



REPORT

Audit report: TLC Training Solutions Pty Ltd

RTO number:	31970
CRICOS number:	N/A
Date/s of audit:	20 February 2020
Date report created:	20 February 2020

Organisation details

Organisation's legal name:	TLC Training Solutions Pty Ltd
Trading name/s:	TLC ENTERTAINMENT
RTO number:	31970
CRICOS number:	N/A

Audit team

Lead auditor:	Daniel Taylor
Auditor/s:	N/A

Audit details

Application number/s:	N/A
Audit number/s:	AUDREC0010153
Audit reason/s:	Compliance Monitoring
Address of site/s visited:	Unit 1 15 Corporate PI HILLCREST QLD 4118 Australia
Date/s of audit:	20 February 2020
Organisation's contact for audit:	Teena Marie Sapwell Director tsapwell@tlctrainingsolutions.com.au 1300327708

Original finding at time of audit

Audit finding: Compliant

Report completed by: Daniel Taylor

Practice	Standards for RTOs	Finding
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13, 1.14, 1.16	Compliant
Marketing/Recruitment Practices	4.1	Compliant
Enrolment	5.1, 5.2, 5.3	Compliant
Support and Progression	1.7	Compliant
Completion	3.1	Compliant

*Indicates a non-compliant clause

Background

Summary of organisation and management structure:

- TLC Board Members:
 - Teena Sapwell
 - Ellie Grozdanovska
 - Stacey Spicer
 - Kirsty Eade
- CEO – Teena Sapwell
- Compliance Manager/ National Training Manager – Shelly Higgs
- Enrolments Manager – Nicole Holdsworth
- Contracts Manager – Ellie Grozdanovska

Scope of organisation's registration:

- BSB30415 Certificate III in Business Administration
- CHC30113 Certificate III in Early Childhood Education and Care
- CHC50113 Diploma of Early Childhood Education and Care
- CHCECE007 *Develop positive and respectful relationships with children*
- CHCECE017 *Foster the holistic development and wellbeing of the child in early childhood*
- CHCECE020 *Establish and implement plans for developing cooperative behaviour*
- CHCECE021 *Implement strategies for the inclusion of all children*
- CHCECE026 *Work in partnership with families to provide appropriate education and care for children*
- CHCPRP003 *Reflect on and improve own professional practice*

Suburb and state of all delivery sites:

- Hillcrest, QLD

Third party usage:

- Nortec Employment and Training

Core clients/target groups:

- Skilled and unskilled workers

Training Revenue (Funded or fee for service):

- Certificate 3 Guarantee (QLD)
- Higher Level Skills (QLD)
- User Choice (QLD)
- Smart and Skilled (NSW)
- Fee for Service

Total number of current enrolments in the organisation as at audit date:

- 357

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.
- Information provided directly by TLC Training Solutions Pty Ltd to ASQA.
- Existing information and records held by ASQA concerning TLC Training Solutions Pty Ltd.
- Information provided to ASQA's auditors and documentation reviewed during the site audit of TLC Training Solutions Pty Ltd conducted on 20 Feb 2020.
- Other publicly available information - including but not limited to, information published on the organisation's and third-party websites.

Audit Sample

Training Products	Mode/s of delivery/assessment*	Current enrolments
<i>BSB30415 Certificate III in Business Administration</i>	Face to Face (RTO premise)	0
<i>CHC30113 Certificate III in Early Childhood Education and Care</i>	Face to Face (workplace)	127
<i>CHC50113 Diploma of Early Childhood Education and Care</i>	Face to Face (workplace)	230

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

Interviewees

Name	Position	Training products
Teena Sapwell	Director	N/A
Kirsty Eade	Trainer Assessor	CHC30113, CHC50113
Stacey Spicer	Training Consultant	BSB30415
Shelley Mains	Training Manager	N/A
Nikki Holdsworth	Enrolment Manager	N/A
Ellie Grozdanovsha	Contract Manager	N/A

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