



Australian Government

Australian Skills Quality Authority

# REPORT

## Audit report: RANTAN HOLDINGS PTY LTD

Date/s of audit: 11 September 2018

Date report created: 17 September 2018

## Organisation details

Organisation's legal name:	RANTAN HOLDINGS PTY LTD
Trading name/s:	Creative Edge Training
RTO number:	41497
CRICOS number:	N/A

## Audit team

Lead auditor:	Jen Adlington
Assistant/s:	N/A

## Audit details

Application number/s:	N/A	
Audit number:	AUDREC0008570	
Audit reason	Post initial	
Address of site/s visited:	46 Palladium Blvd Hope Island QLD 4212	
Date/s of audit:	11/09/2018	
Organisation's contact for audit:	Tanya Howell director@creativeedgetraining.com.au	CEO/Director of Education 5510 9112

## Original finding at time of audit

**Audit finding: Not yet determined**

**Report completed by:** Jen Adlington

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, 1.13, 1.14, 1.16	Compliant
Training and Assessment	1.8	Not compliant
Completion	3.1	Compliant

## Background

Summary of organisation and management structure:

- Rantan Holdings Pty Ltd trading as Creative Edge Training was established as a registered training organisation on 7 May 2016 .Tanya Howell is the Chief Executive Officer and Randy Howell looks after the administration and business development for the organisation. Beth Dwyer is the head trainer/assessor, provides staff training and instrumental in the development and conducting of the Boot Camps. There are four other trainer/assessors and Belinda Moore is an external validator for the RTO.
- The Boot Camps have become a signature for the RTO providing intensive training opportunities and are conducted primarily at the delivery location in Reedy Creek. The majority of training and assessment occurs in the workplace at the 'Training Academy' at the Reedy Creek location or visits from Creative Edge Training Educators to the student's workplace.

Scope of registration:

- SHB30516 Certificate III in Barbering
- SHB30416 Certificate III in Hairdressing
- SHB20216 Certificate II in Salon Assistant

Suburb and state of all delivery locations:

- Head Office: 46 Palladium Blvd Hope Island QLD 4212.
- Delivery location: 68 Gemvale Road, Reedy Creek,

Third party usage:

- No third party usage

Core clients/target groups:

- Unskilled job seekers
- Skilled workers
- Apprentice, whilst engaged with an employer
- School based Apprentices, engaged with an employer whilst still at school, mainly year 11 & 12

Training Revenue (Funded or fee for service):

- Fee for service
- User Choice, Apprentices
- PQS User choice and Certificate 3 Guarantee, approved 28 February 2018 and Effective from April 2018
- Vet Investment for RPL, trade skill assessment gap training 60 % min RPL and 30% max training.

Total number of current enrolments as at audit date: 118

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 RANTAN HOLDINGS PTY LTD to ASQA
- Existing information and records held by ASQA concerning RANTAN HOLDINGS PTY LTD
- Information provided to ASQA's auditors and documentation reviewed during the site audit of RANTAN HOLDINGS PTY LTD conducted on 11 September 2018.
- Other publicly available information - including but not limited to, information published on the organisations and third party websites.

## Audit Sample

Code	Training products	Mode/s of delivery / assessment*	Current enrolments
SHB30516	Certificate III in Barbering	Face to face/Workplace/Apprentices	16
SHB30516	Certificate III in Hairdressing	Face to face/Workplace/Apprentices	101
SHB20216	Certificate II in Salon Assistant	Face to face/Workplace	1

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

## Interviewees

Name	Position	Training products
Tanya Howell	CEO	SHB30516, SHB30516, SHB20216
Beth Dwyer	Head trainer	SHB30516, SHB30516, SHB20216
Belinda Moore	External Validator	SHB30516, SHB30516, SHB20216

## 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 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

RANTAN HOLDINGS PTY LTD did not meet all requirements for clauses 1.8 & 3.1.

