

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.

Audit Date: 18-19 March 2008

Qualifications audited	
Qualification code	Qualification name
MTM20400	Certificate II in Meat Processing (Food Services)
MTM30800	Certificate III in Meat Processing (Meat Retailing)

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	Symbio Alliance's "Payment of Tuition Fees" document and "Code of Practice" included statements referring to full refunds given to students whose training contracts are cancelled or who withdraw from training. However, the statement did not refer to proportionate refunds for units of competency commenced but not completed.	Symbio Alliance provided the department with evidence of amended student information material that contains statements referring to the provision of a proportionate refund for units of competency commenced but not completed. Symbio Alliance is now compliant against the requirements of this clause.	Yes

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.