

<b>Audit Date:</b>		17th of February, 2011 AQTF or VET Quality Framework audit information		
<b>Qualifications audited</b>				
<b>Qualification code</b>		<b>Qualification name</b>		
TLI30107		Certificate III in Transport and Logistics (Warehousing and Storage)		
SIT30707		Certificate III in Hospitality		
BSB40807		Certificate IV in Frontline Management		
BSB50607		Diploma of Management		
<b>Audit Outcome</b>				
<b>Was non-compliance identified?</b>		<b>Summary of non-compliance</b>	<b>Actions taken to rectify the non-compliance</b>	<b>Has the non-compliance been rectified?</b>
Yes/No	Minor, Significant, Critical			Yes/No
Yes	Minor	A listing of the trainers/assessors delivering and assessing in the above qualifications was not provided in the respective strategy or in other documents contributing to the respective strategy	Strategy documents were updated to show a list of trainers and assessors for all qualifications	Yes
Yes	Minor	TLIE407C – Prepare Workplace Documents – The observation checklist provided to address the required skills for the unit was not in sufficient detail to observe the observable tasks	The observation checklist used to observe the observable tasks updated	Yes
Yes	Minor	TLIA3907A – Receive and Store Stock –	Addressed Required	Yes

		Required Knowledge and Skills and critical aspects not addressed in the assessment tools	Knowledge and skills and critical aspects within the assessment tool	
Yes	Minor	SITHFAB003A – Serve food and beverage to customers - Required knowledge and benchmarking not addressed in the assessment tools	Updated assessment tools to address the required knowledge and benchmarking	Yes
Yes	Minor	SITHFAB227A – Operate and Monitor Cellar Systems – Required Skills and Knowledge and benchmarking not addressed in the assessment tools	Updated assessment tools to address the required skills and knowledge and benchmarking	Yes
Yes	Minor	BSBWOR404B – Develop work priorities – Benchmarking not addressed in the assessment tool	Updated assessment tool to address Benchmarking	Yes
Yes	Minor	BSBCUS402A – Address Customer Needs – No practical observation checklist provided	Provided a practical observation checklist	Yes
Yes	Minor	BSBHRM505A – Manage Remuneration and employee benefits – Assessment tool did not address the required skills, required knowledge and critical aspects	Updated the assessment tool to address the required skills, knowledge and critical aspects to demonstrate competency for this unit	Yes
Yes	Minor	BSBHRM506a – Manage Recruitment, selection and induction processes - Assessment tool did not address the required skills, required knowledge and critical aspects	Updated the assessment tool to address the required skills, knowledge and critical aspects to demonstrate competency for this unit	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.