

## Summary of AQTF audit information

As a Pre-qualified Supplier under the User Choice 2010 – 2015 program, Alan Bartlett Consulting Pty Ltd 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:** 11 and 12 of June 2008

Qualifications audited	
Qualification code	Qualification name
BSB41004 & BSB40807	Certificate IV in Business (Frontline Management) & Certificate IV in Frontline Management
BSB51107	Diploma of Management [ <b>Extension application</b> ]
PMA20102	Certificate II in Process Plant Operations
PMA40102	Certificate IV in Process Plant Technology
PMC20104	Certificate II in Manufactured Mineral Products
PMC30104	Certificate III in Manufactured Mineral Products
PML30104	Certificate III in Laboratory Skills
PML40104	Certificate IV in Laboratory Techniques
PML60104	Advanced Diploma of Laboratory 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	1.3: refer to 1.4 and 1.5 1.4 Mark Mills: No evidence was supplied of two of this staff member's referenced qualifications. No evidence was supplied of any relevant vocational experience prior to 2007.	Mark Mills: Copies of relevant vocational qualifications Evidence of relevant vocational experience in all areas that this staff member is listed as conducting training and assessment	Yes
Yes	Minor	1.5 BSBWOR501A: Evidence was not able to confirm how performance criterion 1.3 Measure and maintain personal performance in varying work conditions, work contexts and contingencies; and critical aspect of evidence relating to development of personal development plan, with career objectives and an action plan would be assessed using the tools provided	Please see Q. 18 on page 10 of the assessment workbook and p. 11 of the marking guide covering a personal professional development plan including career objectives; skills audit and an action plan Varying work conditions - see obstacles/solutions contained within the action plan of the Personal Development Plan Worksheet Work contexts - dependant on type of business they are managing - again covered within the Personal Development Plan Worksheet when identifying and improving skills contingencies - see obstacles/solutions again contained within the action plan of the Personal Development Plan Worksheet Please also see the skills and attitudes assessment on page 32 which has now incorporated this requirement and this will require verification from a third party (supervisor or manager)	Yes
Yes	Minor	1.5 BSBCUS501A: Evidence was not able to confirm how the requirement in the "Application of Unit" section relating to exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies, will be assessed using the tools provided. Evidence was not able to confirm how critical aspect of evidence relating to demonstrated techniques in solving complex customer complaints and system problems that lead to poor customer service, will be assessed using the tools provided.	Question 43 has been added to the assessment workbook, building from Question 42 and 44 that relates to techniques in solving complex customer complaints and system problems that lead to poor customer service. The Skills and attitudes assessment now includes the critical aspects - demonstrated techniques in solving complex customer complaints and system problems that lead to poor customer service and problem-solving skills to deal with complex and non-routine difficulties	Yes
Yes	Minor	1.5 PMA SUP200B: The assessment tools did not sufficiently address the context and consistency of assessment requirements. The assessment needs to occur over a range of situations which will include disruptions to normal, smooth operation and will be assessed through questioning and the	The revised assessment tools now address the context and consistency of assessment requirements. The assessment now occurs over a range of situations which includes disruptions to normal, smooth operation and includes assessment using questions and the use of 'what if' scenarios both on the plant and off the plant	Yes

