



REPORT

Audit report: Total Business Services & Training Pty Ltd

RTO number:	22341
CRICOS number:	N/A
Date/s of site visit:	N/A
Date report created:	18/11/2020

Provider details

Provider's legal name:	Total Business Services & Training Pty Ltd
Trading name/s:	HIVE - Hampton Institute of Vocational Education TBST Total Business Services & training Pty Ltd Hampton Institute of Vocational Education HIVE Institute
RTO number:	22341
CRICOS number:	N/A

Audit team

Lead auditor:	John-Matthew Haddad
Auditor/s:	N/A

Audit details

Application number/s:	N/A
Audit number/s:	AUDREC0010715
Audit reason/s:	Compliance Monitoring
Date of opening meeting/discussion	29/10/2020
Date of closing meeting/discussion	29/10/2020
Provider's contact for audit:	Jonathan Hampton Chief Executive Officer Jonathan@hive.edu.au 0439 350 573
Address/es of site/s visited (if applicable):	Teleconference

Summary of audit findings

Audit finding: Compliant

Report completed by: John-Matthew Haddad

Practice	Standards for RTOs	Finding
Training and Assessment	1.1, 1.2, 1.3	Compliant
Regulatory Compliance / Governance	7.2	Compliant

*Indicates a non-compliant clause

Background

Summary of provider and management structure:

- The provider was first registered on 7/2/2020. This registration was renewed on 31/1/2015 with an expiry date of 30/1/2022.
- On 15/5/2020, the provider notified ASQA that 100% of the ordinary shares of Total Business Services & Training Pty Ltd (ACN 131 323 414), the provider's legal entity, had been transferred from the sole shareholder Ms Melisa Foote to JONATHAN MALCOLM HAMPTON PTY LTD (ACN: 637 952 571) by an agreement of sale transfer executed on 22/4/2020. The notification also identified that Mr Jonathan Hampton, the sole director and shareholder of JONATHAN MALCOLM HAMPTON PTY LTD, was the provider's new Chief Executive. Ms Foote had held this role before the sale transfer.
- Following this change in ownership, the provider rebranded, changing its name to Hampton Institute of Vocational Education (HIVE) reflected in and supported by a new website (www.hive.edu.au). The provider also expanded its course offerings to include Commercial Cookery, Hospitality, Ageing Support, Disability, Community Service, and Companion Animal Service courses and resulted in additions to scope under the provider's delegation in July and August.
- The organisational chart that was submitted in this audit identifies the following structure:
 - Chief Executive Officer/Delegate under which are:
 - General Manager - Human Resources
 - General Manager - Operations under which is the Student Support Coordinator
 - General Manager - Sales and Marketing under which is the Student Services Officer
 - General Manager - Training and Student Services under which are the trainers and assessors and LMS Coordinator
 - General Manager - Compliance and Quality Assurance
 - General Manager - Learning and Development
 - A HIVE Delegate Agreement Committee comprising of:
 - Chaired by the Chief Executive Officer/Delegate (first chair) and General Manager for Training and Student Services (second chair), and four other General Managers being the General Managers for Compliance and Quality Assurance; Human Resources; Operations; and Learning and Development. The Committee also includes a Compliance Consultant.
 - External Consulting Support Services:
 - Information Technology
 - Accounting Firm
 - Bookkeeping firm
 - Graphic Design
 - Compliance Consultant.
- At the teleconference component of the audit, the provider advised that it plans to become a CRICOS registered provider and is in the process of finalising its initial CRICOS application to submit to ASQA.

Scope of provider's registration:

Qualifications:

- *ACM30417 Certificate III in Companion Animal Services*
- *CHC43015 Certificate IV in Ageing Support*
- *CHC43115 Certificate IV in Disability*
- *CHC52015 Diploma of Community Services*
- *FNS40217 Certificate IV in Accounting and Bookkeeping*
- *FNS50217 Diploma of Accounting*
- *FNS50417 Diploma of Payroll Services*
- *FNS60217 Advanced Diploma of Accounting*
- *SIT30616 Certificate III in Hospitality*
- *SIT30816 Certificate III in Commercial Cookery*
- *SIT40516 Certificate IV in Commercial Cookery*
- *SIT50416 Diploma of Hospitality Management*

Standalone unit:

