

# AQTF Audit Report - FM PMA 34

Training Quality  
Business Procedure

## Confidential

Date: 4 July 2008  
Version 5

### Wu & Kuo Childcare Pty Ltd as the Trustee for the Wu & Kuo Childcare Trust Trading as Avenues Training College

RTO DETAILS			
NTIS number	31623		
Address	488 Jackson Road, Runcorn, Qld		
Audit venue	124 Nemesis Road, Runcorn, Qld		
Contact person	Monoja Mudannayake	Web site	www.avchildcare.com.au
Phone number	1800 500 623	E-mail	training@avchild.com.au
Student numbers	84		
AUDIT TEAM			
Lead Auditor	Robyn Daskein	Auditor/s	N/A
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E-mail	rdaskein@gmail.com	Observer	Robyn Gray
AUDIT DETAILS			
Type of audit	Post-initial		
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 3.1, 3.2, 3.3.		
Conditions audited	5		
Audit date/s	16 March 2009		
Audit outcome on day of audit	Compliant <input type="checkbox"/> Minor non-compliance <input checked="" type="checkbox"/>		Significant non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>
Audit outcome following rectification	Compliant <input type="checkbox"/> Minor non-compliance <input type="checkbox"/>		Significant non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>
Other audit notes	<ul style="list-style-type: none"> <li>The RTO operates a childcare centre from its Runcorn Heights address and the RTO operates out of the same premises. Training is delivered face to face to suit client needs. Workplace assessments are conducted at its child care centre under the supervision of a workplace trainer and assessor. Condition of registration 5 was audited. No students are enrolled in the diploma and advanced diploma qualifications included in its scope. An action plan was provided outlining transition to the CHC08 Community Services Training Package.</li> </ul>		

FOCUS OF AUDIT			
NTIS code	Qualification/Unit of Competence/Accredited Course	Licensed outcome	Delivery site
CHC60202	Advanced Diploma of Children's Services	No	Brisbane
CHC30402	Certificate III in Children's Services		

INTERVIEWEE/S		
Monoja Mudannayake, Training Coordinator	Anna Lai, Childcare Assistant	Carolyn Harrison, Director of Child Care
Shan Kuo, Director		

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### Wu & Kuo Childcare Pty Ltd as the Trustee for the Wu & Kuo Childcare Trust Trading as Avenues Training College

#### Standard 1: The RTO provides quality training and assessment across all of its operations.

##### 1.1: The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.

**Intent:** *The RTO improves training and assessment arrangements in accordance with data collected.*

At time of audit:  
 Compliant  
 Not Compliant  
 Not Audited

The organisation's continuous improvement approach:

Y N

- ensures that trainers and assessors systematically validate and improve processes, assessment tools and evidence requirements.
- involves staff, clients and industry stakeholders (eg employers, skills councils etc)
- uses qualitative and/or quantitative data to determine the need for improvements to training and assessment.

Y N N/A

- Improvements to training and assessment are demonstrated.

##### 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 stakeholders.

**Intent:** *Industry engagement and support is evident in the development of all training and assessment strategies. All training and assessment strategies meet the requirements of the training package or accredited course.*

At time of audit:  
 Compliant  
 Not Compliant

The organisation develops training and assessment strategies and training programs that:

Y N

- provide sufficient information regarding delivery and assessment methods
- ensure that learners receive training and assessment that meets the needs of their identified target group
- industry engagement and support is evident
- meet all requirements of the training package qualification or accredited course, including identifying units of competency.

##### 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 training and assessment strategies.

**Intent:** *The resources used by the RTO across all of its operations are consistent with current industry standards.*

At time of audit:  
 Compliant  
 Not Compliant  
 Not Audited

Y N

- The organisation has access to suitable facilities for its training and assessment activities
- The organisation has access to suitable equipment meeting the requirements of industry and the training package or accredited course.
- The organisation has access to training materials that meet the requirements of industry stakeholders and the training package or accredited course and which adequately support the learner in achieving the required level of competence
- The organisation has access to suitable human resources (refer to element 1.4)
- The organisation has access to suitable assessment materials (refer to element 1.5).