		use of 'what if' scenarios both on the plant and off the plant. Additionally, the unit requires that a bank of scenarios/case studies/'what if' scenarios be developed as well as a bank of questions which to be used to probe the reasoning behind the observable actions.	(Please see pages 16 - 18 for on the plant questions and pages 5 - 14 for off the plant questions) This unit now contains a bank of scenarios/case studies/'what if' scenarios as well as a bank of questions which will be used to probe the reasoning behind the observable actions (see above statement).	
Yes	Minor	1.5 PMAOPS202A: The assessment tools did not sufficiently address the context and consistency of assessment requirements. The assessment needs to occur over a range of situations which will include disruptions to normal, smooth operation and will be assessed through questioning and the use of 'what if' scenarios both on the plant and off the plant. Additionally, the unit requires that a bank of scenarios/case studies/'what if' scenarios be developed as well as a bank of questions which to be used to probe the reasoning behind the observable actions.	The revised assessment tools now address the context and consistency of assessment requirements. The assessment now occurs over a range of situations which includes disruptions to normal, smooth operation and includes assessment using questions and the use of 'what if' scenarios both on the plant and off the plant (Please see pages 32 - 34 for on the plant questions and pages 5 - 30 for off the plant questions). This unit now contains a bank of scenarios/case studies/'what if' scenarios as well as a bank of questions which will be used to probe the reasoning behind the observable actions (see above statement).	Yes
Yes	Minor	1.5 PMAOPS202A: The assessment tools did not sufficient cover the required essential knowledge of the unit in particular reference to HAZCHEM symbols and codes; hazardous substances regulations; spill containment and disposal procedures it was evident that this was not being covered.	Please see revised assessment workbook and marking guide containing reference to HAZCHEM symbols and codes; hazardous substances regulations; spill containment and disposal procedures in Activity 5	Yes
Yes	Minor	1.5 PMASUP300B: The assessment tools did not sufficiently address the context and consistency of assessment requirements. The assessment needs to occur over a range of situations which will include disruptions to normal, smooth operation and will be assessed through questioning and the use of 'what if' scenarios both on the plant and off the plant. Additionally, the unit requires that a bank of scenarios/case studies/'what if' scenarios be developed as well as a bank of questions which to be used to probe the reasoning behind the observable actions.	The revised assessment tools now address the context and consistency of assessment requirements. The assessment now occurs over a range of situations which includes disruptions to normal, smooth operation and includes assessment using questions and the use of 'what if' scenarios both on the plant and off the plant (Please see pages 16 - 17 for on the plant questions and pages 5 - 14 for off the plant questions). This unit now contains a bank of scenarios/case studies/'what if' scenarios as well as a bank of questions which will be used to probe the reasoning behind the observable actions (see above statement).	Yes
Yes	Minor	1.5 PMCOPS300B: The assessment tools did not sufficiently cover the underpinning knowledge of this unit, in particular the ability to apply and/or explain out of specification situations.	Questions 5 and 6 on page 13 have been added to the assessment workbook. The underpinning knowledge has been supplied in the original version of the Learner Guide. These questions supplement the questions already present: Q. 3 on page 12; Q. 1 & 3 Page 11; Q. 1 on Page 10 all referring to the product and the quality of the product eg. Specifications	Yes
Yes	Minor	1.5 PMLCOM500B: The assessment does not cover all underpinning knowledge requirements of	The organisation has provided evidence of a revised assessment workbook assessment tools include all	Yes

		<p>this unit including the ability to apply skills; technical details of methods, data and sample collection and the key features of laboratory results. The assessment does not confirm depth of detail as applicable to a Diploma level assessment and as required in the Unit Descriptor. That is, gathering of information such as trend analysis, collection of data and samples, confirmation of validity of results, revision of plans, or product advice additional to that on data sheets. NOTE: During the audit, the RTO reviewed and revised its assessment materials for this unit. Additional assessment requirements were developed to broaden the range of evidence gathering to an appropriate level. The new assessment materials contain sufficient detail to demonstrate how all technical knowledge (as listed above) is covered. The underpinning knowledge requirements for this unit include the ability to apply and explain enterprise procedures relating to customer service with cognisance of cultural and social contexts, and OHS and environmental regulations, as well as technical details of methods, data and sample collection and the key features of laboratory results, and relevant health, safety and environment requirements. These items are not assessed. Additionally the Marking Guide in current format does not supply suitable benchmarking information for the assessment activities.</p>	<p>aspects of the unit's underpinning knowledge requirements. The organisation has provided evidence of a revised marking guide for the assessment activities that have been developed in order to provide for valid, reliable, flexible and fair assessment.</p>	
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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.