

Performance assessment (audit) report



Headmasters Academy Pty Ltd

RTO code: 4639
CRICOS code: 01859G
Date report finalised: 6 October 2021



Australian Government
Australian Skills Quality Authority

ASQA

(Working together)

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Performance Assessment and Provider Details

Provider details

Provider's legal name: Headmasters Academy Pty Ltd

Business/Trading name/s: Beautymasters
Makeupmasters Academy

RTO code: 4639

CRICOS code: 01859G

Performance assessment details

Application number/s: ADDVET0037522
ADDCRI0005220

Audit number: AUDREC0011530

Performance assessment reason/s: Application Risk-Add Scope (CRICOS)
Application Risk-Add Scope (VET)

Date of opening meeting: 17 August 2021

Date/s of interviews: 21 – 22 September 2021

Date of closing meeting: 23 September 2021

Date additional evidence received: 22, 27 and 28 September 2021

Provider's contact details for performance assessment (audit): Mr Nicholas Michael
PEO
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Address/es of site/s visited (if applicable): N/A

Performance assessment team

Lead Assessment Officer: Margaret FORAN

Assessment Officers (if applicable): N/A

Report Summary

This report details findings against the *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs) and *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code 2018).

Where non-compliance has been identified, the Registered Training Organisation (RTO) 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 a process or system that has led to 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.

Performance assessment findings

Report completed by: Margaret FORAN

Practice	Findings	Standards for RTOs (Clauses)	National Code (Standards)
Training and Assessment	Compliant	1.1, 1.2, 1.3, 1.6, 1.8, 1.13, 1.14, 1.16	11.1, 11.2
Completion	Compliant	3.1	-

In preparing the performance assessment (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 Headmasters Academy Pty Ltd to ASQA
- existing information and records held by ASQA concerning Headmasters Academy Pty Ltd
- information provided to ASQA's assessor/s, interviews and observations, and documentation reviewed during the performance assessment (audit) of Headmasters Academy 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
<p><i>SHB30416 Certificate III in Hairdressing</i></p> <ul style="list-style-type: none"> <i>SHBXCCS002 Provide salon services to clients</i> <i>SHHBAS001 Provide shampoo and basin services</i> 	blended; apprenticeships	213
<p><i>SHB50115 Diploma of Beauty Therapy</i></p> <ul style="list-style-type: none"> <i>SHBXCCS002 Provide salon services to clients</i> <i>SHBBOS005 Use reflexology relaxation techniques in beauty treatments</i> 	blended	25
<p><i>CHC33015 Certificate III in Individual Support</i></p> <ul style="list-style-type: none"> <i>CHCCOM005 Communicate and work in health or community services</i> <i>CHCCCS015 Provide individualised support</i> 	blended	N/A
<p><i>CHC43015 Certificate IV in Ageing Support</i></p> <ul style="list-style-type: none"> <i>CHCAGE003 Coordinate services for older people</i> <i>CHCAGE004 Implement interventions with older people at risk</i> 	blended	N/A

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

Interviewees

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

Full name	Position
Nicholas Michael	PEO
Haylie Thirwell	Campus Director
Maree Brezzi	Board Director
Olympia Georgiou	trainer and assessor for <i>SHB30416</i>
Pam Smyrnios	trainer and assessor for <i>SHB50115</i>

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.

Key sources of evidence relevant to finding

- training and assessment strategies for the following training products provided on 30 August 2021:
 - *SHB30416 Certificate III in Hairdressing*
 - *SHB30416 Certificate III in Hairdressing (Apprenticeships)*
 - *SHB5015 Diploma of Beauty*
 - *CHC33015 Certificate III in Individual Support*
 - *CHC43015 Certificate IV in Ageing Support*
- delivery plans for the sampled training products provided on 30 August 2021
- interview with the CEO, Mr Michael conducted on 21 and 23 September 2021
- interview with Olympia Georgiou, trainer and assessor for *SHB30416 Certificate III in Hairdressing* conducted on 22 September 2021
- interview with Pam Smyrniotis, trainer and assessor for *SHB50115 Diploma of Beauty Therapy* conducted on 22 September 2021
- amended training and assessment strategies for the sampled training products provided on 22 September 2021
- amended delivery plans for the sampled training products provided on 27 September 2021.

Evidence analysis

A provider's training and assessment strategies must ensure that students are able to meet all the requirements of the training product as specified in the training package or accredited course. In addition, a provider's training and assessment strategies and practices must ensure that the amount of training provided enables students to meet the requirements of the training product and gain the skills and knowledge specified in each unit of competency in which they are enrolled.

