

Performance assessment (audit) report



Celtic Training and Consultancy Pty Ltd

RTO number: 40179
CRICOS number: N/A
Date report finalised: 28 May 2024



Australian Government
Australian Skills Quality Authority

ASQA

(Working together)

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Assessment and Provider Details

Provider details

Provider's legal name: Celtic Training and Consultancy Pty Ltd

Business/Trading name/s: Celtic Training

RTO code: 40179

CRICOS code: N/A

Assessment details

Application number/s: N/A

Audit number: AUDREC0013090

Provider's contact details: Mr Glenn Elith – CEO
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Address/es of site/s visited (if applicable): N/A

Date of opening meeting: 24 April 2024

Date/s of interviews: 20 May 2024

Date of closing meeting: 28 May 2024

Assessment team

Lead Assessment Officer: Melissa Pasquier

Assessment Officers (if applicable): N/A

Report Summary

This report details findings against the following:

- *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs)

Where non-compliance has been identified, the provider is accountable for identifying and correcting non-compliant systems, practices, and behaviours, particularly those that have had a negative impact on students.

Correcting a non-compliance may require:

- correcting the system or process that caused the non-compliance and implementing a revised process or system.
- identifying the impact on students and carrying out remedial action for current and past students.

Assessment findings

Report completed by: Melissa Pasquier

Practice	Legislation	Compliant	Not Compliant
Training and Assessment	Standards for RTOs	1.1, 1.2, 1.3, 1.4 1.6, 1.8, 1.13, 1.14, 1.16	-
Completion	Standards for RTOs	3.1	-
Marketing and Recruitment	Standards for RTOs	4.1	-
Enrolment	Standards for RTOs	5.1, 5.2	-
Regulatory Compliance and Governance	Standards for RTOs	2.2, 6.5, 7.1, 8.5, 8.6	-

In preparing the performance assessment (audit) report, consideration has been given and reference made, where relevant, to:

- information provided directly by Celtic Training and Consultancy Pty Ltd to ASQA.
- existing information and records held by ASQA concerning Celtic Training and Consultancy Pty Ltd
- information provided to ASQA’s assessor/s, interviews and observations, and documentation reviewed during the performance assessment (audit) of Celtic Training and Consultancy Pty Ltd
- other publicly available information - including but not limited to, information published on the provider’s and third-party websites.

Training products sampled

Training Products	Mode/s of delivery/ assessment*	Current enrolments
CHC33021 Certificate III in Individual Support <ul style="list-style-type: none"> • CHCCCS040 Support independence and wellbeing • CHCCCS031 Provide individualised support 	Face to face	247
CHC52021 Diploma of Community Services <ul style="list-style-type: none"> • CHCCCS019 Recognise and respond to crisis situations • CHCCSM013 Facilitate and review case management 	Face to face	92
CHC43315 Certificate IV in Mental Health <ul style="list-style-type: none"> • CHCMHS007 Work effectively in trauma informed care • CHCMHS005 Provide services to people with co-existing mental health and alcohol and other drugs issues 	Face to face	187
HLTAID011 Provide First Aid	Face to face	41
CHC33015 Certificate III in Individual Support <ul style="list-style-type: none"> • CHCCCS023 Support Independence and wellbeing • CHCCCS011 Manage personal support needs 	Face to face	213
CHC52015 Diploma of Community Services <ul style="list-style-type: none"> • CHCDEV002 Analyse impacts of sociological factors on clients in community work and services • CHCDIS005 Develop and provide person-centred service responses 	Face to face	53

Interviewees

This includes all individuals (except students) present at interview during the entirety of the performance assessment (audit) process.

Full name	Position
Glenn Elith	CEO
Eve Ollerenshaw	QA/Compliance
Jodi Weatherall	Training Manager
Sharon Jupp	Trainer and Assessor – Community Services
Pallavi Bawa	Trainer and Assessor – Individual Support
Maree Dalby	Trainer and Assessor – Mental Health

Details of findings

Training and Assessment

Training and Assessment Strategies

Standards for RTOs 2015 – Standard 1

The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

Clause 1.1

Finding: Compliant

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 2015 – Standard 1

The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

Clause 1.2

Finding: Compliant

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.

Resourcing

Standards for RTOs 2015 – Standard 1

The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

Clause 1.3

Finding: Compliant

The RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:

- a) trainers and assessors to deliver the training and assessment;
- b) educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
- c) learning resources to enable learners to meet the requirements for each unit of competency, and

- which are accessible to the learner regardless of location or mode of delivery; and
- d) facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

Standards for RTOs 2015 – Standard 1

The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

Clause 1.4

Finding: Compliant

The RTO meets all requirements specified in the relevant training package or VET accredited course.

Trainers and Assessors

Standards for RTOs 2015 – Standard 1

The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

Clause 1.13

Finding: Compliant

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 assist in training delivery and/or the assessment judgement, working alongside the trainer and/or assessor to conduct the training and/or assessment.

Minor deficiency/ies

During the course of the performance assessment (audit), some minor deficiencies were noted. These were not significant such that they resulted in a finding of non-compliance against this clause. They were however discussed with the provider and the provider agreed to remedy these. This included:

- ensuring all trainers and assessors hold current industry skills directly relevant to the training product's element level for the training and assessment being provided.

Standards for RTOs 2015 – Standard 1

The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

Clause 1.14

Finding: Compliant

The RTO's training and assessment 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 2015 – Standard 1

The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

Clause 1.16

Finding: Compliant

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.

Minor deficiency/ies

During the course of the performance assessment (audit), some minor deficiencies were noted. These were not significant such that they resulted in a finding of non-compliance against this clause. They were however discussed with the provider and the provider agreed to remedy these. This included:

- rectifying its professional development systems to ensure that all trainers/assessors currently used by the provider undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency based training and assessment.

