

Summary of AQTF or VET Quality Framework audit information

As Pre-qualified Supplier under the User Choice 2010 – 2015 program and/or Queensland VET Investment, NORTEC Employment and Training Ltd is required to publish audit information in relation to its compliance with the Australian Quality Training Framework (AQTF) or VET Quality Framework.

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: March 2014

Qualifications audited	
Qualification code	Qualification name
BSB20107/BSB20112	Certificate II in Business
BSB40407	Certificate IV in Small Business Management
CHC30212	Certificate III in Aged Care
CHC30312	Certificate III in Home and Community Care
CHC30712	Certificate III in Children's Services
CHC42012	Certificate IV in Employment Services
CHC42112	Certificate IV in Career Development
SIR20212	Certificate II in Retail Services
SIR30212	Certificate III in Retail Operations
SIT20207/SIT20213	Certificate II in Hospitality
SIT30707/SIT30713	Certificate III in Hospitality
TLI31210	Certificate III in Driving 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 to significant	<p>15.2 The training and assessment strategy does not meet the requirements of the relevant training package.</p> <p>15.3 The RTO did not provide evidence to demonstrate that it has training and assessment materials for TLI31210 Certificate III in Driving Operations</p> <p>15.5 The assessor observation tool (course/traineeship) does not collect sufficient evidence to assess the required skills or critical aspects of the unit of competency.</p> <p>17.3 The RTO has a partnership agreement with JR Richards for the delivery of TLI31210 Certificate III in Driving Operations. An MOU was signed between the RTO and JR Richards in 2010. The MOU included a requirement of 6 monthly reviews however, there has been no Updated MOU since 2010 and no evidence of a review.</p> <p>18.1 As non-compliances have been identified against other SNR's, this provides evidence that the RTO's CEO has not ensured the RTO complies with the VET Quality Framework.</p>	<p>Rectification documents provided to ASQA before due date.</p> <p>Rectification documents provided to ASQA before due date.</p> <p>Rectification documents provided to ASQA before due date.</p> <p>Rectification documents provided to ASQA before due date.</p> <p>Rectification documents provided to ASQA before due date.</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>

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