Remedial action is required for the following training products:

### **SHB30416 Certificate III in Hairdressing**

- *SHBHIND001 Maintain and organise tools, equipment and work areas*
- *SHBHCUT0013 Provide men's general grooming services*

### **SHB30516 Certificate III in Barbering**

- *SHBHCUT0013 Provide men's general grooming services*

The RTO is required to provide evidence that demonstrates:

### **Training and Assessment**

*Standards for RTOs Clause 1.8*

- The RTO has corrected its assessment system for future students that ensures assessment complies with the assessment requirements of the relevant training package and is conducted in accordance with the Principles of Assessment and Rules of Evidence.
- The RTO has carried out remedial action to identify and address the impact the non-compliance may have caused to past students and current learners enrolled in the sampled training products that were assessed in a manner that did not meet the requirements of Clause 1.8.
- Remedial action needs to also cover past students and current learners assessed during the past 1 month.

### **Completion**

*Standards for RTOs Clause 3.1*

- The RTO has rectified the non-compliance identified in respect of Clause 1.8 of the *Standards for RTOs* for the sampled training products to ensure that, in accordance with the requirements of Clause 3.1, AQF certification documentation is only issued to a learner who is assessed as fully meeting the requirements of the training product as specified in the relevant training package.
- The RTO has carried out remedial action to identify and address the non-compliance with Clause 1.8 may have caused to former learners who issued AQF certification and who were not assessed as fully were meeting the requirements as specified in the relevant training package.
- Remedial action needs to cover all learners who have been issued AQF certification documentation (including both qualifications and statements of attainment) for the sampled training products within the past 1 month).

## Areas of non-compliance

### Training and Assessment

#### Training Delivery and Assessment

##### Standards for RTOs Clause 1.8

*Original Finding: Not compliant*

*Finding following additional evidence: Not yet determined*

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"><li>• reflecting the learner's needs;</li><li>• assessing competencies held by the learner no matter how or where they have been acquired; and</li><li>• drawing 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.</li></ul>
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"><li>• 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;</li><li>• assessment of knowledge and skills is integrated with their practical application;</li><li>• assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and</li><li>• judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.</li></ul>
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	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	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.

### **SHB30416 Certificate III in Hairdressing**

### **SHB30516 Certificate III in Barbering**

The RTOs training and assessment practices are not compliant with the requirements of Clause 1.8 of the Standards for RTOs 2015, as the organisation did not demonstrate that it implements an assessment system that ensures assessment:

- a) complies with the assessment requirements of the relevant training package
- 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).

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

- Assessment tools
- Trainers marking guide
- Logbook record for in salon practice
- Assessment 1 Written Q & A
- Assessment 2 Practical demonstration
- Assessment task instructions
- Marking criteria checklists

Completed student assessment:

#### **PC**

Completed assessment workbook  
Statement of Attainment

#### **IDC**

Completed assessment workbook  
Qualification awarded

#### **AS**

Completed assessment workbook

Evidence of non-compliant training and assessment practices includes:

### **SHB30416 Certificate III in Hairdressing**

#### *SHBHIND001 Maintain and organise tools, equipment and work areas*

Completed student assessment records for PC demonstrate the RTO has not ensured sufficient evidence is gathered of the student's skills, therefore valid assessment has not been conducted. The assessor has not been assured that the learner has demonstrated the performance and knowledge evidence as described in the unit.

The practical assessment does not ensure two different work areas are identified in relation to checking electrical equipment. Consequently, it was determined that not all the performance evidence requirements have been addressed. For example, but not limited to:

- check electrical equipment located in each of the two chosen areas for loose wires; tag and report any faulty equipment

The practical assessment does not contain sufficient observable tasks to ensure that all required skills have been demonstrated under the unit's prescribed methods of assessment. For example, but not limited to:

- numeracy skills to complete basic calculations involving ratios to dilute cleaning and disinfection products

