# **Participant Handout**

# **Internal Audit Webinar Series**

**Session 1 - Internal Audit Overview**

**Session 2 - Internal Audit Process**

**Session 3 - Taking Action for Improvement**

# **Session 1 – Internal Audit Overview**

# The current regulation in the VET sector has a focus on Quality assurance. While the standards don’t specifically mention the conduct of an internal audit, it is one way for an organisation to gather information about its performance for improvement purposes.

**Standard 2 - Quality Assurance**

2.1. The RTO ensures it complies with these Standards at all times, including where services are being delivered on its behalf. This applies to all operations of an RTO within its scope of registration.

2.2(a) The RTO systematically monitors the RTO’s training and assessment strategies and practices to ensure ongoing compliance with Standard 1, and

# 2.2(b) The RTO systematically evaluates and uses the outcomes of the evaluations to continually improve the RTO’s training and assessment strategies and practices. Evaluation information includes but is not limited to quality/performance indicator data collected under Clause 7.5 validation outcomes, client, trainer and assessor feedback and complaints and appeals.

# **Audit Planning**

|  |  |  |
| --- | --- | --- |
| **Planning Questions** | **Key information / responses** | **What does this mean for my Audit?** |
| What is the objective and scope of the audit? |  |  |
| What we are going to look at and when will this happen? |  |  |
| Where will this happen, are there multiple sites, have I considered travel times, do I have to do site inductions? |  |  |
| Who will be involved? Staff, employers, students, observers, technical experts?Who is my main contact person? |  |  |
| What can I look at before site visits and what do I need to see on-site? |  |  |
| Have I requested access to documents/files for any desktop review I conduct? |  |  |
| When I am onsite- have I given myself time to think about what I am seeing? |  |  |
| What else? |  |  |

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# **Session 2 – Internal Audit Process**

# **Community RTO Case Study**

Community RTO offers Certificate III in Community Services using three different approaches. Online, work-based and face-to-face. The marketing materials are generic and state that students can choose the mode that suits them best. A student who started the course in online mode has recently approached the RTO to transfer into the face-to-face cohort as they have found it very difficult to complete the units. To date, they have completed three (3) of the elective units for the qualification. The online lecturer thinks the student will be more suited to a face-to-face approach and is supportive of the move. The face-to-face team has rejected the transfer for the student as their program is fixed and they feel that the student has missed too much of the face-to-face program to be successful.

Naturally, the student is very upset about the rejection of the application and has made a formal complaint to the RTO and asked for the decision to be reconsidered. As the RTO has investigated, they have found that the three approaches are offering very different versions of the qualification. There is a substantial difference in the elective unit selection for each program. To further complicate matters the face-to-face cohort’s units are clustered, and it seems it would be exceedingly difficult to blend the student into clusters so that they could use the units that had already been completed.

The investigation of the complaint resulted in the RTO supporting the decision of the face-to-face lecturers. The student has been offered a refund and provided with a statement of attainment for the units they have completed.

**Activity – Defining the issues**

Adora, the CEO has asked you to do an internal audit to make sure that the RTO is compliant.

* What are the issues in the case study?
* What clauses would you audit to investigate the issues?

Please use the space below to make notes about your answers to this question. Put your answers in the chat box

|  |
| --- |
| **Notes:** |

**Activity – Questions for the site visit?**

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| --- |
| **What are your top five questions?** |

# Graphical user interface, text Description automatically generated

# **Activity - Evaluating Evidence**

|  |  |
| --- | --- |
| What is the requirement of the clause? |  |
| What processes have we put in place to meet the requirements of the clause? |  |
| Were the processes used? |  |
| Did the processes work? |  |
| If they didn’t work, what went wrong and how do we fix it? |  |
| If the processes worked, is there anything that could be improved? |  |

# ***Standards for Registered Training Organisations 2015* Clauses**

To be compliant with Standard 5 the RTO must meet the following:

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.

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:

1. the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;
2. the training and assessment, and related educational and support services the RTO will provide to the learner including the:
3. estimated duration;

expected locations at which it will be provided;

expected modes of delivery;

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

any work placement arrangements.

1. 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.
2. the learner’s rights, including:
3. details of the RTO’s complaints and appeals process required by Standard 6; and

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;

1. the learner’s obligations:
2. in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;

any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and

any materials and equipment that the learner must provide; and

1. information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

# **Session 3 - Taking Action for Improvement**

# **A framework for reporting non-compliances**

# What is the requirement of the standard – restate the clause in simple terms

# What did you see in the evidence – list the evidence, don’t make any judgement statements, just tell us what you saw.

# What is the gap between the evidence and the requirement of the standard? This is a really important part as it is where you identify the gap so that everyone can understand the gap and its impact.

# What do you want the RTO to do about the non-compliance?

# Your non-compliance:

|  |  |
| --- | --- |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |

**Internal Audit Action Plan**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Priority** | **Action** | **Person Responsible** | **Due Date** | **Status** | **Comments** |
| 1 |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |
| 5 |  |  |  |  |  |  |
| 6 |  |  |  |  |  |  |
| 7 |  |  |  |  |  |  |