



Australian Government
Australian Skills Quality Authority

REPORT

Audit report: The Flower School Pty. Ltd.

Date/s of audit: 8 November 2017

Date report created: 10/10/2017

Organisation details

Organisation's legal name:	The Flower School Pty. Ltd.
Trading name/s:	n/a
RTO number:	41063
CRICOS number:	n/a

Audit team

Lead auditor:	Mrs Karen Noble
Assistant/s:	n/a

Audit details

Application number/s:	n/a	
Audit number:	AUDREC0000789	
Audit reason	Post initial	
Address of site/s visited:	9/50 Northlink Place, Virginia	
Date/s of audit:	8/11/2017	
Organisation's contact for audit:	Ms Amanda Meads infor@theflowerschool.com.au	Chief Executive Officer 07 3868 2939

Original finding at time of audit

Audit finding: Concerning non-compliance

Report completed by: Mrs Karen Noble

Practice	Standards for RTOs 2015	Finding
Marketing/Recruitment	4.1	Compliant
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	Not compliant
Completion	3.1	Compliant
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Compliant

Background

Summary of organisation and management structure:

- The RTO is structured with Ms Amanda Meads as its Chief Executive who also provides training and assessment. She is supported by Ms Yvette Hubbert as Trainer/Assessor and Ms Naomi Cross as Administration Officer.

Scope of registration:

- The RTO provides training and assessment in the field of Floristry; both short courses such as flower arrangement, and full qualifications.

Suburb and state of all delivery locations:

- Delivery occurs at the RTO's premises at Virginia and at client's premises (for apprenticeships).

Third party usage:

- The RTO does not have third party arrangements.

Core clients/target groups:

- The RTO targets school leavers, persons seeking a career change, and general interest groups.

Training Revenue (Funded or fee for service):

- Fee for service - approximately 65%
- Remainder being funded arrangements through Certificate III Guarantee and User Choice, with Certificate III Guarantee being the greater number.

Total number of current enrolments as at audit date:

- 21

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 The Flower School Pty. Ltd. to ASQA
- Existing information and records held by ASQA concerning The Flower School Pty. Ltd.
- Information provided to ASQA's auditors and documentation reviewed during the site audit of The Flower School Pty. Ltd. conducted on 8 November 2017.
- Other publically available information - including but not limited to, information published on the organisation's and third party websites.

Audit Sample

Code	Training products	Mode/s of delivery / assessment*	Current enrolments
SFL30115	Certificate III in Floristry	Face to face	17
SLF20115	Certificate II in Floristry	Face to face	3

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

Interviewees

Name	Position	Training products
Amanda Meads	Director	All
Naomi Cross	Administration	n/a
Yvette Hubbert	Trainer/Assessor	All

About this Report

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

The Flower School Pty. Ltd. did not meet all requirements for clauses 1.1, 1.8, and 1.13(a) of the *Standards for RTOs 2015*.

Remedial action is required for the following training products:

SFL30115 Certificate III in Floristry

SFLSOP001 Source information on floristry products and services

The RTO is required to provide evidence that demonstrates:

Clause 1.1, 1.8:

- The RTO has corrected its assessment system to ensure assessment meets the requirements of the training product.
- The RTO now has appropriate processes to ensure its assessment will be conducted only by trainers/assessors that meet the requirements of the training products being delivered or assessed.

Clause 1.13(a):

- The RTO has access to trainers/assessors who meet the requirements of the Standards, either by providing additional training to current trainers/assessors or sourcing alternative trainer/assessors.

Areas of non-compliance

Training and Assessment

Standards for RTOs 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.

Standards for RTOs 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: Not compliant

SFL30115 Certificate III in Floristry

The following evidence was reviewed in relation to training and assessment:

- Training and assessment strategies for the above qualifications
- Master assessment tools
- Completed student assessments
- Trainer/assessor qualifications and matrix

The RTO's training and assessment strategies and practices are not consistent with the requirements of training package and do not enable each learner to meet the requirements for each unit of competency in which they are enrolled.