The RTO stated some knowledge evidence requirements are embedded within the practical activities at the time of demonstration verbal questions were asked to confirm the learner's knowledge. However, the RTO stated the verbal answers are not recorded and the design of the assessment tool does not include provision for verbal answers to be recorded. Consequently, it was determined that not all the knowledge evidence requirements have been addressed. For example, but not limited to:

- common types of cleaning and disinfection products:
  - role, use and basic content of Safety Data sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content
- safe manual handling techniques for moving and storing hairdressing or barbering equipment; those for bending, lifting and carrying heavy equipment
- types and correct use of personal protection equipment for maintaining hairdressing or barbering equipment and completing cleaning and disinfection activities

The RTO did not demonstrate assessment activities will ensure use of:

- personal protective equipment; skin barrier cream
- cleaning and disinfectant product; Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content

Consequently, the RTO has not demonstrated it has met the assessment conditions of the above unit of competency.

#### *SHBHCLS005 Provide on scalp full head and retouch bleach treatments*

Completed student assessment records for IDC demonstrate the RTO has not ensured sufficient evidence is gathered of the student's skills, therefore valid assessment has not been conducted. The assessor has not been assured that the learner has demonstrated the performance and knowledge evidence as described in the unit.

The practical assessment does not ensure evidence is collected to demonstrate the skill of recording the following details of the bleach service in the history for each client services:

- contraindications and reaction to skin tests or products

The practical assessment does not does not contain sufficient observable tasks to ensure that all required skills have been demonstrated under the unit's prescribed methods of assessment. For example, but not limited to:

- oral communication skills to ask open and closed prove questions and actively listen to effectively interact with client and meet their needs.

### **SHB30516 Certificate III in Barbering**

#### *SHBHCUT0013 Provide men's general grooming services*

Completed student assessment records for AS demonstrate the RTO has not ensured sufficient evidence is gathered of the student's skills, therefore valid assessment has not been conducted. The assessor has not been assured that the learner has demonstrated the performance and knowledge evidence as described in the unit.

The RTO stated some knowledge evidence requirements are embedded within the practical activities at the time of demonstration verbal questions were asked to confirm the learner's knowledge. However, the RTO stated the verbal answers are not recorded and the design of the assessment tool does not include provision for verbal answers to be recorded. Consequently, it was determined that not all the knowledge evidence requirements have been addressed. For example, but not limited to:

- contraindications to shaving:
  - contagious disorders of the skin
  - abnormal skin conditions
  - presence of blemishes or moles
  - sunburn
- basic aspects of local government, state and territory health regulations for use of razor types with emphasis on the prohibition of straight razor use



Questions in Assessment 1 does not ensure valid and sufficient assessment evidence will be captured and do not provide sufficient guidance to the learner as to the extent of the answers required.

Further to this, written answers in Assessment 1 provided by the student are inconsistent with the corresponding answers in the marking guide however they have been marked correct by the assessor.

- *“The example(s) listed above provide guidance on the areas of non-compliance identified and are not a full list of each unit of competency requirements that have not been met. The organisation is responsible for providing evidence that demonstrates all unit of competency requirements are met”.*

## Completion

### Standards for RTOs Clause 3.1

**Original Finding: *Not compliant***

**Finding following additional evidence: *Not yet determined***

**The RTO issues 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.**

The following evidence was reviewed in relation to completion:

- Completed assessments for students PC, IDC and AS
- Evidence as provided for Clause 1.8.

The RTO's practices in relation to learner completion are not compliant with the requirements of the *Standards for RTOs 2015*, as the non-compliance identified in relation to Clause 1.8 did not support that the RTO has and will only issue AQF certification documentation to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package.

*Evidence of non-compliance includes:*

Review of completed candidate assessments and/or assessment tools for the following training products sampled at audit, did not confirm that the RTO's assessment meets all of the requirements of the training product as specified in the relevant training package - see Clause 1.8 for further details:

- SHB30416 Certificate III in Hairdressing
- SHB30516 Certificate III in Barbering