

RTO Name	TOID
Inclusion Melbourne Inc	6406

AQTF 2007 AUDIT REPORT

RTO DETAILS			
RTO Name	Inclusion Melbourne Inc	NTIS Number	6406
Address	67 Sutherland Rd ARMADALE, 3143 VIC		
		Website	
Registration Contact	Carmine Laghi		
Phone Number	9509 4266	E-mail	carmine.laghi@im.org.au
Student Numbers			
AUDIT TEAM			
Lead Auditor	Rob Gullan	Auditor/s	
Technical Advisor/s		Observer/s	
REGISTERING BODY DETAILS			
Contact Person	Jerzy Gill		
Phone Number	96513226	E-mail	Gill.jerzy.j@edumail.vic.gov.au
AUDIT DETAILS			
Type of Audit	Renewal/Re-registration.		
Standards audited	AQTF 1-3		
Conditions audited	COR 6		
Audit Date/s	07 April 2010		
Other audit notes	<p>Inclusion Melbourne is a long standing disability support service agency that also provides education and training through an RTO operation.</p> <p>The RTO operation reflects the philosophy of Inclusion Melbourne of providing services on a personalised basis. In this regard every student of the RTO has an individualised assessment, has an individualised learning program, and has an individually assigned volunteer, The volunteer tutor works with the student on all aspects of their education and training and is overseen by a teacher and RTO manager. All students as part of Inclusion Melbourne have an assigned Support Coordinator who is their first point of contact in relation to all aspects of their involvement with Inclusion Melbourne – including the RTO operation. The Inclusion Melbourne office building in Armadale is an old building that has been renovated and extended to create a very modern well equipped facility. There is</p>		

	also a well equipped training room located at Phoenix park Neighbourhood Centre in Malvern where students in small groups – 7/8 are involved in learning activities.	
FOCUS OF AUDIT		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
NTIS Code	Qualification/Unit of Competence/Accredited Course (as per NTIS)	Delivery Site
21890VIC	Certificate I in Initial Adult literacy and Numeracy (entry)	
21891VIC	Certificate I in Initial Adult literacy and Numeracy (foundation)	
21892VIC	Certificate I in Initial Adult literacy and Numeracy (established)	

INTERVIEWEE/S (Staff -name and position; employer name and position ; students (by program, do not list by name)		
Judith Buckingham	RTO manager	
Carmine Laghi	Program manager	
Heather Thompson	Teacher/assessor	
Joanne White	Volunteer tutor	

STANDARDS

Standard 1: The RTO provides quality training and assessment across all of its operations

Audit conclusion	Result	✓
Compliant with this standard	Compliant	✓
	Non-compliant	
	Not audited	

Strengths

Opportunities for Improvement

There are two opportunities for improvement.

- To develop delivery and assessment plans for each qualification rather than just basing their delivery and assessment approaches on a unit basis.
- To develop a more structured process for retaining and maintaining evidence of assessments.

Standard 2: The RTO adheres to principles of access and equity and maximizes outcomes for its clients		
Audit conclusion	Result	✓
Compliant with this standard	Compliant	✓
	Non-compliant	
	Not audited	
Strengths		
<p>A strength of this provider is the approach that they have to providing training and assessment on an individualized and personalized basis, manifested by comprehensive assessment reports prior to commencing training.</p>		
Opportunities for Improvement		
Empty space for opportunities for improvement		

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	✓
Compliant with this standard	Compliant	✓
	Non-compliant	
	Not audited	
Strengths		
Opportunities for Improvement		