

## Audit report – CRICOS

### Commonwealth Register of Institutions and Courses for Overseas Students (Initial and continuing registration)

#### ORGANISATION DETAILS

Organisation's legal name	Zoi Education Pty. Ltd.
Trading name/s	N/A
RTO number (if applicable)	N/A
CRICOS number (if applicable)	N/A

#### AUDIT TEAM

Lead auditor	Alix Hudgson-Stewart
Assistant/s	Roxanne Sheehan

#### AUDIT DETAILS

Application number/s	INTCRI0000314
Audit number/s	AUDREC0007146
Audit reason 1	Initial registration
Audit reason 2	<b>Initial registration VET</b>
Audit reason 3	n/a
Activity type	Site visit
Address of site/s visited	48 Flemington Rd PARKVILLE VIC 3052
Date/s of audit	26 and 27 April 2017
Organisation's contact for audit	Ms Kathleen Wing kathi@bambinielc.com.au CEO Phone: 0499235355
National Code – Part C Registration on CRICOS – sections reviewed	7.1, 7.2, 7.3, 8.1, 10.2, 12.1
National Code – Part D Standards for Registered Providers – standards audited	Select Standards for Registered Providers 1.1, 1.2, 2, 3, 4.1, 4.2, 5.1, 6, 7.2, 8.1, 8.2, 9.1, 9.2, 10.2, 10.4, 11.3, 11.4, 12.1, 13.1, 13.2, 14.1, 14.2



## BACKGROUND

The organisational chart provided with the pre-audit evidence identified the management structure as:

- CEO – Kathleen Wing
- Director of Studies – Vicki Harriss; and,
- Student Support and Administration Officer – Kellie Connor.

The Director of Studies will be supported the by the trainers and assessors.

The applicant’s current business activities include the management and executive team currently owning and operating Bambini’s Early Learning Centres.

Target groups are identified as international students only, specifically Chinese students, over 18 years of age. The training and assessment strategies provide further detail:

The qualifications are “aimed at those who want to become an early childhood carer and educator and supervisor or lead a specialist team professional (sic) of childcare workers...Zoi Education believes students should be interested in working with babies, toddlers, children and their families to ensure the child’s time in childcare is safe, and the foundation of their education is effective and well supported. Students may be school leavers commencing their careers, career changers, return to workers, or anyone later in their work-life cycle who want to impact the lives of children in a childcare environment. Students must be prepared and willing to work with children and their families equally and must be able to communicate fluently in English including reading, writing and speaking and must have a sound numeracy skills.”

The applicant has applied for both VET and CRICOS registration to deliver:

- CHC30113 Certificate III in Early Childhood Education and Care
- CHC50113 Diploma of Early Childhood Education and Care

The applicant has identified that it intends to use education agents.

The qualifications applied for include workplace training and assessment components.

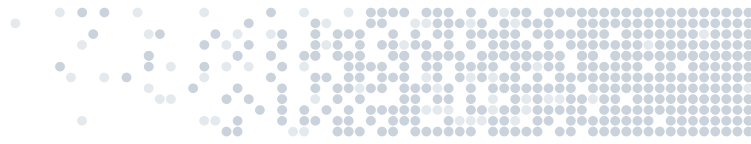
## CAPACITY

- Requested capacity at each location:

Proposed delivery location	Capacity requested at this location
48 Flemington Road, PARKVILLE	570

- Maximum capacity requested: **570**

- Total number of domestic enrolments as at audit date (if applicable): **n/a**



## INTERVIEWEES

Name	Position
Kathleen Wing	CEO
Vicki Harriss	Director of Studies
Emily Hodge	RTO Quality Consultant, RTO Advice Group

## ORIGINAL AUDIT FINDING AT TIME OF AUDIT

### Audit finding as at 26 and 27 April 2017:

National Code Part C: **Requirements met**

National Code Part D: **Compliant**

- If non-compliance has been identified, this audit report describes evidence of the non-compliance.

## AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

### Audit finding following analysis of additional evidence provided on [Click here to enter a date.](#):

National Code Part C: **n/a**

National Code Part D: **n/a**

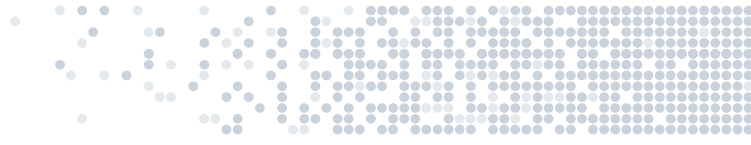
## AUDIT FINDING BY REQUIREMENT

### National Code Part C Registration on CRICOS

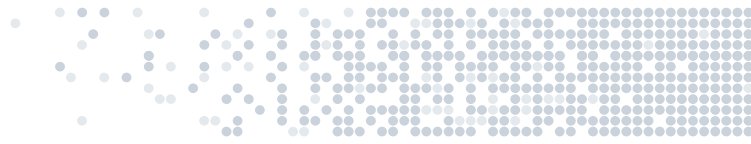
Section	Original finding	Finding following rectification
7.1	Requirements met	n/a
7.2	Not reviewed	n/a
7.3	Requirements met	n/a
8.1	Requirements met	n/a
10.2	Not reviewed	n/a
12.1	Requirements met	n/a

### National Code Part D Standards for Registered Providers

1	Compliant	n/a
2	Compliant	n/a
3	Compliant	n/a
4	Compliant	n/a
5	Not audited	n/a
6	Compliant	n/a



7	Compliant	n/a
8	Compliant	n/a
9	Compliant	n/a
10	Compliant	n/a
11	Compliant	n/a
12	Compliant	n/a
13	Compliant	n/a
14	Compliant	n/a
15	Not audited	n/a



## NATIONAL CODE OF PRACTICE FOR REGISTRATION AUTHORITIES AND PROVIDERS OF EDUCATION AND TRAINING TO OVERSEAS STUDENTS 2017

### PART C REGISTRATION ON CRICOS

Course/s can only be approved for registration on the *Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)* where the course meets the following requirements:

#### SECTION 7 Course duration

7.1 The registration of a course on CRICOS must include the expected duration of the course. The registered duration cannot exceed the time required for completing the course on the basis of the normal amount of full-time study. Only courses which can be undertaken on a full-time basis can be registered on CRICOS. A course will not be registered on CRICOS unless it meets the relevant Australian Qualifications Framework requirements or those of any other appropriate quality or accreditation framework, if an appropriate framework exists.

**Original finding:** Requirements met

**Following rectification:** n/a

7.3 The designated authority must take into account the proposed course structure when determining the appropriate duration for registration on CRICOS (that is, the number of compulsory terms or semesters each academic year). The registered duration of the course must include approved holiday periods and any approved period of work-based training. When the course duration is not specified by the accrediting authority, the designated authority will determine the course duration based on a minimum of 20 scheduled course contact hours per week.

**Original finding:** Requirements met

**Following rectification:** n/a

#### SECTION 8 Work-based training

8.1 Work-based training must only be approved by a designated authority as part of a CRICOS-registered course where:

- it must be undertaken to gain the qualification, and
- the registered provider has appropriate arrangements for the supervision and assessment of overseas students in place.

**Original finding:** Requirements met

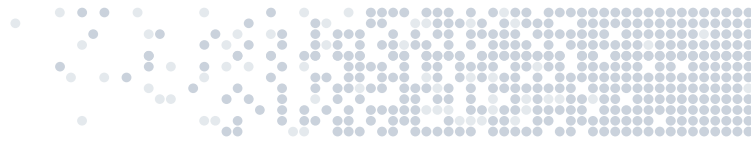
**Following rectification:** n/a

#### SECTION 12 Maximum number of students

12.1 As part of the registration approval process, the designated authority will decide whether to approve the maximum number of students that a provider can enrol. In making this decision, the designated authority will consider the capacity of the provider in terms of its premises, approved arrangements with other providers, facilities, resources, equipment, materials and ratio of staff to student numbers.

**Original finding:** Requirements met

**Following rectification:** n/a



## **PART D STANDARDS FOR REGISTERED PROVIDERS**

### **STANDARD 1 Marketing information and practices**

Registered providers ensure that marketing of their education and training services is professional, accurate and maintains the integrity and reputation of the industry.

- 1.1 The registered provider must ensure the marketing of its education and training services is undertaken in a professional manner and maintains the integrity and reputation of the industry and registered providers.

