

Summary of AQTF or VET Quality Framework audit information

As part of the application process to become a Pre-qualified Supplier under the User Choice 2010 – 2015 program and/or Queensland VET Investment, AUSTRALIAN Salesmasters Training Co Pty Ltd is required to publish audit information in relation to its compliance with the Australian Quality Training Framework (AQTF) or VET Quality Framework.

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 Queensland VET Investment provides public funding paid directly to Pre-qualified Suppliers for the delivery of accredited training to eligible participants to gain their first Certificate III qualification.

The AQTF or VET Quality Framework 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.

A VET Quality Framework audit of a registered training organisation reviews evidence of compliance with the requirements of the VET Quality Framework 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: 16-17 September, 2015

Audit Report Date 5 January, 2015

NVR standards audited

All Standards for Continuing Registration
15, 16, 17,18, 20.2, 22.2, 22.3, 23.1, 24.1, & 25

Audit finding by standard

●	Standard	Original finding		Finding following rectification
●	SNR 15	Not compliant	n/a	Finding pending
●	SNR 16	Not compliant	n/a	Finding pending
●	SNR 17	Not compliant	n/a	Finding pending
●	SNR 18	Not compliant	n/a	Finding pending
●	SNR 19	Not audited	n/a	
●	SNR 20	Compliant	n/a	
●	SNR 21	Not audited	n/a	
●	SNR 22	Compliant	n/a	
●	SNR 23/AQF	Compliant	n/a	
●	SNR 24	Not compliant	n/a	Finding pending
●	SNR25	Complaint	n/a	

Qualifications audited

Qualification code	Qualification name
AUR21112	Certificate II in Automotive Sales
AUR31012	Certificate III in Automotive Sales
BSB4031 2	Certificate IV in Customer Contact
BSB4081 2	Certificate IV in Frontline Management
CPP40307	Certificate IV in Property Services (Real Estate)
FNS4021 1	Certificate IV in Bookkeeping
FNS4061 1	Certificate IV in Accounting
HLT32812	Certificate III in Health Support Services
HLT32912	Certificate III in Health Administration
MSA201 07	Certificate II in Process Manufacturing
SIR30212	Certificate III in Retail Operations
SIT30713	Certificate III in Hospitality
TLI31610	Certificate III in Warehousing Operations
CPPDSM3019B	Communicate with clients as part of agency operations

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	Critical			Yes/No/Pending
15.2		<p>Provide revised training and assessment strategies for the sampled qualifications which:</p> <ul style="list-style-type: none"> o accurately reflects how each qualification is delivered including contact hours for the whole qualification and each unit of competency within each qualification o accurately reflects the trainers and assessors who are delivering the qualifications which aligns with the trainer and assessor matrices for the RTO o ensures that all documents associated with the qualifications are informed by the delivery information as detailed in the training and assessment strategy to ensure consistency across RTO 	Revised training and assessment strategies for the sampled qualifications submitted	Pending

15.3		<p>documents</p> <p>Provide evidence to demonstrate that it has trainers and assessors that meet the requirements of SNR 15.4 as detailed in this report.</p>	Evidence submitted	Pending
15.5		<p>Provide evidence of revised assessment tools for <u>all units of competency</u> sampled at audit that:</p> <ul style="list-style-type: none"> ○ are at the AQF level of the qualification being assessed ○ demonstrate that the assessment tools address all aspects of the unit of competency, including elements, performance criteria, required skills, required knowledge, and critical aspects of assessment ○ provide clear and comprehensive instructions for students in relation to each of the assessment tasks to be completed ○ provide clear and comprehensive instructions for assessors in relation to each of the assessment tasks to be completed ○ provide information, as provided to learners, regarding the assessment criteria for each of the assessment tasks to be completed ○ provide information, as provided to assessors, in relation to standards of performance or exemplar responses that would ensure consistent and reliable assessment judgement for each of the assessment tasks to be completed ○ provide clear instructions to supervisors who are to complete third party reports (if required) ○ provide clear task descriptions on what third party supervisors should be observing of learners ○ provide clear task descriptions for any practical assessment task and clear 	Evidence submitted	Pending

		observable criteria that will be used to assess learners		
16.6		Provide evidence of how learners have timely access to current and accurate records of their participation and progress	Evidence submitted	Pending
17.4		Provide evidence that the RTO manages records to ensure accuracy and integrity. Specifically, provide evidence that student records are managed to ensure accuracy and integrity.	Evidence submitted	Pending
24.1		Provide evidence of marketing and advertising of VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration. Revise the RTO website to ensure that it lists qualifications that are on its scope of registration	Evidence submitted	Pending

Explanatory notes:

- Minor: minimal or no serious adverse impact on students and/or persons affected by the outcomes of the training and assessment services provided
Significant: serious or potentially serious adverse impact on students and/or persons affected by the outcomes of the training and assessment services provided.
Critical: an actual or potential critical adverse impact on students and/or persons affected by the outcomes of the training and assessment services provided