

VRQA2021-033
RTO 4179
Application Number: 17421
Ref: 96/0311

Jennie Barrera
Chief Executive Officer
Wyndham Community and Education Centre Inc
20 Synnot Street
WERRIBEE VIC 3030

Email: jennieb@wyndhamcec.org.au

Dear Ms Barrera

Re: Rectification Matters and Renewal of Registration: Granted

Thank you for your response regarding the rectification of non-compliance matters identified at the audit held on 12 – 17 November 2020.

The Victorian Registration and Qualifications Authority (VRQA) is now satisfied that your organisation, Wyndham Community and Education Centre Inc (WCEC), has taken the appropriate measures to meet the minimum requirements for compliance with the *Australian Quality Training Framework Essential Conditions and Standards for Continuing Registration* and the *VRQA Guidelines for VET Providers*.

The VRQA is also satisfied that your organisation has addressed the non-compliances identified in the Financial Viability Report. A copy of the Financial Viability Report dated 5 November 2020 is attached.

Given your satisfactory and comprehensive response, I have renewed the registration of WCEC for a period of five years to 31 May 2026.

If you have any further questions in relation to this application, please email vrqa.vet@edumail.vic.gov.au.

Yours sincerely



Stefanie Veal

A/Executive Manager, Skills and Training

11/3/2021

Audit Date: 12th & 17th November 2020

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Applicant Details			
Applicant Name	Wyndham Community and Education Centre Inc	TOID	4179
Address	20 Synnot Street, WERRIBEE VIC 3030		
	Website	http:// wyndhamcec.org.au	
Registration Contact	Ms Jennie Barrera		
Phone Number	(03) 9742 4013	Email	jennieb@wyndhamcec.org.au
Audit Team			
Audit Firm	ShineWing Australia	Lead Auditor	Casey Helman
Auditor/s		Other Attendees	Ms Jennie Barrera Mr John Sheen Mr Alex Findlay
Registering Body Details			
Contact Person	Julie Florence		
Phone Number	9032 1560	Email	vet.audit@edumail.vic.gov.au
Audit Details			
Type of Audit	Re-registration Audit		
Conditions Audited	3, 6, 7, 8, 9		
Standards Audited	1.1, 1.2, 1.3, 1.4, 1.5	2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7	3.1, 3.2, 3.3, 3.4
2016 VRQA Guidelines Audited	3.1, 3.2	4.1, 4.2	
Audit Date/s	12 th November and 17 th November 2020		
RTO Background			
<p>RTO Background</p> <p>Wyndham Community and Education Centre Inc. is a not-for-profit incorporated organisation established by the community as the Werribee Community Centre Inc. in 1974. To reflect the scope of services offered by the organization across the municipality, the name was changed to Wyndham Community & Education Centre Inc. in 2011 or as it is better known, Wyndham CEC. In 1997, Wyndham Community and Education Centre Inc. became a Registered Training Organisation (RTO) and in 2008 became a registered senior secondary provider.</p> <p>Wyndham CEC offers a range of programs and services that include: pre-accredited and accredited training courses and community programs for individuals between the ages of 15 and 64 from a broad cross section of the community with a strong emphasis on the disadvantaged, youth, refugee and humanitarian entrants, and other new and emerging communities</p> <p>COVID 19 has had a significant impact on the delivery of training and assessment to students. Particularly in the Certificate III in Early Childhood Education and Care where mandatory work placements could not be completed. Wyndham CEC has made appropriate adjustments for students and added extra support measures to ensure students can complete their work placements and their provided extra study support sessions to students.</p>			

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Wyndham CEC has had some success with transitioning students from face to face learning in a classroom to fully facilitated online sessions with only minor number choosing to defer their studies or withdraw until further notice.

It is evident that Wyndham CEC has spent time updating their policies and procedure as a majority of their documents have been updated and endorsed within the last 6-12 months. This forms part of their normal continuous improvement process.

Qualifications/Units Audited ¹		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
CHC30113	Certificate III in Early Childhood Education and Care <ul style="list-style-type: none"> • CHCECE005 Provide care for babies and toddlers • CHCECE011 Provide experiences to support children's play and learning 	RTO & Workplaces
22483VIC	Course in EAL <ul style="list-style-type: none"> • VU22586 Communicate basic personal details and needs • VU22355 Recognise shape and design in simple, highly familiar situations 	RTO

Interviewee(s) – Staff name and position; employer name and position	
Ms Jennie Barrera	Chief Executive Officer
Mr John Sheen	Chief Operating Officer
Mr Alex Findlay	RTO Manager

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:		

Third party Arrangements –	Yes	No
Do the RTO's third-party arrangements match the information provided by the VRQA?	X	
There are no third-party arrangements		

