



Australian Government
Australian Skills Quality Authority

REPORT

Audit report: Skilled Up Pty Ltd

Date/s of audit: 5-7 December 2017

Date report created: 8/12/2017



Organisation details

Organisation's legal name: Skilled Up Pty Ltd

Trading name/s: Skilled Up

RTO number: 40471

CRICOS number: N/A

Audit team

Lead auditor: Roxanne Sheehan

Assistant/s: N/A

Audit details

Application number/s: INTCRI0000350

Audit number: AUDREC0007522

Audit reason: Application - initial CRICOS

Address of site/s visited: 59-61 Curzon Street, NORTH MELBOURNE VIC 3051

Date/s of audit: 5/12/2017 6/12/2017 7/12/2017

Organisation's contact for audit: Mrs. Jayne Marsh Director
jayne@skilledup.com.au 0419 202 149

Original finding at time of audit

Audit finding: Compliant

Report completed by: Roxanne Sheehan

Registration	National Code 2017	Finding
Course Duration	C7.1, C7.3	Compliant
Work-based training	C8.1	Compliant
Arrangements with other providers	C10.2	Not audited
Maximum number of students	C12.1	Compliant

Practice	National Code 2017	Finding
Marketing/Recruitment	D1.2	Compliant
Enrolment	D2.1, D2.2, D3.1, D3.2	Compliant
Support and Progression	D6.1, D6.2, D6.3, D6.5, D6.6, D9.1, D9.2, D10.1, D10.2, D10.5, 10.6, D11.1 – 11.9, D13.2	Compliant
Training and Assessment	D14.1, D14.2	Compliant
Regulatory Compliance / Governance	D4.1, D4.3	Compliant

Background

Summary of organisation and management structure:

- The RTO gained initial registration on 23 July 2012 and has a current end date of registration 22 July 2024.
- The focus of the RTO is to provide contextualised training and upskilling for employees of corporate clients utilising the client's own policies and procedures as required.
- Non-accredited leadership programs and professional development courses are also provided for corporate clients.
- The current organisation structure includes the following:
 - CEO – Jayne Marsh
 - General/Compliance Manager – Alison Marriage
 - Senior Administrator – Anna Broomhall
 - Data Administration – Danielle Marchesani
 - Account Manger – Tarryn Patten
 - Business Development – Susan Cramer
 - Instructional designer – Caro Smith

Scope of registration:

- The RTO has a current scope of registration of 20 qualifications:
 - 9 qualifications from the BSB Business Services Training Package
 - 4 qualifications from the CHC Community Services training package
 - 2 qualifications from the CPC08 Construction, Plumbing and Services Training Package
 - 1 qualification from the CPP07 Property Services Training Package
 - 4 qualifications from the FNS Financial Services Training Package.

On 16 February 2017, the RTO submitted an application for initial CRICOS registration for a capacity of 120 international students at location 59–61 Curzon Street, NORTH MELBOURNE VIC 3050 for the following courses:

- *CHC50113 Diploma of Early Childhood Education and Care*
- *BSB51915 Diploma of Leadership and Management*
- *CPC40110 Certificate IV in Building and Construction (Building)*
- *CPP40307 Certificate IV in Property Services (Real Estate)*

The application process was not completed until 19 June 2017.

Suburb and state of all delivery locations:

- The RTO delivers face to face training at 59 – 61 Curzon Street, NORTH MELBOURNE VIC 3050. Training is also conducted in the client's workplace and appropriate venues close to client's workplace.

Third party usage:

- The RTO has no plans to use third parties for the delivery of training and assessment services.

Core clients/target groups:

- The core target groups are existing workers requiring training or upskilling for corporate clients. All international students will be over the age of 18 years. The applicant plans to recruit support personnel with the language skills of the main target cohorts.

Education Agents:

- The applicant plans to use the services of Education Agents. Initially, international students will be existing workers for global corporate clients, in particular from the United Kingdom, United States of America and Asia.

Training Revenue (Funded or fee for service):

- The RTO has current funding in Victoria and is a current member of the ACPET ASTAS tuition assurance scheme. CRICOS students will be fee for service.

Total number of current enrolments as at audit date:

- 569

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 Skilled Up Pty Ltd to ASQA.
- Existing information and records held by ASQA concerning Skilled Up Pty Ltd.
- Information provided to ASQA's auditors and documentation reviewed during the site audit of Skilled Up Pty Ltd conducted on 5 – 7 December 2017.
- Other publicly available information - including but not limited to, information published on the organisation's website.

Audit Sample

Code	Training products	Mode/s of delivery / assessment*	Current VET enrolments
CHC50113	Diploma of Early Childhood Education and Care	Face to face, Workplace	83
BSB51915	Diploma of Leadership and Management	Face to face	0
CPC40110	Certificate IV in Building and Construction (Building)	Face to face	150
CPP40307	Certificate IV in Property Services (Real Estate)	Face to face	188

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

Interviewees

Name	Position	Training products
Mrs Jayne Marsh	Director	All
Mrs Alison Marriage	General Manager	All

About this Report

This report details findings against the *National Code of Practice for Providers of Education and Training to Overseas Students 2017* (National Code). If non-compliance has been identified, this report describes evidence of the non-compliance.

Where non-compliance has been identified, the 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

Skilled Up Pty Ltd met all requirements for Part C Registration on CRICOS 7.1, 7.3, 8.1 and 12.1.

Skilled Up Pty Ltd met all requirements for Part D Standards 1.1, 1.2, 2, 3, 4.1, 4.2, 6, 7.2, 8.1, 8.2, 9.1, 10.2, 10.4, 11.3, 11.4, 12.1, 13.1, 14.1 and 14.2.