

Summary of AQTF audit information

As a Pre-qualified Supplier under the User Choice 2010 – 2015 program, <RTO name> is required to publish audit information in relation to it's compliance with the Australian Quality Training Framework (AQTF).

The User Choice program provides public funding paid directly to Pre-qualified Suppliers for the delivery of accredited entry-level training to eligible Apprentices and Trainees.

The AQTF is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training system.

An AQTF audit reviews evidence of an organisations' compliance with the requirements of the AQTF *Essential Conditions and Standards of Initial/Continuing Registration* to confirm that it is achieving quality training and assessment outcomes. The process also identifies opportunities for improvement on these outcomes.

This information is published to assist apprentices, trainees and their employers to make informed decisions regarding their selection of a Pre-qualified Supplier for the delivery of training and assessment services.

Audit Date: 7.5.2009 and 11.5.2009

Qualifications audited	
Qualification code	Qualification name
BSB40307	Certificate IV in Customer Contact
BSB40507	Certificate IV in Business Administration
BSB50307	Diploma of Customer Contact
FNS30107	Certificate III in Financial Services
ICT40102	Certificate IV in Customer Contact
ICT30102	Certificate III Customer Contact

Audit Outcome			Rectification	
Was non-compliance identified? Yes/No	If 'Yes', non-compliance type Minor, Significant, Critical	Summary of non-compliance	Actions taken to rectify the non-compliance	Has the non-compliance been rectified? Yes/No
No	Minor	<p>Standard 1: 1.3. and 1.5</p> <p>The RTO was not compliant with these elements as the assessment materials and tools for the qualifications sampled in audit did not adequately cover the Training Package requirements, the principles of assessment and the rules of evidence. This was also reflected in the RPL processes. Assessment tasks did not cover the entire requirements of the Training Package- elements, performance criteria, critical aspects of assessment, context of assessment as well as essential knowledge and skills. Hence, evidence collected was not sufficient or valid.</p> <p>The units sampled in audit required the demonstration of skills as part of the assessment and there were insufficient assessment materials for practical demonstrations or observations. There were some examples of reports of observations but these were not comprehensive or not framed as assessment tools.</p> <p>The assessment tools presented in audit did not provide information to candidates about the context, purpose, process and expectations of assessment. The instructions to the assessors did not detail how assessments would be conducted and the assessment tools did not describe the basis of assessors' judgements of competence. The Third Party Reports did not state the context of assessment, the number of observations and how the judgements of competency were made. The assessment tasks instructions and the assessment criteria for candidates and assessors was insufficient to ensure consistency. There were very few examples of assessor guidelines except in the cases of sample answers to questions.</p>	<ul style="list-style-type: none"> It is recommended that the RTO reviews its assessment tools, including those used for RPL to ensure that they cover the requirements outlined in the units of competency as well as following the rules of evidence and principles of assessment. It is recommended that assessment tools also cover procedures about how the assessment is conducted, recording procedures, marking guides and instructions to assessors and candidates. It is recommended that the instructions for candidates and assessors outline the assessment criteria relevant to each assessment task so that it is clear to all parties the evidence that is to be demonstrated to show competence. 	Yes
No	N/A	Element 1.1 Continuous Improvement	N/A	N/A
No	N/A	Element 1.2 Strategies for training and assessment	N/A	N/A
No	N/A	Element 1.4 Staff	N/A	N/A
No	N/A	Standard 2	N/A	N/A
No	N/A	Standard 3	N/A	N/A
No	N/A	Condition 6	N/A	N/A

Explanatory notes:

Non-compliance with the AQTF means that requirements of the have not been met based on the evidence reviewed. Non-compliances are categorised as minor, significant or critical. For the purposes of the User Choice 2010 – 2015 program, only significant and Critical non-compliances need to be published

- Minor: No, or minor, adverse impact on learners with no serious breakdown of provision of quality training and assessment.
Significant: Significant adverse impact on learners with insufficient focus on quality training and assessment outcomes.
Critical: Critical adverse impact on learners with widespread or persistent dissatisfaction with services and outcomes.