

Queensland Child Care Service Pty Ltd as Trustee for the Queensland Child Care Service Trust T/A Australian Institute of Early Childhood Studies– NTIS # 30693

RTO DETAILS			
NTIS number	30693	Registration expiry	07/01/2012
Principal Address	56 Commercial Drive, Shailer Park, Qld.		
RTO contact	Katie Bryan	Phone number	3801 4866
Operations	<p>The organisation's core clients are employed in childcare centres or are existing workers requiring a formal qualification due to changes in legislation.</p> <p>The organisation provides fee for service training. Students are supported by trainer visits every four weeks and access training via an on-line website. The organisation offers training support six days a week.</p> <p>The organisation delivers TAA40104 Certificate IV in Training and Assessment with the majority of students completing the qualification via correspondence.</p> <p>The organisation has a current 2006/2010 User Choice funding contract to the value of \$183,300 which is approximately 30% of its annual business. The organisation also has a Productivity Places Program funding contract to the value of \$109,880.</p> <p>Approximate number of completions in the past year per qualification: CHC30402 Certificate III in Children's Services - 87 CHC50302 Diploma of Children's Services - 60 TAA40104 Certificate IV in Training and Assessment – 2 completed via RPL.</p> <p>Approximate number of current enrolments per qualification: CHC30402 Certificate III in Children's Services - 145 CHC50302 Diploma of Children's Services - 34 TAA40104 Certificate IV in Training and Assessment – 13.</p>		
AUDIT TEAM			
Lead Auditor	Anthony Barkey	Auditor/s	n/a
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AUDIT DETAILS			
Reason/s for audit	Integrated and monitoring		
Audit date/s	28 and 29 October 2009	Audit number/s	Integrated – 3069316367A Monitoring – 3069315359A
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3		
Conditions audited	NIL		
User Choice schedule number/s and value/s	UC104313 – 2009/2010 User Choice (A & T) TS001 – CHC30402 Certificate III in Children's Services \$54,000.00; TS002 – CHC50302 Diploma of Children's Services \$129,300.00.		
User Choice clauses audited	3(h), 6(a), 7(b), 18		
Audit outcome on day of audit	Compliant <input type="checkbox"/> Significant non-compliance <input checked="" type="checkbox"/> Minor non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>		
Rectification received	4 January 2010		

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Audit outcome following rectification	Compliant <input checked="" type="checkbox"/> Minor non-compliance <input type="checkbox"/>	Significant non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>		
Other audit notes	<p>The auditor explained that on QTIS (Queensland Training Information Services) the CHC02 Community Services qualifications are now in teach out and no new enrolments of apprentices/trainees was permitted after 29 September 2009. The auditor informed the organisation students enrolled after 30 September 2009 must be enrolled in the CHC08 qualifications.</p> <p>The organisation is registered for the current qualifications from the CHC08 Community Services Training Package; however, due to non-delivery the qualifications were not included in the audit activity. The organisation's representative stated that it was still in the process of developing its training and assessment products for the new qualifications.</p>			
FOCUS OF AUDIT				
Code	Qualification/Course/Unit title	Regulated outcome	Delivery venues	Govt funding
CHC30402	Certificate III in Children's Services	<input type="checkbox"/>	RTO, workplace, online	UC, PPP
CHC50302	Diploma of Children's Services	<input type="checkbox"/>	RTO, workplace, online	UC, PPP.
TAA40104	Certificate IV in Training and Assessment	<input type="checkbox"/>	Correspondence	
INTERVIEWEE/S – Staff (and position), Employers, Students				
Katie Bryan, Business Manager				
Harmony Profke, Trainer/assessor				

