



REPORT

Audit report: Arbortrim Australia Pty Ltd

RTO number:	3562
CRICOS number:	N/A
Date/s of audit:	17 March 2020 – 18 March 2020
Date report created:	18 March 2020

Organisation details

Organisation's legal name:	Arbortrim Australia Pty Ltd
Trading name/s:	Arbortrim Australia Pty Ltd Arbortrim Training & Consultancy
RTO number:	3562
CRICOS number:	N/A

Audit team

Lead auditor:	Fred Bonaventura
Auditor/s:	Mary Oppy

Audit details

Application number/s:	N/A
Audit number/s:	AUDREC0010325
Audit reason/s:	Compliance Monitoring
Address of site/s visited:	105 South Gippsland Highway Dandenong VIC 3175 Australia
Date/s of audit:	17 March 2020 – 18 March 2020
Organisation's contact for audit:	James Maund Chief Executive Officer/Director james.maund@foresitetraining.com.au 1300366015

Original finding at time of audit

Audit finding: Minor non-compliance
Report completed by: Fred Bonaventura

Practice	Standards for RTOs	Finding
Training and Assessment	1.1, 1.2*, 1.3, 1.8, 1.9, 1.10, 1.11, 1.13, 1.14, 1.15, 1.16, 1.17, 1.18, 1.20	Not compliant
Marketing/Recruitment Practices	4.1	Compliant
Enrolment	5.1, 5.2, 5.3, 7.3	Compliant
Support and Progression	1.7	Compliant
Completion	3.1	Compliant
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Compliant

*Indicates a non-compliant clause

Background

Summary of organisation and management structure:

- The Foresite Group comprises:
 - Foresite Holdings Pty Ltd (100% owned)
 - Foresite Training Pty Ltd (100% owned)
 - Arbortrim Australia Pty Ltd (100% owned)
 - OnSite Recruitment (80% owned).
- In 2014 Arbortrim was acquired, as a niche training provider for the arboriculture sector. It now also provides training in rural operations, but has maintained a “green” focus. Following the integration of the training arm of Campbell Page the organisation now delivers home and community care training in Tasmania, as well as custodial education services in the ACT.
- Foresite commenced in 2006 as a forklift training provider, becoming an RTO in 2009. Since then the business has diversified. Firstly, expanding to warehousing and logistics, then civil construction and driving. In 2013, OnSite Recruitment was established to provide labour hire services to industry.
- In April 2017, The Foresite Group was established to consolidate the ownership, and management structure of the businesses, which although different entities, operate as one team. The Foresite Group now has 75 staff, two campuses in Melbourne, and further sites in Hobart and Canberra. Recently the organisation was awarded a contract to provide Career Transition Assistance to mature aged job seekers in South East Melbourne and the Mornington Peninsula.

Scope of organisation’s registration:

- *AHC20416 Certificate II in Horticulture*
- *AHC20516 Certificate II in Arboriculture*
- *AHC21216 Certificate II in Rural Operations*
- *AHC30716 Certificate III in Horticulture*
- *AHC30816 Certificate III in Arboriculture*
- *AHC32816 Certificate III in Rural Operations*
- *AHC50516 Diploma of Arboriculture*
- *UET20312 Certificate II in ESI - Powerline Vegetation Control*
- *UET20319 Certificate II in ESI - Powerline Vegetation Control*
- *22325VIC Course in Workplace Spotting for Service Assets*

Suburb and state of all delivery sites:

- Dandenong South, Victoria
- Laverton North, Victoria
- Moonah, Tasmania
- Hume, ACT.

Third party usage:

- The organisation has no third party arrangements.

Core clients/target groups:

- The RTO trains both job seekers looking to get skills to join/re-join the workforce and industry experienced employees, looking to further their skills.

Training Revenue (Funded or fee for service):

- Fee for service and funded.
- The RTO has held government contracts over the past two years with:
 - Department of Education and Training, Victoria
 - Department of State Growth, Tasmania
 - Skills Canberra, ACT.

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

- Total number of students: [REDACTED].

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 Arbortrim Australia Pty Ltd to ASQA.
- Existing information and records held by ASQA concerning Arbortrim Australia Pty Ltd.
- Information provided to ASQA's auditors and documentation reviewed during the site audit of Arbortrim Australia Pty Ltd conducted on 17 Mar 2020 - 18 Mar 2020.
- Other publicly available information - including but not limited to, information published on the organisation's website.

Audit Sample

Training Products	Mode/s of delivery/assessment*	Current enrolments
<i>AHC30816 Certificate III in Arboriculture</i>	Face-to-face, Workplace	[REDACTED]
<i>CPCCWHS1001 Prepare to work safely in the construction industry</i>	Face-to-face	[REDACTED]
<i>HLTAID001 Provide cardiopulmonary resuscitation</i>	Face-to-face	[REDACTED]
<i>HLTAID003 Provide first aid</i>	Face-to-face	[REDACTED]

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

Interviewees

Name	Position	Training products	
James Maund	CEO	CEO	All
Sandra Hoult	GM (Finance)	GM (Finance)	All

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

Original action required by Organisation

Arbortrim Australia Pty Ltd did not meet all requirements for clause 1.2 of the Standards for RTOs.

