



# REPORT

## Audit report: Max Solutions Pty Ltd

RTO number:	0667
CRICOS number:	N/A
Date/s of site visit:	N/A
Date report created:	27/10/2020

## Provider details

Provider's legal name: Max Solutions Pty Ltd

Trading names:

- MAXNETWORK EMPLOYMENT
- MaximusSolutions Australia
- Maxnetwork Care and Maxnetwork Training
- MaxNetWork Care
- MaxNetWork Employment
- MaxNetWork Training
- ASSESSMENTS AUSTRALIA
- OCEAN TO OUTBACK EMPLOYMENT SERVICES
- MAXIMUS AU
- maximus asia
- MAX CENTRAL
- MAX HUB
- MAX FOUNDATION AUSTRALIA
- MAX JOBS
- MAX SOLUTIONS EMPLOYMENT
- MAX SOLUTIONS APPRENTICESHIPS
- MAX EMPLOYMENT SOLUTIONS
- MAX SOLUTIONS AUSTRALIA
- MAX SOLUTIONS NEW ZEALAND
- Max Asia-Pacific
- Max New Zealand
- Maximus Asia-Pacific
- Maximus New Zealand
- Maximus Solutions Asia-Pacific
- Maximus Solutions New Zealand
- MAXIMUS Community Services
- MAX Community
- MAX APPRENTICESHIPS
- MAXIS HEALTH
- MAXIMUSSOLUTIONS AUSTRALIA
- MAX EMPLOYMENT
- MAXIMUS SOLUTIONS AUSTRALIA
- MAX SOLUTIONS

RTO number: 0667

CRICOS number: N/A

## Audit team

Lead auditor: Stephen Murphy

Auditor: Josephine Church

## Audit details

Application number/s: N/A

Audit number: AUDREC0010729

Audit reason:	Compliance Monitoring
Date of opening meeting/discussion	7/10/2020
Date of closing meeting/discussion	8/10/2020
Provider's contact for audit:	Margaret-Ann Goy GM – Head of Training (RTO) Margaret-ann.goy@maxsolutions.com.au 1800021560
Address/es of site/s visited (if applicable):	Desk Audit

## Summary of audit findings

### Audit finding: Compliant

Report completed by: Stephen Murphy

Practice	Standards for RTOs	Finding
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13, 1.14, 1.16, 1.20	Compliant
Marketing/Recruitment Practices	4.1	Compliant
Enrolment	5.1, 5.2, 5.3	Compliant
Support and Progression	1.7	Compliant
Completion	3.1	Compliant
Regulatory Compliance / Governance	2.2	Compliant

\*Indicates a non-compliant clause

## Background

Summary of provider and management structure:

- Max Solutions Pty Ltd is a large multi-national organisation comprising employment, health solutions and training arms. Deborah Homewood is the Managing Director of the organisation's operations including those of the RTO. Margaret-Ann Goy, General Manager Training, manages the RTO operations. The RTO focusses primarily on two cohorts, general VET courses as well as foundational courses through both of the SEE and AMEP programs. Whilst predominantly funded, the RTO also offers fee for service solutions.
- Management Structure
  - See attached organisation charts, (Attachment 1 and 2)

Scope of provider's registration:

### Qualifications

- BSB10115 Certificate I in Business
- BSB20115 Certificate II in Business
- BSB30115 Certificate III in Business
- BSB30415 Certificate III in Business Administration

- BSB41515 Certificate IV in Project Management Practice
- CHC30213 Certificate III in Education Support
- CHC32015 Certificate III in Community Services
- CHC33015 Certificate III in Individual Support
- FSK10113 Certificate I in Access to Vocational Pathways
- FSK10213 Certificate I in Skills for Vocational Pathways
- FSK20113 Certificate II in Skills for Work and Vocational Pathways
- SIR30216 Certificate III in Retail
- SIT10216 Certificate I in Hospitality
- SIT20316 Certificate II in Hospitality

