

Victorian Registration & Qualifications Authority

RTO: Milneworth Pty Ltd trading as Marjorie Milner College

Date: 12 March 2009

AQTF 2007 AUDIT REPORT

RTO DETAILS			
RTO Name	Milneworth Pty Ltd trading as Marjorie Milner College	NTIS Number	3930
Address	401 Canterbury Rd Surrey Hills 3127		
	Website	www.majoriemilner.edu.au	
Registration Contact	Gregory Milner		
Phone Number	9880 7257	E-mail	mmilner@bigpond.net.au
Student Numbers	110		
AUDIT TEAM			
Lead Auditor	Cheryl Richards	Auditor	
Technical Advisor/s		Observer/s	
REGISTERING BODY DETAILS			
Contact Person	Jerzy Gill		
Phone Number	9651 3226	E-mail	gill.jerzy.j.edumail.vic.gov.au
AUDIT DETAILS			
Type of Audit	AQTF Verification		
Standards audited	AQTF 2007 Essential Standards of registration 1.1, 1.2, 1.5, 2.1, 3.1		
Conditions audited			
Audit Date/s	11 th August 2009		
Other audit notes	Marjorie Milner College (MMC) has satisfactorily addressed the recommendations made at the re-		

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	<p>registration audit and are now fully compliant with the all AQTF 2007 Standards.</p> <p>Marjorie Milner College (MMC) has been a leading provider in the floristry industry for 30 years. Gregory Milner is committed to ensuring that training provided is of the highest quality. He is an active member within the floristry industry and has significant input into development of the training package. The training programs and facilities available to students at Marjorie Milner College were excellent. While a number of recommendations were been made during the audit these were primarily due to interpretation of the AQTF 2007 with regard to the need for sustainable arrangements. For example Marjorie Milner College had understood that they were required to be able to provide evidence of a culture of continuous improvement but not that a documented arrangements need to be in place to ensure that the continuous improvement practices are sustainable. Thus they were non-compliant with sustainable arrangements. Documentation of the activities they undertake can easily fulfil these recommendations. This was consistent for a number of standards and these items were addressed immediately.</p>
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FOCUS OF AUDIT

QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE

NTIS Code	Qualification/Unit of Competence/Accredited Course (as per NTIS)	Delivery Site
SIR10107	Certificate I in Retail Services	Surrey Hills
SIR20207	Certificate II in Retail	Surrey Hills
SIR30207	Certificate III in Retail	Surrey Hills
SIR40207	Certificate IV in Retail Management	Surrey Hills
SIR50107	Diploma of Retail Management	Surrey Hills
WRB20204	Certificate II in Make-up Services	Surrey Hills
WRB20304	Certificate II in Retail Cosmetic Services	Surrey Hills
WRB30104	Certificate III in Beauty Services	Surrey Hills
WRF20104	Certificate II in Floristry	Surrey Hills

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WRF30104	Certificate III in Floristry	Surrey Hills
WRF40104	Certificate IV in Floristry	Surrey Hills
WRH20106	Certificate II in Hairdressing	Surrey Hills
WRH30106	Certificate III in Hairdressing	Surrey Hills
WRR10102	Certificate I in Retail Operations	Surrey Hills
WRR20102	Certificate II in Retail Operations	Surrey Hills
WRR30102	Certificate III in Retail Supervision	Surrey Hills
WRR40102	Certificate IV in Retail Management	Surrey Hills
WRR50102	Diploma of Retail Management	Surrey Hills

INTERVIEWEE/S (Staff -name and position; employer name and position ; students (by program, do not list by name))		
Student	Emma Taylor	Emma had recently changed RTO and was very complimentary of Marjorie Milner in comparison. She was fully informed of her training program, of complaints and appeals and felt her progress was well monitored. She was particularly appreciative of the small class sizes and one on one attention from the trainer.
Trainer	Nicole Gibson	Nicole had a very good understanding of the AQTF, of complaints and appeals, and the running of the RTO. She understood the policies and procedures and had been instrumental in designing training programs.

