

12 November 2013



Australian Government
Australian Skills Quality Authority

Mrs Tina Palazzotto
Chief executive Officer
DFL Education (QLD) Pty Ltd
PO Box 7095
BRISBANE QLD 4001

File No: 1002639
Ref No: 32488

Dear Mrs Palazzotto

Re: Audit finalised

This notice is to advise that the recent post-initial audit conducted on DFL Education (QLD) Pty Ltd has been finalised and that your registered training organisation (RTO) has been noted for its ongoing compliance with the Standards for NVR Registered Training Organisations.

The findings of this audit will contribute to the records retained of your RTO's compliance history and to the risk rating assigned to your organisation.

A copy of the final audit report is attached for your reference.

Thank you for your organisation's cooperation throughout this audit activity.

You are reminded that an ongoing condition of your registration is compliance with the Standards for NVR Registered Training Organisations.

Further information and assistance

If you require further information or assistance in relation to this matter, please contact the ASQA Info Line on telephone 1300 701 801.

Yours sincerely

A handwritten signature in black ink, appearing to read 'David Garner', written over a light blue horizontal line.

DAVID GARNER
Regional Manager Compliance



Audit report – VET Quality Framework

Continuing registration as a national VET regulator (NVR) registered training organisation

ORGANISATION DETAILS

Organisation's legal name	DFL Education (QLD) Pty Ltd
Trading name/s	Brisbane School of Hairdressing, Brisbane School Of Beauty
RTO number	32488
CRICOS number	03319G

AUDIT TEAM

Lead auditor	Daniel Taylor
Auditor/s	n/a
Technical adviser/s	n/a

AUDIT DETAILS

Application number/s	n/a	
Audit number/s	1002639	
Audit reason 1	Post initial	
Audit reason 2	n/a	
Audit reason 3	n/a	
Activity type	Site visit	
Address of site/s visited	QAB UG Level, 90 - 112 Queen Street BRISBANE CITY QLD 4000	
Date/s of audit	17 July 2013	
Organisation's contact for audit	Tina Palazzotto tina@brishair.com.au	Chief Executive Officer 0732292999
NVR standards audited	All Standards for Continuing Registration	

BACKGROUND

- Formerly Glengair Pty Ltd as Trustee for Wood Barry and Lina Family Trust trading as: Brisbane School of Hairdressing, Gold Coast School of Hairdressing.
- Change of ownership to DFL Education (QLD) Pty Ltd on 29 June 2012.
- No partnering arrangements.
- CRICOS registered with a total capacity of 99 international students across two locations.
- Delivery sites in Brisbane and on the Gold Coast.
- Core client group is quite diverse comprising, students studying via the vocational pathway, local and international students, mature-age, trainees, apprentices, long term unemployed.

Total number of current enrolments in RTO as at audit date:

315

AUDIT SAMPLE

Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
SIH30111	Certificate III in Hairdressing	Apprenticeship, Traineeship, Face to face	293
SIB50210	Diploma of Salon Management	Face to face	3

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

INTERVIEWEES

Name	Position	Qualification/Course/Unit code/s
Tina Palazzotto	Chief Executive Officer	n/a
Bernadette Hodges	Executive Officer - Student Administration	n/a

ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 17 July 2013: Minor non-compliance

- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this audit report describes evidence of the non-compliance.
- Refer to notification of non-compliance for information on providing further evidence of compliance.

AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

Audit finding following analysis of additional evidence provided on 04-08-2013: Compliant

AUDIT FINDING BY STANDARD

Standard	Original finding	Finding following rectification
SNR 15	Not compliant	Compliant
SNR 16	Compliant	n/a
SNR 17	Compliant	n/a
SNR 18	Not compliant	Compliant
SNR 19	Compliant	n/a
SNR 20	Compliant	n/a



SNR 21	Compliant	n/a
SNR 22	Compliant	n/a
SNR 23/AQF	Compliant	n/a
SNR 24	Compliant	n/a
SNR 25	Compliant	n/a

SNR 15 The NVR registered training organisation provides quality training and assessment across all of its operations, as follows:

15.1 The NVR registered training organisation collects, analyses, and acts on relevant data for continuous improvement of training and assessment.

Original finding: Compliant

Following rectification: n/a

15.2 Strategies for training and assessment meet the requirements of the relevant Training Package or VET accredited course and have been developed through effective consultation with industry.

Original finding: Compliant

Following rectification: n/a

15.3 Staff, facilities, equipment and training and assessment materials used by the NVR registered training organisation are consistent with the requirements of the Training Package or VET accredited course and the NVR registered training organisation's own training and assessment strategies and are developed through effective consultation with industry.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- Refer to SNR 15.5 for non-compliances regarding assessment materials.