Following rectification:  
 Compliant  
 Not Compliant

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### Wu & Kuo Childcare Pty Ltd as the Trustee for the Wu & Kuo Childcare Trust Trading as Avenues Training College

#### Non-compliances:

#### CHC60202 Advanced Diploma of Children's Services

CHCCS7C *Coordinate the assessment and delivery of services to clients with particular needs*

- Refer to Element 1.5

#### CHC30402 Certificate III in Children's Services

CHCFC1C *Support the development of children in the service*

CHCCHILD1C *Identify and respond to children and young people at risk of harm*

- Refer to Element 1.5

#### Rectification required:

#### CHC60202 Advanced Diploma of Children's Services

CHCCS7C *Coordinate the assessment and delivery of services to clients with particular needs*

- Refer to Element 1.5

#### CHC30402 Certificate III in Children's Services

CHCFC1C *Support the development of children in the service*

CHCCHILD1C *Identify and respond to children and young people at risk of harm*

- Refer to Element 1.5

#### 1.4: Training and assessment are conducted by trainers and assessors who:

- have the necessary training and assessment competencies as determined by the National Quality Council or its successors
- have the relevant vocational competencies at least to the level being delivered or assessed, and continue developing their vocational and training and assessment competencies to support continuous improvements in the delivery of the RTO's services.

**Intent:** *All trainers and assessors of nationally recognised training meet national benchmark competency requirements and continue to develop their competence.*

At time of audit:

- Compliant  
 Not Compliant

The organisation verifies that trainers and assessors:

Y N

meet national benchmark competency requirements (*as detailed below*)

continue to develop their competency by:

- supporting them in meaningful engagement with industry and relevant professional bodies
- supporting their professional development in teaching and learning methods
- fostering a culture of critical evaluation and innovation.

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### Wu & Kuo Childcare Pty Ltd as the Trustee for the Wu & Kuo Childcare Trust Trading as Avenues Training College

Monoja Mudannayake

CHC60202 Advanced Diploma of Children's Services

CHC50302 Diploma of Children's Services

CHC30402 Certificate III in Children's Services

- TAA40104 Certificate IV in Training and Assessment or equivalent competencies
- BSZ40198 Certificate IV in Assessment and Workplace Training or equivalent competencies
- Trainer does not hold training and/or assessment competencies, but acts within suitable partnership or supervision arrangements.

#### Relevant vocational qualifications

- 2008: HLTF301B Apply first aid, Aussie L First Aid Training
- 2008: HLTC201A Perform CPR, Aussie L First Aid Training
- 2005: CHC60399 Advanced Diploma of Children's Services, Illawarra Area Child Care Ltd
- 2000: CN0325 Diploma of Child Care and Education, TAFE Queensland
- 1985: Montessori Teaching degree, The Open University of Sri Lanka

#### Relevant vocational experience

- 2007-current: Training Coordinator, Avenues Training College
- 2003-2007: Non-contract Director and workplace trainer, ABC Learning Centre, Daisy Hill
- 2000-2003: Assistant Director/Group Leader, ABC Learning Centre, Daisy Hill
- 1997-2000: Assistant Director/Group Leader, Queensland Childcare Shailer Park
- 1995-1997: Teacher, Montessori Garden, Underwood

#### Relevant professional development

- 2008: AQTF and preparing for audit, DETA
- Positive notice blue card for child related employment, expiry date 22 December 2010
- 2009: professional development sessions-food handling, child protection, fire training, Reggio Emilia early childhood approach to programming, Avenues Early Centre
- Access to various publications including:
  - Productivity Places program and child care management system information, DEEWR
  - CHCmatters Newsletter, CS&HISC
  - Early Edition, Childcare Queensland News Journal
  - In Childcare Journal
  - Putting Children First, Magazine of the National Childcare Accreditation Council Inc.
  - Childcare and Children's Health fact sheets, Early Childhood Connections
  - Child Care Regulation amendments 2003 updates

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Shan Kuo

CHC60202 *Advanced Diploma of Children's Services*

CHC50302 *Diploma of Children's Services*

CHC30402 *Certificate III in Children's Services*

- TAA40104 Certificate IV in Training and Assessment or equivalent competencies
- BSZ40198 Certificate IV in Assessment and Workplace Training or equivalent competencies
- Trainer does not hold training and/or assessment competencies, but acts within suitable partnership or supervision arrangements.

