

Summary of AQTF audit information

As a Pre-qualified Supplier under the User Choice 2010 – 2015 program, **Access Group Training 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: 06 December 2010

Qualifications audited	
Qualification code	Qualification name
BSB20107	Certificate II in Business
BSB30107	Certificate III in Business
BSB30407	Certificate III in Business Administration

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	Minor	AQTF 1.1 & 2.2 Quality Indicator surveys are being completed as well as AGT customised learner evaluations however identified a need to collect feedback on enrolment/consultation process with clients.	All clients to be contacted via phone after enrolment/consultation meeting to ask about their satisfaction on the process. Feedback to be recorded in database & reviewed at management meetings	Yes – 18/12/10
Yes	Minor	Surveys/evaluations for trainees are being reported and analysed however whilst short course evaluations are being completed they were not being reported and analysed by management.	Short course evaluations complied by Project Officer & summary provided to management for Quarterly Management Review Report. Any serious issues to continue to be written up on RFI for management action.	Yes – 08/02/11

Audit Outcome			Rectification	
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
Yes	Minor	AQTF 2.3 and Condition 5 Fees and refunds policy does not outline conditions for replacement certificates and statements of attainment, and fees paid in advance.	Student handbook to be updated with minor changes to fees and refund policy and uploaded on AGT website.	Yes – 21/02/11

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.