

Summary of AQTF audit information

As a Pre-qualified Supplier under the User Choice 2010 – 2015 program, Tactical Training Group is required to publish audit information in relation to its compliance with the Australian Quality Training Framework (AQTF).

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 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 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.

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 / 02 / 2010

Qualifications audited	
Qualification code	Qualification name
BSB30407	Certificate III in Business Administration
BSB30507	Certificate IV in Business Administration
BSB30807	Certificate IV in Frontline Management
SIR30207	Certificate III in Retail
SIR40207	Certificate IV in Retail Management
SIT20207	Certificate II in Hospitality
SIT30707	Certificate III in Hospitality
SIT40307	Certificate IV in Hospitality
TLI20107	Certificate II in Transport and Logistics (Warehousing and Storage)
TLI30107	Certificate II in Transport and Logistics (Warehousing and 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
Y	S	Additional evidence was required and improvements to be made across the operations of the RTO.	Additional evidence which was required was supplied. Improvements that were shown and proposed are in the implementation stage and yet to be fully demonstrated. Information in staff matrices were extended to verify their currency and qualifications.	Y

Explanatory notes:

Non-compliance with the AQTF means that requirements of the 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

- 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.