

Summary of AQTF audit information

As a Pre-qualified Supplier under the User Choice 2010 – 2015 program, Sarina Russo Schools Australia 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: July 27 to July 29 2009

Qualifications audited

Qualification code	Qualification name
BSB20207	Certificate II in Customer Contact
BSB30201	Certificate III in Business Administration (User Choice) Superseded
BSB30407	Certificate III in Business Administration
BSB40807	Certificate IV in Frontline Management
CHC42008	Certificate IV in Employment Services
FNS30304	Certificate III in Financial Services (Accounts Clerical)
SIR30207	Certificate III in Retail
THH30102	Certificate III in Meetings and Events
SIT30607	Certificate III in Events
THH31502	Certificate III in Hospitality (Commercial Cookery) (User Choice) Superseded
SIT30807	Certificate III in Hospitality (Commercial Cookery)
THT50302	Diploma of Tourism (Operations Management) Superseded
SIT50107	Diploma of Tourism
THH60202	Advanced Diploma of Hospitality Management (Superseded)
SIT60307	Advanced Diploma of Hospitality
TAA40104	Certificate IV in Training and Assessment





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	Significant	<p>Employer verification</p> <p>The review of units within the qualifications determined that gaps existed in addressing all the essential components necessary for a student to achieve competency.</p> <p>Systematic approaches to continuous improvement were not clearly structured or implemented</p> <p>Four Training and Assessment Strategies did not meet the requirements.</p> <p>Insufficient resources</p> <p>RPL insufficient evidence</p> <p>Incorrect outcome identifier</p>	<p>Addressed third party reports to allow employer to comment on students' ability so the assessor could make a more informed judgement. Third party report developed in a format to enable the supervisor to report on a range of workplace tasks at a standard of acceptable workplace quality.</p> <p>Review of assessments to ensure that all essential components were being assessed. Assessment matrices were updated. Benchmark criteria were identified for the assessors.</p> <p>Reviewed, amended and developed systems to support continuous improvement and moderation and validation processes to training and assessment services.</p> <p>Training and Assessment Strategies were updated to ensure the requirements were met.</p> <p>Tourism office was refitted to meet the Training Package resource requirements</p> <p>Further evidence was supplied to meet requirements</p> <p>Correct outcome identifier entered</p>	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.