STANDARDS

Standard 1: The RTO provides quality training and assessment across all of its operations		
Audit conclusion	Result	✓
<p>1.1 MMC has a continuous improvement approach to its operations that involves staff, employers, students and industry. It gathers data to determine improvements to training and assessment. However, this approach was not considered systematic or sustainable as no formal arrangements were in place and the process relied on long term employee knowledge of procedures.</p> <p>Recommendations:</p> <p>1.1.1 Develop sustainable arrangements describing continuous improvement activities undertaken at MMC against standards 1.1, 2.1 and 3.1.</p> <p>1.1.2 Develop a register for documenting the outcomes of continuous improvement activities.</p> <p>Rectification evidence sighted 16/3/09</p> <p>1.1.2 Sighted a continuous improvement register complete with all activities identified from internal audit, building and classroom modifications and those identified at the audit.</p> <p>Milneworth Pty Ltd is now compliant with this requirement.</p> <p>Recommendation – Further rectification required</p> <p>1.1.1 Develop sustainable arrangements describing continuous improvement activities undertaken at MMC against standards 1.1, 2.1 and 3.1.</p> <p>Rectification evidence sighted at verification audit 11/8/09</p> <p>Sighted a Continuous improvement procedure that includes a process for gathering evidence from different stakeholders and a process for analysing and actioned these opportunities. This process is summarised in a flowchart and is supported by a continuous improvement report and a continuous improvement register of actions. A key step in the process is to annually review all the items and ensure they have lead to improvements. This procedure outlines the responsibility of each person in contributing to continuous improvement and administration to ensure the procedure is implemented.</p> <p>Sighted the MMC Staff meeting log containing evidence of the continuous improvement reports and the register containing the summaries of these activities. This document will be reviewed annually. The Staff meeting log process manages to capture continuous improvement ideas and opportunities from staff, clients and industry people on a day to day basis as well as the formal feedback collection processes. This is very valuable data for the organisation.</p> <p>Milneworth Pty Ltd is now compliant with this requirement.</p> <p>Milneworth Pty Ltd is now compliant with Standard 1.1.</p> <p>Opportunity for improvement: Include in the register a column to identify which standard, 1.1, 2.1 or 3.1 the evidence relates to. This was implemented at verification audit.</p>	Compliant	✓
	Non-compliant	
	Not audited	

1.2 MMC had developed training programs for each unit of competency which adequately met the requirements of the training package. However, they did not have formalised Learning and Assessment strategies at the qualification level. Therefore MMC did not provide sufficient information regarding the overall delivery and assessment to meet this standard.

Recommendation:

Develop learning and assessment strategies that document the training and assessment processes used by MMC to meet the requirements of training packages for each qualification on scope.

Rectification evidence sighted 16/3/09

Sighted sufficient Learning and Assessment strategies, using a standard template, containing all information required for Certificate II in Floristry, Certificate III in Floristry and Certificate I in Retail Services, Certificate II in Retail, Certificate IV in Floristry and Certificate II in Hairdressing. Learning and assessment strategies have been developed for 6 out of the 18 qualifications on scope.

Recommendation – Further rectification required

Develop Learning and assessment strategies for the remainder of qualifications on the scope of registration.

Rectification evidence sighted at verification audit 11/8/09

Sighted a document containing Learning and Assessment strategies for all qualifications on scope. These followed the standard format and had completed mapping at performance criteria level for all qualifications on scope.

Milneworth Pty Ltd is now compliant with this requirement

Milneworth Pty Ltd is now compliant with Standard 1.2.

1.4 MMC ensures that trainers and assessors meet benchmark competency requirements and verify records accordingly. The process for verification has some short falls and needs to be addressed. MMC ensure staff continue to develop their competence by supporting industry competitions, further studies and industry involvement. However this process is not formalised or recorded other than in resumes which do not undergo a regular review process. MMC uses a process of direct supervision in areas where benchmark trainer standards are not met. Evidence of this was not available at audit and no formal arrangements were available.

