

Summary of AQTF audit information

As a Pre-qualified Supplier under the User Choice 2010 – 2015 program, Symbio Alliance 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.

RTO Details: HPC Holdings Pty Ltd ATF The Symbio Alliance Trust (Symbio Alliance 31329)

Audit date: 31 January 2011

Type of audit: Re-registration

Qualifications audited	
Qualification code	Qualification name
BSB40807	Certificate IV in Frontline Management
FDF20203	Certificate II in Pharmaceutical Manufacturing
FDF30103	Certificate III in Food Processing
	Course – 'Food Safety Supervisor' comprising: <i>SITXOHS002A Follow workplace hygiene procedures</i> <i>SITZFSA001A Implement food safety procedures</i>
MTM30807	Certificate III in Meat Processing (Meat Retailing)
MTM40207	Certificate IV in Meat Processing (Meat Safety)
TLI30107	Certificate III in Transport and Logistics
MSL50109	Diploma of Laboratory Technology

Audit outcomes			Rectification	
<i>Was non-compliance identified? Yes/No</i>	<i>If 'Yes' non-compliance type</i>	<i>Summary of non-compliance</i>	<i>Actions taken to rectify non-compliance</i>	<i>Has the non-compliance been rectified? Yes/No</i>
Standard 1 The RTO provided quality training and assessment across all of its operations? (1.1, 1.2, 1.3, 1.4, 1.5)				
Yes	Significant	Suitable training and assessment strategies were not developed or not compliant for some qualifications. Did not provide resources to support delivery of some training packages. Did not provide evidence of ensuring currency, sufficiency and effectiveness of its staff, facilities and assessment materials. Insufficient evidence of sufficient development of VET knowledge and skills, industry currency and trainer/assessor competence for some trainers. Systematic problems with assessment tools across all qualifications.	Provided updated Training and assessment strategies which met resource requirements. Amended training and assessment strategies to include only available resources Amended policy provided. Additional evidence provided to demonstrate competence for all trainers. One trainer removed from delivering a training package. Revised assessment tools and systems provided.	Yes
Standard 2 The RTO adheres to principles of access and equity and maximises outcomes for its clients				
No	N/A	Compliant	N/A	N/A
Standard 3 Management systems are responsive to the needs to clients, staff and stakeholders, and the environment in which the RTP operates				
Yes	Significant	Student records were not complete (not all elements attempted or marked as satisfactory). There were variations in marking between trainers.	Provided a 'Management of Student Records' procedures, that will ensure all trainers mark the assessments and observation sheets correctly. The procedure will also confirm the final assessment outcome is accurate	Yes
User Choice Contract				
No	N/A	Compliant		

Explanatory Notes:

Non-compliance with the AQTF means that requirements of the audit 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 sufficient focus on quality training and assessment outcomes

Critical: Critical adverse impact on learners with widespread or persistent dissatisfaction with services and outcomes