- SITHFAB002 Provide responsible service of alcohol
- As discussed earlier in the section of this audit report, since submitting its change of ownership application on 15/5/2020, the provider also expanded its course offerings by making the following additions to scope under its delegation:
 - On 8/7/2020:
 - CHC43015 Certificate IV in Ageing Support
 - CHC52015 Diploma of Community Services
 - FNS60217 Advanced Diploma of Accounting
 - SITHFAB002 Provide responsible service of alcohol
 - On 10/7/2020:
 - ACM30417 Certificate III in Companion Animal Services
 - On 5/08/2020:
 - CHC43115 Certificate IV in Disability
 - SIT30816 Certificate III in Commercial Cookery
 - SIT30616 Certificate III in Hospitality
 - SIT40516 Certificate IV in Commercial Cookery
- At the teleconference component of the audit, the provider discussed its rationales for branching out into other industry areas such as animal and community services.
- In relation to animal services, the provider's CEO had previously worked as trainer in this area and as an animal welfare manager. He had also owned 5 pet stores, all of which he has since sold off. The CEO discussed the growing industry need for the animal services sector to be more regulated. He identified the need for training in this area for people who work in roles that do not require a formal qualification such as a groomer and pet store attendants who are often in circumstances where they are providing medicine and nutrition advice regarding animals.
- In relation to community services, the CEO has a consultancy company that recruits staff for other organisations in industry areas such as hospitality, food produce and community services. These organisations have provided feedback about the skills they are seeking in prospective employees. Through this feedback, the provider had identified training needs in community services so people recruited had skills that matched the skill needs of the employer organisations.
- The scope of this audit included the qualifications that were on the provider's scope of registration at the time it submitted its change of ownership application on 15/5/2020. These appear in the 'Training Products sampled' table on page 5 of this report.
- *BSB40515 Certificate IV in Business Administration* was removed from the audit scope following an 'Update minor details to registration' form the provider submitted on 9/10/2020 to remove this qualification from its scope of registration.

Suburb and state of all delivery sites:

- Montague Street, South Melbourne VIC 3205 (head office)
- Bourke Street, Melbourne VIC 3000
- Waterfront Place, Port Melbourne VIC 3207

Third party usage:

- The provider did not report any third parties.

Core clients/target groups:

- Students who are seeking to develop their skills and knowledge leadership and management to further their career prospects or study pathways.

Training Revenue (Funded or fee for service):

- Fee for service
- Skills First Program

Total number of current enrolments in the organisation as at 29/10/2020:

- 386

In preparing the audit report, consideration has been given and reference made, where relevant, to:

- information provided directly by Total Business Services & Training Pty Ltd to ASQA
- existing information and records held by ASQA concerning Total Business Services & Training Pty Ltd
- information provided to ASQA's auditors and documentation reviewed during the teleconference with Total Business Services & Training Pty Ltd representatives conducted on 29 October 2020.
- other publicly available information - including but not limited to, information published on the organisation's and third-party websites.

Training products sampled

Training Products	Mode/s of delivery/assessment*
<i>BSB42015 Certificate IV in Leadership and Management</i>	Mixed
<i>SIT50416 Diploma of Hospitality Management</i>	Mixed
<i>FNS50217 Diploma of Accounting</i>	Mixed
<i>FNS40217 Certificate IV in Accounting and Bookkeeping</i>	Mixed
<i>FNS50417 Diploma of Payroll Services</i>	Mixed
<i>BSB51918 Diploma of Leadership and Management</i>	Mixed

*Apprenticeship, Traineeship, Face to face, Distance, Online, Workplace, Mixed, Other (specify)

Interviewees

Name	Position	Training products
Jonathan Hampton	CEO	All
Donna Knowles	Operations manager	NA
Sebastian Delfino	Training and Services Manager	NA
Lyndsey Hollington	Human Resources Manager	NA

About this Report

This report details findings against the *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs). If non-compliance has been identified, this report describes evidence of the non-compliance.

Where non-compliance has been identified, the Registered Training Organisation is accountable for identifying and correcting non-compliant practices and behaviours, particularly those that have had a negative impact on learners.

Correcting a non-compliance may require:

- correcting a process or system that has led to the non-compliance, and implementing a revised process or system
- identifying the impact on learners and carrying out remedial action for current and past learners.

Areas of non-compliance and action required

- No action required. The provider is compliant with Clauses 1.1, 1.2, 1.3 and 7.2 of the Standards for RTOs.