

AQTF Essential Conditions and Standards for Continuing Registration AUDIT REPORT

RTO: 21132 Academy of Hypnotic Science

Audit Date: 19/20 September, 2011

RTO DETAILS				
RTO Name	Academy of Hypnotic Science Pty Ltd	NTIS Number	21132	
Address	Suite 3, 6 Riddell Parade, Elsternwick VIC 3185			
	Website	www.academyhypnoticscience.net		
Registration Contact	Dr Stephen Carey			
Phone Number	03 9532 9222	Email	Steve.carey@academyhypnoticscience.net	
Student Numbers	75 students enrolled in 2011			
AUDIT TEAM				
Lead Auditor	John Molenaar	Auditor/s		
Technical Advisor/s		Observer/s	Helen Carey, RTO Manager Steven Carey, Director	
REGISTERING BODY DETAILS				
Contact Person	Emma Hickingbotham			
Phone Number	9651 3239	Email	vet.audit@edumail.vic.gov.au	
AUDIT DETAILS				
Type of Audit	Post-initial/Extension to scope/Renewal/Monitoring/Complaint/Strategic			
Conditions audited	1, 3, 4, 6, 7, 8, 9. <i>(Conditions 2 & 5 are not required to be audited, see page 3 below)</i>			
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5.	2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7	3.1, 3.2, 3.3, 3.4	
Audit Date/s	19/20 September, 2011			
Other audit notes				
ACCOMPANYING REPORTS			Yes	No
VRQA Guidelines Audit Report			√	
VRQA Guidelines – Re-registration Checklist			√	

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FOCUS OF AUDIT		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
NTIS Code	Qualification/Unit of Competence/Accredited Course (as per NTIS)	Delivery Site
22088VIC	Certificate IV in Hypnotherapy	Elsternwick
22090VIC	Diploma of Hypnotherapy	Elsternwick

INTERVIEWEE/S: Staff name and position; employer name and position; students by program (do not list by name)	
Steven Carey	Trainer/assessor - Certificate IV in Hypnotherapy and Diploma of Hypnotherapy
Leonie Leivenzon	Trainer/assessor - Certificate IV in Hypnotherapy and Diploma of Hypnotherapy
David Donahoo	Trainer/assessor - Certificate IV in Hypnotherapy and Diploma of Hypnotherapy
Maria Ross	Trainer/assessor - Certificate IV in Hypnotherapy and Diploma of Hypnotherapy
Mariana	Student - Certificate IV in Hypnotherapy
Zoula	Student - Certificate IV in Hypnotherapy
Simone	Student - Certificate IV in Hypnotherapy

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AUDIT SUMMARY

Conditions of Registration		Compliant	Non-compliant	Not audited
1	Governance 1.1 CEO must ensure the RTO complies with relevant conditions, standards and guidelines 1.2 Fit & Proper Persons Tests 1.3 Input of Trainers and Assessors in senior management decision making	✓		
2	Interactions with the Registering Body			✓
3	Compliance with Legislation	✓		
4	Insurance	✓		
5	Financial Management			✓
6	Certification & Issuing of Qualifications & Statements of Attainment	✓		
7	Recognition of Qualifications Issued by other RTOs	✓		
8	Accuracy and Integrity of Marketing		✓	
9	Transition to Training Packages/Expiry of Accredited Courses	✓		

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Summary of non-compliances – Conditions of Registration

Conditions 2 and 5 were not audited.

Condition 1

Academy of Hypnotic Science is compliant with the requirements of Condition 1.

Condition 3

Academy of Hypnotic Science is compliant with the requirements of Condition 3.

Condition 4

Academy of Hypnotic Science is compliant with the requirements of Condition 4.

Condition 6

Academy of Hypnotic Science is compliant with the requirements of Condition 6.

Condition 7

Academy of Hypnotic Science is compliant with the requirements of Condition 7.