Remedial action is required for the following training products:

- *AHC30816 Certificate III in Arboriculture*
 - *CPCCWHS1001 Prepare to work safely in the construction industry*
 - *HLTAID001 Provide cardiopulmonary resuscitation*
 - *HLTAID003 Provide first aid*

The organisation is required to provide evidence that demonstrates:

Training and assessment

Standards for RTOs Clause 1.2

- the organisation has corrected its training and assessment practices for future students to ensure that the documented training and assessment strategy for delivery of each of the above training products is consistent with the organisation's demonstrated practice, including the amount of training provided

Areas of non-compliance

Training and Assessment

Training Delivery and Assessment

Standards for RTOs Clause 1.2

Original Finding: *Not 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.

AHC30816 Certificate III in Arboriculture

CPCCWHS1001 Prepare to work safely in the construction industry

HLTAID001 Provide cardiopulmonary resuscitation

HLTAID003 Provide first aid

Evidence reviewed

- TA1.2 - TAS - CPCCWHS1001 - White Card V1.1 (22.5.2019)
- TA1.2 - TAS - HLTAID001 Provide Cardiopulmonary Resuscitation (CPR) TAS V2.0 June 2019
- TA1.2 - TAS - HLTAID003 & HLTAID001 Cluster V2.0 (30.5.2019)
- TA1.2 -AHC30816 TAS V2.0 August 2019
- AHC30816 - Certificate III in Arboriculture – Email
- AHC30816 - Certificate III in Arboriculture - Email01
- AHC30816 - Certificate III in Arboriculture - Email02
- AHC30816 – Certificate III in Arboriculture – Facebook
- AHC30816 Certificate III in Arboriculture
- Arbortrim-Price-List-2019-May
- Arbortrim - Medical Clearance - All Qualifications V1.0 01-01-2019
- Arbortrim - Parental Permission Form V3.0 18-10-2019
- Arbortrim - Pre-Training Review and Suitability and Appropriateness Form V2.0 25-09-2019
- Arbortrim - Skills First Evidence of Student Eligibility and Student Declaration 2020 V1.1 (10-01-2020)
- Arbortrim Australia Pty Ltd - Enrolment Form - ACT, NSW, QLD, SA, TAS (AVETMISS Release 8.0 Nov 16, Upd Sep 19) V2.0 (01-10-2019)
- Arbortrim Australia Pty Ltd - Enrolment Form - VIC ONLY (VIC VET SSCG 2020 Jul 19) V3.0 (01-10-2019)
- Foresite Group (Arbortrim Australia Pty Ltd and Foresite Training Pty Ltd) - Enrolment Form NON ACCREDITED ONLY - V2.1 (01-10-2019)
- Foresite Group - Enrolment Checklist and Staff Declaration (VIC) (Admin & Sales) Internal Use Only V2.1 12-11-2019
- Language, literacy and numeracy evaluation V1.0 01-01-2018
- Participation and Medical Pre-Screening Form V2.0 24-09-2019
- SC5.1.2 - Schedule of Fees Arbortrim Australia Pty Ltd - V5.0 14-01-2020
- SC5-Fees-and-Refunds-Policy-and-Procedures-V1.1
- SC6.1 - Arbortrim Student Handbook V15.0 September 2019
- Statement of Fees & SFA - AHC21216 Certificate II in Rural Operations V4.0 (29-01-2020)
- Statement of Fees & SFA - AHC30816 Certificate III in Arboriculture V3.1 (04-12-2019)
- Statement of Fees & SFA - AHC50516 Diploma of Arboriculture (VIC) V2.0 (27-11-2019)
- Whitecard Training Booking Confirmation ARBORTRIM V2.1 16.9.19

The organisation's documented training and assessment strategy does not define an amount of training which enables each student to meet the requirements for each unit of competency in which they are enrolled. Specifically:

- The organisation's documented training and assessment strategies (TAS), for the training products listed above, do not separate training from assessment; therefore, the actual amount of training cannot be confirmed.
- The organisation references the 'volume of learning', 'amount of training' and 'nominal hours'. However, the actual weeks/hours allocated to delivery, assessment, supervised learning and independent learning are not sufficiently clear, and are at times inconsistent.
- The organisation has not provided a rationale, educational justification, or data to support the proposed amount of training, having given due consideration to the number of students in learner groups, the age, experience, level of education, and learning characteristics of each student, and of a student cohort as a whole.
- The documented training and assessment strategy for delivery for each of the above training products is not consistent with the organisation's demonstrated practice. Specifically, the organisation advised that students would be provided with additional training as required, but this is not reflected in the organisation's TAS documents or delivery/timetable schedules.