



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

# REPORT

## **Audit report: Entrepreneur Education Pty Ltd.**

Date/s of audit: 18/05/2017

Date report created: 23/05/2017

## Organisation details

Organisation's legal name:	Entrepreneur Education Pty Ltd.
Trading name/s:	Entrepreneur Education
RTO number:	40952
CRICOS number:	03432G

## Audit team

Lead auditor:	Mark Shrubshall
Assistant/s:	N/A

## Audit details

Application number/s:	N/A	
Audit number:	AUDREC0000451	
Audit reason	Post initial	
Address of site/s visited:	L1-4 Chevron Renaissance 3240 Surfers Paradise Bou, QLD 4217	
Date/s of audit:	18/05/2017	
Organisation's contact for audit:	Mrs Hutchings ceo@entrepreneur.edu.au	Chief Executive Officer 0755386569

## Original finding at time of audit

**Audit finding: Compliant**

**Report completed by:** Mark Shrubshall

Practice	Standards for RTOs 2015	Finding
Marketing/Recruitment	4.1	Not audited
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

Entrepreneur Education Pty Ltd provides training and assessment in qualifications from the BSB and CUA training packages. The organisation stated that they were considering future expansion to scope in the area of hospitality.

Summary of RTO organisation and management structure:

- The organisation's management structure consists of CEO, Director of Marketing, General Manager, Trainer and Assessors, Student Services & Administration Manager & Administration Officer.

Scope of RTOs registration:

- BSB40615 Certificate IV in Business Sales

- BSB50215 Diploma of Business
- BSB51915 Diploma of leadership and Management
- BSB61015 Advanced Diploma of Leadership and Management
- BSB51415 Diploma of Project Management
- CUA50715 Diploma of Graphic Design

Suburb and state of all delivery sites:

- Delivery is conducted (Face to face )
- Delivery takes place:
  - Queensland - Gold Coast

Third party usage:

- The organisation has the following third-party arrangements with 2D Strategic's Pty Ltd for the delivery and assessment of:
  - BSB51915 Diploma of Leadership and Management
  - BSB50215 Diploma of Business
  - BSB40615 Certificate IV in Business Sales

Core clients/target groups:

- International students
- Domestic students new to industry
- Domestic students employed or those looking for employment

Training Revenue (Funded or fee for service):

- Fee for service.

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

- 229

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 Entrepreneur Education Pty Ltd to ASQA
- Existing information and records held by ASQA concerning Entrepreneur Education Pty Ltd
- Information provided to ASQA's auditors and documentation reviewed during the site audit of Entrepreneur Education Pty Ltd conducted on 18 May 2017.

## Audit Sample

Code	Training products	Mode/s of delivery / assessment*	Current enrolments
BSB61015	Advanced Diploma of Leadership and Management	Face to face	68
		Face to face	31
CUA50715	Diploma of Graphic Design	Face to face	4

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




## 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

## Action required by RTO

Entrepreneur Education Pty Ltd demonstrated that its behaviours and practices met the requirements of the Standards for RTOs 2015 in particular Clauses 5.1, 5.2, 5.3, 7.3, 1.7, 1.1, 1.2, 1.3, 1.8, 1.13-1.16, 3.1, 2.3, 2.4, 8.2. and 2.1. Remedial action is not required by the organisation

## Enrolment

### 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.


**Findings: Compliant**

### 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.


**Findings: Compliant**

**Clause 7.3**

Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.


**Findings: Compliant**

**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.


**Findings: Compliant**

## 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.


*Findings: Compliant*

### 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.

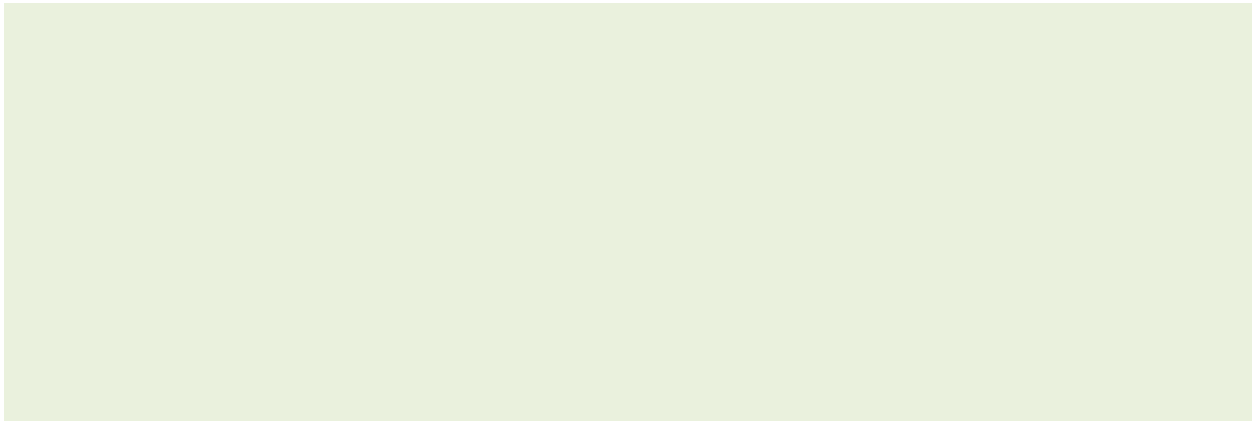

*Findings: Compliant*

### 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.






**Findings: Compliant**

**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**

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.



**Findings: Compliant**

**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.


**Findings: Compliant**

## Regulatory Compliance / Governance

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**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.


***Findings: Compliant***

**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.


***Findings: Compliant***