

VRQA-2015-204
RTO 4179



Victorian Registration &
Qualifications Authority

Ms Jennie Barrera
Chief Executive Officer
Wyndham Community and Education Centre Inc
3 Princess Highway
WERRIBEE VIC 3030

GPO Box 2317
Melbourne VIC 3001
T 61 3 9637 2806
F 61 3 9032 1579
vrqa@edumail.vic.gov.au

Dear Ms Barrera

Renewal of Registration Audit

I am writing to you in relation to the audit of the application for renewal of registration of Wyndham Community and Education Centre Inc registered as a Registered Training Organisation (RTO) pursuant to Part 4.3 of the *Education and Training Reform Act 2006*.

It is a condition of the *Education and Training Reform Act 2006* that a RTO must comply with the minimum conditions and standards and any guidelines for registration including the *Australian Quality Training Framework Essential Conditions and Standards for Continuing Registration (AQTF)* and the *VRQA Guidelines for VET Providers (VRQA Guidelines)*.

An independent audit on 14 and 15 October 2015 assessed the compliance of Wyndham Community and Education Centre Inc against these standards for the purpose of renewal of registration. I note that you accepted the findings of the **AQTF** and **VRQA Guidelines** audit report in full and provided comments on the draft audit report which was provided to you by the auditor.

I enclose a copy of the final audit report for your attention. It is pleasing to note that the audit report indicates minor non-compliance with the **AQTF** and non-compliance with the **VRQA Guidelines**.

You are required under section 4.3.17(2)(C)(ii) of the *Education and Training Reform Act 2006* to take the necessary steps to address all non-compliances.

On the basis of the findings I have decided to renew the registration of Wyndham Community and Education Centre Inc as a registered training organisation until **30 November 2020**.

Should you have concerns about the conduct of the registration/audit process please address these in writing to the Complaints Manager, VRQA, GPO Box 2317, Melbourne, 3001.

If you have any further questions, please contact Ms Julie Florence on (03) 9032 1560 or email florence.julie.e@edumail.vic.gov.au.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Franco Greco', is positioned above the typed name.

Franco Greco
Deputy Director, VRQA
25 November 2015

RTO Copy



AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers - Audit Report

Audit Date: 14th and 15th October 2015

RTO: Wyndham Community and Education Centre Inc.

Applicant Details			
Applicant Name	Wyndham Community and Education Centre Inc.	TOID	4179
Address	3 Princes Highway, Werribee Vic 3030		
	Website	www.wyndhamcec.org.au	
Registration Contact	Jennie Barrera		
Phone Number	9742 4013	Email	jennieb@wyndhamcec.org.au
Audit Team			
Audit Firm	Shinewing Australia	Auditor/s	Anna-Louise Allen
Auditor/s		Other Attendees	
Registering Body Details			
Contact Person	Emma Hickingbotham		
Phone Number	9032 1562	Email	vet.audit@edumail.vic.gov.au
Audit Details			
Type of Audit	Re-registration Audit		
Conditions Audited	1, 3, 6, 7, 8, 9		
Standards Audited	1.1, 1.2, 1.3, 1.4, 1.5	2.1, 2.2, 2.3, 2.6, 2.7	3.1, 3.2, 3.4
VRQA Guidelines Audited	1,2,4,5		
Audit Date/s	14th and 15th October 2015		
RTO Background			
<p>Wyndham CEC has been providing educational programs and community services to the local community for 40 years. The centre commenced as a neighbourhood house in 1974 and gained ACFE registered provider status in 1983 and RTO registration in 1997.</p> <p>In 2008 the Centre gained Senior Secondary registration and delivers community VCAL.</p> <p>In addition to their education units they also support a Community Strengthening unit which is involved in settling humanitarian and refugees when they arrive in the country. In addition Wynham CEC operates a number of Social enterprises, providing cafes, canteens and 2 V-line kiosks.</p> <p>The RTO runs programs in EAL, General Education, SEE, Business, Early Childhood Education and Care and Training and Assessment.</p>			

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Qualifications/Units Audited ¹		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
22250VIC	Certificate I in EAL (Access)	Vic
CHC30113	Certificate III in Early Childhood Education and Care	Vic
CHC50113	Diploma of Early Childhood Education and Care	Vic
TAE40110	Certificate IV in Training and Assessment	Vic