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

Audit Summary - AQTF Conditions of Registration

AQTF Conditions Place an X in the appropriate column		Compliant	Non - Compliant	Not audited
1	Governance			X
2	Interactions with the Registering Body			X
3	Compliance with Legislation	X		
4	Insurance			X
5	Financial Management			X
6	Certification & Issuing of Qualifications & Statements of Attainment	X		
7	Recognition of Qualifications Issued by other RTOs	X		
8	Accuracy and Integrity of Marketing		X	
9	Transition to Training Packages/Expiry of Accredited Courses	X		
Summary of Non-Compliance²				
<p>CF 8</p> <p>Wyndham Community and Education Centre Inc are required to update their marketing and advertising material to prospective clients to reflect the course requirements for CHC30115 Certificate III in Early Childhood Education & Care.</p> <p>Wyndham Community and Education Centre Inc are required to remove the potentially misleading statements from their marketing and advertising material so prospective students are not under the impression they will gain employment from completing their course.</p>				

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

Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
Standard 1			
1.1 – Continuous Improvement Strategy	X		
1.2 – Training and Assessment Strategies		X	
1.3 – Training and Assessment Resources	X		
1.4 – Trainer and Assessor Competency	X		
1.5 – Assessment Strategies		X	
Standard 2			
2.1 – Meeting the Needs of Clients	X		
2.2 – Continuous Improvement of Client Services	X		
2.3 – Provision of Information to Clients	X		
2.4 – Third-Party Engagement in Training and Assessment		X	
2.5 – Provision of Support Services to Clients	X		
2.6 – Learner Access to Records of Participation	X		
2.7 – Complaints and Appeals Strategy	X		
Standard 3			
3.1 – Operations Management	X		
3.2 – Continuous Improvement of Operations	X		
3.3 – Third-Party Training and/ or Assessment Services		X	
3.4 – Records Management	X		
Summary of Non-Compliance³			
<p>SF1.2 Wyndham Community and Education Centre Inc need to accurately identify the amount of training requirements and ensure they are consistent with learning and assessment materials and with the learners existing skills, knowledge, and the experience and provide an explanation of why there is a variation from what's defined in the AQF volume of learning.</p> <p>SF1.5 Wyndham Community and Education Centre Inc is required to review their assessment benchmark answers and provide sufficient performance benchmarks for each skill and/or behaviour to be demonstrated. Wyndham Community and Education Centre Inc is required to review their assessment tools to ensure they address all the unit of competency requirements, including, but not limited to, those identified in the findings.</p> <p>SF2.4</p>			

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

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Wyndham Community and Education Centre Inc needs to ensure documentation relating to the engagement of employers and other parties who contribute to each learner's training and assessment with the development, delivery and monitoring of training and assessment is consistent. Wyndham Community and Education Centre Inc needs to ensure the role and responsibilities around training and assessment are clear between the RTO and the work placement host.

SF3.3

Wyndham Community and Education Centre Inc are required to ensure roles and responsibilities for training and assessment are clear, and monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration

Audit Summary – 2016 VRQA Guidelines for VET Providers

2016 VRQA Guidelines	Compliant	Non - Compliant	Not audited
1. Governance, Financial viability and Management systems			
1.1 – Strategic Plan and Business Plan			X
1.2 – Financial Viability			X
1.3 – Management Systems			X
1.4 – Governance			X
2. Transparency and oversight of third parties			
2.1 – Third party agreement			X
2.2 – Co-operation with VRQA			X
2.3 – Notifying VRQA of Third party agreements			X
2.4 – Information - Disclosure of third party services			X
2.5 – Pre-enrolment materials - Disclosure of third party services			X
2.6 – Changes to third party services			X
2.7 – Complaints - Third party services			X
2.8 – Appeals - Third party services			X
3. Trainer and assessor qualification (including individuals working under the supervision of a trainer)			
3.1 – Vocational & Industry skill requirements	X		
3.2 – Training and Assessment (TAE) skill requirements	X		
3.3 – Assessment only skill requirements			X
3.4 – Supervision arrangement requirements			X
3.5 – Trainer under supervision skill requirements			X
4. Delivery of training and assessment services			
4.1 – Training and assessment practices		X	
4.2 – Amount of training		X	
4.3 – TAE - Independent validation of assessment system, tools, processes and outcomes			X
4.4 – TAE – Trainer and Assessor skills (1 January 2016 to 31 December 2016)			X
4.5 – TAE – Trainer and Assessor skills (1 January 2017 onwards)			X
4.6 – TAE – Trainer under supervision requirements			X
4.7 – TAE – Registration requirements			X
5. Annual Declaration of Compliance			

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5.1 – Annual Declaration of Compliance			X
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Summary of Non-Compliance⁴

GF. 4.1

Wyndham Community and Education Centre Inc need to accurately identify the amount of training requirements and ensure they are consistent with learning and assessment materials and with the learners existing skills, knowledge, and the experience.

GF. 4.2

Wyndham Community and Education Centre Inc need to accurately identify the amount of training requirements include an explanation of why there is a variation from than that defined in the AQF volume of learning.

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