

## Summary of AQTF audit information

As a Pre-qualified Supplier under the User Choice 2010 – 2015 program, 32100 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:** 15-16 February 2010

Qualifications audited	
Qualification code	Qualification name
BSB50207	Diploma of Business
CHC30708	Certificate III in Children's Services
SIT20207	Certificate II in Hospitality [partial delivery] - SITOHS002A Follow hygiene procedures - SITXFSA001A Implement food safety procedures
HLT32507	Certificate III in Health Services Assistance
CPC10108	Certificate I in Construction [partial delivery] - CPCCCOHS1001A - Work safely in the construction industry

AUDIT RESULT				RECTIFICATION		
Qualification code	Unit Concerned	Was non-compliance identified?	If 'Yes', non-compliance type	Summary of non-compliance	Actions taken to rectify the non-compliance	Has the non-compliance been rectified?
		Yes/No	Minor, Significant, Critical			Yes/No
CHC10108	All Units	Yes	Minor	No evidence was presented at audit that the training staff had the sufficient formation to teach students for CHC10108.	The organisation provided evidence of the training and assessment and vocational competency of the training Staff	Yes
BSB50207	BSBHRM506A Manage recruitment selection and induction processes  BSBPMG510A Manage projects	Yes	Minor	Overall the assessments sighted for BSB50207 do not meet the principles of assessment or rules of evidence. There was insufficient evidence to demonstrate that all components of the units of competency were addressed across the assessment methods including knowledge and skills, elements and performance criteria and critical aspects of evidence.	The RTO provided reviewed assessments that now meet the requirements of the units of competency. Assessments now address all requirements of the units of competency including elements, performance criteria, required knowledge and skills and critical aspects of evidence. Instructions for learners are extremely clear and provide a step by step practical approach to the completion of the assessment tasks.	Yes
HLT32507	HLTCSD304B Support the care of clients  HLTIN301A Comply with	Yes	Minor	Overall the assessments sighted for these units of competency do not meet the principles of assessment or	The organisation provided reviewed assessments for these units that now meet all requirements	

	infection control policies and procedures in health work				Training for its vocational placement scheme.	
	HLTCSD304B Support the care of clients	Yes	Minor	Case study 1 does not have any instructions for the learner or assessor. Workplace simulation 2 requires further benchmark criteria to collect sufficient evidence for the task. In addition, the benchmark criteria currently reflects a conversational approach rather than evidence that is being collected to determine the competence of the participant admitting a patient to a hostel. The Workplace Observation Checklist needs to specify the tasks to be undertaken and relevant benchmark criteria for assessment while the Third Party Report does not reflect the task being undertaken and relevant benchmark criteria.	Rectified in April 2010	Yes
	HLTIN301A Comply with infection control policies and procedures in health work	Yes	Minor	Overall the assessments sighted for HLT32507 of competency do not meet the principles of assessment or rules of evidence. There was insufficient evidence to demonstrate that all components of the units of competency were addressed across the assessment methods including knowledge and skills, elements and performance criteria and critical aspects of evidence. Benchmark criteria do not collect sufficient evidence to enable judgements of competence to be made.	Rectified in April 2010	Yes
CHC3070 8	CHCIC301D Interact with children					

Yes

Minor

Overall the assessments sighted for these units of competency do not meet the principles of assessment or

The organisation provided reviewed assessments that meet the requirements of this unit of

				question and difficult to benchmark, but also the organisation may find itself breaching privacy and/or confidentiality seeking responses to such questions and should consider removing it from the case study.		
	CHCCN302Provide care for children	Yes	Minor	While the assessment tools presented at audit for CHC30708 meet all requirements of the unit of competency, no benchmark criteria were evident for Activity 2 and 3.	The RTO provided suitable benchmark criteria for Activity 2 and 3 that collect valid, reliable evidence to support competency judgements.	Yes
SIT20207	SITOHS002A Follow hygiene procedures	Yes	Minor	Project 1 does not reflect the benchmark criteria developed and the observation of practical tasks does not reflect the observable evidence to be collected in the workplace. Benchmark criteria have not been developed for the case study.  The organisation must be clear on the development of assessment tools for these two units of competency to ensure that unit and legislative requirements are sufficiently and explicitly addressed.	Rectified in April 2010	Yes
	SITOHS002A Follow hygiene procedures  SITXFSA001A Implement food safety procedures	Yes	Minor	Overall the assessment for the units of competency does not meet the unit of competency requirements including elements and performance criteria, knowledge and skills and critical aspects of evidence. Benchmark criteria are not developed for all questions in the written assessment.	The organisation provided reviewed assessments for these units that now meet all requirements. Instructions for both learners and assessors are clearly articulated on the tools. Activities are clearly defined and benchmarks provide for flexibility in the context of the environment and type of food preparation, food handling and safety and hygiene procedures.	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.