#### Relevant vocational qualifications

- 2006: 30117QLD Course in Senior First Aid, TAFE Queensland
- 2006: Master of Education (Early Childhood Education), QUT
- 2001: Master of Teaching, The University of Sydney
- 1999: Bachelor of Arts (German and Education) The University of Sydney

#### Relevant vocational experience

- 2004-current: Director and workplace trainer, Wu & Kuo Childcare Pty Ltd
- 2001-2002: Teacher, TonRen Kindergarten
- 2001: Teacher, Kojen English Tuition Centre

#### Relevant professional development

- Positive notice blue card for child related employment, expiry date 1 September 2010
- 2009: food handling, child protection, fire training, Reggio Emilia early childhood approach to programming professional development sessions, Avenues Early Centre
- Access to various publications including:
  - Productivity Places program and child care management system information, DEEWR
  - CHCmatters Newsletter, CS&HISC
  - Early Edition, Childcare Queensland News Journal
  - In Childcare Journal
  - Putting Children First, magazine of the National Childcare Accreditation Council Inc.
  - Childcare and Children's Health fact sheets, Early Childhood Connections
  - Child Care Regulation amendments 2003 updates

#### 1.5: Assessment:

- meet the requirements of the relevant training package or accredited course
- is conducted in accordance with the principles of assessment and the rules of evidence
- meets workplace and, where relevant, regulatory requirements.

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*Intent: Assessment ensures that only learners who hold the requisite skills and knowledge are certified as competent.*

At time of audit:  
 Compliant  
 Not Compliant

#### CHC60202 Advanced Diploma of Children's Services

*CHCCS7C Coordinate the assessment and delivery of services to clients with particular needs*

Following rectification:  
 Compliant  
 Not Compliant

Assessment tools consist of:

- a written task answer sheet that included an assessment rating of "competent or "not yet competent" and feedback to student sections
- assessment items purchased from TAFE South Australia and Western Australia
- action research written assignment
- an evaluation and analyses of the research conducted including a written 1000 word assignment
- assessment items with some alignment with critical aspects of evidence, required skills and knowledge.

For this unit, the organisation's assessment materials:

Y N N/A

- sufficiently address performance criteria
- sufficiently address critical aspects of evidence
- sufficiently address required knowledge
- sufficiently address required skill
- sufficiently address context and consistency of assessment requirements
- provide for valid, reliable, flexible and fair assessment
- provide for judgement to be made on basis of sufficient, valid, authentic and current evidence
- include workplace requirements as suggested in the range of variables
- assessment methods align to the training and assessment strategy.

The organisation has:

Y N

- developed suitable benchmarking information for all assessment tools
  - provided information to students about the context and purpose of assessment
  - developed and, where appropriate, implemented mechanisms to provide feedback to learners on assessment outcomes.
- Student files were not examined, as no delivery has occurred.

#### CHCORG24B Provide leadership in community service

Assessment tools consist of:

- a written task answer sheet that included an assessment rating of "competent or "not yet competent" and feedback to student sections
- assessment items purchased from TAFE South Australia and Western Australia
- action research written assignment
- a written 1000 word assignment
- a portfolio of evidence completed at a workplace
- three written activities.

For this unit, the organisation's assessment materials:

Y N N/A

trolled when printed

- sufficiently address performance criteria
- sufficiently address critical aspects of evidence
- sufficiently address required knowledge
- sufficiently address required skill
- sufficiently address context and consistency of assessment requirements
- provide for valid, reliable, flexible and fair assessment
- provide for judgement to be made on basis of sufficient, valid, authentic and current evidence
- include workplace requirements as suggested in the range of variables
- assessment methods align to the training and assessment strategy.

The organisation has:

Y N

- developed suitable benchmarking information for all assessment tools
  - provided information to students about the context and purpose of assessment
  - developed and, where appropriate, implemented mechanisms to provide feedback to learners on assessment outcomes.
- Student files were not examined, as no delivery has occurred.

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#### Non-compliances:

*CHCCS7C Coordinate the assessment and delivery of services to clients with particular needs*

The RTO accesses external assessment workbooks however, insufficient direction was given to students about the context of assessment and assessments were insufficient to provide evidence of the following critical aspects of assessment, essential knowledge and skills. For example:

- critical aspects of assessment in relation to administering organisations' testing instruments to assess client needs
- essential knowledge in relation to legislative requirements, program development and evaluation, and indicators of health and other complex issues outside of immediate care of clients service delivery
- essential skills in relation to coordination of work teams and decision making under pressure
- benchmarking information was incomplete
- a training matrix provided included elements and performance criteria but was incomplete and not aligned with assessments to show evidence of addressing performance criteria.