Original finding: Compliant

Following rectification: n/a

- 1.2 The registered provider must:
- a. clearly identify the registered provider's name and CRICOS number in written marketing and other material for students, including electronic form, and
  - b. not give false or misleading information or advice in relation to:
    - i. claims of association between providers
    - ii. the employment outcomes associated with a course
    - iii. automatic acceptance into another course
    - iv. possible migration outcomes, or
    - v. any other claims relating to the registered provider, its course or outcomes associated with the course.

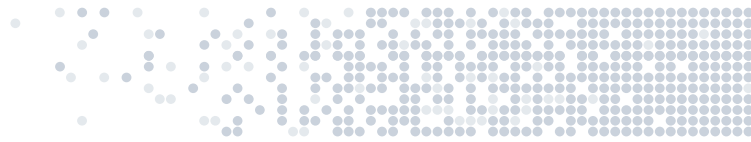
Original finding: Compliant

Following rectification: n/a

### **STANDARD 2 Student engagement before enrolment**

Registered providers recruit students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with the registered provider in Australia. Registered providers ensure students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

- 2.1 Prior to accepting a student, or an intending student, for enrolment in a course, the registered provider must provide, in print or through referral to an electronic copy, current and accurate information regarding the following:
- a. the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable
  - b. the course content and duration, qualification offered if applicable, modes of study and assessment methods
  - c. campus locations and a general description of facilities, equipment, and learning and library resources available to students
  - d. details of any arrangements with another registered provider, person or business to provide the course or part of the course
  - e. indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
  - f. information about the grounds on which the student's enrolment may be deferred, suspended or cancelled
  - g. a description of the ESOS framework made available electronically by DEEWR, and
  - h. relevant information on living in Australia, including:
    - i. indicative costs of living
    - ii. accommodation options, and
    - iii. where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.



**Original finding:** Compliant

**Following rectification:** n/a

- 2.2 The registered provider must have documented procedures in place, and implement these procedures to assess whether the student’s qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.**

**Original finding:** Compliant

**Following rectification:** n/a

### **STANDARD 3 Formalisation of enrolment**

**Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.**

- 3.1 The registered provider must enter into a written agreement with the student, signed or otherwise accepted by that student (or the student’s parent or legal guardian if the student is under 18 years of age), concurrently with or prior to accepting course money from the student. The agreement must:**
- a. identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment**
  - b. provide an itemised list of course money payable by the student**
  - c. provide information in relation to refunds of course money**
  - d. 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, and**
  - e. advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course.**

**Original finding:** Compliant

**Following rectification:** n/a

- 3.2 The registered provider must include in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of course money in the case of student and provider default:**
- a. amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of the registered provider)**
  - b. processes for claiming a refund**
  - c. a plain English explanation of what happens in the event of a course not being delivered, and**
  - d. a statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.**

**Original finding:** Compliant

**Following rectification:** n/a

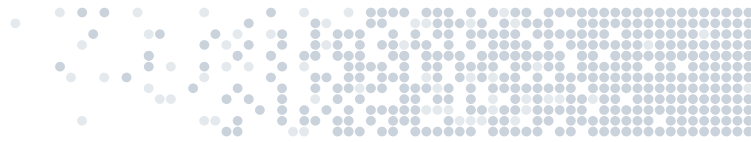
### **STANDARD 4 Education Agents**

**Registered providers take all reasonable measures to use education agents that have an appropriate knowledge and understanding of the Australian international education industry and do not use education agents who are dishonest or lack integrity.**



<b>4.1</b>	<b>The registered provider must enter into a written agreement with each education agent it engages to formally represent it. The agreement must specify the responsibilities of the education agent and the registered provider and the need to comply with the requirements in the National Code. The agreement must also include:</b> <ul style="list-style-type: none"><li><b>a. processes for monitoring the activities of the education agent, including where corrective action may be required, and</b></li><li><b>b. termination conditions, including providing for termination in the circumstances outlined in Standard 4.4.</b></li></ul>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>4.2</b>	<b>The registered provider must ensure that its education agents have access to up-to-date and accurate marketing information as set out in Standard 1 (Marketing information and practices).</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>STANDARD 6 Student support services</b> Registered providers support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.	
<b>6.1</b>	<b>The registered provider must assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:</b> <ul style="list-style-type: none"><li><b>a. student support services available to students in the transition to life and study in a new environment</b></li><li><b>b. legal services</b></li><li><b>c. emergency and health services</b></li><li><b>d. facilities and resources</b></li><li><b>e. complaints and appeals processes, and</b></li><li><b>f. any student visa condition relating to course progress and/or attendance as appropriate.</b></li></ul>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>6.2</b>	<b>The registered provider must provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>6.3</b>	<b>The registered provider must provide the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services must be provided at no additional cost to the student. If the registered provider refers the student to external support services, the registered provider must not charge for the referral.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a





**6.4** The registered provider must have a documented critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

**Original finding:** Compliant

**Following rectification:** n/a

**6.5** The registered provider must designate a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers must have access to up-to-date details of the registered provider's support services.

