



VET Quality Framework audit report

Continuing registration as a national VET regulator (NVR) registered training organisation (RTO)

Legal name of organisation	Personal Training Academy Pty Ltd
Dates of audit	24 and 25 September 2012

ORGANISATION DETAILS					
RTO legal name	Personal Training Academy Pty Ltd		RTO ID number	21953	
Registered business trading name	Personal Training Academy		ABN	77 121 650 744	
Address	128 Commercial Road, Prahran			Postcode	3181
Phone	(03) 9516 8800	Fax	(03) 9510 1340		
E-mail	maia@ptaacademy.com.au		Website	http://www.ptacademy.com.au	
Registration contact	Name	Mr Paul Taylor	Position	Director	

AUDIT TEAM				
Lead auditor	Sue Foster		Technical adviser/s	-
Audit team members	-			-

ASQA CONTACT DETAILS				
Phone	1300 701801 (ASQA Info line)		E-mail	ComplianceMelb@asqa.gov.au

AUDIT DETAILS	
Audit type	<input checked="" type="checkbox"/> Renewal of registration <input type="checkbox"/> Extension to scope of registration <input type="checkbox"/> Compliance monitoring (incl. post-initial registration) <input type="checkbox"/> Other:
Scope of audit	<input checked="" type="checkbox"/> Standards for NVR Registered Training Organisations <input checked="" type="checkbox"/> Australian Qualifications Framework (AQF) <input checked="" type="checkbox"/> Data Provision Requirements <input type="checkbox"/> Fit and Proper Person Requirements <input type="checkbox"/> Financial Viability Risk Assessment Requirements
Date/s of site visit/s	24 th and 25 th September 2012
Site/s visited	128 Commercial Rd, Prahran VIC 3181
Standards audited	Essential Standards for Continuing Registration 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25

ORGANISATION
<p>The Personal Training Academy provided accredited and non-accredited courses for clients in the fitness industry or those seeking entry to the fitness industry. Accredited programs offered were the Certificate III in Fitness as preparation for employment as a gym instructor and the Certificate IV in Fitness for those wishing to be qualified as a personal trainer. Ongoing professional development programs were offered to those in the fitness industry through 'Effective Movement Training' programs, CEC training, TRX Suspension Training, Trigger Point Performance Therapy and 'BioAge Biological Age' Testing. Programs were delivered through a combination of face-to-face and online delivery or completely online. Programs were both fee-for-service and government funded.</p> <p>The RTO had strong links to international fitness providers and associates through 'ptonthenet', which is an online provider of industry fitness and lifestyle programs delivered online. This organisation provided global certification. It was accredited with Fitness First Germany through the European professional association EREPS to deliver to their training requirements.</p> <p>There are currently 1313 student enrolments. These could be enrolled in either a single or a dual course. The RTO's delivery was primarily to students in Victoria as well as students in other states and territories through the online environment. Some students were Australian nationals living offshore who wished to undertake an Australian accredited program to assist their employment on return to Australia.</p> <p>The strategic planning for the organisation sought to expand pathways for members of the fitness industry through liaison with tertiary institutions to develop pathways into higher-level qualifications. The RTO was exploring the potential for delivery in New Zealand to prepare master trainers.</p>

FOCUS OF AUDIT		
Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment
SIS40210	Certificate IV in Fitness	Blended and online
SIS30310	Certificate III in Fitness	Blended and online

INTERVIEWEES		
Staff (name and position)		
Name	Position	Program (qualification, course, etc)
Paul Taylor	Director	
Dominic dos Remedios	Chief Operations Officer	
Maia Haeata	Director of Education	
Laura Sim	Administration Manager	
Anna Dietrich	Assessor	SIS30319 Certificate III in Fitness, SIS40210 Certificate IV in Fitness
Krista Sirota	Facilitator and assessor	SIS30319 Certificate III in Fitness, SIS40210 Certificate IV in Fitness
Wendy Jerardis	Office manager, PA to the COO	

SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *National Vocational Education and Training Regulator Act 2011* (the Act) to assess compliance with requirements of the VET Quality Framework as identified under the Scope of Audit section above.

AUDIT OUTCOME

Audit status as at 28 September 2012

The organisation has not demonstrated compliance with all compliance requirements reviewed for the audit.

The level of non-compliance is considered to be minor when considering the potential for adverse impact on the quality of training and assessment outcomes for students.

The audit report describes evidence of non-compliance identified. Each issue referenced must be rectified by the organisation with evidence provided to ASQA within 20 working days of the date of the letter accompanying this audit report to demonstrate corrective actions implemented.

AUDIT SUMMARY OF VET QUALITY FRAMEWORK REQUIREMENTS

VET QUALITY FRAMEWORK COMPONENT		STATUS*
Financial Viability Risk Assessment Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Fit and Proper Person Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Data Provision Requirements		<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
Australian Qualifications Framework (AQF) Requirements		<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
Standards for NVR Registered Training Organisations 2011		
- Essential Standards for Continuing Registration		
15	The NVR registered training organisation provides quality training and assessment across all of its operations	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
16	The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
17	Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
18	The NVR registered training organisation has governance arrangements in place	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
19	Interactions with the National VET Regulator	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
20	Compliance with legislation	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
21	Insurance	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
22	Financial management	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
23	Certification, issuing and recognition of qualifications and statements of attainment	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
24	Accuracy and integrity of marketing	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
25	Transition to training packages/expiry of VET accredited courses	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
*STATUS: Status of audit findings when audit was conducted C = Compliant NC = Not Compliant NA = Not audited		

Audit Findings

The RTO was compliant with Standards 15-21 and 23-25.

The RTO was not compliant with SNR 22.3 Financial Management as it required advance payment that was greater than \$1500, but did not have an approved fee-protection or guarantee system in place. Student interests were not adequately protected under the requirements of the national VET Quality Framework.

Rectification requirements – evidence of rectification to be submitted within 20 working days

The RTO is required to review its approach to fee protection to ensure that it is consistent with option 3, option 4 or option 5 as identified in SNR 22.3. Evidence of implementation of option 3, option 4 or option 5 is to be submitted.