

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	MEGT (Australia) Ltd
Application Numbers	1038405 and 1038756
Date of site audit	19 March 2013
Date of interim audit report	21 March 2013
Date of final audit report	26 April 2013

APPLICANT DETAILS			
Provider legal name	MEGT (Australia) Ltd		
Registered business trading name	Workforce Planning Australia MEGT Institute	ABN	85 006 266 280
CRICOS ID number/s (if applicable)	02517K	CRICOS Expiry date (if applicable)	31/3/2014
Address	10-14 Quay Street, Sydney NSW	Postcode	2000
Phone	03 98795222	Fax	03 89795570
E-mail	Institute@megt.com.au Attila_gaspar@megt.com.au David.windridge@megt.com.au	Website	www.megtinstitute.com.au
Registration contact	Name Attila Gaspar David Windridge	Position	National Manager, Operations and Governance Principal Executive Officer

REGISTERED TRAINING ORGANISATION DETAILS (if applicable)			
RTO Number	3945	RTO Expiry date	31/03/2014

AUDIT TEAM	
Lead auditor	Margaret Foran
Audit team members	Ruth Walker

ASQA CONTACT DETAILS			
Phone	1300 701 801 (ASQA Info line)	E-mail	Audit-Sydney@asqa.gov.au

AUDIT DETAILS	
Audit type	<input type="checkbox"/> Initial registration <input type="checkbox"/> Renewal of registration <input checked="" type="checkbox"/> Extension to scope of registration (EOS) <input checked="" 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	19 March 2013
Site/s visited	10-14 Quay Street Sydney 2000
Audit scope	New delivery site: National Code Standards: 2.1c & h, 6.1, 6.3, 6.4, 6.5, 6.6, 6.7 12.1 & 14 Addition of courses: National Code, Registration requirements: 7, 8, 9 & 10; National Code, Standards: 1, 2.1a, b, c, d & e, 6.2, 9.4 & 14 Other: National Code, Standard 8.1, 8.2

ORGANISATION	
Maximum Number of Students	
Current maximum capacity in NSW (Riley Street, Darlinghurst premises):	700
Actual number of students at Quay Street, Sydney (studying COEs as at 20/3/2013):	149
Requested capacity for new premises at 10-14 Quay Street, Sydney:	460
Audited recommended capacity for new premises at 10-14 Quay Street, Sydney:	400 (subject to Council requirements)

MEGT (Australia) Ltd is a Victorian registered RTO and registered until 31 March 2014. The head office is located in Melbourne Victoria. MEGT in Sydney intends to focus on the delivery of Children's Services qualifications to overseas students and taught out Business qualifications in December 2012 and will have taught out Hospitality qualifications by June 2013. MEGT in Victoria intends to focus on Business, Hospitality and Children's Services qualifications for overseas students. For the domestic market MEGT will be responsive to need.

The RTO submitted two applications.

One application (Application No: 1038405), submitted on 28 November 2012, is for the addition of CHC30712 Certificate III in Children's Services to its CRICOS scope of registration (CRICOS Code: 02517K). The RTO has this qualification on its VET scope of registration. MEGT was granted approval to add this qualification to its CRICOS scope of delivery in Victoria (CRICOS Code: 03289J) through a risk assessment process and was informed of this outcome by email on 19 March 2013.

The second application, (Application No: 1038756) submitted on 11 December 2012, is for a new site at 10-14 Quay Street, Sydney NSW 2000 as it intends to relocate from the current premises at Level 4, 70 Riley Street, Darlinghurst NSW 2010. The provider has applied for the following qualifications to be delivered at this site:

- 074943G Certificate II in Business
- 075994K Certificate III in Business (BSB30110)
- 071643K Certificate III in Children's Services
- 068981G Certificate III in Hospitality
- 074941J Certificate IV in Business
- 077469D Diploma of Business
- 071644J Diploma of Children's Services (Early childhood education and care)
- 076513B Diploma of Children's Services (Early Childhood Education and Care)
- 071315D Diploma of Hospitality
- 071160G Diploma of Management
- 074942G Diploma of Marketing

As part of this application (Application No: 1038756) MEGT has requested the removal of the following qualifications from its CRICOS scope :

- 049257D Advanced Diploma of Children's Services
- 068978B Certificate II in Business
- 074944F Certificate III in Business
- 071159M Certificate IV in Business
- 049153A Diploma of Children's Services
- 068983E Diploma of Hospitality
- 068979A Diploma of Management
- 071161F Diploma of Marketing
- 068980G Diploma of Marketing

MEGT (Australia) Ltd (ACN 006 266 280) has a lease with Citadin Pty Ltd (ACN 073 588 664) for the new premises at 10-14 Quay Street, Sydney which expires on 31 January 2019 (Signed and dated by David Windridge, CEO Director MEGT on 23 May 2012 [sighted]). A Construction Certificate for the proposed works DA No: D/2012/675, issued by City of Sydney on 15 June 2012 was provided. An interim Occupation Certificate D/2012/675 and interim fire safety statement were provided.

