

## Audit report – VET Quality Framework Standards for Registered Training Organisations (RTOs) 2015

### ORGANISATION DETAILS

Organisation's legal name	Total Business Services Training Pty Ltd
Trading name/s	Total Business Services & Training Pty Ltd
RTO number	22341
CRICOS number	N/A

### AUDIT TEAM

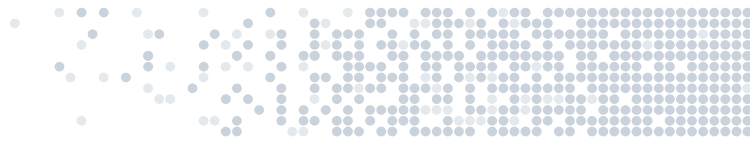
Lead auditor	Lesley Shaw
Auditor/s	N/A
Technical adviser/s	N/A

### AUDIT DETAILS

Application number/s	1067492	
Audit number/s	1007096	
Audit reason 1	Application - renewal	
Audit reason 2	n/a	
Audit reason 3	n/a	
Activity type	Site visit	
Address of site/s visited	Suite 1115, 401 Docklands Drive DOCKLANDS, VIC, 3008	
Date/s of audit	06/02/2015	
Organisation's contact for audit	Ms Melissa Foote melissa@tbst.com.au	Director 03 96024490
Clauses audited	clause 1.10,clause 1.12,clause 1.14,clause 1.17,clause 1.18,clause 1.2,clause 1.16,clause 1.15,clause 1.13,clause 1.11,clause 1.19,clause 1.21,clause 1.20,clause 1.3,clause 1.4,clause 1.5,clause 1.8,clause 1.7,clause 1.9,clause 2.2,clause 2.4,clause 2.3,clause 1.6,clause 2.1,clause 3.1,clause 3.2,clause 3.3,clause 3.4,clause 3.5,clause 3.6,clause 4.1,clause 5.1,clause 5.2,clause 5.3,clause 5.4,clause 6.1,clause 6.6,clause 6.4,clause 6.3,clause 6.2,clause 6.5,clause 1.1,clause 1.26,clause 1.27,clause 7.3,clause 8.2,clause 8.6	

### BACKGROUND

- Total Business Services and Training (TBST) is a small business services focussed RTO based in the Melbourne CBD at Docklands. It offers flexible online delivery supported by open face to face tutorial sessions.



- Its scope of registration is limited to business administration, bookkeeping and accounting qualifications at Certificate IV level. The latter qualifications in bookkeeping and accounting provide students with the base level educational qualification required under BAS Services Provider Legislation.
- Certificate IV students are trained in the use of the current version of MYOB as an integral part of their course and MYOB software is included in the course materials.
- The RTO is owned and directed by Ms Melissa Foote and she is supported by a total of 13 full time and contract administration and teaching staff.
- The RTO is an accredited training provider with the Institute of Certified Bookkeepers and has industry partnerships with the Australian Bookkeepers Network, MYOB and XERO.
- Target groups range from new entrants to financial services to experienced persons working in the industry. State government funding is available to eligible students. There are no corporate clients.

Total number of current enrolments in RTO as at audit date: 1,144

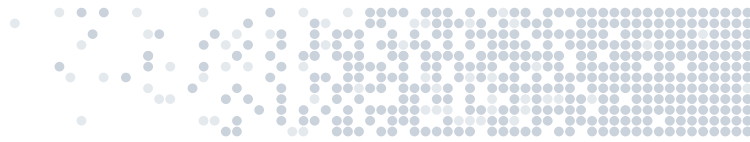
<b>AUDIT SAMPLE</b>			
<b>Code</b>	<b>Training product</b>	<b>Mode/s of delivery/assessment*</b>	<b>Current enrolments (If not yet on scope, record N/A)</b>
BSB40507	Certificate IV in Business Administration	Online, Face to Face	30
FNS40211	Certificate IV in Bookkeeping	Online, Face to Face	442
FNS40611	Certificate IV in Accounting	Online, Face to Face	372

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

<b>INTERVIEWEES</b>		
<b>Name</b>	<b>Position</b>	<b>Training product</b>
Melissa Foote	Director	BSB40507, FNS40211, FNS40611
Vicki Mason	Compliance Manager	BSB40507, FNS40211, FNS40611
Renee Vosdoganis	Accounts Manager/Enrolments Validation Officer	BSB40507, FNS40211, FNS40611
Kim Miles	Student Completions/Project Coordinator	BSB40507, FNS40211, FNS40611

<b>ORIGINAL AUDIT FINDING AT TIME OF AUDIT</b>
<b>Audit finding as at 06/02/2015: Minor non-compliance</b>
<ul style="list-style-type: none"> <li>• The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.</li> <li>• If non-compliance has been identified, this audit report describes evidence of the non-compliance.</li> <li>• Refer to notification of non-compliance for information on providing further evidence of compliance.</li> </ul>

<b>AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE</b>
<b>Audit finding following analysis of additional evidence provided on 05/06/2015: Compliant</b>



<b>AUDIT FINDING BY STANDARD</b>		
<b>Standard</b>	<b>Original finding</b>	<b>Finding following rectification</b>
Standard 1	Not compliant	Compliant
Standard 2	Not compliant	Compliant
Standard 3	Not compliant	Compliant
Standard 4	Compliant	n/a
Standard 5	Compliant	n/a
Standard 6	Compliant	n/a
Standard 7	Not audited	n/a
Standard 8	Compliant	n/a

### **ABOUT THIS REPORT**

This report details findings against the *Standards for Registered Training Organisations (RTOs) 2015*.

The evidence guidance included against each clause is designed to guide the auditor and RTO on the requirements of the clause. The evidence guidance is not designed to limit the audit findings and there may be other factors an auditor takes into consideration when determining whether compliance has been demonstrated.

Where evidence of non-compliance is identified, the '*Reasons for finding of non-compliance*' section of the report will document the issues that were considered in the formulation of a finding of non-compliance.