**Original finding:** Compliant

**Following rectification:** n/a

**6.6** The registered provider must have sufficient student support personnel to meet the needs of the students enrolled with the registered provider.

**Original finding:** Compliant

**Following rectification:** n/a

**6.7** The registered provider must ensure that its staff members who interact directly with students are aware of the registered provider's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

**Original finding:** Compliant

**Following rectification:** n/a

#### **STANDARD 7 Transfer between registered providers**

Registered providers assess requests from students for a transfer between registered providers prior to the student completing six months of the principal course of study in accordance with their documented procedures.

**7.2** The registered provider must have and implement its documented student transfer request assessment policy and procedure, which is available to staff and students. The policy must specify:

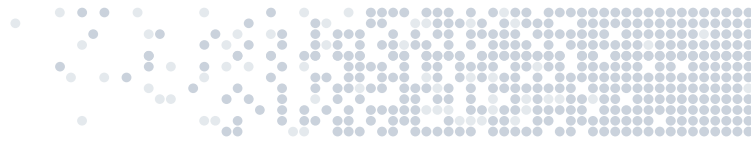
- a. the circumstances in which a transfer will be granted
- b. the circumstances the registered provider considers as providing reasonable grounds for refusing the student's request, including when a transfer can be considered detrimental to the student, and
- c. a reasonable timeframe for assessing and replying to the student's transfer request having regard to the restricted period.

**Original finding:** Compliant

**Following rectification:** n/a

#### **STANDARD 8 Complaints and appeals**

Registered providers' complaints and appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved.



- 8.1** The registered provider must have an appropriate internal complaints handling and appeals process that satisfies the following requirements, or can use its existing internal complaints and appeals processes as long as it meets these requirements:
- a process is in place for lodging a formal complaint or appeal if the matter cannot be resolved informally, which requires a written record of the complaint or appeal to be kept
  - 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
  - the complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome, and
  - the process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.

**Original finding:** Compliant

**Following rectification:** n/a

- 8.2** The registered provider must have arrangements in place for a person or body independent of and external to the registered provider to hear complaints or appeals arising from the registered provider's internal complaints and appeals process or refer students to an existing body where that body is appropriate for the complaint or appeal.

**Original finding:** Compliant

**Following rectification:** n/a

#### **STANDARD 9 Completion within the expected duration of study**

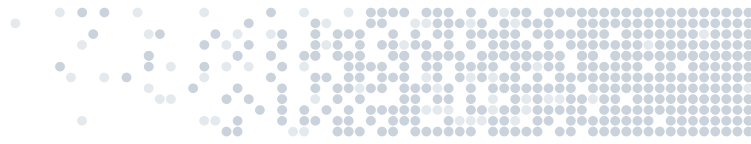
Registered providers monitor the enrolment load of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning. Registered providers only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

- 9.1** The registered provider must have and implement documented policies and procedures for monitoring the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's CoE. In monitoring this enrolment load, the registered provider must ensure that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning.

**Original finding:** Compliant

**Following rectification:** n/a

- 9.2** The registered provider may only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:
- compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit)
  - the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or



**c. an approved deferment or suspension of study has been granted under Standard 13.**

**Original finding:** Compliant

**Following rectification:** n/a

#### **STANDARD 10 Monitoring course progress**

Registered providers systematically monitor students' course progress. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. Registered providers report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

- 10.2 The registered provider must have and implement appropriate documented course progress policies and procedures for each course, which must be provided to staff and students, that specify the:**
- a. requirements for achieving satisfactory course progress**
  - b. process for assessing satisfactory course progress**
  - c. procedure for intervention for students at risk of failing to achieve satisfactory course progress**
  - d. process for determining the point at which the student has failed to meet satisfactory course progress, and**
  - e. procedure for notifying students that they have failed to meet satisfactory course progress requirements.**

