

VRQA-2010-706  
RTO 6035



Victorian Registration &  
Qualifications Authority

2 September 2010

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Mr Paul Divitaris  
Chief Executive Officer  
Biba Academy of Hair & Beauty Pty Ltd  
t/as Biba Academy of Hairdressing  
236 Johnson Street  
FITZROY VIC 3065

Dear Mr Divitaris

#### Renewal of Registration Audit

I am writing to you in relation to the application from Biba Academy of Hair & Beauty Pty Ltd t/as Biba Academy of Hairdressing for renewal of registration as a Registered Training Organisation (RTO) pursuant to Part 4.3 of the *Education and Training Reform Act 2006 (the Act)*. It is a condition of *the Act* that an RTO must comply with the *Australian Quality Training Framework 2007: Essential Standards for Registration (AQTF 2007 Standards)*.

An independent audit was conducted on 9 July 2010 to assess the compliance of Biba Academy of Hairdressing with the *AQTF 2007 Standards* for the purpose of renewal of registration. I note that you have accepted the findings of the audit in full. I enclose a copy of the final audit report for your attention.

In accordance with the *AQTF 2007 National Guideline for Risk Management* and the *AQTF 2007 National Guideline for Managing Non-Compliance*, the findings of the audit report indicate significant non-compliance with the following *AQTF 2007 Standards*:

- Standard 1.1** The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.
- Standard 1.2** Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry stakeholders.
- Standard 1.3** Staff, facilities, equipment, and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.
- Standard 1.4** Training and assessment are conducted by trainers and assessors who:
- (a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors
  - (b) have the relevant vocational competencies at least to the level being delivered or assessed
  - (c) continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of the RTO's services.

**Standard 1.5** Assessment, including Recognition of Prior Learning (RPL):

- (a) meets the requirements of the relevant Training Package or accredited course
- (b) is conducted in accordance with the principles of assessment and the rules of evidence
- (c) meets workplace and, where relevant, regulatory requirements.

**Standard 2.1** The RTO continuously improves client services by collecting, analysing and acting on relevant data.

**Standard 3.1** The RTO uses a systematic and continuous improvement approach to the management of operations.

**Standard 3.3** The RTO manages records to ensure their accuracy and integrity.

**Condition 6** Certification and issuing of qualifications and Statements of Attainment

Given the significant non-compliance of Biba Academy of Hairdressing as an RTO, you are required under Part 4.3.17 of *the Act* to provide within **28 days** of receiving this correspondence documented evidence of how non-compliance has been rectified.

Please forward your submission to Ms Julie Florence, VET Quality Assurance, VRQA, GPO Box 2317, Melbourne 3001.

In anticipation of a comprehensive and satisfactory response, I have renewed the registration of Biba Academy of Hairdressing as an RTO until **31 July 2015**.

Should you have concerns about the conduct of the registration/audit process please address these in writing to the Complaints Manager, VRQA, GPO Box 2317, Melbourne 3001.

If you have any further questions, please contact Ms Julie Florence on (03) 9651 3229 or email [florence.julie.e@edumail.vic.gov.au](mailto:florence.julie.e@edumail.vic.gov.au).

Yours sincerely



Robyn Timmins  
Deputy Director, VRQA



Victorian Registration &  
Qualifications Authority

TOId: 6035  
VRQA-2010-850

Mr Paul Divitaris  
Chief Executive Officer  
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Dear Mr Divitaris

**Re: Rectification Matters**

Thank you for your response regarding the rectification of non compliance matters identified by the audit held on 9 July 2010.

Please be advised that the Victorian Registration and Qualifications Authority (VRQA) is satisfied that your organisation, Biba Academy of Hair & Beauty Pty Ltd t/as Biba Academy of Hairdressing is now compliant with the Australian Quality Training Framework (AQTF) 2007 *Essential Standards for Registration* (the Standards).

If you have any queries in relation to these matters, please contact Ms Julie Florence Registration Officer on (03) 9651 3229 or [florence.julie.e@edumail.vic.gov.au](mailto:florence.julie.e@edumail.vic.gov.au).

Yours sincerely

Maree Haynes  
Manager Quality Assurance VET

28 October 2010