	CEO
	Education Manager
	VET/VCAL Training Manager
	Education Practice Leader
	VET Co-ordinator
	LLN Co-ordinator
	LLN Administrator
	C& R Administration
	C& R Administration
	TAE/Early Childhood Education & Care (previous) Trainer
	Early Childhood Education & Care Trainer
	EAL Trainer

Permanent Delivery Sites –	Yes	No
Do the RTO's permanent delivery sites match the information provided by the VRQA?	X	
If 'No', please provided amended details below: Venues include: Wyndham CEC 1 Princes Highway Wayaperri House - 106 Ducans Rd, Werribee Civic Centre Multi purpose facilities 45 Princes Highway Wyndham Park Primary School Kookaburra Ave Wyndham Park Community Centre 55 – 57 Kookaburra Ave Old Shire Offices Duncans Road and Watton ST Irmaroo Community Centre 84 Honour Ave Tarneit Community Learning Centre 150 Sunset Views		

¹ Samples have been selected in accordance with the VRQA VET Audit Sampling Methodology

**AQTF Essential Conditions and Standards for
Continuing Registration & VRQA Guidelines for VET
Providers - Audit Report**

Audit Date: 14th and 15th October 2015

RTO: Wyndham Community and Education Centre Inc.

Audit Summary - AQTF Conditions of Registration

AQTF Conditions		Compliant	Non - Compliant	Not audited
1	Governance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Interactions with the Registering Body	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Compliance with Legislation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Financial Management	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	Certification & Issuing of Qualifications & Statements of Attainment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Recognition of Qualifications Issued by other RTOs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Accuracy and Integrity of Marketing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Transition to Training Packages/Expiry of Accredited Courses	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summary of Non-Compliance²				
No non compliances found.				

² CF = Condition Finding. Finding references are aligned to the Detailed Findings section of this report.

**AQTF Essential Conditions and Standards for
Continuing Registration & VRQA Guidelines for VET
Providers - Audit Report**

Audit Date: 14th and 15th October 2015

RTO: Wyndham Community and Education Centre Inc.

Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
Standard 1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.1 – Continuous Improvement Strategy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 – Training and Assessment Strategies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 – Training and Assessment Resources	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 – Trainer and Assessor Competency	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.5 – Assessment Strategies	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standard 2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.1 – Meeting the Needs of Clients	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 – Continuous Improvement of Client Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 – Provision of Information to Clients	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 – Third-Party Engagement in Training and Assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2.5 – Provision of Support Services to Clients	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2.6 – Learner Access to Records of Participation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7 – Complaints and Appeals Strategy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard 3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.1 – Operations Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 – Continuous Improvement of Operations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 – Third-Party Training and/ or Assessment Services	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.4 – Records Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summary of Non-Compliance³			
SF1.4.1	<ul style="list-style-type: none"> Inadequate evidence of the professional development to develop VET knowledge and skills for 2 trainers / assessors, otherwise the RTO meet requirements. 		
SF1.5.1	<ul style="list-style-type: none"> Assessment for the Diploma of Early Childhood Education and Care does not meet the principles of assessment and rules of evidence. 		

³ SF = Standard Finding. Finding references are aligned to the Detailed Findings section of this report.

Audit Date: 14th and 15th October 2015

RTO: Wyndham Community and Education Centre Inc.

Audit Summary – VRQA Guidelines for VET Providers

VRQA Guidelines	Compliant	Non - Compliant	Not audited
1. Governance, Probity and Compliance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.1 – Strategic Plan and Business Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.2 – Financial Viability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.3 – Management Systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 – Organisational Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.5 – Academic/Educational Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.6 – Change Reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. Quality Assurance, Review and Evaluation Processes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.1 – Course Quality	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 – Cheating and Plagiarism	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 – Quality Education and Training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Student Enrolment Records and Certification	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.4 – Provision of Courses to Domestic Students	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4. Student Learning Outcomes and Welfare Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.1 – Maximum Daily Hours of Attendance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 – Out of Hours Attendance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 – Student Safety	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Teaching, Learning and Assessment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.1 – Capacity to Deliver Scope of Registration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Summary of Non-Compliance⁴

GF5.1.1

- Assessment tools and processes to support the Diploma of Early Childhood Education and Care are not supported by clear instructions to the student and assessor, and recording mechanisms that support consistent assessor decision making.

⁴ GF = Guideline Finding. Finding references are aligned to the Detailed Findings section of this report.