Standard 1: The RTO provides quality training and assessment across all of its operations	
Elements	Examined at audit
1.1 The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.	<input checked="" type="checkbox"/>
1.2 Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry stakeholders.	<input checked="" type="checkbox"/>
1.3 Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.	<input checked="" type="checkbox"/>
1.4 Training and assessment are conducted by training and assessors who: <ul style="list-style-type: none"> a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors b) have the relevant vocational competencies at least to the level being delivered or assessed, and c) continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of the RTO's services. 	<input checked="" type="checkbox"/>
1.5 Assessment, including Recognition of Prior Learning (RPL): <ul style="list-style-type: none"> a) meets the requirements of the relevant Training Package or accredited course b) is conducted in accordance with the principles of assessment and the rules of evidence c) meets workplace and, where relevant, regulatory requirements. 	<input checked="" type="checkbox"/>
Audit findings	
At time of audit: <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not Compliant	Following rectification received: 4/01/2010 <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant
Technical advice has been incorporated into the findings for this standard for the following qualification: <ul style="list-style-type: none"> • TAA40104 Certificate IV in Training and Assessment Validation of User Choice funding claims was conducted for the following qualifications: <ul style="list-style-type: none"> • CHC30402 Certificate III in Children's Services • CHC50302 Diploma of Children's Services. Findings: The organisation has formed an industry consultation committee that meets on a quarterly basis. The committee consists of external employers, industry representatives and trainers/assessors of the organisation. Recent discussions have been around the implementation of the new CHC08 Community Services Training Package, training and assessment strategies and industry and regulatory/legislative requirements. Trainer/assessors participate in fortnightly meetings to discuss training and assessment tools and to further develop and implement changes that may be required. Improvements that are identified are followed up at the next meeting to ensure training package and unit of competency requirements are being met in relation to the principals of assessment and rules of evidence. The organisation conducts a number of surveys throughout a calendar year including student exit surveys, course evaluation and destination surveys. The organisation evaluates the data received from feedback every eight months. The organisation has sufficient facilities and equipment at its premises to conduct training delivery and assessment. Prior to a training agreement being signed the organisation conducts an evaluation of all facilities and equipment in the student's workplace to ensure the range of work can be achieved. Students are provided with sufficient training resources. The organisation's trainers/assessors meet the national benchmark competency requirements, have extensive vocational competence and participate in on-going development activities in industry and training and assessment. The organisation conducts annual reviews of its trainers/assessors to ensure quality training and assessment practices. The organisation uses this review to identify ongoing professional development activities for its trainers/assessors.	

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The strategies for training and assessment of TAA40104 Certificate IV in Training and Assessment, CHC30402 Certificate III in Children's Services and CHC50302 Diploma of Children's Services do not accurately identify the assessment methods used.

The organisation uses purchased resource material (J.N.Bailey) for training and assessment of TAA40104 Certificate IV in Training and Assessment. The organisation has not conducted an analysis of these materials to ensure they address all aspects of each unit (note the J. N. Bailey Disclaimer statement inside the front cover of each learner guide). The materials are set out to address performance criteria. While this indicates that all performance criteria are addressed, it does not give any indication the required knowledge and skills and specific evidence requirements are addressed.

On review of the organisation's assessment processes and tools significant non-compliance was identified.

CHC3402 Certificate III in Children's ServicesCHCCCN4D Respond to illness, accidents and emergencies

The assessment tools do not sufficiently address all the essential knowledge, essential skills, critical aspects and performance criteria requirements of the unit.

The organisation provided a copy of a completed record training book as the practical assessment tool and third party report. The record training book is a copy of the performance criteria for each unit of competency and does not interpret the unit into the observable behaviours students are required to demonstrate to workplace/industry standards. The auditor reinforced that the record training book can not be used as a form of assessment and the organisation is required to develop a separate practical assessment tool for assessors and if needed a reporting document for the workplace supervisor.

The organisation provided sufficient benchmark criteria for the case study/scenario questions. However, when examining students' completed assessment tasks the benchmark criteria had not been followed as gaps were identified in the responses. Further, the student had failed to complete the tasks against the instructions.

The assessment tools do not provide clear instructions to the students on the assessment requirements. The instructions contain the following (*"in this assessment task you need to demonstrate competency in the following performance criteria"*). Students and/or workplace supervisors should not be expected to interpret training package requirements. It is up to the training organisation to interpret the requirements into appropriate language used in the workplace or in the childcare industry.

