

Summary of AQTF Audit Information

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. As a pre-qualified supplier under the 2010 – 2015 program, ACE North Coast is required to publish audit information in relation to its compliance with the Australian Quality Training Framework (AQTF).

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 organisation's 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:	11 December 2008		
Qualifications Audited			
Qualification Code	Qualification Name	Qualification Code	Qualification Name
TAA40104	Certificate IV in Training and Assessment	CHC30402	Certificate III in Children's Services
ICA20105	Certificate II in Information Technology	CHC30102	Certificate III in Aged Care Work
CUV30203	Certificate III in Aboriginal and Torres Strait Island Cultural Arts		

Audit Outcome			Rectification	
<i>Was non-compliance identified? Y/N</i>	<i>If 'Yes', was the non-compliance minor, significant, or critical?</i>	<i>Summary of the non-compliance</i>	<i>Actions taken to rectify the non-compliance</i>	<i>Has the non-compliance been rectified? Y/N</i>
Yes	Minor	Complaints procedure	Complaints handling procedure was redeveloped to ensure consistency of approach	Yes
Yes	Minor	Additional information to be sent to auditors for specific trainers and assessors	Additional information was sent to auditors	Yes
Yes	Minor	Further assessment samples needed for TAA40104	TAA40104 learning and assessment strategy was resubmitted as we were in the process of changing our key trainer for this qualification.	Yes

Explanatory notes:

Non-compliance with the AQTF means that requirements 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.

Definitions:

Minor non-compliance: No, or minor, adverse impact on learners with no serious breakdown of provision of quality training and assessment.
 Significant non-compliance: Significant adverse impact on learners with insufficient focus on quality training and assessment outcomes.
 Critical non-compliance: Critical adverse impact on learners with widespread or persistent dissatisfaction with services and outcomes.