#### Rectification required:

*CHCCS7C Coordinate the assessment and delivery of services to clients with particular needs*

The RTO is required to provide:

- information about the context of assessments
- assessment that provide evidence of critical aspects of assessment, essential knowledge and skills as stated above
- benchmarking information
- provide evidence of addressing performance criteria



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#### CHC30402 Certificate III in Children's Services

CHCFC1C Support the development of children in the service

Assessment tools consist of:

- an on-the-job observation checklist to be completed by work Supervisor and competency Assessor with facility for an assessment of "competent" or "not yet competent and brief feedback to the student
- an assessment of skills and knowledge competency against qualification performance criteria by RTO Director at the beginning and the end of the qualification
- completion of a resource file documenting resources which assist at the different stages of a child's physical social, cognitive, creative, and language skills development

For this unit, the organisation's assessment materials:

Y N N/A

- sufficiently address performance criteria
- sufficiently address critical aspects of evidence
- sufficiently address required knowledge
- sufficiently address required skill
- sufficiently address context and consistency of assessment requirements
- provide for valid, reliable, flexible and fair assessment
- provide for judgement to be made on basis of sufficient, valid, authentic and current evidence
- include workplace requirements as suggested in the range of variables
- assessment methods align to the training and assessment strategy.

The organisation has:

Y N

- developed suitable benchmarking information for all assessment tools
- provided information to students about the context and purpose of assessment
- developed and, where appropriate, implemented mechanisms to provide feedback to learners on assessment outcomes.

Y N

- For this unit, the organisation has gathered sufficient evidence to make a valid judgement of competence (including RPL outcomes) for the following students:
  - Lau Yin Ting Natalie
  - Li-Ly Chang
  - Shuk Fong Yeung

#### CHCCHILD1C Identify and respond to children and young people at risk of harm

Assessment tools consist of:

- a case study to identify possible indicators of and responses to child abuse
- a research activity to find contacts for reporting child abuse on the Queensland Department of Child Safety website
- short answer questions regarding confidentiality and differences between mandatory reporting and duty of care.

For this unit, the organisation's assessment materials:

Y N N/A

- sufficiently address performance criteria
- sufficiently address critical aspects of evidence
- controlled when printed
- 
-

- sufficiently address required knowledge  
  sufficiently address required skill  
  sufficiently address context and consistency of assessment requirements  
  provide for valid, reliable, flexible and fair assessment  
  provide for judgement to be made on basis of sufficient, valid, authentic and current evidence  
  include workplace requirements as suggested in the range of variables  
  assessment methods align to the training and assessment strategy.

The organisation has:

Y N

- developed suitable benchmarking information for all assessment tools  
  provided information to students about the context and purpose of assessment  
  developed and, where appropriate, implemented mechanisms to provide feedback to learners on assessment outcomes.

Y N

- For this unit, the organisation has gathered sufficient evidence to make a valid judgement of competence (including RPL outcomes) for the following students:
  - Lau Yin Ting Natalie
  - Li-Ly Chang
  - Shuk Fong Yeung
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#### Non-compliances:

##### *CHCFC1C Support the development of children in the service*

Assessment documents provided by the RTO indicated insufficient direction to students about the context of assessment and gaps in underpinning knowledge and skills as outlined below:

- Aspects of essential knowledge not covered in the assessment
  - Importance of childhood
  - Interest in and enjoyment of children
  - Relevant quality improvement and accreditation principles
- For the essential skill 'reflect on own practice', no evidence of assessment was provided.
- For the essential skill 'communicate with children', the RTO used performance criteria from the unit of competency as benchmarking criteria for the Practical Demonstration Assessment sheet and does not include observable behaviours to ensure the assessment is uniform, equitable and fair.
- The training package for CHC30402 indicated that "workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services'. No evidence of assessment of this requirement was presented at audit.

##### *CHCCHILD1C Identify and respond to children and young people at risk of harm*

Assessment documents provided by the RTO indicated insufficient direction to students about the context of assessment and in insufficient evidence of underpinning knowledge and skills as outlined below:

- Aspects of essential knowledge not covered in the assessment tools
- Statutory and policy requirements relating to job role
- Common risks to child safety
- Indicators of the different types and dynamics of abuse including as they apply to age, gender, disability, culture and sexuality
- Impact of risk of harm
- Aspects of the evidence guide not covered in the assessment tools
  - Evidence that the unit has been assessed over a period of time in order to ensure consistency of performance over the Range Statement and contexts applicable to the work environment
- Insufficient evidence of benchmarking information for this unit

#### Rectification required:

##### *CHCFC1C Support the development of children in the service*

The RTO is required to provide sufficient evidence:

- of information to students about the context of assessments
- of critical aspects of assessment, essential knowledge and skills as stated above in assessment tools
- that all requirements outlined in the training package for this qualification are included in assessment tools.

