



Australian Government
Australian Skills Quality Authority

REPORT

Audit report: Health Careers International Pty Ltd

Date/s of audit: 6 February 2018

Date report created: 7 February 2018



Organisation details

Organisation's legal name:	Health Careers International Pty Ltd
Trading name/s:	Institute of Health and Nursing Australia
RTO number:	21985
CRICOS number:	03386G

Audit team

Lead auditor:	Kylie Stafford
Assistant:	Terence Bowden

Audit details

Application number/s:	RENVET0003381
Audit number:	AUDREC0007806
Audit reason	Application - renewal
Address of site/s visited:	597-599 Upper Heidelberg Road Heidelberg Heights VIC 3081
Date/s of audit:	6/02/2018
Organisation's contact for audit:	Mr Bijo Kunnumpurath CEO bijo@ihna.edu.au 0423682248

Original finding at time of audit

Audit finding: Concerning non-compliance

Report completed by: Kylie Stafford

Practice	Standards for RTOs 2015	Finding
Marketing/Recruitment	4.1	Compliant
Enrolment	5.1, 5.2, 5.3, 7.3	Compliant
Support and Progression	1.7	Compliant
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13-1.18, 1.20	Not compliant
Completion	3.1	Compliant
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Compliant

Background

Health Careers International Pty Ltd was first registered as a Registered Training Organisation (RTO) by the Victorian Registration and Qualifications Authority (VRQA) on 16 July 2007. The RTO transferred registration to the Australian Skills Quality Authority (ASQA) on 1 July 2011, and was granted registration for Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) on 1 September 2014.

Health Careers International Pty Ltd employs approximately 150 staff across Australia and had approximately 1,800 students enrolled in 2017. The RTO's primary focus is providing nursing, health care, disability and aged care training programs. It has delivery venues in Melbourne, Perth and Sydney.

Health Careers International Pty Ltd is a VET Student Loans provider with approval from 1 July 2017 to 31 December 2021. The RTO also has approval for 500 students with Skills First Funding (Victoria).

The RTO has a strong focus on student support and quality improvement, and as a result has implemented various initiatives including:

- Student representative council
- Facebook for students
- Facebook for trainers
- Designing a student management system which links all delivery venues to one hub of information and management which includes access for management, trainers and assessor, students and third parties
- Encouraging students to utilise 'Microsoft class notes' to enhance learning in the classroom
- Revising its assessment system.

Summary of organisation and management structure:

- Board of studies
- Academic Board
- CEO/Managing Director – Bijo Kunnumpurath
- Executive Assistant to CEO – Christalina Anup
- Chief Operations Officer – Ditty Kunjukunju
- Chief Operations Officer – International Education – Simon Schweigert
- Executive Director/Governance & Quality Assurance – Dr Charlynn Miller
- Director of studies – Russell Freemantle
- Chief Financial Officer – Pankaj Patel.

Scope of registration:

- *CHC30113 Certificate III in Early Childhood Education and Care*
- *CHC33015 Certificate III in Individual Support*
- *CHC43015 Certificate IV in Ageing Support*
- *CHC43115 Certificate IV in Disability*
- *CHC50113 Diploma of Early Childhood Education and Care*
- *HLT23215 Certificate II in Health Support Services*
- *HLT33115 Certificate III in Health Services Assistance*
- *HLT37315 Certificate III in Health Administration*
- *HLT47315 Certificate IV in Health Administration*
- *HLT51612 Diploma of Nursing (Enrolled-Division 2 nursing)*
- *HLT54115 Diploma of Nursing*
- *HLT57715 Diploma of Practice Management*
- *HLTAAP001 Recognise healthy body systems*
- *HLTAID001 Provide cardiopulmonary resuscitation*
- *HLTAID003 Provide first aid*
- *HLTENN007 Administer and monitor medicines and intravenous therapy*
- *HLTHPS006 Assist clients with medication.*

Suburb and state of all delivery locations:

- Heidelberg – Victoria
- Melbourne – Victoria
- Perth – Western Australia
- Parramatta – Sydney.

Third party usage:

- Yes – education agents for off shore marketing and initial engagement of overseas students.

Core clients/target groups:

- Domestic students – eligible for state funding programs and fee for service
- Overseas students – onshore and off shore enrolments
- Job seekers.

