

Summary of AQTF audit information

As a Pre-qualified Supplier under the User Choice 2010 – 2015 program, Capricornia Training Company Ltd 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: 7th July 2011

Qualifications audited	
Qualification code	Qualification name
BSB20107	Certificate II in Business
BSB30107	Certificate III in Business
BSB30407	Certificate III in Business Administration
BSB40807	Certificate IV in Frontline Management
SIR20207	Certificate II in Retail

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
Yes	Significant	The trainer/assessor evidence for one trainer did not meet the organisation's process. Evidence provided did not clearly demonstrate vocational competency	An Action plan is in place to review: <ul style="list-style-type: none"> Trainer /Assessor Files Assessment Tools 	Yes
Yes	Significant	The organization is required to provide assessment tools (including benchmark criteria) that: <ul style="list-style-type: none"> Are suited to the client group Are consistent with the organisation's validation process Address all of the unit of competency requirements 	The organisation provided assessment tools that: <ul style="list-style-type: none"> Are suited to the client group Are consistent with the organisation's validation process Address all of the unit of competency 	Yes

		<ul style="list-style-type: none"> Support outcomes at appropriate AQF level Provide clear instructions to students and assessors regarding the tasks and the performance outcomes that are being observed for the practical activities 	<p>requirements</p> <ul style="list-style-type: none"> Support outcomes at appropriate AQF level Provide clear instructions to students and assessors regarding the tasks and the performance outcomes that are being observed for the practical activities 	
Yes	Significant	<p>The organisation is required to demonstrate that it will:</p> <ul style="list-style-type: none"> Outline the rate of student contribution fees for recognition of prior learning to clients 	<p>The organisation has documented the rate of student contribution fees in the RPL Policy.</p>	Yes
Yes	Significant	<p>The organisation is required to demonstrate that it will:</p> <ul style="list-style-type: none"> Ensure that it meets the requirements of the VETE Regulation with regards to training record books 	<p>The organisation has documented that Student Training Record Books 'At reasonable intervals of not more than 3 months; Require the trainee to produce the training record to have particulars of the training completed by the trainees during the interval entered into it; and If the training record is produced – keep the record complete, accurate and up-to-date by entering the particulars into it.'</p>	Yes
Yes	Significant	<p>Qualification template did not include employability skills summary</p>	<p>The organisation has demonstrated that the qualification template does include the employability skills summary</p>	Yes
Yes	Significant	<p>The organisation is required to provide a statement confirming;</p> <ul style="list-style-type: none"> its commitment to ensure future accuracy of claims all relevant evidence is retained on file a process is implemented to ensure that final outcomes will be checked prior to data entry incorrect claims have been amended evidence of the process implemented to ensure all assessment tasks are completed/retained and all assessment activities are marked 	<p>The organisation has provided a statement confirming;</p> <ul style="list-style-type: none"> its commitment to ensure future accuracy of claims all relevant evidence is retained on file a process is implemented to ensure that final outcomes will be checked prior to data entry incorrect claims have been amended evidence of the process implemented to ensure all assessment tasks are completed/retained and all assessment activities are marked 	Yes
Yes	Significant	<p>The organisation is required to provide evidence that it has rectified results for students whose outcomes were reported incorrectly</p>	<p>The organisation provided evidence that it has rectified results for students whose outcomes were reported incorrectly</p>	Yes
Yes	Significant	<p>The organisation is required to provide a plan of how it will monitor and manage the correct outcome to students</p>	<p>The organisation has provided a Completion Checklist that it will use to monitor and manage the correct outcome to students</p>	Yes

Explanatory notes:

Non-compliance with the AQTF means that requirements of the Capricornia Training Company Ltd 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.