CHCHILD1C Identify and respond to young children and people at risk of harm

The assessment tools do not sufficiently address the unit's essential knowledge, essential skills, critical aspects and performance criteria requirements.

The organisation only provided 'assessment criteria' for the project and had not retained the actual pamphlet the student was required to create. The benchmark criteria do not contain sufficient detail to enable assessors to determine a valid and consistent judgement of competency across a range of learners.

The organisation provided a copy of a completed record training book as the practical assessment tool and third party report. The record training book is a copy of the performance criteria for each unit of competency and does not interpret the unit into observable behaviours students are required to demonstrate to workplace/industry standards. The auditor reinforced that the record training book can not be used as a form of assessment and the organisation is required to develop a separate practical assessment tool for assessors and if needed a reporting document for the workplace supervisor.

The assessment tools do not provide clear instructions to the students on the assessment requirements. The instructions contain the following (*"in this assessment task you need to demonstrate competency in the following performance criteria"*). Students and/or workplace supervisors should not be expected to interpret training package requirements. It is up to the training organisation to interpret the requirements into appropriate language used in the workplace or in the childcare industry.

CHC50302 Diploma of Children's ServicesCHCFC3C Foster and enhance children's social, emotional and psychological developmentCHCORG5B Maintain an effective work environment

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The organisation's assessment tools do not sufficiently address all of the essential knowledge, essential skills, critical aspects and performance criteria requirements of the units.

The organisation did not have benchmark criteria developed for the written assessment tools for either unit of competency.

The organisation provided a copy of a completed record training book as the practical assessment tool and third party report. The record training book is a copy of the performance criteria for each unit of competency and does not interpret the unit into observable behaviours students are required to demonstrate to workplace/industry standards. The auditor reinforced that the record training book can not be used as a form of assessment and the organisation is required to develop a separate practical assessment tool for assessors and if needed a reporting document for the workplace supervisor.

TAA40104 Certificate IV in Training and Assessment

TAADES401B Use training packages to meet clients needs

The organisation's written assessment only addressed the performance criteria of the unit and there are significant gaps in addressing the full unit's requirements including knowledge, skills and critical aspects of evidence.

The organisation's assessment tools do not meet the specific evidence requirement for "a minimum of two examples of unpacking training specifications including at least one training package. The other may be another Training Package or accredited course which meets the vocational outcomes of the learner." The tasks set refer to one training package.

TAAASS403B Develop assessment tools

The organisation's assessment tools do not address all of the unit's knowledge requirements.

The practical tasks do not meet the specific evidence requirements for example; "the tools must address at least three units of competency or accredited curricula, packaged in qualifications at different AQF levels". (Note that this requires the development of a "suite" of tools for each of three units.) The tasks set refer to three assessment tools at the one AQF level.

Implications for training/assessment quality:

The requirements of the AQTF have not been met based on the evidence reviewed and there are indications of a significant adverse impact on learners in the training environment or the current (or future) workplace. Evidence indicates that training and assessment systems are not sufficiently focused on quality training and assessment outcomes and meeting individual learners' needs in some areas of the RTO's operations.

Financial implications regarding validation of User Choice funding claims:

As significant non-compliances were identified with the organisations assessment process and tools the auditor is unable to substantiate that sufficient evidence has been retained to support a competency outcome for AVETMISS Outcome Identifier Code (20) against Clause 6 (a) of the User Choice contract.

On 12 November 2009, the Contract Moderation Committee met to discuss the findings of the non-compliances identified at the audit. The committee decided that due to the significant non-compliances the department would seek recovery of funds for the units of competency examined.

Rectification required:

The organisation is required to provide evidence that its strategies for training and assessment for TAA40104 Certificate IV in Training and Assessment, CHC30708 Certificate III in Children's Services and CHC50908 Diploma of Children's Services (Early Childhood Education and Care) clearly identify the assessment methods being used to assess students. Further, the organisation is to ensure that its strategies for training and assessment also correctly identify the pre-requisite units of competency where relevant.