In order to become compliant, the organisation is required to:

- Address the non-compliances identified with SNR15.5. *Refer to SNR 15.5*

15.4 Training and assessment is delivered by trainers and assessors who:
(a) have the necessary training and assessment competencies as determined by the National Skills Standards Council or its successors; and
(b) have the relevant vocational competencies at least to the level being delivered or assessed; and
(c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and
(d) continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

Original finding: Compliant

Following rectification: n/a

15.5 Assessment including Recognition of Prior Learning (RPL):
(a) meets the requirements of the relevant Training Package or VET accredited course; and
(b) is conducted in accordance with the principles of assessment and the rules of evidence; and
(c) meets workplace and, where relevant, regulatory requirements; and
(d) is systematically validated.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

SIB20510 Diploma of Salon Management

- Assessment tools for *SIRXHRM002A Recruit and select personnel* and *BSBSMB404A Undertake small business planning* did not sufficiently address the knowledge and skills requirements of the units.



- The context of assessment, specifically, the use of multiple choice questioning and evidence of prompting in learner practical assessment instructions was not robust enough to elicit responses appropriate to an AQF level 5 qualification.

In order to become compliant, the organisation is required to:

- provide amended training and assessment tools for, *SIRXHRM002A Recruit and select personnel* and *BSBSMB404A Undertake small business planning* that address all knowledge and skills requirements of the units, and are in a context that is appropriate for an AQF level 5 qualification.

Analysis of rectification evidence:

SIB20510 Diploma of Salon Management

- The organisation provided amended assessment tools for *SIRXHRM002A Recruit and select personnel* and *BSBSMB404A Undertake small business planning* that address all knowledge and skills requirements of the units, and are in a context that is appropriate for an AQF level 5 qualification.

SNR 16	The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients, as follows:	
16.1	The NVR registered training organisation establishes the needs of clients, and delivers services to meet these needs.	
	Original finding: Compliant	Following rectification: n/a
16.2	The NVR registered training organisation continuously improves client services by collecting, analysing and acting on relevant data.	
	Original finding: Compliant	Following rectification: n/a
16.3	Before clients enrol or enter into an agreement, the NVR registered training organisation informs them about the training, assessment and support services to be provided, and about their rights and obligations.	
	Original finding: Compliant	Following rectification: n/a
16.4	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.	
	Original finding: Compliant	Following rectification: n/a
16.5	Learners receive training, assessment and support services that meet their individual needs.	
	Original finding: Compliant	Following rectification: n/a
16.6	Learners have timely access to current and accurate records of their participation and progress.	
	Original finding: Compliant	Following rectification: n/a



refundable deposit/administration fee;
 (c) the nature of the guarantee given by the NVR registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
 (d) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
 (e) the organisation's refund policy.

Original finding: Compliant

Following rectification: n/a

22.3 Where the NVR registered training organisation collects student fees in advance it must ensure it complies with one of the following acceptable options:
 (a) (Option 1) the NVR registered training organisation is administered by a state, territory or Commonwealth government agency;
 (b) ~~(Option 2) the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme; [option 2 not currently available]~~
 (c) (Option 3) the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500;
 (d) (Option 4) the NVR registered training organisation holds an unconditional financial guarantee from a bank operating in Australia for no less than the full amount of funds held by the NVR registered training organisation which are prepayments from students (or future students) for tuition to be provided by the NVR registered training organisation to those students; or
 (e) ~~(Option 5) the NVR registered training organisation has alternative fee protection measures of equal rigour approved by the National VET Regulator. [option 5 not currently available]~~

Original finding: Compliant

Following rectification: n/a

SNR 23 Certification, issuing and recognition of qualifications & statements of attainment

23.1 The NVR registered training organisation must issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited course, a VET qualification or VET statement of attainment (as appropriate) that:
 (a) meets the Australian Qualifications Framework (AQF) requirements;
 (b) identifies the NVR registered training organisation by its national provider number from the National Register and
 (c) includes the NRT logo in accordance with its current conditions of use.

Original finding: Compliant

Following rectification: n/a

23.2 The NVR registered training organisation must recognise the AQF qualifications and VET statements of attainment issued by any other RTO.

Original finding: Compliant

Following rectification: n/a

23.3 The NVR registered training organisation must retain client records of attainment of units

of competency and qualifications for a period of 30 years.

Original finding: Compliant

Following rectification: n/a

23.4 The NVR registered training organisation must provide returns of its client records of attainment of units of competence and qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator.
[no requirements currently exist]

This element was not audited

SNR 24 Accuracy and integrity of marketing

24.1 The NVR registered training organisation must ensure its marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.

Original finding: Compliant

Following rectification: n/a

24.2 The NVR registered training organisation must use the NRT logo only in accordance with its conditions of use.

Original finding: Compliant

Following rectification: n/a

SNR 25 Transition to Training Packages/expiry of VET accredited courses

25.1 The NVR registered training organisation must manage the transition from superseded Training Packages within 12 months of their publication on the National Register so that it delivers only currently endorsed Training Packages.

Original finding: Compliant

Following rectification: n/a

25.2 The NVR registered training organisation must manage the transition from superseded VET accredited courses so that it delivers only currently endorsed Training Packages or currently VET accredited courses.

Original finding: Compliant

Following rectification: n/a