Training Revenue (Funded or fee for service):

- Fee for service
- VET Student Loans provider
- Western Australia government funding
- Victoria government funding.

Total number of current enrolments as at audit date:

- 1,240

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

- Information provided by students as part of a student survey or interview.
- Information provided directly by Health Careers International Pty Ltd to ASQA
- Existing information and records held by ASQA concerning Health Careers International Pty Ltd
- Information provided to ASQA's auditors and documentation reviewed during the site audit of Health Careers International Pty Ltd conducted on 6 February 2018
- Other publically available information - including but not limited to, information published on the organisations and third party websites.

Audit Sample

Code	Training products	Mode/s of delivery / assessment*	Current enrolments
CHC30113	<i>Certificate III in Early Childhood Education and Care</i>	Mixed	10
CHC33015	<i>Certificate III in Individual Support (Ageing, Disability)</i>	Mixed	66
CHC43015	<i>Certificate IV in Ageing Support</i>	Mixed	204
CHC50113	<i>Diploma of Early Childhood Education and Care</i>	Mixed	2
HLT51612	<i>Diploma of Nursing (Enrolled-Division 2 nursing)</i>	Mixed	0
HLT54115	<i>Diploma of Nursing</i>	Mixed	689

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

Interviewees

Name	Position	Training products
Kunnumpurath Bijo	CEO	All
Ditty Kunjukunju	COO	All
Jasmine Melvin	Admission Co-ordinator	All
Christalina Anup	Quality Assurance Manager	All
Ivan Stevenson	Compliance Manager	All
Jacob Thomas	Curriculum Manager	All
Sunitha Wilfred	Training Manager/Trainer and Assessor	All
Charlynn Miller	Executive director/Governance & Quality Assurance	All

Shali Bijo	National Training Manager	All
Susan Hodges	Campus Manager - Perth	All
Saji Kunnumpurath	Campus Manager	All
Simon Schweigert	COO - International	All
Pankaj Patel	CFO	All
Disha Arora	Trainer and Assessor	All

About this Report

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

Action required by RTO

Health Careers International Pty Ltd did not meet all requirements for Clauses 1.1 and 1.2.

Remedial action is required for the following training products:

- *CHC30113 Certificate III in Early Childhood Education and Care*
- *CHC33015 Certificate III in Individual Support (Ageing, Disability)*
- *CHC43015 Certificate IV in Ageing Support*
- *CHC50113 Diploma of Early Childhood Education and Care*
- *HLT51612 Diploma of Nursing (Enrolled-Division 2 nursing)*
- *HLT54115 Diploma of Nursing*

The RTO is required to retain evidence that demonstrates:

Clause 1.1 and 1.2

- The RTO has corrected its training and assessment strategies for future students to demonstrate it has determined the amount of training with regard to the existing skills, knowledge and the experience of the learner.

Areas of non-compliance

Training and Assessment

Standards for RTOs Clause 1.1

The RTO's training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

Standards for RTOs Clause 1.2

For the purposes of Clause 1.1, the RTO determines the amount of training they provide to each learner with regard to:

- a) the existing skills, knowledge and the experience of the learner;
- b) the mode of delivery; and
- c) where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

Findings: Not compliant

CHC30113 Certificate III in Early Childhood Education and Care

CHC33015 Certificate III in Individual Support (Ageing, Disability)

CHC43015 Certificate IV in Ageing Support

CHC50113 Diploma of Early Childhood Education and Care

HLT51612 Diploma of Nursing (Enrolled-Division 2 nursing)

HLT54115 Diploma of Nursing

Evidence reviewed:

- Training and assessment strategies for the sampled training products

The RTO is not compliant with the requirements of Clauses 1.1 and 1.2 of the *Standards for RTOs 2015* as its training and assessment strategies do not demonstrate how it has determined the amount of training with regard to the existing skills, knowledge and the experience of the learner.

Examples of non-compliance include:

- *CHC30113 Certificate III in Early Childhood Education and Care* training and assessment strategy includes alternate entry requirements based on age, and/or previous qualifications and/or industry experience without articulating alignment with the qualification requirements or the amount of training.

This was also evident across the training and assessment strategies for all of the qualifications listed above.

These practices and behaviours are non-compliant with Clause 1.1 and 1.2 of the *Standards for RTOs 2015*