



REPORT

Audit report: Ablecare Pty Ltd

RTO number:	32535
CRICOS number:	03748J
Date/s of audit:	13 February 2020
Date report created:	13 February 2020

Organisation details

Organisation's legal name:	Ablecare Pty Ltd
Trading name/s:	The Artist Cafe and Gallery Restaurant AMRATA HEALTH AND YOGA DIVTEC SEMINARS PUZZLES EARLY LEARNING CENTRE DIVTEC Training and Further Education
RTO number:	32535
CRICOS number:	03748J

Audit team13

Lead auditor:	Daniel Taylor
Auditor/s:	N/A

Audit details

Application number/s:	N/A
Audit number/s:	AUDREC0010154
Audit reason/s:	Compliance Monitoring
Address of site/s visited:	Unit 2 401 Gympie Rd STRATHPINE QLD 4500 Australia
Date/s of audit:	13 Feb 2020
Organisation's contact for audit:	Natalie Hennessy Chief Executive - Managing Director natalie.hennessy@ablecare.org 0412434928

Original finding at time of audit

Audit finding: Compliant

Report completed by: Daniel Taylor

Practice	Standards for RTOs	Finding
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13, 1.14, 1.16	Compliant
Marketing/Recruitment Practices	4.1	Compliant
Enrolment	5.1, 5.2, 5.3, 7.3	Compliant
Support and Progression	1.7	Compliant
Completion	3.1	Compliant
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Compliant

Background

Summary of organisation and management structure:

- Natalie Hennessy - Chief Executive, Managing Director
- Robyn Grant – RTO Manager
- Cara Krarup - RTO Coordinator
- Michelle Grech - Student Support Officer

Scope of organisation's registration:

- AHC51216 Diploma of Community Coordination and Facilitation
- BSB20115 Certificate II in Business
- BSB30115 Certificate III in Business
- BSB50215 Diploma of Business
- CHC30113 Certificate III in Early Childhood Education and Care
- CHC33015 Certificate III in Individual Support
- CHC43115 Certificate IV in Disability
- CHC50113 Diploma of Early Childhood Education and Care
- HLT23215 Certificate II in Health Support Services
- HLT33015 Certificate III in Allied Health Assistance
- HLT43015 Certificate IV in Allied Health Assistance
- SIT20316 Certificate II in Hospitality
- SIT30616 Certificate III in Hospitality

Suburb and state of all delivery sites:

- Stafford Heights QLD
- Strathpine QLD
- Burpengary QLD
- Mitchelton QLD

Third party usage:

- Euphoria Institute of Training
- Institute for Urban Indigenous Health
- QIHE Pty Ltd trading as Mastery Institute Australia

Core clients/target groups:

- Students aged 15 or over no longer in school
- Students who are from culturally and/or linguistically diverse backgrounds
- Student who may have little to no employment experience.
- Students who may need support to gain the skills or qualification required to achieve gaining employment.

Training Revenue (Funded or fee for service):

- Fee for service and funded

Total number of current enrolments in the organisation as at audit date:

- 192

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.
- Information provided directly by Ablecare Pty Ltd to ASQA.
- Existing information and records held by ASQA concerning Ablecare Pty Ltd.
- Information provided to ASQA's auditors and documentation reviewed during the site audit of Ablecare Pty Ltd conducted on 13 Feb 2020.
- Other publicly available information - including but not limited to, information published on the organisation's and third-party websites.

Audit Sample

Training Products	Mode/s of delivery/assessment*	Current enrolments
<i>BSB30115 Certificate III in Business</i>	Workplace/Distance	38
<i>CHC33015 Certificate III in Individual Support</i>	Face to face/ Online/Distance/Workplace	67
<i>HLT33015 Certificate III in Allied Health Assistance</i>	Workplace/Distance	9
<i>SIT20316 Certificate II in Hospitality</i>	Face to face/Workplace	1
<i>CHC30113 Certificate III in Early Childhood Education and Care</i>	Face to face/Workplace	21

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

Interviewees

Name	Position	Training products
Natalie Hennessy	Director	BSB30115
Robyn Grant	RTO Manager	N/A
Cara Krarup	RTO Coordinator	N/A

About this Report

This report details findings against the *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs). 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