### **Units of Competency**

- Various units of competency from CPP, FSK and HLT training packages

### **Accredited Courses**

- 10362NAT Certificate I in Spoken and Written English
- 10363NAT Certificate II in Spoken and Written English
- 10364NAT Certificate III in Spoken and Written English
- 10725NAT Course in Preliminary Spoken and Written English
- 10727NAT Certificate I in Spoken and Written English
- 10728NAT Certificate II in Spoken and Written English
- 10729NAT Certificate III in Spoken and Written English
- 22235VIC Certificate I in General Education for Adults (Introductory)
- 22236VIC Certificate I in General Education for Adults

Suburb and state of all delivery sites:

- See attachment 3, titled, MAX Solutions Training (RTO 0667) Delivery Locations

Third party usage:

- No third parties

Core clients/target groups:

- See attachment 4, titled, MAX Solutions Core Target groups

Training Revenue (Funded or fee for service):

- Fee for service
- Funded.

Total number of current enrolments in the organisation as at 7/10/2020:

- 2083

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 Max Solutions Pty Ltd to ASQA
- existing information and records held by ASQA concerning Max Solutions Pty Ltd
- information provided to ASQA's auditors and documentation reviewed during the desk audit of Max Solutions Pty Ltd conducted on 7 and 8 October 2020
- other publicly available information - including but not limited to, information published on the organisation's and third-party websites.

## Training products sampled

Training Products	Mode/s of delivery/assessment*	Current enrolments
<i>BSB20115 Certificate II in Business</i>	Face to face, Online	2
<i>BSB30115 Certificate III in Business</i>	Face to face, Online	102
<i>CHC33015 Certificate III in Individual Support</i>	Face to face, Online	403
<i>SIR30216 Certificate III in Retail</i>	Online	4
<i>FSKDIG01 Use digital technology for basic workplace tasks</i>	Face to face , Online	0
<i>10725NAT Course in Preliminary Spoken and Written English</i>	Face to face, Online	210
<i>10727NAT Certificate I in Spoken and Written English</i>	Face to face, Online	155
<i>FSKLRG009 Use strategies to respond to routine workplace problems</i>	Face to face, Online	0

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

## Interviewees

Name	Position	Training products
Deborah Homewood	Managing Director	NIL
Darren Hooper	Chief Operating Officer	NIL
Richard Spurrell	EGM, Quality + Risk	NIL
Margaret-Ann Goy	General Manager Training	ALL
Angela Moulds	Senior Quality Assurance	ALL
Elizabeth Cole	Education Advisor Training	10725NAT
Damien Shea	Operations Manager – Foundation Skill Training	10725NAT, 10727NAT
Jessica Stokman	Administration Manager Training	NIL
Amanda Nightingale	Compliance Manager Training	ALL
Linda Douglas	Operations Manager – VET Training	BSB30115, CHC33015
Rosie Sweet	Resource Development Coordinator Training	BSB30115, CHC33015
Darren Sibraa	Casual Trainer	BSB20115
Jenni Smith	Permanent Trainer	SIR30216, BSB20115
Lepeka Clayton	Resource Developer	SIR30216