MEGT shares the building with its ELICOS arm, Ability English. Ability English is owned by MEGT but is a separate entity delivering ELICOS.

The current maximum capacity for overseas students in VET programs in NSW is 700 at Level 4, 70 Riley Street, Darlinghurst. The RTO proposes to reduce its maximum capacity for overseas students in NSW to 460 at the new premises in 10-14 Quay Street, Sydney.

The two applications will be audited at the same time.

FOCUS OF AUDIT

Code	Qualification, course and/or program	Site/Venue	Student Capacity
CHC30712	Certificate III in Children's Services	10-14 Quay Street Sydney 2000	Proposed 460

INTERVIEWEES

Staff (name and position)

Name	Position	Program (qualification, course etc)
Attila Gaspar	National Manager Operations and Governance	
Charlotte Petitprez	Sydney City Campus Manager	
Vivienne Medway	Children's Services Training Coordinator	
Raymond Lee	National Program Manager	

SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *Educational Services for Overseas Students Act 2011* (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 21 March 2013

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


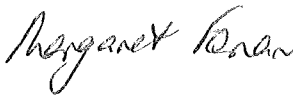
The audit report describes evidence of non-compliance identified. Each issue referenced must be rectified by the organisation with evidence provided to ASQA within **20 working days** of the date of the letter accompanying this audit report to demonstrate corrective actions implemented.

AUDIT RECTIFICATION

(delete whichever dot point option below does not apply)

Audit status following additional evidence received 23 April 2013

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

Auditor's Name	Margaret Foran	Signature		Date of Report	21 March 2013
Auditor's Name	Margaret Foran	Signature		Date of Report	26 April 2013

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 checked="" type="checkbox"/> NA
21A	Obligations relating to the agents of registered providers	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
22	Membership of tuition assurance scheme, or exemption	<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 – 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 checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
10	Arrangements with other providers	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
12	Maximum number of students	<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 type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
3	Formalisation of enrolment	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
4	Education agents	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" 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 type="checkbox"/> C <input type="checkbox"/> NC <input checked="" 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 type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
11	Monitoring attendance	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
12	Course credit	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
13	Deferring, suspending or cancelling the student's enrolment	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" 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 type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
*STATUS: Status of audit findings when audit was conducted C = Compliant NC = Not Compliant NA = Not audited		

Audit Findings

MEGT (Australia) Ltd demonstrated compliance with the National Code registration requirements: 7, 8 and 9 and the National Code Standards 1, 2 (except 2.1.e), 6, 8.2, 9, 14.1 and 14.3.

It was agreed that a maximum capacity for overseas students of 400 over two shifts would allow for a better student/teacher ratio in the computer room and allow for the play session room to be used for that purpose. The maximum capacity for overseas students is subject to council approval.

MEGT did not demonstrate compliance with the National Code registration requirement: 10 and the National Code Standards 2.1.e, 8.1 and 14.2. Details of the non-compliances identified are given below.

National Code, Registration requirement 10 - Arrangements with other providers

Although MEGT has an MOU with St John Ambulance Australia (NSW), it is not clear that St John Ambulance Australia (NSW) will not charge students enrolled with MEGT for any training, materials and assessment and thus be in line with MEGT's marketing and pre-enrolment information.

National Code Standard 2.1.e - Student engagement before enrolment

MEGT did not demonstrate that it provides accurate information to students, prior to enrolment, in relation to indicative course-related fees. Specifically, MEGT did not provide evidence that it informs students, prior to enrolment, of the fees for reassessment of the training provided by St John Ambulance Australia (NSW).

National Code Standard 8.1 - Complaints and appeals

Although MEGT has a complaints handling and appeals process, MEGT did not demonstrate that it follows this process. Specifically, the register is not kept up to date. The last entry on the Sydney register is 5 June 2012.

