



Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) audit report

- Education Services for Overseas Students Act 2000 (ESOS)
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (National Code)

Legal name of provider/applicant	Australia Moreton Education Group Pty Ltd
Date/s of audit	22 October 2013

APPLICANT DETAILS			
Provider legal name	Australia Moreton Education Group Pty Ltd		
Registered business trading name	Queensland Academy of Technology	ABN	68105823309
CRICOS ID number/s (if applicable)	02746G	CRICOS Expiry date (if applicable)	30/06/2013
Address	Level 4, 333 Adelaide Street Brisbane QLD	Postcode	4000
Phone	07 3002 0888	Fax	07 3002 0808
E-mail	michelle@qat.qld.edu.au	Website	www.qat.qld.edu.au
Registration contact	Name Michelle Wang	Position	PEO/CEO

REGISTERED TRAINING ORGANISATION DETAILS (if applicable)			
RTO Number	31246	RTO Expiry date	08/11/2012

AUDIT TEAM	
Lead auditor	Jane Connellan
Audit team members	Emma Betts

ASQA CONTACT DETAILS			
Phone	07 3223 1069	E-mail	Jane.connellan@asqa.gov.au

AUDIT DETAILS	
Audit type	<input type="checkbox"/> Initial registration <input checked="" type="checkbox"/> Renewal of registration <input type="checkbox"/> Extension to scope of registration (EOS) <input type="checkbox"/> New delivery site/s (NDS) <input type="checkbox"/> Increase to existing student capacity (IC) <input type="checkbox"/> Compliance monitoring <input type="checkbox"/> Work based training (WBT) <input type="checkbox"/> Other
Date/s of site visit/s	22 October 2013
Site/s visited	Level 4, 333 Adelaide Street Brisbane QLD 4000
Audit scope	ESOS Act 21 & 21A National Code Part C 7 and 10 National Code Part D 1, 2, 3, 4, 6, 7, 8, 9, 10, 11, 12, 13, 14 and 15

ORGANISATION	
Maximum Number of Students	
Current maximum capacity:	644
Actual number of students:	498
Requested increased capacity:	N/A
Audited recommended capacity:	644

Since submitting its renewal of CRICOS registration application the organisation has:

- had previously submitted amendment applications approved to add transition BSB and CHC qualifications to its CRICOS scope
- submitted 5 CRICOS amendment applications that have been approved. The amendments related to price increase; notification of up to 25% of some courses being conducted via distance or online; adding accredited transition courses in Spoken and Written English and removing superseded BSB and CHC qualifications as well as a high school preparation course.

The organisation:

- is not currently engaged in any partnership arrangements
- has commenced training and assessment of domestic students
- operates under fee for service arrangements
- operates from the one delivery site in Adelaide Street Brisbane
- does not actively market courses to international clients under the age of 18. Where under 18s contact the provider they are not enrolled unless they are accompanied by a suitable relative where the provider does not need to be responsible for the students welfare arrangements.

At audit when reviewing the ELICOS student written agreements it was noted the written agreements did not specify the scheduled course contact hours for the ELICOS course. The organisation should review its ELICOS written agreements to ensure they meet the requirements of the ELICOS National Standards.

Code	Course Name	Wks	Cost	Studying	Potential
073916G	91419NSW Certificate IV in Spoken and Written English - Further Studies	25	5600	18	71
074166K	91422NSW Certificate II in Spoken and Written English	23	5600	26	14
073847D	91423NSW Certificate III in Spoken and Written English	23	5600	41	92
070445B	BSB40507 Certificate IV in Business Administration	22	4300	13	21
077143D	BSB50407 Diploma of Business Administration	24	7500	20	24
078831E	Cambridge English Advanced Preparation	12	3840	0	0
078830F	Cambridge English First Preparation	12	3840	0	0
079168A	Certificate II in Business (BSB20112)	16	2500	14	18
077851J	Certificate II in Information, Digital Media and Technology (ICA20111)	27	3500	0	2
080261E	Certificate II in Spoken and Written English	25	5600	30	5
079169M	Certificate III in Business Administration (BSB30412)	23	4300	19	14
077852G	Certificate III in Information, Digital Media and Technology (ICA30111)	30	4500	0	0
080262D	Certificate III in Spoken and Written English	25	5600	78	11
080325E	Certificate IV in Spoken and Written English - Further Studies	25	7500	31	5
078745C	CHC30712 Certificate III in Childrens Services	29	7250	59	28
069775E	CHC50908 Diploma of Children's Services (Early Childhood Education and Care)	52	13500	26	44
079170G	Diploma of Management (BSB51107)	24	7500	0	0
057610C	English for Academic Purposes	12	4560	0	0
057609G	General English	72	18150	7	15
057608G	IELTS Preparation	12	4560	16	24
062787B	IELTS Preparation (Intermediate to Advanced)	24	9120	100	75