Recommendations:

1.4.1 Develop formal arrangements for determining and recording processes for professional development activities of all staff (including sessional and new staff)

1.4.2 Develop and implement Direct supervision arrangements

1.4.3 A process for Verification was documented and sighted however it had some short falls which need to be addressed.

Rectification evidence sighted 16/3/09 & 17/3/09

1.4.1 Sighted adequate policy and procedure for professional development including determination and recording of these activities.

1.4.2 Sighted direct supervision requirements documented in the sessional staff policy and procedure.

1.4.3 Sighted a revised process for verification of documents that will ensure documents remain verified at all times.

Milneworth Pty Ltd is now compliant with this Standard 1.4.

1.5 MMC met the requirements of the units of competency and the training package for floristry qualifications however this process is not documented in training and assessment

<p>strategies. For Retail and Hairdressing qualifications customisation of qualifications is required to ensure requirements of the training package and the newly developed training and assessment strategies are met.</p> <p>Recommendation:</p> <p>1.5.1 Develop a strategy for customisation of purchased materials and include this process into the learning and assessment strategies.</p> <p>1.5.2 Provide evidence of the commencement of implementation of this program.</p> <p>Rectification evidence sighted 16/3/09</p> <p>1.5.1 Sighted a Customisation Policy and procedure outlining the process for customisation of purchased learning materials. This included how customisation is to be conducted and how it is recorded. Evidence of implementation has not yet been provided.</p> <p>Milneworth Pty Ltd is now compliant with this requirement.</p> <p>Recommendation – Further rectification required</p> <p>1.5.2 Provide evidence of the implementation of the customization policy and procedure for the purchased learning materials.</p> <p>Rectification evidence sighted at verification audit 11/8/09</p> <p>Sighted an adequate policy and procedure for customisation that includes how the customisation will be conducted and who is responsible. The customisation procedure includes a review process that ensures each page has been reviewed and is labelled. Any additions required are documented and added to the back of the learners guide. This customisation is also documented as part of the mapping in the learning and assessment strategies. Sampled evidence of implementation for SIRXCLM001A Organise and maintain work area (Certificate II in Retail) and SIRXQUA002A Lead a team to foster innovation (Cert IV in Retail Management)</p> <p>Milneworth Pty Ltd is now compliant with this requirement.</p> <p><i>Milneworth Pty Ltd is now compliant with Standard 1.5.</i></p>	
Strengths	
Opportunities for Improvement	
<p>1.4 Staff do not sign resumes at present time. The opportunity exists to request staff do this as a matter of policy thus ensuring the information they supply is correct. This has been actioned; MMC resumes now contain a statement attesting that all information supplied by staff is true and correct. All staff are required to sign this.</p> <p>1.5 Align delivery of training and assessment activities for all qualifications with units of competency to ensure all requirements are met.</p>	

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients		
Audit conclusion	Result	✓
2.1 MMC had evidence of conducting client satisfaction surveys and could show actions resulting from this information. However there were no formal arrangements for analysing,	Compliant	✓

