



**Australian Government**  
**Australian Skills Quality Authority**

# REPORT

## **Audit report: Greilinda Pty Ltd**

Date/s of audit: 31 October 2017

Date report created: 5/10/2017



## Organisation details

Organisation's legal name: Greilinda Pty Ltd

Trading name/s: Formula Student

RTO number: 41124

CRICOS number: na/

## Audit team

Lead auditor: Christine Williams

Assistant/s: Jarryd Cobban

## Audit details

Application number/s: n/a

Audit number: AUDREC0000763

Audit reason: Post initial

Address of site/s visited: 13/12 Mailey Street, Wishart QLD 4122

Date/s of audit: 31/10/2017

Organisation's contact for audit: Ms Belinda Richardson Director  
Belinda.richardson@formulastudent.edu.au 0421 751 619

## Original finding at time of audit

**Audit finding: Compliant**

**Report completed by:** Christine Williams

Practice	Standards for RTOs 2015	Finding
Marketing/Recruitment	4.1	Compliant
Enrolment	5.1, 5.2, 5.3, 7.3	Compliant
Support and Progression	1.7	Compliant
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13-1.18, 1.20	Compliant
Completion	3.1	Compliant
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Compliant

## Background

### Summary of RTO organisation and management structure:

Company:- 2 Directors only (Greig Frankham and Belinda Richardson) – equal shares

Managing Director and CEO – Greig Frankham

Director – Belinda Richardson

Training consultants: Daniel Jenkins and Stephen Serridge (only Mr Frankham assesses)

The RTO has no undeclared high managerial agents or silent partners.

**Current business activities (if relevant- such as non-VET training and/or working with other RTOs: NIL**

The owners are in the process of entering the trailer manufacturing industry and re-entering the motorsport manufacturing industry, due to interest from potential clients and former clients of Mr Frankham's engineering business. This will offer opportunities to staff, students and observers for practical experience and to maintain industry currency.

**Significant associations and/or outsourcing arrangements (including agents and third parties delivering or intending to deliver on behalf of the RTO:**

Third party notifications received								
RTO ID	ABN	Title	First Name	Last Name	Organisation	Services	Commencement Dt	Cessation Dt
	78395961698	Mrs	Jude	Fox	Flagstone State Community College	Delivery of training and/or assessment	07-Aug-16	
	49991006857	Mrs	Heather	Depasquale	St Columbans College	Delivery of training and/or assessment	06-Sep-16	
	93893956699	Mr	Simon	Done	Maryborough State High School	Delivery of training and/or assessment	25-Aug-16	
30450	78604932092	Mr	Wayne	Hoger	Warwick State High School	Delivery of training and/or assessment	14-Feb-16	
	93893956699	Mr	Simon	Done	Maryborough State High School	Recruitment of prospective learners	25-Aug-16	
0	76686549703	Acting Pri	Corey A	Munson	Upper Coomera State College	Recruitment of prospective learners, Delivery of training and/or assessment	23-Aug-17	01-Jan

**Core clients/ target groups:**

High School students in Years 10,11,12 (currently Qld only), University Undergraduate students (University of Qld, QUT, Griffith University), Community Organisations:

**Fee revenue source/s targeted (such as fee for service or government funding):**

Queensland Government (VET in Schools under Certificate III Guarantee Program; Skilling Queenslanders for Work Program); University undergraduate students are all fee-for-service.

Contract code	Contract Description	Funding code	Funding description	% of RTO revenue
QS101409	Pre-Qualified Supplier Contract for Certificate III Guarantee	VSS SQT	VET in Schools Skilling Qlder's for Work	Approx 90%+ Approx 5%

**Percentage of expected revenue: what happens if the funding runs out?**

approximately 95%+ state funding; 5% fee for service; 0% federal funding

**Transition arrangements through superseded products:**

The RTO has one product on scope which has not been superseded. The RTO is in regular contact with Manufacturing Skills Australia who have advised that the product is not likely to be superseded in the near or even medium-distant future. The RTO has a plan to ensure any future products will be transitioned as required.

**Addresses of all known permanent delivery venues:**

The RTO has a hire agreement for the “permanent” use of the site at the Runcorn Trade Training Facility, Gate 3, Runcorn State High School, Hill Road Runcorn. The facility is used to deliver to all cohort groups. In addition the RTO delivers at the following high school venues:

- Dalby State High School, 26 Nicholson St, Dalby Qld 4405
- Eagleby Learning Centre, 161 Herses Rd, Eagleby Qld 4207
- Flagstone State Community College, Homestead Drive, Flagstone Qld 4280
- Mansfield State High School, Broadwater Rd, Mansfield Qld 4122
- Maryborough State High School, Kent St, Maryborough Qld 4650
- North Lakes College, Joyner Circuit, North Lakes Qld 4509
- Pine Rivers State High School, 535 Gympie Rd, Strathpine Qld 4500
- Rochedale State High School, 249 Priestdale Rd, Rochedale Qld 4123
- Sandgate State High School, 41 Braun St, Deagon Qld 4017
- St Columban’s College, 100 McKean St, Caboolture Qld 4510
- Sunshine Beach State High School, 45 Ben Lexcen Drive, Sunshine Beach Qld 4567
- Warwick State High School, Palmerin St, Warwick Qld 4370

The RTO also has a workshop within Mt Gravatt TAFE Campus, which is solely used for R&D, manufacturing and warehousing (no delivery takes place at this venue).