## 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:

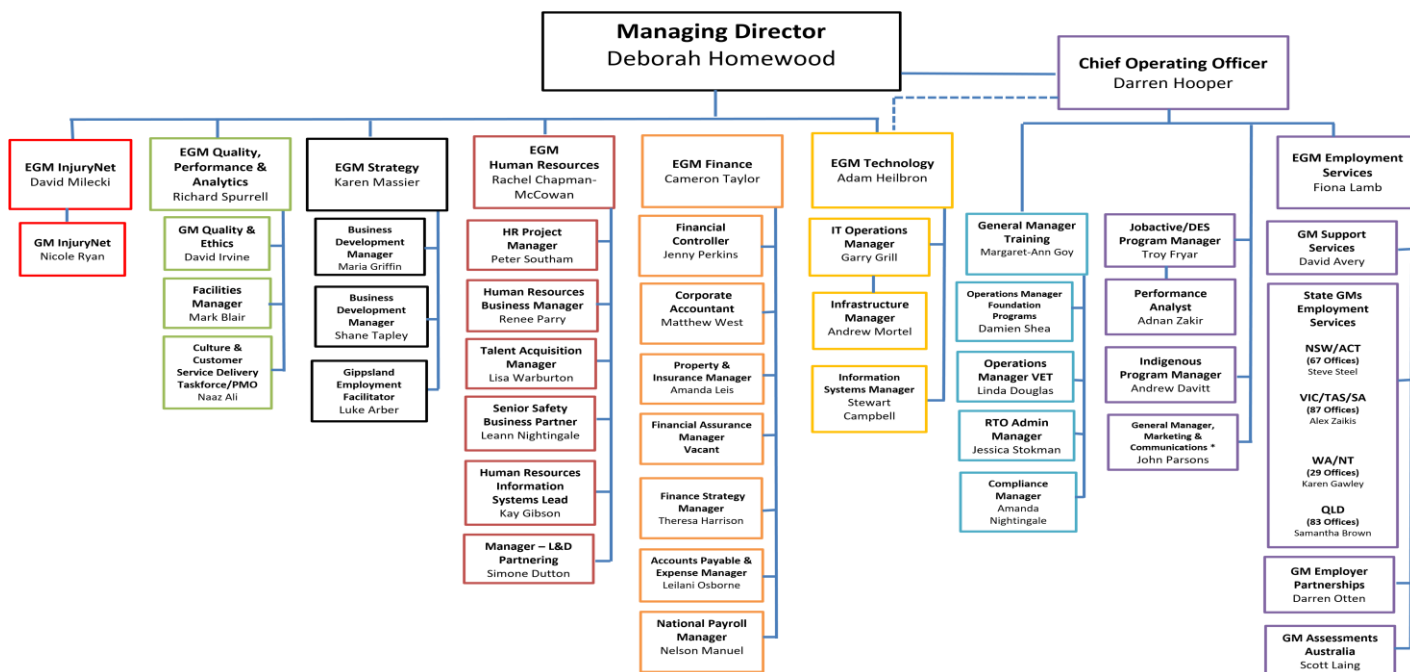
- correcting a process or system that has led to the non-compliance, and implementing a revised process or system
- identifying the impact on learners and carrying out remedial action for current and past learners.

## **Areas of non-compliance and action required**

### **Minor deficiencies**

During the course of the audit, no minor deficiencies were noted.

