



Department of Education and Training

Higher Education and Skills

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Ms Yolanda Merrey
Chief Executive Officer
Melbourne Institute of Nails & Beauty Pty Ltd
142 Gertrude St
FITZROY VIC 3065

Dear Ms Merrey

2020 SKILLS FIRST AUDIT AND ASSURANCE PROGRAM – OFF-CYCLE QUALITY REVIEW SHORT FORM

I write regarding the *Skills First* Audit and Assurance Report (Report) for the Quality Review Short Form (the Review) dated 16 March 2021 conducted at Melbourne Institute of Nails & Beauty Pty Ltd (MINB) by Protiviti (the Auditors) from 22 February 2021.

The Review was conducted to seek assurance that your organisation is delivering quality Training Services that align with the 2018-19 Standard VET Funding Contract (extended to 31 December 2020) (the Contract) and the applicable Regulatory Standards.

Please note that while the Standards are used as a benchmark to assess the quality of MINB's Training Services, the function of the Review is independent of the regulatory functions of ASQA and is not intended to duplicate those functions.

Summary of Findings

The Review identified instances of non-compliance with the Contract. The table below summarises the reported findings for each program included in the Review:

Table 1. Review findings

Key Aspect	Program 1: Certificate III in Hairdressing	Program 2: Certificate IV in Beauty Therapy
Training and Assessment Strategy	Compliant	Compliant
Pre-Training Review	Compliant	Compliant
Training Plan	Compliant	Compliant
Physical and Learning Resources	Compliant	Compliant
Assessment Resources, Methods and Timing	Compliant	Compliant
Skills First Teacher Competency	Compliant	Compliant
Marketing Practices	Compliant	Compliant
Learner Protection	Compliant	Compliant
Internal Audit and Compliance	Compliant	Compliant
Practical Placements	Not applicable	Not applicable
Online Delivery	Non-Compliant	Non-Compliant

The Review found MINB to be non-compliant with the following Contract clause:

- a. **Clause 4.3** The Training Provider must, comply with all applicable directions including as set out in any Contract Notifications, such as CN No. 2018-10 Online Learning.

The Appendix to this letter is intended to reflect both the observed non-compliances of the audits and the Department's moderated views, taking into consideration your organisation's management comments.

Next Steps

MINB is requested to submit an updated Management Action Plan (MAP) to reflect the information provided in Appendix A regarding online delivery. The MAP should be submitted via SVTS within 10 business days of the date of this letter.

I encourage your organisation to continue engaging with the professional development workshops and information sessions that the Department conducts from time to time to further support MINB's understanding of the Contract requirements.

The Department otherwise trusts that your organisation found this outcome helpful for continuous improvement purposes and that any recommendations will be implemented as suggested.

Yours sincerely,



Glenn Sullivan

Acting Director, Funding and Assurance Services
Training Market Services

Date: 8 April 2021

Appendix A – Discussion of non-compliances

The Review

Online Delivery (Report Ref: 2.1)

The Auditors reported findings in Online Delivery relating to the online service standards published on your website. The online service standards did not include the requirements of how:

- high-level principles of the Web Content Accessibility (WCA) are met;
- the RTO receives feedback, including the frequency of these actions; and
- the Training Provider will monitor non-participation.

The Department acknowledges that MINB has accepted the findings and provided comments that the online standards were updated on your website during the Review.

A review of the website on 30 March 2021 indicates that the requirements for WCA and monitoring participation have been addressed; however, the website states that ongoing feedback will be provided upon each participation.

The Department does not accept that this outlines how the feedback will be provided as per the 2021 online service standards which prescribe that training providers provide students with ongoing feedback including setting out your approach, and how feedback will be given and how frequently.

As a result of the Review findings, MINB is advised to amend the MAP in alignment with advice provided within, regarding ensuring that the minimum items of information are included in your online service standards.

MAP

A MAP was developed on 23 February 2021 to address the non-compliance identified in the Review Report; however, it is noted that the action to update your website has been completed. As advised above, MINB is required to amend its MAP.

As per Clause 11.3(b)(iii) of the Contract, your organisation is also required, within six (6) months of the date of the final Reports, to advise the Department in writing of the steps taken to comply with and implement the MAP. As such, the Department expects MINB to provide an update on the implementation of the MAP by no later than 16 September 2021.

Interviews and Surveys

The Department notes that the *2020 Student and Employer Satisfaction* results, which can be found at: https://vetstat.dossier60.com/users/sign_in, indicate that MINB scored below the Victorian average in all four measures of student outcomes and below your 2019 results in the measures for the proportion of VET students with an improved employment status after training and proportion of VET students who went on to further study at a higher level than their completed training.

MINB is encouraged to consider the themes appearing in surveys, interviews and any other form of student and stakeholder feedback received, and use such information to regularly review all related procedures to ensure students are confident they are receiving high quality Training Services in accordance with the Contract.