

AQTF Audit Report**Shakra Pty Ltd T/A Katrina's School of Beauty, Katrina's School of Hair and Beauty,
Katrina's School of Hairdressing – NTIS 31218**

RTO DETAILS				
NTIS number	31218	Registration expiry	23 May 2010	
Principal Address	Unit 4, 12 Leda Boulevard, Morayfield, QLD 4506			
RTO contact	Katrina Gilligan	Phone number	(07) 5428 1110	
Operations	<ul style="list-style-type: none"> • Core clients in beauty qualifications are mainly school leavers and mature age students seeking a career change. • Certificate II in Retail Cosmetic Services is delivered part-time to high school students through the VET in Schools program • Core clients in hairdressing qualifications are mainly mature age students seeking a career change. There are a smaller number of school leavers. • All delivery is face to face and qualifications can be completed on a full-time or part-time basis • No partnering arrangements are in place • No government funding contracts are in place • Number of completions in past year in the Certificate III in Hairdressing was 8, Certificate II in Retail Cosmetic Services was 6, Certificate III in Nail Technology was 15 and Diploma of Beauty Therapy was 68. • Approximate number of current enrolments in the Certificate III in Hairdressing is 12, Certificate II in Retail Cosmetic Services is 6 and Diploma of Beauty Therapy is 70. 			
AUDIT TEAM				
Lead Auditor	Leslie Mackee	Auditor/s		
Phone	(07) 3871 2539	Adviser/s		
E-mail	atecs@bigpond.net.au	Observer/s	Marciek Fibrich	
AUDIT DETAILS				
Reason/s for audit	Monitoring			
Audit date/s	27 January, 2010	Audit number/s	3121815751A	
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2			
Audit outcome on day of audit	Compliant <input type="checkbox"/>		Significant non-compliance <input checked="" type="checkbox"/>	
	Minor non-compliance <input type="checkbox"/>		Critical non-compliance* <input type="checkbox"/>	
	[*Critical non-compliance cannot be determined if no delivery has occurred]			
Rectification received	26, 27, 28 February, 1 March 2010			
Audit outcome following rectification	Compliant <input checked="" type="checkbox"/>		Significant non-compliance <input type="checkbox"/>	
	Minor non-compliance <input type="checkbox"/>		Critical non-compliance <input type="checkbox"/>	
Other audit notes				
FOCUS OF AUDIT				
Code	Qualification/Course/Unit title	Regulated outcome	Delivery venues (list specific sites)	Govt funding (eg UC, PPP)
WRH30106	Certificate III in Hairdressing	<input type="checkbox"/>	Morayfield & Townsville	
WRB20304	Certificate II in Retail Cosmetic Services	<input type="checkbox"/>	Morayfield & Townsville	
WRB30204	Certificate III in Nail Technology	<input type="checkbox"/>	Morayfield & Townsville	

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WRB50105	Diploma of Beauty Therapy	<input type="checkbox"/>	Morayfield & Townsville	
INTERVIEWEE/S – Staff (and position); Employers; Students				
Katrina Gilligan Company Director				
Tamara Boucaut Hairdresser trainer/assessor				

Standard 1: The RTO provides quality training and assessment across all of its operations	
Elements	Examined at audit
1.1 The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.	<input checked="" type="checkbox"/>
1.2 Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry stakeholders.	<input checked="" type="checkbox"/>
1.3 Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO’s own training and assessment strategies.	<input checked="" type="checkbox"/>
1.4 Training and assessment are conducted by trainers and assessors who: <ul style="list-style-type: none"> a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors b) have the relevant vocational competencies at least to the level being delivered or assessed, and c) continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of the RTO’s services. 	<input checked="" type="checkbox"/>
1.5 Assessment, including Recognition of Prior Learning (RPL): <ul style="list-style-type: none"> a) meets the requirements of the relevant Training Package or accredited course b) is conducted in accordance with the principles of assessment and the rules of evidence c) meets workplace and, where relevant, regulatory requirements. 	<input checked="" type="checkbox"/>
Audit findings	
<p>At time of audit: <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not Compliant</p> <p>Following rectification received 26/02/10, 1&23/03/10: <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant</p> <p>Findings: The RTO has processes in place to collect, analyse and act on data. The RTO provided evidence of collecting and analysing data from learners and trainers/assessors. The RTO is aware of the requirement to use the Quality Indicator Learner Questionnaire to collect data.</p> <p>The RTO presented strategies for training and assessment for all qualifications audited.</p> <p>The RTO has excellent facilities at its Morayfield campus and the addition of the new building to accommodate hairdressing is very well set up.</p> <p>The RTO uses the Pivot Point resources to support the delivery of hairdressing and has developed its own resources to support the delivery of the beauty qualifications.</p> <p>The RTO has trainers and assessors at the Morayfield campus that have the necessary training and assessment competencies, the relevant vocational competencies and they continue to develop their skills and knowledge through a range of professional development activities.</p> <p>The RTO presented assessment tools for each unit audited.</p> <p>Non-compliances: The strategies for training and assessment failed to meet all requirements of the qualification, including identifying units of competency and pre/co-requisites. For the WRB04 Beauty Training Package qualifications, in all cases, there were errors relating to either unit codes/names and the number of units in each qualification. The strategy for the Certificate III in Hairdressing does not align with the training package rules.</p> <p>At the time of audit the RTO did not have a copy of the trainer and assessor profiles for the Townsville staff.</p> <p>The assessment tools presented by the RTO failed to address the requirements of the unit of competency.</p> <ul style="list-style-type: none"> • WRH30106 Certificate III in Hairdressing, units <i>WRHCL304A Perform colour correction</i> and <i>WRHHC301A Design haircut structures</i> 	