Evidence of non-compliant practice includes:

- As non-compliances were identified with Clause 1.8 relating to assessment practices, the RTO has not demonstrated its assessment practices are consistent with the requirements of the training product requirements.
- As non-compliances were identified with Clause 1.13 (a) relating to assessor requirements specified in the Assessment Conditions of the units of competency, the RTO has not demonstrated its assessment practices are consistent with the requirements of the training packages.

These practices and behaviours are non-compliant with Clause 1.1 of the *Standards for RTOs 2015*.

Standards for RTOs 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.

Table 1.8.1 Principles of Assessment

Fairness	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none">reflecting the learner's needs;assessing competencies held by the learner no matter how or where they have been acquired; anddrawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none">assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;assessment of knowledge and skills is integrated with their practical application;assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; andjudgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

Table 1.8.2 Rules of Evidence

Validity	<p>The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.</p>
Sufficiency	<p>The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.</p>
Authenticity	<p>The assessor is assured that the evidence presented for assessment is the learner's own work.</p>
Currency	<p>The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.</p>

Findings: Not compliant

SFL30115 Certificate III in Floristry

SFLSOP001 Source information on floristry products and services

Evidence provided for training and assessment:

- Master assessment tools
- Completed student assessments
- Trainer/assessor qualifications and matrix

Assessment did not ensure 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

Evidence of non-compliant practice includes:

- assessment did not ensure the performance evidence requirements of the unit of competency would be addressed, specifically:
 - obtain plain English information about laws specifically relevant to the floristry industry from:
 - local liquor licensing regulator
 - local food safety regulator

Although questions in the assessment addressed the knowledge of this information, no evidence was provided to demonstrate the student had sourced information from the relevant regulators.

- Assessment did not ensure the assessment conditions of the unit of competency would be addressed, specifically:
 - Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors, and:
 - hold a qualification or Statement of Attainment in Floristry which includes this unit of competency or equivalent

Although the assessor, Ms Yvette Hubbert, satisfied the remaining Standards for Registered Training Organisation's requirements for assessors, evidence provided did not demonstrate Ms Hubbert holds the specific unit of competency or equivalent.

These practices and behaviours are non-compliant with Clause 1.8 and Clause 1.13(a) of the *Standards for RTOs 2015*.

Standards for RTOs 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.

Standards for RTOs Clause 1.14

The RTO's training and assessment:

- a) if delivered on or prior to 31 March 2019, is delivered only by persons who have the training and assessment credential specified in Item 1 or Item 2 or Item 3 of Schedule 1.
- b) if delivered on or after 1 April 2019, is delivered only by persons who have the training and assessment credential specified in Item 2 or Item 3 of Schedule 1

Standards for RTOs Clause 1.15

Where a person conducts assessments only, the RTO ensures that:

- a) on or prior to 31 March 2019, the person has the training and assessment credential specified in Item 1, or Item 2, or Item 3, or Item 4, or Item 5 of Schedule 1; or
- b) on or after 1 April 2019, the person has the training and assessment credential specified in Item 2, or Item 3, or Item 5 of Schedule 1.

Standards for RTOs 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: Not compliant

Evidence provided for training and assessment:

- Master assessment tools
- Completed student assessments
- Trainer/assessor qualifications and matrix

Ms Yvette Hubbert – trainer/assessor for SFL30115 Certificate III in Floristry

Evidence provided did not demonstrate Ms Hubbert has current vocational competencies at least to the level being delivered and assessed. Although Ms Hubbert holds higher level qualifications in Floristry, no evidence was provided to demonstrate she meets the specific unit of competency requirements for the core unit *SFLSOP001 Source information on floristry products and services*. Assessment conditions for this unit of competency state that assessors must hold a qualification or Statement of Attainment in Floristry which includes the specific unit of competency or equivalent.

These practices and behaviours are non-compliant with Clause 1.13(a) of the *Standards for RTOs 2015*.