Industry Engagement

Standards for RTOs 2015 – Standard 1

The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

Clause 1.6

Finding: Compliant

The RTO implements a range of strategies for industry engagement and systematically uses the outcome of that industry engagement to ensure the industry relevance of:

- a) its training and assessment strategies, practices and resources; and
- b) the current industry skills of its trainers and assessors.

Assessment

Standards for RTOs 2015 – Standard 1

The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

Clause 1.8

Finding: Compliant

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.

Minor deficiency/ies

During the course of the performance assessment (audit), some minor deficiencies were noted. These were not significant such that they resulted in a finding of non-compliance against this clause. They were however discussed with the provider and the provider agreed to remedy these. This included:

- ensuring that the logbooks for CHC52021 (Units CHCCCS019 and CHCCSM013) which are currently under development will be completed and available by the time students enrolled in this course have reached the work-placement stage, noting that there are currently no enrolments in this course.

Standards for RTOs 2015 – Standard 1

The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

Clause 1.9

Finding: Compliant

The RTO implements a plan for ongoing systematic validation of assessment practices and judgements that includes for each training product on the RTO's scope of registration:

- a) when assessment validation will occur;
- b) which training products will be the focus of the validation;
- c) who will lead and participate in validation activities; and
- d) how the outcomes of these activities will be documented and acted upon.

Completion

Standards for RTOs 2015 – Standard 3

The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.

Clause 3.1

Finding: Compliant

The RTO issues Australian Qualifications Framework (AQF) certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

Marketing and Recruitment

Standards for RTOs 2015 – Standard 4

Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.

Clause 4.1

Finding: Compliant

Information, whether disseminated directly by the RTO or on its behalf, is both accurate and factual, and:

- a) accurately represents the services it provides and the training products on its scope of registration;
- b) includes its RTO Code;
- c) refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained;
- d) uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4;
- e) makes clear where a third party is recruiting prospective learners for the RTO on its behalf;
- f) distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party;
- g) distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO;
- h) includes the code and title of any training product, as published on the National Register, referred to in that information;
- i) only advertises or markets a non-current training product while it remains on the RTO's scope of registration;
- j) only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised;
- k) includes details about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment; and
- l) does not guarantee that:
 - i) a learner will successfully complete a training product on its scope of registration; or

- ii) a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2; or
- iii) a learner will obtain a particular employment outcome where this is outside the control of the RTO.

Enrolment

Standards for RTOs 2015 – Standard 5

Each learner is properly informed and protected.

Clause 5.1

Finding: Compliant

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.

Standards for RTOs 2015 – Standard 5

Each learner is properly informed and protected.

Clause 5.2

Finding: Compliant

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:

- a) the code, title, and currency of the training product to which the learner is to be enrolled, as published on the National Register;
- b) the training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - i) estimated duration;
 - ii) expected locations at which it will be provided;
 - iii) expected modes of delivery;
 - iv) 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
 - v) any work placement arrangements.
- c) 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.
- d) the learner's rights, including:
 - i) details of the RTO's complaints and appeals process required by Standard 6; and
 - ii) 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;
- e) the learner's obligations:

- i) in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;
 - ii) any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and
 - iii) any materials and equipment that the learner must provide; and
- f) information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

Regulatory Compliance and Governance

Continuous Improvement

Standards for RTO's 2015 - Standard 2

The operations of the RTO are quality assured.

Clause 2.2

Finding: Compliant

The RTO:

- a) systematically monitors the RTO's training and assessment strategies and practices to ensure ongoing compliance with Standard 1; and
- b) 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.

Complaints and Appeals

Standards for RTOs 2015 – Standard 6

Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

Clause 6.5

Finding: Compliant

The RTO:

- a) securely maintains records of all complaints and appeals and their outcomes; and
- b) identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Compliance with Legislation

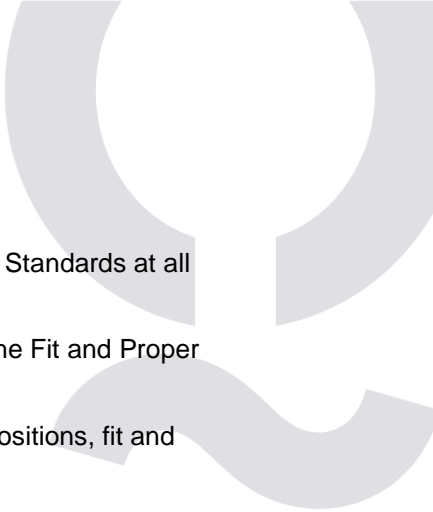
Standards for RTOs 2015 – Standard 7

The RTO has effective governance and administration arrangements in place.

Clause 7.1

Finding: Compliant

The RTO ensures that its executive officers, high managerial agents and any persons who exercise a degree of control or influence over the management or direction of the RTO:

- 
- a) are vested with sufficient authority to ensure the RTO complies with the RTO Standards at all times; and
 - b) are assessed by the RTO as being fit and proper persons, having regard to the Fit and Proper Person Requirements, prior to being appointed to the relevant positions; and
 - c) remain, in the opinion of the RTO, throughout their time occupying relevant positions, fit and proper persons, having regard to the Fit and Proper Person Requirements.

Standards for RTOs 2015 – Standard 8

The RTO cooperates with the VET Regulator and is legally compliant at all times.

Clause 8.5

Finding: Compliant

The RTO complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations.

Standards for RTOs 2015 – Standard 8

The RTO cooperates with the VET Regulator and is legally compliant at all times.

Clause 8.6

Finding: Compliant

The RTO ensures its staff and clients are informed of any changes to legislative and regulatory requirements that affect the services delivered.