## Attachment 1

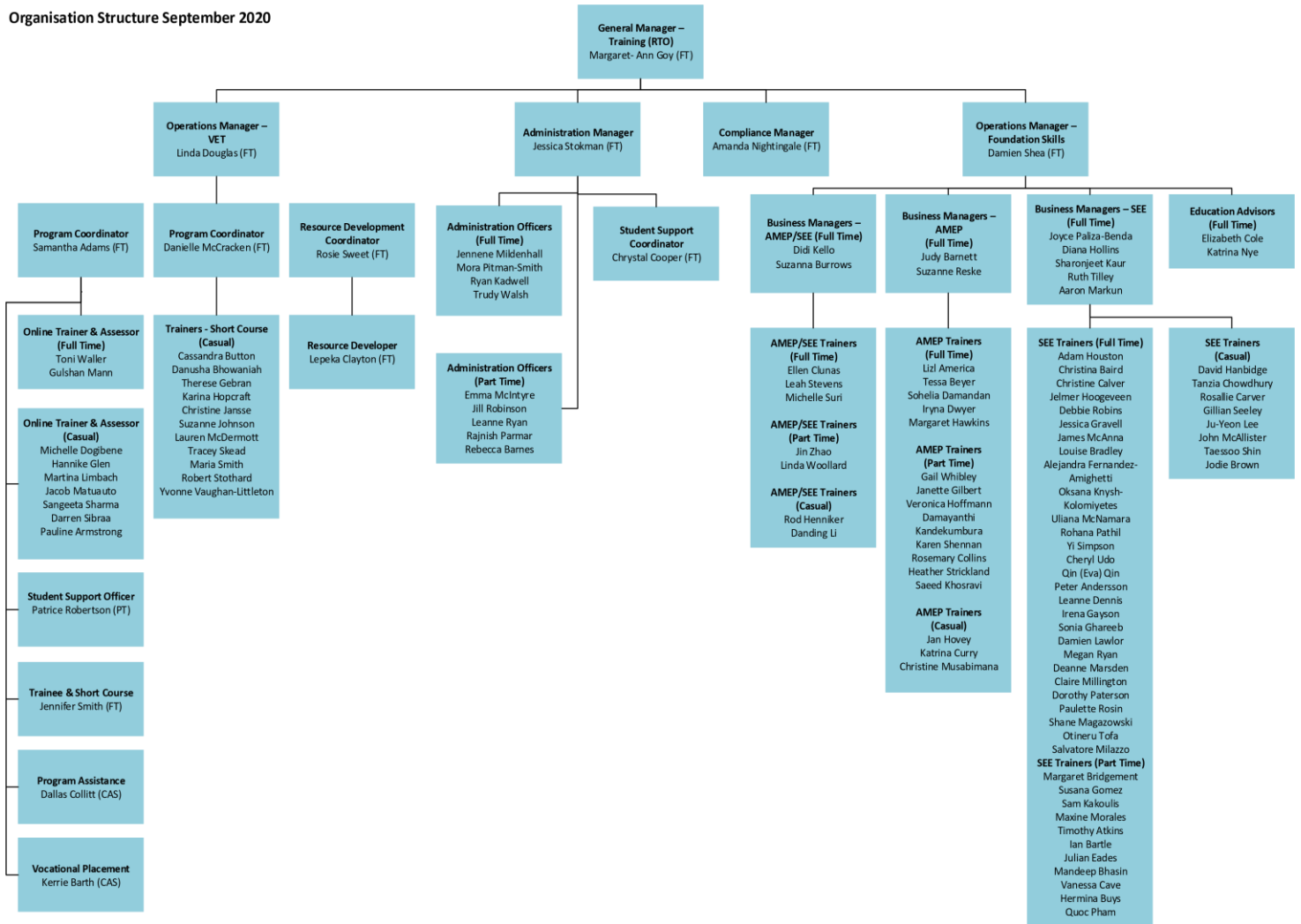


\*General Manager, Marketing and Communications reporting to Managing Director for Corporate functions and Chief Operating Officer for Operations functions



## Attachment 2

### Organisation Structure September 2020



### Attachment 3

282 Ross River Rd AITKENVALE QLD 4814 Australia  
Shop 4 141 York St ALBANY WA 6330 Australia  
39 Queen St AUBURN NSW 2144 Australia  
178A Queen St AYR QLD 4807 Australia  
Suite 401 Level 4 2 Meredith St BANKSTOWN NSW 2200 Australia  
30-32 Rutland Rd BOX HILL VIC 3128 Australia  
55-57 Grand Plaza Dr BROWNS PLAINS QLD 4118 Australia  
597 Sydney Rd BRUNSWICK VIC 3056 Australia  
21 Victoria St BUNBURY WA 6230 Australia  
22 Woongarra St BUNDABERG CENTRAL QLD 4670 Australia  
56-60 Railway Pde BURWOOD NSW 2134 Australia  
101-103 John St CABRAMATTA NSW 2166 Australia  
Shop 1 135-141 Queen St CAMPBELLTOWN NSW 2560 Australia  
59-63 Evaline St CAMPSIE NSW 2194 Australia  
20-22 Loraine St CAPALABA QLD 4157 Australia  
35 Robinson St CARNARVON WA 6701 Australia  
13 Scaturchio St CASUARINA NT 810 Australia  
Suite 2 Level 1 3 Hopetoun St CHARLESTOWN NSW 2290 Australia  
1-5 Railway St CHATSWOOD NSW 2067 Australia  
Shop 11 19 Dobell Rd CLAYMORE NSW 2559 Australia  
Shop 4 124 Queen St CLEVELAND QLD 4163 Australia  
106 Cunningham St DALBY QLD 4405 Australia  
10 Denham Rd DENHAM WA 6537 Australia  
97 Egerton St EMERALD QLD 4720 Australia  
38 Muller St EPPING VIC 3076 Australia  
148 Brunswick St FORTITUDE VALLEY QLD 4006 Australia  
11 Star St GEELONG VIC 3220 Australia  
771 Pascoe Vale Rd GLENROY VIC 3046 Australia  
104 Mary St GYMPIE QLD 4570 Australia  
69 Main St PIALBA QLD 4655 Australia  
Suite 503 20 George St HORNSBY NSW 2077 Australia  
20 Wirraway Pde INALA QLD 4077 Australia  
Shop 2 34 Carlisle St INGLEBURN NSW 2565 Australia  
70 East St IPSWICH QLD 4305 Australia  
74 Tingal Rd WYNNUM QLD 4178 Australia  
Shop 10 29-37 George St WOY WOY NSW 2256 Australia  
Unit 3 9 Bridge St WERRIBEE VIC 3030 Australia  
91 Grafton St WARWICK QLD 4370 Australia  
23 Williams Sq WARRAGUL VIC 3820 Australia  
122 Walker St TOWNSVILLE CITY QLD 4810 Australia  
Unit 4 7 Pemell St TORONTO NSW 2283 Australia  
3 Bell St TOOWOOMBA CITY QLD 4350 Australia  
Level 3 241-243 Castlereagh St SYDNEY NSW 2000 Australia  
3-5 Stapleton Ave SUTHERLAND NSW 2232 Australia  
25 Devonshire Rd SUNSHINE VIC 3020 Australia

