



Australian Government

Australian Skills Quality Authority

REPORT

Audit report: AUSTRALIAN ACADEMY OF DENTAL ASSISTING PTY LTD

Date/s of audit: 18/07/2018

Date report created: 18/07/2018

Organisation details

Organisation's legal name:	AUSTRALIAN ACADEMY OF DENTAL ASSISTING PTY LTD
Trading name/s:	AUSTRALIAN ACADEMY OF DENTAL ASSISTING PTY LTD
RTO number:	41512
CRICOS number:	N/A

Audit team

Lead auditor:	Daniel Taylor
Assistant/s:	N/A

Audit details

Application number/s:	N/A	
Audit number:	AUDREC0008254	
Audit reason	Post initial	
Address of site/s visited:	Unit 1 25 Watland St SPRINGWOOD QLD 4127	
Date/s of audit:	18/07/2018	
Organisation's contact for audit:	Natasha Hobson	CEO
	info@aada.edu.au	0407 712 840

Original finding at time of audit

Audit finding: Concerning non-compliance

Report completed by: Daniel Taylor

Practice	Standards for RTOs 2015	Finding
Marketing/ Recruitment	4.1	Compliant
Enrolment	5.1, 7.3	Compliant
Enrolment	5.2, 5.3	Not compliant
Support and Progression	1.7	Compliant
Training and Assessment	1.1, 1.2, 1.3, 1.13, 1.14, 1.16	Compliant
Training and Assessment	1.8	Compliant
Completion	3.1	Compliant
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Not audited

Background

Summary of organisation and management structure:

- Natasha Hobson - CEO/Director
- Fiona Porritt - Manager
- Nicole Drews Senior Trainer/Assessor

Scope of registration:

- HLT35015- Certificate III in Dental Assisting

Suburb and state of all delivery locations:

- Online and Workplace delivery (Head Office Springwood Qld)

Third party usage:

- No third party agreements

Core clients/target groups:

- Students entering into industry
- School leavers
- Students wishing for a change of career
- Mature students
- Students employed in industry

Training Revenue (Funded or fee for service):

- Fee for service

Total number of current enrolments as at audit date:

- 10

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

- Information provided directly by AUSTRALIAN ACADEMY OF DENTAL ASSISTING PTY LTD to ASQA
- Existing information and records held by ASQA concerning AUSTRALIAN ACADEMY OF DENTAL ASSISTING PTY LTD
- Information provided to ASQA's auditors and documentation reviewed during the site audit of AUSTRALIAN ACADEMY OF DENTAL ASSISTING PTY LTD conducted on 18/07/2018.
- Other publicly available information - including but not limited to, information published on the organisation's and third party websites.

Audit Sample

Code	Training products	Mode/s of delivery / assessment*	Current enrolments
HLT35015	Certificate III in Dental Assisting	Online/Workplace	10

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

Interviewees

Name	Position	Training products
Natasha Hobson	CEO	N/A
Fiona Porritt	National Manager	N/A
Nichole Drews	Senior Trainer/Assessor	HLT35015

About this Report

This report details findings against the *Standards for Registered Training Organisations 2015* (Standards for RTOs 2015). 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 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

Action required by RTO

AUSTRALIAN ACADEMY OF DENTAL ASSISTING PTY LTD did not meet all requirements for clauses 5.2 & 5.3.

Enrolment

Clause 5.2 & 5.3

- *The RTO is required to provide evidence that demonstrates:*
 - The RTO now has appropriate systems that are followed to ensure each learner is provided with accurate information to enable them to make an informed decision about undertaking training with your RTO that complies with Clause 5.2 & 5.3.
 - the RTO has carried out remedial action to identify and address the impact the non-compliance may have caused to students who received marketing that was not accurate and factual. Remedial action needs to cover current students and students who enrolled with your training provider in the past 1 months.

Areas of non-compliance

Marketing/Recruitment Practices

Enrolment

Standards for RTOs Clause 5.2

*Original Finding: **Not compliant***

*Finding following additional evidence: **Not yet determined***

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- a) the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;
- b) the training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - i) estimated duration;
 - ii) expected locations at which it will be provided;
 - iii) expected modes of delivery;
 - iv) name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf; and
 - v) any work placement arrangements.
- c) the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- d) the learner's rights, including:
 - i) details of the RTO's complaints and appeals process required by Standard 6; and
 - ii) if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;
- e) the learner's obligations:
 - i) in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;
 - ii) any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and
 - iii) any materials and equipment that the learner must provide; and
- f) information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

Evidence Provided:

- Brochure HLT35015
- Brochure Formalise Skills
- RTO Website (<http://www.aada.edu.au/>)

The RTO's marketing materials do not provide sufficient information prior to enrolment to enable the learner to make informed decisions about undertaking training with the RTO. Specifically, the marketing materials do not provide the following information:

- Estimated duration
- Complaints and appeal policies

These practices and behaviours are non-compliant with clause 5.2 of the Standards for RTOs 2015

Standards for RTOs Clause 5.3

Original Finding: *Not compliant*

Finding following additional evidence: *Not yet determined*

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a) **all relevant fee information including:**
 - i) **fees that must be paid to the RTO; and**
 - ii) **payment terms and conditions including deposits and refunds;**
- b) **the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;**
- c) **the learner's right to obtain a refund for services not provided by the RTO in the event the:**
 - i) **arrangement is terminated early; or**
 - ii) **the RTO fails to provide the agreed services.**

Evidence Provided:

- Brochure HLT35015
- Brochure Formalise Skills
- RTO Website (<http://www.aada.edu.au/>)

The RTO's marketing materials do not provide sufficient information to individual learners regarding the payment of fees prior to enrolment. Specifically:

- Payment terms and conditions
- Refund policy and procedures

These practices and behaviours are non-compliant with clause 5.3 of the Standards for RTOs 2015