##### *CHCCHILD1C Identify and respond to children and young people at risk of harm*

The RTO is required to provide sufficient evidence:

- of information to students about the context of assessments
- of critical aspects of assessment, essential knowledge and skills as stated above in assessment tools
- of benchmarking information for assessments

- that feedback is provided to students
-

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**Wu & Kuo Childcare Pty Ltd as the Trustee for the Wu & Kuo Childcare Trust  
Trading as Avenues Training College**

### Standard 1 - Strengths

- The RTO has sound industry knowledge and many years of experience in children's services.

### Standard 1 - Opportunities for Improvement

- The RTO is encouraged to discuss assessments with training staff to ensure assessment items meet the evidenced guide of units of competence.

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**Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients.**

**2.1: The RTO continuously improves client services by collecting, analysing and acting on relevant data.**

**Intent:** *Client services meet clients' needs and are continuously improved in accordance with data collected about their effectiveness.*

At time of audit:  
 Compliant  
 Not Compliant  
 Not Audited

The organisation:

Y N

- establishes what client needs are
- collects data about whether these needs are being met
- systematically improves services in response to this data.

**2.2: Before clients enrol or enter into a contract, the RTO informs them about the training, assessment and support services to be provided and about their rights and obligations.**

**Intent:** *Clients are provided with accurate and sufficient information to make an informed choice about their enrolment and/or contractual agreement.*

At time of audit:  
 Compliant  
 Not Compliant  
 Not Audited

The organisation:

Y N

- provides appropriate information to prospective clients and learners
- ensures the information is accurate, current and not misleading
- provides the information systematically.

**2.3: Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.**

**Intent:** *Learners, including apprentices and trainees, receive support from all parties engaged in their training and assessment.*

At time of audit:  
 Compliant  
 Not Compliant  
 Not Audited  
 Not Applicable

The organisation:

Y N

- involves workplace personnel in planning relevant workplace programs
- ensures that the training and assessment program makes full use of opportunities at the workplace
- monitors each learner's progress and the support provided to them by the workplace.

**2.4: Learners receive training, assessment and support services that meet their individual needs.**

**Intent:** *Learners have every reasonable opportunity to complete their training program.*

At time of audit:  
 Compliant  
 Not Compliant  
 Not Audited

The organisation ensures that:

Y N

- individual learners' needs are systematically assessed
- learners know how to access the services they will require to complete their training and assessment program.

**2.5: Learners have timely access to current and accurate records of their participation and progress.**

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**Intent:** *Learners have access to their records.*

The organisation:

Y N

- systematically manages learners' records
- ensures that staff understand and meet their responsibilities for record-keeping and records management
- informs learners on how to access their records.

At time of audit:

- Compliant
- Not Compliant
- Not Audited

#### **2.6: Complaints and appeals are addressed efficiently and effectively.**

**Intent:** *Complaints and appeals are managed fairly, efficiently and effectively.*

The organisation:

Y N

- develops and implements a process for handling complaints and appeals
- ensures that clients and staff know about and follow the system
- takes corrective action to deal with the identified cause of complaints.

At time of audit:

- Compliant
- Not Compliant
- Not Audited

#### **Standard 2 - Strengths**

- Nil identified

#### **Standard 2 - Opportunities for Improvement**

- Nil identified

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**Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders and the environment in which the RTO operates.**

**3.1: The RTO uses a systematic and continuous improvement approach to the management of operations.**

**Intent:** *The management system ensures that the RTO meets the AQTF 2007 Essential Standards for Registration and any legislation and regulations under which it is registered.*

At time of audit:  
 Compliant  
 Not Compliant  
 Not Audited

The organisation ensures that:

Y N

- there is relevant and sufficient documentation of management systems for the scope and scale of its operations
- staff know and meet their responsibilities for implementing the system
- the system is systematically monitored and improved.

**3.2: The RTO monitors training and/or assessment services provided on its behalf to ensure that they comply with all aspects of the AQTF 2007 Essential Standards for Registration.**

**Intent:** *Services delivered under partnership arrangements comply with the AQTF 2007 Essential Standards for Registration.*

At time of audit:  
 Compliant  
 Not Compliant  
 Not Audited  
 Not Applicable

The organisation:

Y N

- manages training and assessment provided on its behalf by documenting or recording agreements that cover the responsibilities of both parties
- monitors the implementation of these agreements
- makes improvements where required.