72 Oshanassy St SUNBURY VIC 3429 Australia  
31 Wellington St ST KILDA VIC 3182 Australia  
Unit 1 6 Castlereagh St SINGLETON NSW 2330 Australia  
37 Gordons Hill Rd BELLERIVE TAS 7018 Australia  
223 Musgrave St BERSERKER QLD 4701 Australia  
81 Railway St ROCKDALE NSW 2216 Australia  
Office 2 Ground Floor 7-9 Morisset St QUEANBEYAN NSW 2620 Australia  
12 Cramer St PRESTON VIC 3072 Australia  
6-8 Todd St PORT ADELAIDE SA 5015 Australia  
Shop 1 606 High St PENRITH NSW 2750 Australia  
Ground Floor 17-21 Macquarie St PARRAMATTA NSW 2150 Australia  
381 Scarborough Beach Rd OSBORNE PARK WA 6017 Australia  
6 Atherton Rd OAKLEIGH VIC 3166 Australia  
139 Fitzgerald St E NORTHAM WA 6401 Australia  
285 Hunter St NEWCASTLE NSW 2300 Australia  
Office 3 Level 2 62-64 Victor Cres NARRE WARREN VIC 3805 Australia  
5 Mount St MOUNT DRUITT NSW 2770 Australia  
23 Hazelwood Rd MORWELL VIC 3840 Australia  
Unit 1 3 Bookham St MORLEY WA 6062 Australia  
1 Taylor St MOORABBIN VIC 3189 Australia  
40 George St MOE VIC 3825 Australia  
4 Smart Rd MODBURY SA 5092 Australia  
Shop 114 159 Osborne Rd MITCHELTON QLD 4053 Australia  
5 Keane St MIDLAND WA 6056 Australia  
Level 3 470 Collins St MELBOURNE VIC 3000 Australia  
Shop 1 161-163 Maitland Rd MAYFIELD NSW 2304 Australia  
Unit 3 98 Bazaar St MARYBOROUGH QLD 4650 Australia  
176 Marrickville Rd MARRICKVILLE NSW 2204 Australia  
9 Maud St MAROOCHYDORE QLD 4558 Australia  
1 Ken Tubman Dr MAITLAND NSW 2320 Australia  
276 Macquarie St LIVERPOOL NSW 2170 Australia  
Shop 2 238 Anzac Ave KIPPA-RING QLD 4021 Australia  
178 Kingaroy St KINGAROY QLD 4610 Australia  
314 Thomas St DANDENONG VIC 3175 Australia  
352 Princes Hwy NARRE WARREN VIC 3805 Australia  
405-409 Nepean Hwy FRANKSTON VIC 3199 Australia  
373 Nepean Hwy CHELSEA VIC 3196 Australia  
2-34 Bunker Rd VICTORIA POINT QLD 4165 Australia  
21 King St CABOOLTURE QLD 4510 Australia  
1208 Sandgate Rd NUNDAH QLD 4012 Australia  
39 Sherwood Rd TOOWONG QLD 4066 Australia  
24 Langford Dr ELIZABETH SA 5112 Australia  
9 John St SALISBURY SA 5108 Australia  
350 Main North Rd BLAIR ATHOL SA 5084 Australia  
18 Regency Rd KILKENNY SA 5009 Australia  
1 Chesterfield Rd MIRRABOOKA WA 6061 Australia  
11 Boas Ave JOONDALUP WA 6027 Australia  
381 Scarborough Beach Rd OSBORNE PARK WA 6017 Australia

