or
 - iii) a learner will obtain a particular employment outcome where this is outside the control of the RTO.

Key sources of evidence relevant to finding

- Course Fees v1.pdf
- FSK20113 Certificate II in Skills for Work and Vocational Pathways Course Outline v1.pdf
- FSK20119 Certificate II in Skills for Work and Vocational Pathways Course Outline v1.pdf
- Course Fees Overview webpage [Course Fees & Funding - Cedar Centre \(cedarcentretoowoomba.com\)](http://cedarcentretoowoomba.com) - viewed 12 February 2021 and 3 March 2021.

Key sources of evidence relevant to finding

Interviews:

- Melissa Logan, Training Coordinator
- Claire Morris, General Manager.

Evidence analysis

Students and employers need clear and accurate information to make informed choices about the training options and services offered by a registered training organisation that will best meet their needs.

The evidence provided did not confirm that the RTO has, and will, consistently disseminate information about its course offerings that is accurate, clear and factual. Specifically:

- The Course Outline documents provided for the qualifications *FSK20113 Certificate II in Skills for Work and Vocational Pathways* and *FSK20119 Certificate II in Skills for Work in Vocational Pathways* contained anomalous references to 'vocational placement', when there is no requirement as part of the provider's training and assessment strategies for these training products to undertake vocational placement. The references to vocational placement in the Course Outline documents were discussed with the provider's representatives during the audit; the provider's Training Coordinator confirmed that there is no vocational placement offered as part of the qualifications and advised that the references to vocational placement would be removed from the documents.
- On page 2 in the Course Outline document for *FSK20119 Certificate II in Skills for Work in Vocational Pathways*, elective units were identified for students who (subsequently) intend to complete 'Certificate III in Business'. This information is not consistent with the provider's documented training and assessment strategy which identified elective units for students who intend to complete 'Certificate II in Business'.
- The provider's document 'Course Fees v1.pdf' and the 'Course Fees Overview' page on the provider's website was found to contain potentially misleading information regarding the qualification *CHC33015 Certificate III in Individual Support* offered by the provider. Specifically, it was stated on both the website and in the course fees document that '*CHC30212 Certificate III in Aged Care & CHC30408 Certificate III in Disability are now part of CHC33015 Certificate III in Individual Support*'; when, in fact, the qualification *CHC30212 Certificate III in Aged Care* has (i) been superseded by the current qualification *CHC33015 Certificate III in Individual Support*, and (ii) supersedes the former qualification *CHC30408 Certificate III in Disability*.

Audit finding

Not compliant

The provider has not demonstrated that all information disseminated (and intended to be disseminated) about its course is accurate, clear and factual.

Action required

Provide evidence that demonstrates:

- the provider has amended information that it currently disseminates and/or intends to disseminate about the following training products, to ensure that it is accurate and factual:
 - FSK20113 Certificate II in Skills for Work and Vocational Pathways
 - FSK20119 Certificate II in Skills for Work and Vocational Pathways
 - CHC33015 Certificate III in Individual Support.

Additional evidence provided in response to audit report

Key sources of evidence relevant to findings

- Cedar Centre Rectification Response v1.0.docx
- Course Fees v1.1.pdf

Key sources of evidence relevant to findings

- FSK20113 Certificate II in Skills for Work and Vocational Pathways Course Outline v1.1.pdf
- FSK20119 Cert II in Skills for Work and Vocational Pathways 2021 TAS v1.1.docx
- FSK20119 Certificate II in Skills for Work and Vocational Pathways Course Outline V1.1.pdf
- Website review conducted 30 March 2021 - [Course Fees & Funding - Cedar Centre \(cedarcentretoowoomba.com\)](http://cedarcentretoowoomba.com).

Evidence analysis

The organisation has addressed the non-compliance. The evidence demonstrates that the provider has amended the information that it disseminates about its current and intended course offerings to provide information that is accurate, clear and factual.

Finding following additional evidence

Compliant

Minor deficiencies

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

- Not applicable.