**3.3: The RTO manages records to ensure their accuracy and integrity.**

**Intent:** *Records maintained by the RTO support the continuous improvement of its operations and provide evidence of compliance with the AQTF 2007 Essential Standards for Registration.*

At time of audit:  
 Compliant  
 Not Compliant  
 Not Audited

Y N

- The organisation uses a systematic approach that ensures it maintains all records relevant to its operations as an RTO, including the continuous improvement of its operations.
- The organisation complies with DETA's Retention of Student Results and Assessment Records Policy for RTOs.
- Qualifications and statements of attainment comply with the requirements of the AQF Implementation Handbook and the relevant training package or accredited course.

**Standard 3 - Strengths**

- Nil identified

**Standard 3 - Opportunities for Improvement**

- Nil identified



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### CONDITIONS OF REGISTRATION

CONDITIONS OF REGISTRATION	RESULTS				EVIDENCE	CORRECTIVE ACTION TO BE TAKEN
	Yes	No	Not audited	Not applicable		

#### CONDITION 1 – GOVERNANCE

The RTO's chief executive must ensure that the RTO complies with the Essential Standards for Registration and any national guidelines approved by the National Quality Council across all of its operations within its scope of registration listed on the National Training Information Service.			✓			
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#### CONDITION 2 – INTERACTIONS WITH THE REGISTERING BODY

The RTO's chief executive must ensure that the RTO cooperates with its registering body in the conduct of audits and the monitoring of its operations, the provision of accurate and timely data relevant to measures of its performance and information about significant changes to its operations and in the retention, archiving, retrieval and transfer of records consistent with its registering body requirements.			✓			
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#### CONDITION 3 – COMPLIANCE WITH LEGISLATION

The RTO must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements that are relevant to the RTO's operations and its scope of registration and ensure that its staff and clients are fully informed of these requirements where they affect their duties or participation in vocational education and training.			✓		Refer to signed agreement	
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#### CONDITION 4 – INSURANCE

The RTO must hold insurance for public liability throughout its registration period.			✓			
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#### CONDITION 5 – FINANCIAL MANAGEMENT

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CONDITIONS OF REGISTRATION	RESULTS				EVIDENCE	CORRECTIVE ACTION TO BE TAKEN
	Yes	No	Not audited	Not applicable		
The RTO must protect fees paid in advance and have a fair and reasonable refund policy.	✓				A refund of fees policy that is fair and reasonable is included in a student handbook. Fees are held in a dedicated fund and drawn down when required. No student has requested a refund.	
The RTO must have its accounts certified by a qualified accountant to Australian Accounting Standards, at least annually, and provide the certificate of accounts to its registering body on request. If the registering body reasonably deems it necessary, the chief executive must provide to the registering body, a full audit report of the RTO's financial accounts from a qualified and independent accountant.			✓			
<b>CONDITION 6 – CERTIFICATION AND ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT</b>						
The RTO must issue to persons it has assessed as competent, in accordance with the requirements of the Training Package or accredited course, a qualification or statement of attainment (as appropriate) that meets the Australian Qualifications Framework (AQF) requirements, identifies the RTO by its national provider number from the National Training Information Service and includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of use.			✓			
The RTO must retain client records of attainment of units of competence and qualifications for a period of 30 years.			✓			
<b>CONDITION 7 – RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS</b>						
The RTO must recognise the AQF qualifications and statements of attainment issued by any other RTO.			✓			

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CONDITIONS OF REGISTRATION	RESULTS				EVIDENCE	CORRECTIVE ACTION TO BE TAKEN
	Yes	No	Not audited	Not applicable		
<b>CONDITION 8 – ACCURACY AND INTEGRITY OF MARKETING</b>						
The RTO must ensure its marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration and the NRT logo is used in accordance with its conditions of use. The RTO must only use references or endorsements about their services or products in its marketing and advertising from a person or organisation in accordance with permission given by that person or organisation.			✓			
<b>CONDITION 9 – TRANSITION TO TRAINING PACKAGES/EXPIRY OF ACCREDITED COURSES</b>						
The RTO must manage the transition from superseded Training Packages within 12 months of their publication on the National Training Information Service and also manage the transition from superseded accredited courses so that it delivers only currently endorsed Training Packages or currently accredited courses.			✓			