

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 Intellitrain 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 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:

Thursday 16 October 2008

Qualifications audited

Qualification code	Qualification name
FNS40804	Certificate IV in Financial Services (Finance/Mortgage Broking)
FNS50504	Diploma of Financial Services (Finance/Mortgage Broking Management)

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	<p>1.3 Staff, facilities, equipment and training and assessment materials use by the RTO is consistent with the requirements of the training package or accredited course and the RTO's training and assessment strategies.</p> <p>The organisation has access to suitable assessment materials. (refer to element 1.5)</p>	<p>No additional rectification evidence is required as once rectification for Element 1.5 has been determined; this element will also be compliant.</p> <p>Analysis of rectification evidence received 10 November 2008: As rectification evidence received in relation to Element 1.5 is now compliant, the RTO is now compliant against Element 1.3</p>	Yes

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	<p>1.5: Assessment</p> <ul style="list-style-type: none"> Meet the requirements of the relevant training package or accredited course 	<p>Analysis of rectification evidence received 10 November 2008:</p> <p>The RTO provided a new Communication Skills Assessment and amended assessment tools for these units of competency which now</p>	Yes
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

<i>(Continued)</i>	<i>(Continued)</i>	<i>(Continued)</i>	<i>(Continued)</i>	<i>(Continued)</i>
Yes	Minor	<ul style="list-style-type: none"> • Is conducted in accordance with the principles of assessment and the rules of evidence • Meets workplace and. Where relevant. Regulatory requirements. <p>FNSFBRK401B Prepare and present loan application to lender on behalf of finance or mortgage broking client and FNSBRK403B Present broking options to client.</p> <p>The assessment tools examined for these units of competency did not address the required skills relating to communication. In addition, the practical task and ten questions relating to the practical task did not include sufficient benchmarking information or guidance to assessors.</p>	sufficiently address all communication skills requirements. Sufficient benchmarking information was also provided which will enable assessors to make valid judgements and ensure consistency.	Yes

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	<p>FNSFBRK503B Present broking options to client with complex needs and FNSBRK504B Implement complex loan structures.</p> <p>The assessment tools examined for these units of competency did not address the required skills relating to communication. IN addition the assessment tools did not have sufficient benchmarking information or guidance to assessors.</p>	<p>The RTO provided amended assessment tools for these units of competency which now sufficiently address all communication skills requirements. Sufficient benchmarking information was also provided which will enable assessors to make valid judgments and ensure consistency.</p> <p>Intellitrain Pty Ltd is now compliant against Element 1.5 for this qualification.</p>	Yes

Explanatory notes:

Non-compliance with the AQTF or VET Quality Framework 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.