<p>recoding or actioning this data to ensure this process is systematic and sustainable. Recommendations: See recommendation 1.1.1 Rectification evidence sighted at verification audit 11/8/09 Sighted satisfactory evidence for a continuous improvement policy and procedure documented in recommendation 1.1.1. Milneworth Pty Ltd is now compliant with Standard 2.1.</p> <p>2.2 MMC systematically provides accurate and appropriate information to prospective clients and learners. A satisfactory refund policy was available however it did not inform students on how to access the policy. Recommendations: Include the process for completion of the refund form into student information Rectification evidence sighted 16/3/09 Sighted modified student information which now includes information about the requirement to complete a refund application form in order to claim a refund. Milner Pty Ltd is now compliant with Standard 2.2.</p> <p>2.4 MMC ensures individual student needs are systematically assessed through LLN testing and that students are informed about how to access services they may require to complete their training and assessment program. These arrangements for the Trigger System used were not formalised. Recommendations: Document formal arrangements used for the Trigger System. Rectification evidence sighted 16/3/09 Sighted a policy for language literacy and numeracy which consisted of a literacy and numeracy test and a description of the Trigger System. Milner Pty Ltd is now compliant with Standard 2.4.</p> <p>2.5 MMC adequately monitors attendance and progress and systematically manages these student records. It ensures that staff understand and meet their responsibilities for record-keeping and records management. MMC monitors and reviews the records system through internal auditing. While students appear confident in obtaining access to their records, MMC do not inform students on how to access records. Recommendation: Include this item into the Course brochures to ensure students are informed on how to access their records. Rectification evidence sighted 16/3/09 Sighted Course brochure containing information on how students access their records. Milner Pty Ltd is now compliant with Standard 2.5.</p>	Non-compliant	
	Not audited	
Strengths		
Opportunities for Improvement		
2.6 Include Complaints and Appeals as opportunities for improvement through the continuous improvement process.		

Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates		
Audit conclusion	Result	✓
<p>3.1 MMC has relevant and sufficient documentation of management systems for the scope and scale of its operations. Staff are informed of how they are to meet their responsibilities for implementing the management system. However this was not recorded and was not part of a systematic and sustainable staff induction process. There was evidence of the management system being regularly monitored and improved but this process was not formalised and is therefore not systematic or sustainable in the absence of key management staff.</p> <p>Recommendations: 3.1.1 Develop and implement formal arrangements for Staff Induction 3.1.2 See recommendation 1.1</p> <p>Rectification evidence sighted 17/3/09 3.1.1 Sighted Staff Induction checklist that ensures all aspects of the RTO management and trainers responsibilities is met. This process is incorporated into the Professional development Policy and Procedure which also states the person responsible for conducting the induction. Milneworth Pty Ltd is now compliant with this requirement.</p> <p>Recommendation – Further rectification required 3.1.2 See recommendation 1.1</p> <p>Rectification evidence sighted at verification audit 11/8/09 Sighted satisfactory evidence for a continuous improvement policy and procedure documented in recommendation 1.1 Milneworth Pty Ltd is now compliant with Standard 3.1.</p> <p>3.3 MMC supplied evidence of systematically managing all records relevant to its operations as an RTO however this approach was not formalised in any documentation and is therefore not considered sustainable. MMC complies with VRQA archiving requirements however these arrangements are also not formalised.</p> <p>Recommendations: Develop formal arrangements to reflect the processes undertaken for Data Management including monitoring student records, back up procedures, use of the database and archiving.</p> <p>Rectification evidence sighted 17/3/09 Sighted an adequate policy and procedure for backing up MMC data and records which incorporated adequate archiving requirements. Milner Pty Ltd is now compliant with Standard 3.3.</p>	Compliant	✓
	Non-compliant	
	Not audited	
Strengths		
Opportunities for Improvement		
3.1 Review policies and procedures manual to streamline the existing documentation for AQTF 2007		

CONDITION 6 – CERTIFICATION AND ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT		
Evidence	Result	✓
Sighted certificate without employability skills statement as the training package does not have employability skills associated with it at this stage. Sighted statement of attainment without explanatory sentence at the top.	Compliant	✓
	Non-compliant	
	Not audited	
	Not applicable	
Findings		
<p>Qualifications comply with the requirements of the AQF Implementation Handbook and relevant training packages. The statements of attainment required a minor addition to include the latest explanatory sentence.</p> <p>Recommendations: Update the Statement of Attainment to meet the requirements of the AQF 2007 Implementation Handbook.</p> <p>Rectification evidence sighted 16/3/09 Sighted compliant Statement of Attainment</p> <p>Milner Pty Ltd is now compliant with Condition 6.</p>		