

Summary of AQTF audit information

Audit date: 24th -26th November 2008

Qualifications audited	
Qualification code	Qualification name
ICT30102	Certificate III in Customer Contact

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
No				

Qualifications audited	
Qualification code	Qualification name
ICP20205	Certificate II in Printing & Graphic Arts (Desktop Publishing)

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	The unit of competency ICPMM321B & ICPPP232B did not sufficiently address the required skills and knowledge specified by the National Training Package	The process for designing assessment tools was revised to ensure the requirements of the training package were fulfilled	Yes

Summary of AQTF audit information

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Qualifications audited	
Qualification code	Qualification name
ICA30105	Certificate III in Information Technology
ICA40205	Certificate IV in Information Technology

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
No				

Qualifications audited	
Qualification code	Qualification name
SIR20207	Certificate II in Retail
SIR30207	Certificate III in Retail
BSB50607	Diploma of Human Resource Management

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
No	Minor	Anonymous complaint alleging Axiom Trainers do not possess the required vocational competencies	Axiom College was able to provide evidence of vocational competence for all of the trainers concerned	Yes

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Qualifications audited	
Qualification code	Qualification name
BSB30201	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	The assessment tools for BSBADM30&A & BSBCMN310A did not accurately align with the methods listed in the training & assessment strategy and did not adequately cover the required skill & knowledge	The T & A strategy was modified to reflect the differing delivery methods associated with alternate campuses. The process for the design of assessment tools was modified to ensure the accurate alignment with the national Training package	Yes.

Qualifications audited	
Qualification code	Qualification name
PRM30104	Certificate III in Asset Maintenance (Cleaning Operations)

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	RTO records did not include details of the trainers vocational competence, and the units PRMCL09B & PRMCMN302A did not satisfy the NTP requirements for skills & knowledge.	The RTO was able to provide evidence of the trainers vocational competence and revised the processes for designing assessment tools	Yes

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Audit date: 24th -26th November 2008

Qualifications audited	
Qualification code	Qualification name
TDT30102	Certificate III in Transport and distribution (Warehousing & Storage)
TDT30107	Certificate III in Transport and Logistics (Warehousing & Storage)

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	The RTO was not able to provide sufficient evidence of vocational competence for one of its trainers. The assessment tools for a unit of competency lacked sufficient benchmarking information and a log book was missing from 2 student files	Trainer provided evidence of vocational competence, The assessment tool benchmarking was amended and the processes strengthened. The log books were located.	Yes

Qualifications audited				
Qualification code	Qualification name			
THH33002	Certificate III in Hospitality			
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	Assessment tools did not sufficiently address the required skills and knowledge	The process to design assessment tools was amended and assessment tools were updated	Yes

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Qualifications audited	
Qualification code	Qualification name
TDT30102	Certificate III in Transport and distribution (Warehousing & Storage)
TDT30107	Certificate III in Transport and Logistics (Warehousing & Storage)

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	The RTO was not able to provide sufficient evidence of vocational competence for one of its trainers. The assessment tools for a unit of competency lacked sufficient benchmarking information and a log book was missing from 2 student files	Trainer provided evidence of vocational competence, The assessment tool benchmarking was amended and the processes strengthened. The log books were located.	Yes

User Choice Contract

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	Information provided to User Choice funded trainees does not reference that refunds will be in accordance with the terms prescribed by the User Choice Contract The RTO had used an incorrect Outcome Identifier code	User Choice refunds are made as prescribed by the User Choice Contract. AVETmiss report amended	Yes.