



REPORT

Audit report: Illawarra Area Child Care Ltd

RTO number:	90331
CRICOS number:	N/A
Date/s of audit:	17-18 March 2020
Date report created:	27 March 2020

Organisation details

Organisation's legal name:	Illawarra Area Child Care Ltd
Trading name/s:	ILLAWARRA AREA CHILD CARE LTD ECTARC Enriching Futures ILLAWARRA AREA CHILD CARE
RTO number:	90331
CRICOS number:	N/A

Audit team

Lead auditor:	Margaret FORAN
Auditor/s:	Marty Burgess

Audit details

Application number/s:	N/A
Audit number/s:	AUDREC0010197
Audit reason/s:	Compliance Monitoring
Address of site/s visited:	n/a (desk audit)
Date/s of audit:	17-18 March 2020
Organisation's contact for audit:	Sarah Janice Langtry CEO jan@ectarc.com.au 0242231111

Original finding at time of audit

Audit finding: Compliant

Report completed by: Margaret FORAN

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	Compliant
Support and Progression	1.7	Compliant
Completion	3.1	Compliant

*Indicates a non-compliant clause

Background

Summary of organisation and management structure:

- Illawarra Area Child Care Ltd (the organisation) was approved as a registered training organisation (RTO) on 19 November 1997 and commenced delivery on 26 November 2014. The organisation's registration expires on 25 November 2021.
- Ms Jan Langtry is the CEO of Illawarra Area Child Care (IACC) which is an umbrella of Early Childhood Services comprised of 11 early childhood education and care centres and the RTO. Ms Langtry reports to the Area Child Care Board of Management. Ms Langtry is supported by the management team, Ms Sarah Mezedi (Compliance and Quality Assurance), Leesa Van Duin (Resource and Development), Natalie Fernandes (Funded Programs) and Rachel Griffith (Marketing).

Scope of organisation's registration:

- The organisation has the following qualifications on its scope of registration:
 - BSB42015 Certificate IV in Leadership and Management
 - CHC30113 Certificate III in Early Childhood Education and Care
 - CHC40113 Certificate IV in School Age Education and Care
 - CHC50113 Diploma of Early Childhood Education and Care
 - CHC50213 Diploma of School Age Education and Care
- The organisation has the following units of competency on its scope of registration:
 - HLTFSE001 Follow basic food safety practices
 - HLTFSE005 Apply and monitor food safety requirements
 - HLTFSE007 Oversee the day-to-day implementation of food safety in the workplace

Suburb and state of all delivery sites:

- The organisation delivers the majority of training by distance in NSW, Queensland and ACT and visits students in early childhood education and care centres for additional support and practical assessments.
- The organisation has offices in Warrawong, NSW and Springwood, Queensland.

Third party usage:

- The organisation does not engage third parties for the delivery of services on its behalf.

Core clients/target groups:

- The core clients are predominantly trainees and apprentices.

Training Revenue (Funded or fee for service):

- The training revenue is through:
 - fee for service
 - Smart and Skilled funding in NSW
 - User Choice Program in Queensland
 - Certificate 3 Guarantee Program in Queensland
 - Skilled Capital in ACT
 - User Choice in ACT
 - Government contracts.

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

- The organisation has 1243 current enrolments.

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 Illawarra Area Child Care Ltd to ASQA.
- existing information and records held by ASQA concerning Illawarra Area Child Care Ltd.
- information provided to ASQA's auditors and documentation reviewed during the desk audit of Illawarra Area Child Care Ltd conducted on 17 - 18 March 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>BSB42015 Certificate IV in Leadership and Management</i>	distance	11
<i>CHC30113 Certificate III in Early Childhood Education and Care</i>	distance	448
<i>HLTFSE001 Follow basic food safety practices</i>	distance	15

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

Interviewees (phone)

Name	Position	Training products
Sarah Mezedi	Manager – Compliance and Quality Assurance	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