**Original finding:** Compliant

**Following rectification:** n/a

- 10.4 The registered provider must have a documented intervention strategy, which must be made available to staff and students, that specifies the procedures for identifying and assisting students at risk of not meeting the course progress requirements. The strategy must specify:**
- a. procedures for contacting and counselling identified students**
  - b. strategies to assist identified students to achieve satisfactory course progress, and**
  - c. the process by which the intervention strategy is activated.**

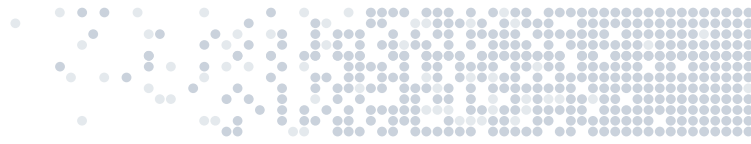
**Original finding:** Compliant

**Following rectification:** n/a

#### **STANDARD 11 Monitoring attendance**

Registered providers systematically monitor students' compliance with student visa conditions relating to attendance. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet attendance requirements. Registered providers report students, under section 19 of the ESOS Act, who have breached the attendance requirements.

- 11.3 For the courses identified in 11.1, the registered provider must have and implement appropriate documented attendance policies and procedures for each course which must be provided to staff and students that specify the:**
- a. requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend at least 80 per cent of the scheduled course contact hours**
  - b. manner in which attendance and absences are recorded and calculated**
  - c. process for assessing satisfactory attendance**
  - d. process for determining the point at which the student has failed to meet satisfactory**



attendance, and  
e. procedure for notifying students that they have failed to meet satisfactory attendance requirements.

**Original finding:** Compliant

**Following rectification:** n/a

**11.4** For the courses identified in 11.1, the registered provider's attendance policies and procedures must identify the process for contacting and counselling students who have been absent for more than five consecutive days without approval or where the student is at risk of not attending for at least 80 per cent of the scheduled course contact hours for the course in which he or she is enrolled (i.e. before the student's attendance drops below 80 per cent).

**Original finding:** Compliant

**Following rectification:** n/a

#### **STANDARD 12 Course credit**

**Registered providers appropriately recognise course credit within the ESOS framework**

**12.1** Where the registered provider grants course credit, the registered provider must:  
a. have documented procedures for the granting and recording of course credit, and  
b. provide a record of the course credit to the student, which must be signed or otherwise accepted by the student, and place it on the student's file.

**Original finding:** Compliant

**Following rectification:** n/a

#### **STANDARD 13 Deferring, suspending or cancelling the students' enrolment**

**Registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.**

**13.1** The registered provider must have in place documented procedures for assessing, approving and recording a deferment of the commencement of study or suspension of study for the student, including keeping documentary evidence on the student's file of the assessment of the application.

**Original finding:** Compliant

**Following rectification:** n/a

**13.2** The registered provider can only defer or temporarily suspend the enrolment of the student on the grounds of:

- a. compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or
- b. misbehaviour by the student.

**Original finding:** Compliant

**Following rectification:** n/a



**STANDARD 14 Staff capability, educational resources and premises**

The staff of registered providers are suitably qualified or experienced in relation to the functions they perform for students. The educational resources of registered providers support the delivery of courses to students. The premises of registered providers, including the floor space available for each student, support students to achieve their course outcomes.

**14.1** The registered provider must have and implement policies and procedures to ensure its staffing resources are adequate and have the capabilities as required by the quality assurance framework applying to the course. Where the course provided by the registered provider is not subject to an appropriate quality assurance framework, the registered provider must have and implement appropriate documented policies and processes for the recruitment, induction, performance assessment and ongoing development of members of staff involved with the recruitment or delivery of education or client services to students.

**Original finding:** Compliant

**Following rectification:** n/a

**14.2** The registered provider must have adequate education resources, including facilities, equipment, learning and library resources and premises as required by the quality assurance framework applying to the course. Where the course provided by the registered provider is not subject to an appropriate quality assurance framework, the registered provider must ensure it has adequate education resources, including facilities, equipment, learning and library resources, and premises, including ownership or tenancy arrangements for the premises, as are needed to deliver the registered course to the students enrolled with the registered provider.

**Original finding:** Compliant

**Following rectification:** n/a