



REPORT

Audit report: Phoenix College of Australia Pty Ltd

RTO number:	45633
CRICOS number:	03871F
Date/s of site visit:	NA
Date report created:	21/12/2020

Provider details

Provider's legal name:	Phoenix College of Australia Pty Ltd
Trading name:	PHOENIX COLLEGE OF AUSTRALIA
RTO number:	45633
CRICOS number:	03871F

Audit team

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

Audit details

Application numbers:	ADDVET0034571 ADDCRI0004580 ADDVET0034884
Audit number:	AUDREC0011068
Audit reason:	Application - Change
Date of opening meeting/discussion:	9/12/2020
Date of closing meeting/discussion:	9/12/2020
Provider's contact for audit:	Karan Partap Singh Saini Chief Executive Officer k.ps.saini@icloud.com 0452209610
Address/es of site/s visited (if applicable):	NA – Desk Audit

Summary of audit findings

Audit finding: Compliant

Report completed by: Stephen Murphy

Practice	Standards for RTOs	National Code	Finding
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13, 1.14, 1.16	11.1, 11.2	Compliant
Marketing/Recruitment Practices	4.1	1.1, 1.2, 1.3, 1.4	Compliant
Enrolment	5.1, 5.2, 5.3, 7.3	2.2, 2.1, 3.1, 3.3, 3.4	Compliant
Support and Progression		6.1, 6.3, 6.5, 6.6, 6.9, 8.1, 8.3, 8.4, 8.9	Compliant
Completion	3.2		Compliant

*Indicates a non-compliant clause

Background

Summary of provider and management structure:

- Phoenix College was initially registered September 2020. The RTO is currently running a course on security in Brisbane only, with low numbers. The CEO advised that they are now looking to expand into wall and floor tiling, with the addition of the white card.
- Management
 - Karan Partap Singh Saini – CEO
 - Ms Ranjitha - Student Support Officer
 - Mr Mersad Velic – Trainer/ Assessor

Scope of provider's registration:

- CPP20218 Certificate II in Security Operations

Suburb and state of all delivery sites:

- Sth Brisbane – QLD
- Port Melbourne - VIC

Third party usage:

- No third parties

Core clients/target groups:

- International Students

Training Revenue (Funded or fee for service):

- Fee for service

Total number of current enrolments in the provider as at 9/12/2020:

- 6

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 Phoenix College of Australia Pty Ltd to ASQA
- existing information and records held by ASQA concerning Phoenix College of Australia Pty Ltd
- information provided to ASQA's auditor and documentation reviewed during the desk audit of Phoenix College of Australia Pty Ltd conducted on 9 December 2020
- other publicly available information - including but not limited to, information published on the provider's and third-party websites.

Training products sampled

Training Products	Mode/s of delivery/assessment*	Current enrolments
<i>CPC31311 Certificate III in Wall and Floor Tiling</i>	Face to face	0
<i>CPCCWHS1001 Prepare to work safely in the construction industry</i>	Face to face	0

Interviewees

Name	Position	Training products
Karan Partap Singh Saini	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.

Where non-compliance has been identified, the provider is accountable for identifying and correcting non-compliant practices and behaviours, particularly those that have had a negative impact on learners.

Correcting 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.

Areas of non-compliance and action required

Minor deficiencies

During the course of the audit, some minor deficiencies were noted. These were not significant such that they resulted in a finding of non-compliance against the relevant clause. They were however discussed with the provider and the provider agreed to remedy these. This included:

NA