



Australian Government

Australian Skills Quality Authority

REPORT

Audit report: Melbourne Institute of Nails & Beauty Pty Ltd

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|----------------------|---------------|
| RTO number: | 21851 |
| CRICOS number: | 03643G |
| Date/s of audit: | 7-8 July 2020 |
| Date report created: | 9 July 2020 |

Organisation details

| | |
|----------------------------|--|
| Organisation's legal name: | Melbourne Institute of Nails & Beauty Pty Ltd |
| Trading name/s: | National Academy of Hair and Beauty MELBOURNE INSTITUTE OF NAILS & BEAUTY PTY LTD NATIONAL ACADEMY OF BUSINESS STUDIES |
| RTO number: | 21851 |
| CRICOS number: | 03643G |

Audit team

| | |
|---------------|------------|
| Lead auditor: | Paul Bunce |
| Auditor/s: | N/A |

Audit details

| | |
|-----------------------------------|--|
| Application number/s: | ADDVET0033141 ADDCRI0004336 |
| Audit number/s: | AUDREC0010645 |
| Audit reason/s: | Application - Change |
| Address of site/s visited: | Level 1 3-7 Shelley Street Richmond VIC 3121 Australia |
| Date/s of audit: | 7-8 July 2020 |
| Organisation's contact for audit: | Yolanda Merrey Chief Executive Officer yolanda@nahb.edu.au 0417101122 |

Original finding at time of audit

Audit finding: Compliant

Report completed by: Paul Bunce

| Practice | Standards for RTOs | National Code | Finding |
|---------------------------------|---|------------------------------------|-----------|
| Training and Assessment | 1.1, 1.2, 1.3, 1.8, 1.13, 1.14, 1.15, 1.16 | 11.1, 11.2, 8.18, 8.19, 8.20 | Compliant |
| Marketing/Recruitment Practices | 4.1 | 1.1, 1.2, 1.3, 1.4 | Compliant |
| Enrolment | 5.2 | 2.2, 2.1, 3.1, 3.3, 8.5, 3.4 | Compliant |
| Support and Progression | | 6.1, 6.2, 6.3, 6.4, 6.5, 6.6, | Compliant |

| | | | |
|------------------------------------|----------|----------------------------|-----------|
| | | 6.9, 8.1, 8.3, 8.4, 8.9 | |
| Regulatory Compliance / Governance | 2.3, 2.4 | 4.1, 4.2, 4.3 | Compliant |

*Indicates a non-compliant clause

Background

Summary of organisation and management structure:

- The organisation was initially registered in 2006 under VRQA and transferred to ASQA 18 April 2016. It is co-owned by Mr Satinder Khera and Mrs Sareena Bahl. Ms Yolanda Merrey was appointed Chief Executive Officer 31 October 2018. There are three full-time administrative staff. The Training Manager, Ms Lidia Belevski, has charge of two full time and seven contracted trainers.

Scope of organisation's registration:

- *BSB40215 Certificate IV in Business*
- *BSB50618 Diploma of Human Resources Management*
- *BSB51918 Diploma of Leadership and Management*
- *BSB52415 Diploma of Marketing and Communication*
- *SHB20116 Certificate II in Retail Cosmetics*
- *SHB20216 Certificate II in Salon Assistant*
- *SHB30115 Certificate III in Beauty Services*
- *SHB30215 Certificate III in Make-Up*
- *SHB30315 Certificate III in Nail Technology*
- *SHB30416 Certificate III in Hairdressing*
- *SHB30516 Certificate III in Barbering*
- *SHB40115 Certificate IV in Beauty Therapy*
- *SHB40216 Certificate IV in Hairdressing*
- *SHB50115 Diploma of Beauty Therapy*
- *SHB50216 Diploma of Salon Management.*

Suburb and state of all delivery sites:

- 3-7 Shelley Street, Richmond, Victoria 3121
- 1/1 James Street, Bayswater, Victoria 3153
- 191 Koroit Street, Warrnambool, Victoria 3280
- 3/7 Hollylea Road, Leumeah, New South Wales 2560
- 254 Hare Street, Echuca, Victoria 3564
- 302 High Street Road, Melton, Victoria 3337
- 90A Maroondah Highway, Ringwood, Victoria 3134.

Third party usage:

- The organisation has 28 contracted education agents.

Core clients/target groups:

- The organisation targets both Overseas and Domestic students.

Training Revenue (Funded or fee for service):

- fee for service
- government funding.

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

- As at the date of audit, the organisation had 317 current enrolments:
 - 277 domestic students
 - 40 overseas students.

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 Melbourne Institute of Nails & Beauty Pty Ltd to ASQA.
- Existing information and records held by ASQA concerning Melbourne Institute of Nails & Beauty Pty Ltd.
- Information provided to ASQA's auditors and documentation reviewed during the desk audit of Melbourne Institute of Nails & Beauty Pty Ltd conducted on 7 July 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>AUR30616 Certificate III in Light Vehicle Mechanical Technology</i> | Face to face | Nil |
| <i>AUR40216 Certificate IV in Automotive Mechanical Diagnosis</i> | Face to face | Nil |

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

Interviewees

| Name | Position | Training products |
|-------------------|-----------------|--------------------------|
| Ms Yolanda Merrey | CEO | All |

About this Report

This report details findings against the *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs) and/or the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code). If non-compliance has been identified, this report describes evidence of the non-compliance.