TAA40104 Certificate IV in Training and Assessment

TAADES401B Use training packages to meet clients needs

TAAASS403B Develop assessment tools

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The organisation is required to provide evidence that its assessment tools have been amended or re-developed to sufficiently address all the knowledge and the specific evidence requirements of the units of competency. Benchmark criteria are required for the amended assessment tools.

CHC30708 Certificate III in Children's Services

CHCCN301A Ensure children's health and safety

CHCCHILD401A Identify and respond to children and young people at risk

CHC50908 Diploma of Children's Services (Early Childhood Education and Care)

CHCFC503A Foster social development in early childhood

CHCORG506C Coordinate the work environment

The organisation is required to provide the full range of assessment tools for the units listed above (Certificate III and Diploma). The assessment tools are to address all critical aspects of evidence, required knowledge, performance criteria and context of and consistency of assessment requirements. Benchmark criteria for all tools are to be provided.

The practical assessments are to interpret the requirements of the units into observable behaviours/tasks and be supported by benchmark criteria which indicate the standard of performance for competency to be achieved.

Where the organisation utilises a third party report to support the formal assessment of a unit, the third party report must be interpreted into workplace based tasks and indicate the expected standard of performance. Refer to the definition of competency on page 45 of the AQTF Users' Guide to the Essential Standards for Registration and Element 1.5c which states assessment 'meets workplace and, where relevant, regulatory requirements'.

All of the assessment tools must include sufficient information to students and assessors regarding the context and purpose of the activities.

Analysis of rectification received 4 January 2010:

The organisation provided amended strategies for training and assessment for TAA40104 Certificate IV in Training and Assessment, CHC30708 Certificate III in Children's Services and CHC50908 Diploma of Children's Services (Early Childhood Education and Care) that accurately reflects the assessment methods being used to assess students. Further, the organisations strategies for training and assessment identify the pre-requisite units of competency for CHC50908 Diploma of Children's Services (Early Childhood Education and Care).

CHC30708 Certificate III in Children's Services

CHCCN301A Ensure children's health and safety

CHCCHILD401A Identify and respond to children and young people at risk

CHC50908 Diploma of Children's Services (Early Childhood Education and Care)

CHCFC503A Foster social development in early childhood

CHCORG506C Coordinate the work environment

The organisation provided a full range of new assessment tools for the units listed above (Certificate III and Diploma). The assessment tasks consisted of various scenarios, case study and research activities with the inclusion of practical assessment. The assessment tools sufficiently address all critical aspects of evidence, required knowledge, performance criteria and context of and consistency of assessment requirements. Sufficient benchmark criteria for all tools were provided.

The practical assessments interpret the requirements of the units into observable behaviours/tasks and are supported by clear benchmark criteria which indicate the standard of performance for competency to be achieved.

The third party report that is used to support the formal assessment of a unit is interpreted into workplace based tasks and indicates the expected standard of performance.

All of the assessment tools include sufficient information to students and assessors regarding the context and purpose of the activities.

TAA40104 Certificate IV in Training and Assessment

TAADES401B Use training packages to meet clients needs

TAAASS403B Develop assessment tools

The organisation provided evidence that its assessment tools have been amended to sufficiently address all the knowledge and the specific evidence requirements of the units of competency.

The organisation provided benchmark criteria for the amended assessment tools.

Strengths

- Nil identified.

Opportunities for Improvement

- The RTO should undertake an analysis of the J.N.Bailey training materials to satisfy itself that they address all unit requirements for TAA40104 Certificate IV in Training and Assessment. In particular, it should check if all required knowledge and skills are addressed and if all specific evidence requirements are addressed in full.
- As part of its continuous improvement process the organisation should upgrade the assessment of all units delivered in TAA40104 Certificate IV in Training and Assessment in the light of findings made above about the two units examined.
- The RTO could amend its assessment reports for TAA40104 Certificate IV in Training and Assessment so they include the assessor's name as well as signature. Often signatures are difficult to read at a later date, especially if people have moved on. It is possible that the organisation could be asked to identify an assessor some time after an assessment occurred.
- The auditor recommends that the organisation reserves the use of competent/not yet competent to indicate the overall result for a unit of competency and use satisfactory/not satisfactory (or similar terms) to indicate performance in individual assessment items/activities.