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- WRB20304 Certificate II in Retail Cosmetic Services, units *WRBFS202B Design and apply makeup* and *WRBFS201A Demonstrate retail skin care products*
- WRB302004 Certificate III in Nail Technology, units *WRBCS204A Apply knowledge of nail science to nail services* and *WRBBS203A Apply acrylic nail enhancement*
- WRB50105 Diploma of Beauty Therapy, units *WRBBS510A Provide the spa program* and *WRBFS407B Provide advanced facial treatments*

The RTO presented a range of assessment tasks, some of which were supported by benchmark criteria for acceptable performance, instructions for the assessor and instructions for the candidate. However, overall there was an inconsistent approach the assessment documentation including a lack of information about which unit the assessment task was linked to, the number of tasks to be completed for that unit and version control.

In all cases the assessment tasks failed to address the unit requirement, specifically:

- elements and performance criteria
- required knowledge
- required skills
- critical aspects of evidence

The RTO could not demonstrate a consistent approach to ensuring all students are provided with objective assessment feedback.

Implications for training/assessment quality:

If the assessment tools and methods do not address the required scope of knowledge, skills and critical aspects of assessment evidence as defined by the unit of competency, the quality of training and assessment outcomes will be affected. Tools that are not sufficiently focused on the unit of competency requirements will fail to determine whether the student has gained the required competency and not meet individual learners' needs and employers' needs.

Rectification required:

In relation to the strategies for training and assessment, the RTO is required to provide evidence that:

- course codes and qualification titles are correct in all publications and internal documents
- core and elective units align with the respective training package (qualification) rules
- version control is used inconsistently across all strategy documents.

In relation to staff, the RTO is required to provide evidence that the trainers and assessors at the Townsville campus:

- have the necessary training and assessment competencies
- have the relevant vocational competencies
- continue to develop their skills and knowledge through a range of professional development activities.

In relation to assessment the RTO is required to provide appropriate assessment tools and processes for the following:

WRH30106 Certificate III in Hairdressing, units:

- *WRHCL304A Perform colour correction*
- *WRHHC301A Design haircut structures*

WRB20304 Certificate II in Retail Cosmetic Services, units:

- *WRBFS202B Design and apply makeup*
- *WRBFS201A Demonstrate retail skin care products*

WRB302004 Certificate III in Nail Technology, units:

- *WRBCS204A Apply knowledge of nail science to nail services*
- *WRBBS203A Apply acrylic nail enhancement*

WRB50105 Diploma of Beauty Therapy, units:

- *WRBBS510A Provide the spa program*
- *WRBFS407B Provide advanced facial treatments.*

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The assessment tools must meet the requirement of the unit including:

- elements and performance criteria
- required knowledge
- required skills
- critical aspects of evidence.

The assessment process must be supported by:

- consistent benchmark criteria for acceptable performance
- clear information for assessors about assessment requirements
- clear information for students about assessment requirements
- a means of ensuring students are provided with objective assessment feedback.

Assessment questions must be at an appropriate AQF level.

Rectification evidence received 26 February, 1 & 23 March:

In relation to the strategies for training and assessment, the RTO provided revised strategies for training and assessment that include:

- correct course codes and qualification titles on publications and internal documents
- core and elective units which align with the respective training package (qualification) rules
- consistent version control on all strategy documents.

In relation to staff, the RTO provided evidence that the trainers and assessors at the Townsville campus:

- Have the necessary training and assessment competencies via evidence of completion of the Certificate IV in Training and Assessment
- Have the relevant vocational competencies via an RPL process to map exiting skills against the qualifications being taught. The organisation provided a letter of undertaking to complete this process as soon as possible
- The organisation provided a professional development plan to demonstrate how trainers and assessors will continue to develop their skills and knowledge.