Condition 8

The total duration of the course requirements is not clearly identified in marketing materials and the requirements for completion of assignments, practical tasks, clinical practice, web research and reference reading are not identified as part of the course requirement

Condition 9

Academy of Hypnotic Science is compliant with the requirements of Condition 9.

Recommendations

Condition 8

Recommendation:

It is recommended that Academy of Hypnotic Science clearly identifies the total requirements for completing the courses and indicates the total time requirements for completing the courses.

Strengths

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Opportunities for Improvement

Condition 1

Academy of Hypnotic Science (AHS) would benefit from including in the quarterly internal audit, a Review of Actions Implemented.

Condition 7

AHS would benefit from including a separate heading for National Recognition in Policies and Procedures and the Student Handbook, to ensure that the national recognition procedures are not confused with the procedures for RPL and credit transfer.

Condition 9

AHS would benefit from identifying and accessing other sources of information that provide information about transition of qualifications, courses and Training Packages, through subscribing to the E-news from the following:

Trainingpackages@work

Community Services and Health Industry Skills Council

Industry Training Board – Service Skills

Training.gov.com

ASQA

NSSC

AQF

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AUDIT REPORT

Standard 1: The RTO provides quality training and assessment across all of its operations		
Audit conclusion	Result	✓
<p>Standard 1.2 The total duration of the course requirements for each of the two courses on scope was not clearly identified. The durations identified include the face-to-face class time requirements, however the requirements for the completion of assignments, practical tasks, clinical practice, web research and reference reading are not identified as part of the course requirement which will include at least 15 hours a week of learning in addition to lectures.</p> <p>Recommendation: <u>It is recommended that AHS</u> clearly identify in delivery and assessment arrangements and in marketing materials, the total requirements for completing the courses including total time requirements.</p> <p>Standard 1.4 Trainers/assessors interviewed commented on extensive experience in as a trainer/assessor, this was not included in their resume. The resumes were not current and up to date. Staff Files did not include a Position description. Not all files contained verified copies of qualifications.</p> <p>Recommendation: <u>It is recommended that Academy of Hypnotic Science:</u></p> <ul style="list-style-type: none"> • Ensure that all staff have a current, up to date resume on file that includes relevant trainer/assessor qualifications, vocational qualifications, summary of relevant training and vocational experience and evidence of ongoing development to maintain currency of competency. • Review all staff files and ensure that they include a current position description. • Review all staff files to ensure that they include verified copies of qualifications, held relevant to the qualifications being delivered and assessed. 	Compliant	
	Non-compliant	✓
	Not audited	
Strengths		
Opportunities for Improvement		

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Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients														
Audit conclusion	Result	✓												
<p>Standard 2.7 AHS provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively, however the external independent body for hearing unresolved complaints is not appropriate.</p> <p>Recommendation: <u>It is recommended that Academy of Hypnotic Science</u> identifies an appropriate independent, external body for hearing unresolved complaints, such as a source within the industry association.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Compliant</td> <td style="padding: 2px;"></td> </tr> <tr> <td style="padding: 2px;">Non-compliant</td> <td style="padding: 2px; text-align: center;">✓</td> </tr> <tr> <td style="padding: 2px;">Not audited</td> <td style="padding: 2px;"></td> </tr> </table>	Compliant		Non-compliant	✓	Not audited		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;"></td> <td style="padding: 2px;"></td> </tr> <tr> <td style="padding: 2px;"></td> <td style="padding: 2px; text-align: center;">✓</td> </tr> <tr> <td style="padding: 2px;"></td> <td style="padding: 2px;"></td> </tr> </table>				✓		
Compliant														
Non-compliant	✓													
Not audited														
	✓													
Strengths														
Opportunities for Improvement														
<p>Standard 2.6 Opportunity for Improvement: AHS would benefit from informing students, in the Student Handbook, how they can access their records.</p>														

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Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates		
Audit conclusion	Result	✓
AHS is compliant with the requirements of Standard 3.	Compliant	✓
	Non-compliant	
	Not audited	
Strengths		
Opportunities for Improvement		