



Australian Government

Australian Skills Quality Authority

REPORT

Audit report: Melbourne Institute of Nails & Beauty Pty Ltd

Date/s of audit: 18 and 21 August 2017

Date report created: 16/08/2017

Organisation details

Organisation's legal name:	Melbourne Institute of Nails & Beauty Pty Ltd
Trading name/s:	Melbourne Institute of Nails and Beauty
RTO number:	21851
CRICOS number:	N/A

Audit team

Lead auditor:	Sarah Dew
Assistant/s:	N/A

Audit details

Application number/s:	N/A	
Audit number:	AUDREC0007483	
Audit reason	Compliance - monitoring	
Address of site/s visited:	Level 1 3 – 7 Shelley Street, Richmond VIC 3121	
Date/s of audit:	18 and 21 August 2017	
Organisation's contact for audit:	Ms Regina McGrory regina@nahb.edu.au	Chief Executive Officer 0403 520 628

Original finding at time of audit

Audit finding: Compliant

Report completed by: Sarah Dew

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

Background

The RTO has submitted an application for CRICOS approval. As compliance has not been confirmed via an audit in the past 12 months for the VET training products included in the RTOs initial application, the following VET clauses were tested for compliance: Clauses 1.1, 1.2, 1.3, 1.4, 1.5, 1.8, 1.13 – 1.20, 1.22.

The organisation is led by the Chief Executive Officer Ms Regina McGrory and supported by a Marketing, Recruitment and Enrolment Officer, Student Services, a Compliance Officer and Trainers and Assessors.

The bulk of activity for the RTO has occurred in the SHB30315 Certificate III in Nail Technology, with approximately 250 qualifications issued since initial registration.

The RTO has simulated classrooms that provide a salon like environment with merchandise for retail in beauty, hair salon, and makeup and nails room. The beauty salon also provides services to paying members of the public.

The applicant leases the site at Shelley Street, Richmond. There are six class rooms/simulated work environment: the beauty room (16 pax), make-up room 1 (14 pax) and 2 (12 pax), the hair room (20 pax) and two nail rooms (20 pax) and (14 pax). The applicant plans to schedule classes six days per week between 8.30 am – 9.30 pm and is seeking a maximum overseas student capacity of 384 students. A timetable was presented to service this student number.

There is no work-based training or third-party arrangements. The applicant plans, once registered for CRICOS, to focus almost solely on the international student market.

The Scope of RTOs registration is as follows:

- SHB30115 Certificate III in Beauty Services; SHB50115 Diploma of Beauty Therapy; SHB20116 Certificate II in Retail Cosmetics; SHB20216 Certificate II in Salon Assistant; SHB30416 Certificate III in Hairdressing; SHB50216 Diploma of Salon Management; SHB30215 Certificate III in Make-Up; SHB30315 Certificate III in Nail Technology; SHB30516 Certificate III in Barbering.

The RTO's delivery site is located at Level 1, 3-7 Shelley Street, Richmond, VIC, 3121

Third party usage:

- N/A

Core clients/target groups:

- Mostly overseas students (CRICOS application pending) with minimal domestic delivery.

Training Revenue (Funded or fee for service):

- N/A

Total number of current enrolments in RTO as at audit date:

- 52

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

- Information provided directly by Melbourne Institute of Nails and Beauty Pty Ltd to ASQA
- Existing information and records held by ASQA concerning Melbourne Institute of Nails and Beauty Pty Ltd
- Information provided to ASQA's auditors and documentation reviewed during the site audit of Melbourne Institute of Nails and Beauty Pty Ltd conducted on 18 and 21 August 2017.
- Other publicly available information - including but not limited to, information published on the RTOs website.

Audit Sample

Code	Training products	Mode/s of delivery / assessment*	Current enrolments
SHB30115	Certificate III in Beauty Services	Face to face	6
SHB50115	Diploma of Beauty Therapy	Face to face	3
SHB20116	Certificate II in Retail Cosmetics	Face to face	Nil

SHB20216	Diploma of Salon Management	Face to face	Nil
SHB30215	Certificate III in Make-Up	Face to face	Nil
SHB30315	Certificate III in Nail Technology	Face to face	43
SHB30516	Certificate III in Barbering	Face to face	Nil

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

Interviewees

Name	Position	Training products
Ms Regina McGrory	Chief Executive Officer	Nil
Prabhjot Grewal	Compliance Manager	Nil

About this Report

This report details findings against the *Standards for Registered Training Organisations 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 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

Action required by RTO

Melbourne Institute of Nails and Beauty Pty Ltd has met all requirements for clauses 1.1, 1.2, 1.3, 1.4, 1.5, 1.8, 1.13 – 1.20, 1.22