188 Collins St HOBART TAS 7000 Australia  
46-54 Charles St LAUNCESTON TAS 7250 Australia  
4-22 Wilmot St BURNIE TAS 7320 Australia  
165 William St DEVONPORT TAS 7310 Australia  
806-816 Anzac Pde MAROUBRA NSW 2035 Australia  
38 Prince St BLACKTOWN NSW 2148 Australia  
5 Mount St MOUNT DRUITT NSW 2770 Australia  
153 Mann St GOSFORD NSW 2250 Australia  
25-27 Alison Rd WYONG NSW 2259 Australia  
6 Chapman St CHARLESTOWN NSW 2290 Australia  
21 Auburn St WOLLONGONG NSW 2500 Australia  
313-323 Crown St WOLLONGONG NSW 2500 Australia  
108 Kinghorne St NOWRA NSW 2541 Australia  
6 Memorial Dr SHELLHARBOUR CITY CENTRE NSW 2529 Australia  
26 Miller St EPPING VIC 3076 Australia  
125 South Gippsland Hwy CRANBOURNE VIC 3977 Australia  
62-64 Victor Cres NARRE WARREN VIC 3805 Australia  
11 Swanson Ct BELCONNEN ACT 2617 Australia  
Intercity Circuit BEENLEIGH QLD 4207 Australia  
306 Anketell Street GREENWAY ACT 2900 Australia

## Attachment 4

### Core Target Groups (Training)

#### 1. Target Group – Foundation Skills specific

MAX Solutions – Foundation Skills delivers qualifications under 2 Australian Government contracts:

1. Skills for Education and Employment (SEE); and
2. Adult Migrant English Program (AMEP) – subcontracted through NAVITAS English (not a Third Party Arrangement).

As a Registered Training Organisation (RTO 0667), MAX Solutions Foundations Skills' prospective students are typically:

- AMEP Program – adult migrants from non-English speaking backgrounds and may include new or established migrants, refugees and high school students
- SEE Program – aimed at eligible jobseekers and may include, Aboriginal and Torres Strait Islanders, Youth, People with disabilities, Mature-Aged people and jobseekers from culturally and linguistically diverse backgrounds.

Foundation Skills specific cohorts may have a limited range of language skills to engage with Australian contexts and/or are still developing the skills to engage in a limited and predictable range of community, work and educational contexts.

Students are often engaged by their employment agencies and recommended to undertake an appropriate course to assist in attaining employment. Students may be directed to the RTO through their jobactive, DES provider, Transition to Work provider, or other referring agency, or they may self-refer into the training (AMEP students). Jobseekers connected to agencies and receiving unemployment benefits may have mandatory requirements to participate in training and their activities and attendance will be reported back to the referring agency.

The cohort of students predominantly have limited to no experience within industry and may include one or more of the following characteristics:

- New to industry
- Disability Employment Services (DES) customers
- jobactive customers
- Culturally and Linguistically Diverse (CALD) • Long term unemployed.

#### 2. Target Group - VET (all other – accredited training)

MAX Solutions delivers qualifications by the following enrolment methods:

- Standard (non-funded) enrolment
- State Training Authority funded enrolment (STA)
- Traineeship enrolment
- School based trainee enrolment
- Fee for Service.

As a Registered Training Organisation (RTO 0667), MAX Solutions' prospective students are typically active job seekers needing support and training for entry-level employment within their chosen industry. These students are often engaged by their employment agencies and recommended to undertake an appropriate course to assist in attaining employment. Students may be directed to the RTO through their jobactive, DES provider, Transition to Work provider, or other referring agency, or they may self-refer into the training. Jobseekers connected to agencies and receiving unemployment benefits may have mandatory requirements to participate in training and their activities and attendance will be reported back to the referring agency.