**Student management system:**

VETtrak.

**Training/assessment online product:**

The RTO has developed its own online training/assessment product – ‘Learning Cauldron’.

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

- 250.

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

- Information provided by students as part of a student survey or interview.
- Information provided directly by Greilinda Pty Ltd to ASQA
- Existing information and records held by ASQA concerning Greilinda Pty Ltd
- Information provided to ASQA’s auditors and documentation reviewed during the site audit of Greilinda Pty Ltd conducted on 31 October 2017
- Other publically available information - including but not limited to, information published on the RTO’s and third party websites.

**Audit Sample**

Code	Training products	Mode/s of delivery / assessment*	Current enrolments
MEM20413	Certificate II in Engineering Pathways	Blended/online and Face to face	250

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

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## Interviewees

Name	Position	Training products
Belinda Richardson	Director	n/a
Greig Frankham	Managing Director/CEO	MEM20413 (training/assessment)
Daniel Jenkins	Trainer/consultant	MEM20413 (training only)

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## About this Report

This report details findings against the *Standards for Registered Training Organisations 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 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

## Marketing/Recruitment Practices

### Clause 4.1

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.

### Clause 5.1

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

### Clause 5.2

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.

#### **Clause 5.3**

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.

## **Support and Progression**

#### **Clause 1.7**

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

## **Training and Assessment**

#### **Clause 1.1**

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.

#### **Clause 1.2**

For the purposes of [Clause 1.1](#), the RTO determines the amount of training they provide to each learner with regard to:

- a) the existing skills, knowledge and the experience of the learner;
- b) the mode of delivery; and
- c) where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

#### **Clause 1.3**

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.

**Clause 1.8**

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.

Table 1.8.1 Principles of Assessment

Fairness	<p>The individual learner’s needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner’s needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> <li>reflecting the learner’s needs;</li> <li>assessing competencies held by the learner no matter how or where they have been acquired; and</li> <li>drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.</li> </ul>
Validity	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> <li>assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;</li> <li>assessment of knowledge and skills is integrated with their practical application;</li> <li>assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and</li> <li>judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.</li> </ul>
Reliability	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

Table 1.8.2 Rules of Evidence

Validity	<p>The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.</p>
Sufficiency	<p>The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner’s competency.</p>
Authenticity	<p>The assessor is assured that the evidence presented for assessment is the learner’s own work.</p>
Currency	<p>The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.</p>

#### **Clause 1.13**

In addition to the requirements specified in [Clause 1.14](#) and [Clause 1.15](#), the RTO's training and assessment is delivered only by persons who have:

- a) vocational competencies at least to the level being delivered and assessed;
- b) current industry skills directly relevant to the training and assessment being provided; and
- c) current knowledge and skills in vocational training and learning that informs their training and assessment.

Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

#### **Clause 1.14**

The RTO's training and assessment is delivered only by persons who have:

- a) ~~prior to 1 January 2016, the training and assessment qualification specified in Item 1 or Item 2 of Schedule 1, or demonstrated equivalence of competencies; and~~
- b) from 1 January 2016, the training and assessment qualification specified in Item 1 or Item 2 of Schedule 1.

#### **Clause 1.15 – not audited**

Where a person conducts assessment only, the RTO ensures that the person has:

- a) ~~prior to 1 January 2016, the training and assessment qualification specified in Item 1 or Item 2 or Item 3 of Schedule 1, or demonstrated equivalence of competencies; and~~
- b) from 1 January 2016, Item 1 or Item 2 or Item 3 of Schedule 1.

#### **Clause 1.16**

The RTO ensures that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency based training and assessment.

#### **Clause 1.17**

Where the RTO, in delivering training and assessment, engages an individual who is not a trainer or assessor, the individual works under the supervision of a trainer and does not determine assessment outcomes.

#### **Clause 1.18- not audited**

The RTO ensures that any individual working under the supervision of a trainer under Clause 1.17:

- a) holds the skill set defined in Item 4 of Schedule 1 ~~or, prior to 1 January 2016, is able to demonstrate equivalence of competencies;~~
- b) has vocational competencies at least to the level being delivered and assessed; and
- c) has current industry skills directly relevant to the training and assessment being provided.

#### **Clause 1.20 not audited**

Without limiting Clauses 1.17 - 1.19, the RTO:

- a) determines and puts in place:
  - i) the level of the supervision required; and
  - ii) any requirements, conditions or restrictions considered necessary on the individual's involvement in the provision of training and collection of assessment evidence; and
- b) ensures that trainers providing supervision monitor and are accountable for all training provision and collection of assessment evidence by the individual under their supervision.

## Completion

### Clause 3.1

The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

## Regulatory Compliance / Governance

### Clause 2.3

The RTO ensures that where services are provided on its behalf by a third party the provision of those services is the subject of a written agreement.

### Clause 2.4

The RTO has sufficient strategies and resources to systematically monitor any services delivered on its behalf, and uses these to ensure that the services delivered comply with these Standards at all times.

### Clause 8.2

The RTO ensures that any third party delivering services on its behalf is required under written agreement to cooperate with the VET Regulator:

- a) by providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and
- b) in the conduct of audits and the monitoring of its operations.