FOCUS OF AUDIT

Code	Qualification, course and/or program	Site/Venue	Student Capacity
10365NAT	Certificate IV in Spoken and Written English – Further Studies [080325E]	Adelaide Street	644
91423NSW	Certificate III in Spoken and Written English [073847D]		
CHC30712	Certificate III in Children's Services [078745C]		
CHC50908	Diploma of Children's Services (Early Childhood Education and Care) [069775E]		
BSB50407	Diploma of Business Administration [077143D]		
	General English [057609G]		
	IELTS Preparation (Intermediate to Advanced) [062787B]		

INTERVIEWEES

Staff (name and position)

Name	Position	Program (qualification, course etc)
John Hunt	Director of Studies	n/a
Alex Black	Compliance Manager	n/a
Sulyman Askarzui	Business Coordinator	n/a
Karen Rose	Children's Services Coordinator	n/a
Sinn Chew	Executive Director	n/a

SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *Education Services for Overseas Students Act 2000* (the Act) to assess compliance with requirements of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007* as identified under the Scope of Audit section above.

AUDIT OUTCOME

Audit status as at 22 October 2013

- The organisation **has NOT demonstrated compliance** with all compliance requirements reviewed for the audit.

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 RECTIFICATION

Audit status following additional evidence received 22 October 2013

- The organisation **has demonstrated compliance** with all compliance requirements reviewed for the audit.

Auditor's Name	Jane Connellan	Date of Report	25 October 2013
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AUDIT SUMMARY OF ESOS ACT REQUIREMENTS

ESOS ACT COMPONENT		STATUS*
Education Services for Overseas Students Act 2000 - Sections		
9B	Fit and proper person	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
21	Record keeping	<input type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
21A	Obligations relating to the agents of registered providers	<input type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 – Registration on CRICOS		
7	Course duration	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
8	Work-based training	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
9	Mode and place of study	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
10	Arrangements with other providers	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 - Standards for Registered Providers		
1	Marketing information and practices	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
2	Student engagement before enrolment	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
3	Formalisation of enrolment	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
4	Education agents	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
5	Younger students	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
6	Student support services	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
7	Transfer between registered providers	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
8	Complaints and appeals	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
9	Completion within the expected duration of study	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
10	Monitoring course progress	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
11	Monitoring attendance	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
12	Course credit	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
13	Deferring, suspending or cancelling the student's enrolment	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
14	Staff capability, educational resources and premises	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
15	Changes to registered providers' ownership or management	<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 organisation was identified as compliant with the ESOS Act Sections 21 and 21A; the National Code Part C 7 and 10 and the National Code Part D 1, 2, 4, 6, 7, 9, 10, 11, 12, 13 and 15. The organisation was identified as not compliant with the National Code Part D 3, 8 and 14.

The non-compliances identified below would not have an impact on student visa conditions; however, may have a slight impact on the protection of the interests of overseas students and on Australia's international reputation as a provider of high quality training and assessment.

Non-compliances:

National Code Part D Standard 3.1

The written agreements on the student files reviewed did not set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated

authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition. *It was noted the organisation's had identified this as an issue prior to the audit and had updated its written agreement template so future written agreements would meet the requirements. No further evidence is required.*

National Code Part D Standard 8.1

The organisation's complaints and appeals handling process did not ensure:

- each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself
- each party may be accompanied and assisted by a support person at any relevant meetings.

It was noted the organisation amended its complaints and appeals policy and procedure immediately after the audit to include the above two requirements. No further evidence is required.

National Code Part D Standard 14.1

The organisation's policies and procedures for its ELICOS teaching staff did not meet the requirements of the ELICOS National Standards (P3.1d) as they did not ensure that teacher-to-student ratios do not exceed 1:18 per class. *It was noted the organisation amended its policy and procedure immediately after the audit to include the teacher-to-student ratio requirement. No further evidence is required.*