

## AQTF Audit Information

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|-------------------------|---|
| Audit Date:             | 3 – 6 August 2009   |
| Qualifications Audited: | Certificate III in Business Administration<br>Diploma of Nursing (Enrolled/Division 2 nursing)<br>Certificate IV in Information Technology (Support)<br>Certificate III in Asset Maintenance (Pest Management - Technical)<br>Diploma of Government<br>Certificate III in Horticulture (Landscape)<br>Certificate III in Hospitality (Commercial Cookery)<br>Certificate IV in Training and Assessment<br>Certificate III in Hairdressing<br>Certificate IV in Financial Services (Bookkeeping) |

### Audit Outcomes:

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|----------------------------------|--|
| Audit non-compliance identified: | 1 x significant  |
| Summary of non compliances:      | Inconsistent record keeping<br>Inconsistent assessment methodologies between learner cohorts;<br>Lack of evidence of workplace supervisor support for competency judgement             |
| Actions taken to rectify:        | Development of procedure for ensuing supervisory judgement across all UC delivery<br>Assessment instruments re-developed ensuring sound methodology and assessments contexts and tasks |
| Non-compliances Rectified:       | Yes (22/12/2009 AQTF compliant per RME)  |

### Explanatory notes:

*Non-compliances are categorised as minor, significant or critical.*

*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*