National Code Standard 14.2 - Staff capability, educational resources and premises

MEGT did not demonstrate that it has adequate premises for the delivery of courses to students. Specifically, MEGT was not able to provide the final occupation certificate and final fire safety certificate. MEGT was not able to provide the final number of people approved by Council.

Rectification requirements – evidence of rectification to be submitted within 20 working days**National Code, Registration requirement 10 - Arrangements with other providers**

MEGT is required to provide evidence, such as an amended MOU, to demonstrate that St John Ambulance Australia (NSW) will not charge students enrolled with MEGT for any training, materials and assessment and thus be in line with MEGT's marketing and pre-enrolment information.

National Code Standard 2.1.e - Student engagement before enrolment

MEGT is required to provide evidence that it provides accurate information to students, prior to enrolment, in relation to the fees for reassessment of the training provided by St John Ambulance Australia (NSW).

National Code Standard 8.1 - Complaints and appeals

MEGT is required to provide evidence that it has a complaints handling and appeals process that meets the National Code requirements (Standard 8) and reflects operational requirements and to also include evidence, such as the job description, of the person responsible for the process.

National Code Standard 14.2 - Staff capability, educational resources and premises

MEGT is required to provide evidence that it has adequate premises for the delivery of courses to students. Specifically, MEGT is required to provide the final occupation certificate and final fire safety certificate. MEGT is also required to provide the final number of people approved by Council.

Audit findings following review of evidence received on 23 April 2013**National Code, Registration requirement 10 - Arrangements with other providers**

MEGT provided an amended MOU with St John Ambulance Australia (NSW), signed by St John Ambulance representative on 26 March 2013 and MEGT representative on 27 March 2013, to clarify that St John Ambulance Australia (NSW) will not charge students enrolled with MEGT for any training, materials and assessments and will invoice MEGT directly for the training.

MEGT has demonstrated compliance with the National Code, Registration requirement 10 - Arrangements with other providers

National Code Standard 2.1.e - Student engagement before enrolment

MEGT provided evidence that it provides accurate information to students, prior to enrolment, in relation to re-booking fees for students who fail to attend the initial training provided by St John Ambulance, specifically amended course promotional material for CHC30712 Certificate III in Children's Services, amended fees policy and the letter of offer and course acceptance agreement.

MEGT has demonstrated compliance with the National Code Standard 2.1.e- Student engagement before enrolment

National Code Standard 8.1 - Complaints and appeals

MEGT provided evidence that authorised staff had been informed of the complaints and appeals policy and procedures (version 4) and the availability of the complaints and appeals register (email from Attila Gaspar, dated 9 April 2013). MEGT provided an amended position description for the student support services officer that includes the recording and maintaining of complaints and appeals in the register.

MEGT has demonstrated compliance with the National Code Standard 8.1 - Complaints and appeals

National Code Standard 14.2 - Staff capability, educational resources and premises

MEGT provided the Final Occupation Certificate (Occupation Certificate No:12/52-1) relating to DA No:D/2012/675, date of decision 22 April 2013 and Final Fire Safety Certificate, dated 22 April 2013. The use and alterations of the ground floor and level 3 are approved in conjunction with the approved use of levels 4 and 5 by the City of Sydney Council as an educational establishment. Hours of classes are restricted to between 8.00am and 9.30pm Monday to Saturday and 8.00am to 5.00pm on Sundays. The premises may stay open to 10.00pm Monday to Saturday. The balcony on level 5 may be used between 8.00am and 7.30pm Monday to Saturday and between 8.00am and 5.00pm on Sundays. Outside of this period, it must be locked to students.

The City of Sydney Council approved there shall be no more than 760 students and members of staff utilising the premises at any one time.

A maximum capacity for overseas students of 400 (over two shifts) is agreed. MEGT provided written confirmation of the agreed capacity (email dated 26 April 2013).

MEGT has demonstrated compliance with the National Code Standard 14.2-- Staff capability, educational resources and premises

Continuous improvement initiatives noted

Evidence of a formal MOU, outlining the partnership arrangements between MEGT (Australia) Ltd and Collaborative Counsellor, signed and dated 26 March 2013

Amended staff site induction checklist including a formal signoff requirement for new staff to review MEGT's policies and procedures, the ESOS Act and National Code and letter from Principal to new staff on ESOS Framework and requirements.

