

Summary of AQTF audit information

As a Pre-qualified Supplier under the User Choice 2010 – 2015 program, Novaskill is required to publish audit information in relation to its 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: 25/10/2007
11/12/2007

Qualifications audited	
Qualification code	Qualification name
FDF30103	Certificate III in Food Processing
BCG31303	Certificate III in Wall and Floor Tiling
CHC40302	Certificate IV in Disability Work
TDT30102	Certificate III in Transport and Distribution (Warehousing and Storage)
THH32902	Certificate III in Catering Operations
BSB40201	Certificate IV in Business Administration
WRR30102	Certificate III in Retail Supervision
BSB41004	Certificate IV in Business (Frontline Management)
THH21802	Certificate II in Hospitality Operations

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
Standard 1: The RTO provides quality training and assessment across all of it's operations				
Yes	Significant	Lack of evidence of verification of assessor's qualifications and experience. Lack of evidence of validation against industry and legal requirements. Insufficient evidence of competency being gathered. Assessment tools not being implemented as designed.	Developed new trainer profile document. Trainer profile review added to the corporate calendar. Trainer/Assessor development plan to assist in updating trainer profiles. Submission of standardised third party reports. Submission of sample L&A strategy. Implementation of Action plan for assessment tool. Implementation of assessor workshops company wide. Validation tools developed and samples submitted	Yes
Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates				
Yes	Significant	Lack of follow up on non-compliances identified in internal monitoring	Updated continuous improvement procedure to better reflect current practices. Updated internal audit procedure to better reflect current company practices. Submission of company process improvement register, indicating actions taken and scheduling of these actions.	Yes

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.