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients

Elements	Examined at audit
2.1 The RTO continuously improves client services by collecting, analysing and acting on relevant data.	<input checked="" type="checkbox"/>
2.2 Before clients enrol or enter into a contract, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.	<input checked="" type="checkbox"/>
2.3 Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.	<input checked="" type="checkbox"/>
2.4 Learners receive training, assessment and support services that meet their individual needs.	<input checked="" type="checkbox"/>
2.5 Learners have timely access to current and accurate records of their participation and progress.	<input type="checkbox"/>
2.6 Complaints and appeals are addressed efficiently and effectively.	<input type="checkbox"/>

Audit findings

At time of audit:

- Compliant
 Not Compliant

Following rectification received [04/01/10]:

- Compliant
 Not Compliant

Findings:

The organisation regularly seeks feedback from its students, employers and industry stakeholders on its client services by self developed surveys and the quality indicator questionnaires, network meetings and conducting six monthly internal audits of client service policies and procedures.

The data collected from these sources are analysed against key performance indicators, where improvements are recognised they are incorporated into the organisation's improvement register and action plans developed. The organisation provided evidence of how it has streamlined its enrolment process in response to client feedback.

The organisation issues a 'student information and enrolment guide' to prospective clients interested in enrolling in one of the organisation's fee for service or productivity places programs. It contains basic information on the organisations services, qualification/s including expected duration for full-time and part-time study, training and assessment methods, enrolment procedure, fee structures and the rights and responsibilities of students.

Students are issued with a 'student handbook' which contains more comprehensive information regarding codes of practice, course admission, vocational outcomes, student fees, refunds, support services, learning resources available and records management including the procedure for accessing personal files.

The organisation's web site also details the enrolment procedures and student handbook information. The organisation conducts reviews of the content contained on its web site every six months. The student information handbooks, enrolment guide any other hard copy documents are reviewed on an annual basis.

The organisation has developed a separate student handbook for apprentices and trainees which includes details on the responsibilities and rights of the apprentice/trainee, SRTTO and employers.

The organisation uses a training plan to negotiate the training and assessment program, the employer contribution requirements for training and to ensure the range of work is available for the apprentice/trainee to satisfactorily complete the qualification. The training plan allows RTO staff to monitor progression through the apprenticeship/traineeship. The organisations' trainers/assessors also conduct monthly workplace visits to ensure adequate progression is achieved by the apprentice/trainee and the range of work has been made available by the employer.

On enrolment students complete a learning evaluation form for identification of any learning needs, if any are identified a trainer/assessor discusses the support available. If it is a service the organisation can not provide it will approach external organisations for assistance. The organisations enrolment form has the provision for clients to self identify if learning support services are required.

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Non-compliances:

The non-compliances identified relate to:

- the quality of outcomes due to inadequate processes regarding employer's contribution to assessment decisions
- the validity of the assessment tools being used to gain the employer support.

Financial implications regarding validation of User Choice funding claims:

Non-compliances identified against Standard 1 and 2 also incorporate User Choice contractual arrangements. Consequently, the auditor is unable to substantiate that sufficient evidence has been retained to support a competency outcome for AVETMISS Outcome Identifier Code (20) against Clause 6 (a) of the User Choice contract.

Rectification required:

The organisation is required to demonstrate the process it will use for gathering the employer's support for a competency decision by commenting on a student's ability to perform particular tasks and duties to the standard of performance expected in the workplace. Refer to the definition of competency on page 45 of the AQTF Users' Guide to the Essential Standards for Registration and Element 1.5c which states assessment 'meets workplace and, where relevant, regulatory requirements'.

