



REPORT

Audit report: Sutherland Computer Training Pty Ltd

RTO number:	31956
CRICOS number:	N/A
Date of audit:	29 Oct 2019 - 29 Oct 2019
Date report created:	30 October 2019

Organisation details

Organisation's legal name:	Sutherland Computer Training Pty Ltd
Trading name:	Sutherland Computer Training Pty Ltd
RTO number:	31956
CRICOS number:	N/A

Audit team

Lead auditor:	Stephen Murphy
Auditor/s:	N/A

Audit details

Application number:	RENVET0004645
Audit number:	AUDREC0009837
Audit reason:	Application - Renewal
Address of site visited:	Suite 28, 27 Evans Street Maroochydore QLD 4558 Australia
Date of audit:	29 Oct 2019 - 29 Oct 2019
Organisation's contact for audit:	Andrea Kirwan-Taylor Owner andrea@sutherlandtraining.com.au 0754511737

Original finding at time of audit

Audit finding: Compliant

Report completed by: Stephen Murphy

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

*Indicates a non-compliant clause

Background

Summary of organisation and management structure:

- Focussing heavily on Mums returning to work, Sutherland Computer Training is passionate about providing the necessary skills for entry into the administrative side of business. This includes a distinct focus on (predominantly female workers) industries were the students are looking to secure administration opportunities, with a particular emphasis on those wishing to specialise in medical administration.
- Originally from Zimbabwe, as a qualified teacher, Andrea established and ran Sutherland Computers in Harare and London. In 2009 Sutherland Computer Training commenced operations as an RTO. The organisation is very focussed on their niche market, with the model used focussing around Mums. As such, face to face sessions and contact requirements, including assessments, is totally contextualised to this niches needs.
- Part of the support offering of the organisation, extends to opportunities (on successful completion of qualifications), to undertake Work placement in house.

Management structure

- Andrea Kirwan-Taylor - owner
- Anke Zijlstra – Project officer/ trainer assessor/ compliance
- Michaela Baranek – Administrator
- Contract trainers – 1
- Assessors only - 2

Scope of organisation's registration:

- BSB30415 Certificate III in Business Administration
- BSB31115 Certificate III in Business Administration (Medical)
- BSB42515 Certificate IV in Small Business Management

Suburb and state of all delivery sites:

- Suite 28, 27 Evans St Maroochydore

Third party usage:

- No third parties used

Core clients/target groups:

- Mum's returning to work.
- Business sectors who want to get into the administration component of their industry. Mostly a female cohort

Training Revenue (Funded or fee for service):

- Funding PQS
- Fee for service

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

- 46

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 Sutherland Computer Training Pty Ltd to ASQA.
- Existing information and records held by ASQA concerning Sutherland Computer Training Pty Ltd.
- Information provided to ASQA's auditors and documentation reviewed during the site audit of Sutherland Computer Training Pty Ltd conducted on 29 Oct 2019 - 29 Oct 2019.
- 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/ online	29
<i>BSB31115 Certificate III in Business Administration (Medical)</i>	Face to face/ online	17

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

Interviewees

Name	Position	Training products
Andrea Kirwan-Taylor	Owner	BSB30415 and BSB1115
Stephen Langton	Trainer	BSB30415 and BSB1115

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