In relation to assessment the RTO provided revised assessment tools and processes for the following:

WRH30106 Certificate III in Hairdressing, units:

- *WRHCL304A Perform colour correction*
- *WRHHC301A Design haircut structures*

WRB20304 Certificate II in Retail Cosmetic Services, units:

- *WRBFS202B Design and apply makeup*
- *WRBFS201A Demonstrate retail skin care products*

WRB302004 Certificate III in Nail Technology, units:

- *WRBCS204A Apply knowledge of nail science to nail services*
- *WRBBS203A Apply acrylic nail enhancement*

WRB50105 Diploma of Beauty Therapy, units:

- *WRBBS510A Provide the spa program*
- *WRBFS407B Provide advanced facial treatments.*

All assessment tools and processes are now compliant.

Strengths

- The RTO has long standing established links with industry.

Opportunities for Improvement

- Review all documentation to ensure that there is a consistent (and professional) ‘look and feel’ about the information that is distributed to learners.

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Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients

Elements	Examined at audit
2.1 The RTO continuously improves client services by collecting, analysing and acting on relevant data.	<input checked="" type="checkbox"/>
2.2 Before clients enrol or enter into a contract, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.	<input checked="" type="checkbox"/>
2.3 Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.	<input type="checkbox"/>
2.4 Learners receive training, assessment and support services that meet their individual needs.	<input checked="" type="checkbox"/>
2.5 Learners have timely access to current and accurate records of their participation and progress.	<input type="checkbox"/>
2.6 Complaints and appeals are addressed efficiently and effectively.	<input type="checkbox"/>

Audit findings

At time of audit: Compliant Not Compliant

Following rectification received [27/02/10]: Compliant Not Compliant

Findings:

The RTO continuously improves client services by collecting and acting on feedback gathered from learners and trainers. The RTO has a comprehensive understanding of learner needs. Each learner participates in an interview and an induction where, if required, learning support needs can be determined and supported.

The RTO has produced a range of information that is provided to potential learners in a 'mail out' package. The information contains incorrect course names / unit codes / unit names.

Non-compliances:

The information provided to potential learners in the 'mail out' package is not correct. A potential learner would not be able to make an informed choice about enrolling with Katrina's School of Beauty and Hair if they were to compare course details between RTOs.

Rectification required:

The RTO is required to provide evidence that the information distributed to learners, prior to enrolment, is accurate.

Rectification evidence received 27 February 2010:

The RTO amended the list of units (names and codes) that is distributed to learners as part of the mail out.

Strengths

- Nil identified

Opportunities for Improvement

- Nil identified

Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates

Elements	Examined at audit
3.1 The RTO uses a systematic and continuous improvement approach to the management of operations.	<input checked="" type="checkbox"/>
3.2 The RTO monitors training and/or assessment services provided on its behalf to ensure that they comply with all aspects of the <i>AQTF 2007 Essential Standards for Registration</i> .	<input type="checkbox"/>
3.3 The RTO manages records to ensure their accuracy and integrity.	<input type="checkbox"/>

Audit findings

At time of audit: Compliant Not Compliant

Following rectification received 1/3/10: Compliant Not Compliant

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Compliant
 Not Compliant

Compliant
 Not Compliant

Findings:

The organisation has a quality system in place that is suitable to the size and scope of operations. However, it is apparent that not all procedures are being followed.

Non-compliances:

Documentation presented at audit, particularly in relation to assessment, lacked version control and in some cases was little more than typed words on a page. In some cases the name of the RTO did not appear on the information – the documents could have been produced by anyone, at anytime.

Given the number of trainers and assessors that work in the RTO and considering the dual campuses (Morayfield and Townsville), it is important that all documents are managed according to the RTO quality system.

Rectification required:

The RTO is required to provide evidence that it has a system in place for the management of its operations.

Rectification evidence received 1 March 2010:

The organisation provided a Version Control procedure detailing the how documents will be managed and updated.

Strengths

- Nil identified

Opportunities for Improvement

- It is strongly recommended that the RTO manages the ‘improvement’ processes in a more formal way.

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Conditions of Registration		
	Conditions	Examined at audit
1	Governance	<input type="checkbox"/>
2	Interactions with the registering body	<input type="checkbox"/>
3	Compliance with legislation	<input type="checkbox"/>
4	Insurance	<input type="checkbox"/>
5	Financial management	<input checked="" type="checkbox"/>
6	Certificate and issuing of qualifications and Statements of Attainment	<input type="checkbox"/>
7	Recognition of qualifications issued by other RTOs	<input type="checkbox"/>
8	Accuracy and integrity of marketing	<input type="checkbox"/>
9	Transition to Training Packages / expiry of accredited courses	<input type="checkbox"/>
Audit findings		
<p>At time of audit: <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant</p>		
<p>The conditions of registration listed above were reviewed for this audit as:</p> <ul style="list-style-type: none"> The RTO takes fees in advance 		
<p>Findings: The RTO has a fair and reasonable refund policy.</p>		