



Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) audit report

- Education Services for Overseas Students Act 2000 (ESOS)
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (National Code)

Legal name of provider/applicant	Gold Coast Learning Centre as trustee for GCLC Unit Trust
Date/s of audit	19 February 2014

APPLICANT DETAILS			
Provider legal name	Gold Coast Learning Centre as trustee for GCLC Unit Trust		
Registered business trading name	Gold Coast Learning Centre	ABN	51448401177
CRICOS ID number/s (if applicable)	03268C	CRICOS Expiry date (if applicable)	08/08/2015
Address	Level 1 18-22 Orchid Avenue, Surfers Paradise	Postcode	4217
Phone	07 5531 6788	Fax	07 5538 9188
E-mail	scott@goldcoaststudy.com	Website	http://www.goldcoaststudy.com
Registration contact	Name Mr Scott Keogh	Position	Director

REGISTERED TRAINING ORGANISATION DETAILS (if applicable)			
RTO Number	32285	RTO Expiry date	08 August 2015

AUDIT TEAM	
Lead auditor	Tracey Hancock
Audit team members	N/A

ASQA CONTACT DETAILS			
Phone	07 3223 1075	E-mail	tracey.hancock@asqa.gov.au

AUDIT DETAILS	
Audit type	<input type="checkbox"/> Initial registration <input type="checkbox"/> Renewal of registration <input type="checkbox"/> Extension to scope of registration (EOS) <input type="checkbox"/> New delivery site/s (NDS) <input checked="" type="checkbox"/> Increase to existing student capacity (IC) <input type="checkbox"/> Compliance monitoring <input type="checkbox"/> Work based training (WBT) <input type="checkbox"/> Other
Date/s of site visit/s	19 February 2014
Site/s visited	Head Office 1/ 18-22 Orchid Avenue Surfers Paradise
Audit scope	National Code (Part C) Standards (IC) 11 &12 National Code (Part D) (IC) Standard 6.1,6.3,6.4,6.5,6.6,6.7 &14

ORGANISATION	
Maximum Number of Students	
Current maximum capacity:	126
Actual number of students:	120 at 95.2% capacity
Requested increased capacity:	360
Audited recommended capacity:	360

- As the organisations current student numbers have reached the maximum capacity , the CEO Mr Scott Keogh identified a need to apply for an increase in its student capacity.
- The organisation's structure consists of the CEO – Scott Keogh, Manager & Stephanie Betts, Manager, currently employing nine trainers/assessors part time /full time , several support and administration staff.
- The organisations main source of clients is from the international student market, however does offer school based

traineeships to a minimum number of domestic students.

- The organisation offers non-accredited training and accommodates study tour groups from overseas.
- The organisations delivery venue is located at Level 1, 18-22 Orchid Avenue, Surfers Paradise QLD has 10 equipped classrooms across level 1 and level 2 of the building.
- The organisation is currently an endorsed centre with NEAS for its English language programs with current approval for 18 students per classroom.

FOCUS OF AUDIT

Code	Qualification, course and/or program	Site/Venue	Student Capacity
073778A	BSB20112 Certificate II in Business	Level 1 & 2 18-22 Orchid Avenue Surfers Paradise	126
073779M	BSB30412 Certificate III in Business Administration		
073780G	BSB40212 Certificate IV in Business		
073781F	BSB50207 Diploma of Business		
078987G	Diploma of TESOL (Teaching English to Speakers of Other Languages)		
078988F	Certificate IV in TESOL		
073772G	General English		
073774E	Comprehensive General English		
073775D	IELTS Examination Preparation		
079238C	Cambridge Exam Preparation		
TAE40110	Certificate IV in Training and Assessment		

INTERVIEWEES

Staff (name and position)

Name	Position	Program (qualification, course etc)
Scott Keogh	Director	N/A
Stefanie Betts	Manager	N/A
Janelle Sutton-Yeomans	Director of Studies for ELICOS	078988F Certificate IV in TESOL

SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *Education Services for Overseas Students Act 2000* (the Act) to assess compliance with requirements of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007* as identified under the Scope of Audit section above.

AUDIT OUTCOME

Audit status as at 19/02/2014

- The organisation **has demonstrated compliance** with all compliance requirements reviewed for the audit.

Auditor's Name	Tracey Hancock		Date of Report	20/02/2014
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AUDIT SUMMARY OF ESOS ACT REQUIREMENTS

ESOS ACT COMPONENT		STATUS*
Education Services for Overseas Students Act 2000 - Sections		
9B	Fit and proper person	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
21	Record keeping	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
21A	Obligations relating to the agents of registered providers	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 – Registration on CRICOS		
7	Course duration	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
8	Work-based training	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
9	Mode and place of study	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
10	Arrangements with other providers	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 - Standards for Registered Providers		
1	Marketing information and practices	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
2	Student engagement before enrolment	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
3	Formalisation of enrolment	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
4	Education agents	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
5	Younger students	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
6	Student support services	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
7	Transfer between registered providers	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
8	Complaints and appeals	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
9	Completion within the expected duration of study	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
10	Monitoring course progress	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
11	Monitoring attendance	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
12	Course credit	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
13	Deferring, suspending or cancelling the student's enrolment	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
14	Staff capability, educational resources and premises	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
15	Changes to registered providers' ownership or management	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
*STATUS: Status of audit findings when audit was conducted C = Compliant NC = Not Compliant NA = Not audited		

Audit Findings

The organisation was identified as **compliant** with the National Code (Part C) Standards 11 & 12 and National Code (Part D) Standard 6.1, 6.3, 6.4, 6.5, 6.6, 6.7 & 14 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.