



Australian Government

Australian Skills Quality Authority

REPORT

Audit report: Southern Solutions - Training Services Pty Ltd

RTO number:	40902
CRICOS number:	N/A
Date/s of audit:	11 March 2020
Date report created:	11 March 2020

Organisation details

Organisation's legal name:	Southern Solutions - Training Services Pty Ltd
Trading name/s:	Southern Solutions - Training Services Pty Ltd
RTO number:	40902
CRICOS number:	N/A

Audit team

Lead auditor:	Margaret FORAN
Auditor/s:	N/A

Audit details

Application number/s:	N/A
Audit number/s:	AUDREC0010327
Audit reason/s:	Compliance Monitoring
Address of site/s visited:	243 Pyrmont Street PYRMONT, NSW 2009 Australia
Date/s of audit:	11 March 2020
Organisation's contact for audit:	Jayne Marsh CEO jayne@ssts.edu.au 1300 656 321

Original finding at time of audit

Audit finding: Compliant

Report completed by: Margaret FORAN

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	Compliant
Support and Progression	1.7	Compliant
Completion	3.1	Compliant

*Indicates a non-compliant clause

Background

Summary of organisation and management structure:

- Southern Solutions – Training Services Pty Ltd (the organisation) was approved as a registered training organisation (RTO) on 28 April 2014.
- The organisation is owned by Jayne Marsh and Janina Puttick. Ms Marsh is the CEO and has been in the industry for 15 years. Ms Marsh previously owned Skilled Up Pty Ltd (RTO ID: 40471) which she sold in January 2019.
- Training is predominantly in early childhood education and care (approximately 80%) and leadership and management.
- All students are employed; students are either in traineeships (early childhood education and care) or wishing to upskill (leadership and management).

Scope of organisation's registration:

- The organisation has the following training products on its scope of registration:
 - *BSB20215 Certificate II in Customer Engagement*
 - *BSB30115 Certificate III in Business*
 - *BSB30215 Certificate III in Customer Engagement*
 - *BSB40315 Certificate IV in Customer Engagement*
 - *BSB42015 Certificate IV in Leadership and Management*
 - *BSB50215 Diploma of Business*
 - *BSB51918 Diploma of Leadership and Management*
 - *CHC30113 Certificate III in Early Childhood Education and Care*
 - *CHC40113 Certificate IV in School Age Education and Care*
 - *CHC50113 Diploma of Early Childhood Education and Care*
 - *CHC50213 Diploma of School Age Education and Care*
 - *CPP40307 Certificate IV in Property Services (Real Estate)*
 - *SIR30216 Certificate III in Retail*
 - *SIT20316 Certificate II in Hospitality*
 - *SIT30616 Certificate III in Hospitality*
 - *SIT40416 Certificate IV in Hospitality*
 - *TLI31216 Certificate III in Driving Operations.*

Suburb and state of all delivery sites:

- The organisation delivers training across Sydney and in regional centres in NSW, for example Port Macquarie and Newcastle.
- The organisation also delivers training in leadership and management in Torquay, Victoria.

Third party usage:

- The organisation does not engage any third parties to deliver services on its behalf.

Core clients/target groups:

- The core clients for *BSB42015 Certificate IV in Leadership and Management* are corporate clients, for example, Bunzl, Patagonia and International Hospitality Services (HIS).
- The core clients for *CHC30113 Certificate III in Early Childhood Education and Care* are clients in traineeships, employed in the industry predominantly (Guardian Early Learning Centres).

Training Revenue (Funded or fee for service):

- The training revenue is through fee for service and Smart and Skilled funding.

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

- The organisation has 375 current enrolments.

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 Southern Solutions - Training Services Pty Ltd to ASQA.
- existing information and records held by ASQA concerning Southern Solutions - Training Services Pty Ltd.
- information provided to ASQA's auditors and documentation reviewed during the site audit of Southern Solutions - Training Services Pty Ltd conducted on 11 March 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>BSB42015 Certificate IV in Leadership and Management</i>	Face to face	62
<i>CHC30113 Certificate III in Early Childhood Education and Care</i>	Face to face	116

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

Interviewees

Name	Position	Training products
Alison Marriage	Operations Manager	n/a
Kate Brown	Administration Officer	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