Analysis of rectification received 4 January 2010:

The organisation provided a suitable third party report that it has developed for gathering the employer's support. The report allows employers to comment on a student's ability to perform particular tasks and duties to the standard of performance expected in the workplace.

Strengths

- Nil identified

Opportunities for Improvement

- Nil identified

Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates

Elements	Examined at audit
3.1 The RTO uses a systematic and continuous improvement approach to the management of operations.	<input checked="" type="checkbox"/>
3.2 The RTO monitors training and/or assessment services provided on its behalf to ensure that they comply with all aspects of the <i>AQTF 2007 Essential Standards for Registration</i> .	<input type="checkbox"/>
3.3 The RTO manages records to ensure their accuracy and integrity.	<input checked="" type="checkbox"/>

Audit findings

At time of audit:

- Compliant
 Not Compliant

Following rectification received [04/01/10]:

- Compliant
 Not Compliant

Findings:

Staff attend an induction day where the organisation discusses the requirements within duty statements, RTO Trainer/Assessor handbook and trainers procedure manual. Staff are updated every six months of any improvements made to policies and procedures which are also recorded in an improvement register. The organisation also advises its staff of changes at fortnightly staff meetings.

Internal audits are conducted on a six monthly basis by the Business Manager. Where non-compliances are identified, the organisation implements a strategy to rectify the non-compliances. Once rectifications have been completed the organisation updates its improvement register.

Non-compliances:

The organisation's statement of attainment did not comply with the requirements of the AQF Implementation Handbook.

Rectification required:

The organisation is required to provide evidence that its statement of attainment meets the requirements of the AQF

Implementation Handbook.

Analysis of rectification received 4 January 2010:

The organisation provided a copy of its amended statement of attainment which now meets all the requirements of the AQF Implementation Handbook.

Strengths

- Nil identified

Opportunities for Improvement

- Nil identified

User Choice Contract

Clause	Examined at audit
3h The supplier must comply with the User Choice fees and charges requirements set out in Appendix 3.	<input checked="" type="checkbox"/>
6a The Supplier must fully and correctly provide to the Department the reports set out in Item 1 of Appendix 5 in accordance with the timeframes set out in Item 2 of Appendix 5.	<input checked="" type="checkbox"/>
7b Unless otherwise specified or approved in writing by the Department, the Department will not pay, without limitation, the Supplier for the provision of the Services set out in Item 5 of Appendix 6.	<input checked="" type="checkbox"/>
18 The Supplier must collect and retain documents, records and information in accordance with Item 3 of Appendix 2.	<input checked="" type="checkbox"/>

Audit findings

At time of audit:

- Compliant
 Not Compliant

Following rectification received [04/01/10]:

- Compliant
 Not Compliant

Findings:

The organisation has complied with the majority of the User Choice contract clauses in relation to User Choice student contribution fees and the collection, retention of documents, records and information in accordance with contract requirements.

Non-compliances:

Refer Standard 1 and 2.

The organisation predominately delivers training and assessment in the workplace. It was identified that the AVETMISS postcode being reported by the organisation is its head office not the workplace of the apprentice/trainee.

Financial implications regarding validation of User Choice funding claims:

As significant non-compliances were identified with the organisations assessment process and tools. The auditor is unable to substantiate that sufficient evidence has been retained to support a competency outcome for AVETMISS Outcome Identifier Code (20) against Clause 6 (a) of the User Choice contract.

On 12 November 2009, the Contract Moderation Committee met to discuss the findings of the non-compliances identified at the audit. The committee decided that due to the significant non-compliances the department would seek recovery of funds for the units of competency examined.

Rectification required:

Refer Standard 1 and 2.

The organisation is required to provide a written commitment that it will report the correct AVETMISS postcode/s to accurately reflect where the organisation predominately provides training/assessment.

Analysis of rectification received 4 January 2010:

Refer Standard 1 and 2

The organisation provided a written commitment that it will report the correct AVETMISS postcode/s to accurately reflect where the organisation predominately provides training and assessment.

Opportunities for Improvement

- Nil identified