

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 program and/or the Certificate 3 Guarantee, Go-Train Industry 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 Certificate 3 Guarantee 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: Audit Date: 24th August, 2010 - AQTF Re-registration / Extension to Scope Audit (Conducted by VRQA)

Qualifications audited	
Qualification code	Qualification name
MEM07033B	MEM07033B Operate and monitor basic boiler
MEM07034A	Operate and monitor intermediate class boiler
SITHFAB009A	Provide responsible service of alcohol
SITXOHS001A	Follow health, safety and security procedures (OH&S)
SITXOHS002A	Follow workplace hygiene procedures
SITXFSA001A	Implement Food Safety Procedures
SITHFAB012A	Prepare and serve espresso coffee

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	Strategies for Training and Assessment (AQTF Standard 1.2)	Revised the strategies for training and assessment for each unit included in the extension to scope application	Yes
Yes	Minor	Equipment (AQTF Standard 1.3)	Equipment available to students reviewed and updated	Yes

Yes	Minor	Training and assessment are conducted by trainers and assessors who have the necessary training and assessment competencies as determined by the National Quality Council or its successors (AQTF Standard 1.4)	All files revised and reviewed.	Yes
Yes	Minor	Student information and enrolment (AQTF Standard 2.2)	Student Information reviewed and updated to ensure sufficient details are included to ensure an informed decision to study with the RTO can be achieved. Detailed procedures for trainers, RTO admin and students have been prepared with appropriate recording information for all student enrolments either via the LMS or in person. All enrolment records for all training types are retained in the LMS.	Yes
Yes	Minor	Learners receive training, assessment and support services that meet their individual needs (AQTF Standard 2.4)	A complete student induction process has been prepared and included in the student pages accessible by students in the RMS, In addition a generic student guide has been provided. Also a specific student guide including assessment criteria has been prepared for each unit. Procedures have been implemented relative to student support services. These are in the RMS and available for students once website posted.	Yes
Yes	Minor	Complaints and appeals are addressed efficiently and effectively (AQTF Standard 2.6)	The website was withdrawn on 18/3 relative to VET units. It has been completely rewritten to include all relevant student information as defined in standard including specific information regarding issue of Certificates of attainment. Site will be posted once the re-registration process has been completed.	Yes
Yes	Minor	The RTO manages records to ensure their accuracy and integrity (AQTF Standard 3.3)	The process for the completion and recording of student information have been addressed in a number of location within the RMS. The LMS procedures have also been discussed as have student interaction, acceptance of fees, privacy and the retention of records by the LMS.	Yes
Yes	Minor	Certification and issuing of qualifications	Qualification or Statement of Attainment. Procedures have been implemented in the RMS defining in detail the statement of attainment process and also issue of statements by the LMS LMS security has also been clearly defined in the RMS	Yes

Audit Date: Audit Date: 19-20th February, 2015 - Standards for Registered Training Organisations (RTOs) 2015 (Conducted by Stephen Auburn)

Qualifications audited	
Qualification code	Qualification name
TLI21311	Certificate II in Rail Infrastructure
TLI32511	Certificate III in Rail Infrastructure

MSABLIC002	License to operate an advanced boiler
TLIF2080C	Safely access the rail corridor

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	Standard 1 - Each strategy identifies an amount of training to be provided to learners that is consistent with the requirements of the training product	TAS reviewed and corrected	Yes
Yes	Minor	Standard 1 - Each strategy is consistent with the AQF volume of learning benchmarks, taking into account the above items	Volume of learning and course duration reviewed and addressed	Yes
Yes	Minor	Standard 1 - Assessment meets the assessment requirements of the training package or course.	Assessment tools revised	Yes
Yes	Minor	Standard 1 - The plan for validation has been implemented	Validation plan implemented	Yes
Yes	Minor	Standard 4/5 - Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.	Marketing material reviewed and updated.	Yes
Yes	Minor	Standard 6 – Complaints and appeals processes	Processes adjusted to meet standards requirements	Yes
Yes	Minor	Standard 8 - Third party arrangements	Formal contracts in place for third parties	Yes

Explanatory notes:

- 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.