The provider's training and assessment strategies and delivery plans for all the sampled training products provided on 30 August 2021 did not ensure that all the requirements of the training products as specified in the relevant training package will be met. For example, the strategies did not ensure that students will receive sufficient training prior to assessment as the strategies did not distinguish between training and assessment.

Furthermore, the strategies for the proposed training products, *CHC33015 Certificate III in Individual Support* and *CHC43015 Certificate IV in Ageing Support* did not ensure all the requirements of the training products as specified in the CHC training package will be met as the strategies did not describe the training and assessment for the work placement component of the course.

When these issues were discussed during the interview with the management team on 21 September 2021, Mr Michael, the CEO, acknowledged that the amount of training had included assessment and that the work placement component for *CHC33015 Certificate III in Individual Support* and *CHC43015 Certificate IV in Ageing Support* had not been described. Following Ms Brezzi, the Board Director's request to submit revised training and assessment strategies, it was agreed that, the training and assessment strategies provided on 30 August 2021 would be determined as potentially non-compliant, but that revised strategies could be submitted with the additional evidence prior to the closing meeting on 23 September 2021 to address those issues.

The revised training and assessment strategies and delivery plans provided on 22 September 2021 for all sampled training products make the distinction between 'amount of training' and 'assessment' and describe the work placement component for *CHC33015 Certificate III in Individual Support* and *CHC43015 Certificate IV in Ageing Support*.

Performance assessment (audit) finding

The training and assessment strategies and practices reviewed ensure that students are able to meet all the requirements of the training product as specified in the relevant training package and enable students to meet the requirements of the training product and gain the skills and knowledge specified in each unit of competency in which they are enrolled.

Minor deficiency

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:

- while the CEO explained that the training and assessment strategies are to be read in conjunction with the delivery plans, the training and assessment strategies could include some of the detail included in the delivery plans, for example, hours for assessment and when assessment activities are scheduled.

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.

Key sources of evidence relevant to finding

- training and assessment strategies for the following training products provided on 30 August 2021:
 - *SHB30416 Certificate III in Hairdressing*
 - *SHB30416 Certificate III in Hairdressing (Apprenticeships)*
 - *SHB5015 Diploma of Beauty*
 - *CHC33015 Certificate III in Individual Support*
 - *CHC43015 Certificate IV in Ageing Support*
- delivery plans for the sampled training products provided on 30 August 2021
- interview with the CEO, Mr Michael conducted on 21 and 23 September 2021
- interview with Olympia Georgiou, trainer and assessor for *SHB30416 Certificate III in Hairdressing* conducted on 22 September 2021
- interview with Pam Smyrnios, trainer and assessor for *SHB50115 Diploma of Beauty Therapy* conducted on 22 September 2021
- amended training and assessment strategies for the sampled training products provided on 22 September 2021
- amended delivery plans for the sampled training products provided on 27 September 2021.

Evidence analysis

A provider's training and assessment strategies and practices must ensure that the amount of training provided enables each student to meet the requirements of the training product taking into account the existing skills, knowledge and experience of the student and the mode of delivery.

The provider's training and assessment strategies and delivery plans for all the sampled training products provided on 30 August 2021 did not ensure that the amount of training provided enabled students to meet the training product requirements taking into account the student's existing skills, knowledge and experience. For example:

- the volume of learning specified in the strategies was determined in relation to the nominal hours stated in the Victorian Purchasing Guide and not in relation to existing skills, knowledge and experience of the student
- the strategies did not ensure that students will receive sufficient training prior to assessment as the strategies did not distinguish between training and assessment.

When these issues were discussed during the interview with the management team on 21 September 2021, Mr Michael, the CEO, acknowledged that they had used the Victorian Purchasing Guide as a guideline for the nominal hours of the courses and that the amount of training had included assessment. Following Ms Brezzi, the Board Director's request to submit revised training and assessment strategies, it was agreed that, the training and assessment strategies provided on 30 August 2021 would be determined as potentially non-compliant, but that revised strategies could be submitted with the additional evidence prior to the closing meeting on 23 September 2021 to address those issues.

The revised training and assessment strategies and delivery plans provided on 22 September 2021 for all sampled training products include an amount of training that has been determined taking into account the student's existing skills, knowledge and experience and, in addition, make the distinction between 'amount of training' and 'assessment'.

Performance assessment (audit) finding

The training and assessment strategies and practices reviewed ensure that the amount of training provided enables each student to meet the training product requirements taking into account the student's existing skills, knowledge and experience.

Minor deficiency

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:

- while the CEO explained that the training and assessment strategies are to be read in conjunction with the delivery plans, the training and assessment strategies could include some of the detail included in the delivery plans, for example, hours for assessment and when assessment activities are scheduled.