

## Summary of VET Quality Framework audit information.

As a Pre-qualified Supplier, MAX Solutions is required to publish audit information in relation to its compliance with the VET Quality Framework.

Public funding is paid directly to Pre-qualified Suppliers for the delivery of accredited entry-level training to eligible Apprentices and Trainees.

The VET Quality Framework 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. A VET Quality Framework audit reviews evidence of an organisations' compliance with the requirements of the VET Quality Framework *Essential Standards for 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: 8-9 September 2015

Qualifications/Competencies	
Qualification/Competency code	Qualification/Competency name
BSB20211	Certificate II in Customer Contact
BSB40812	Certificate IV in Frontline Management
CHC30212	Certificate III in Aged Care
CHC42012	Certificate IV in Employment Services
FSK20113	Certificate II in Skills for Work and Vocational Pathways
SIR20212	Certificate II in Retail Services
BSB20215	Certificate II in Customer Engagement
CHC30113	Certificate III in Early Childhood Education and Care
CHC30312	Certificate III in Home and Community Care
FSK10113	Certificate I in Access to Vocational Pathways
SIR20312	Certificate II in Retail Fast Food
SIT10112	Certificate I in Tourism (Australian Indigenous Culture)
SIT20213	Certificate II in Hospitality

At the completion of the audit the RTO has demonstrated compliance with the VET Quality Framework in particular the *Standards for Registered Training Organisations 2015* Clauses 1.1, 1.4, 1.8, 2.1 and 3.1 as they relate to the non-compliances with regards to the RTOs renewal of registration audit.

Audit outcome			Rectification	
Was non-compliance identified?	If "Yes", non-compliance type	Summary of non-compliance	Actions taken to rectify the non-compliance	Has the non-compliance been rectified
Yes	Significant	Training and Assessment Strategies (TAS) did not reflect all Training package requirements	TAS amended to reflect all requirements of the training package including Volume to Learning	Yes
Yes	Significant	Assessment methods outlined in the TAS did not always reflect the actual assessment methods	TAS amended to reflect actual assessment methods	Yes
Yes	Significant	HR files did not contain enough evidence to ensure the RTO has sufficient trainers/assessors to meet the requirements of the RTO	Further evidence was supplied to ensure the RTO has sufficient trainers/assessors to meet the requirements of the RTO	Yes
Yes	Significant	The RTO did not demonstrate that training and assessment practices are consistent with the requirements of the training packages	The RTO has reviewed and updated training and assessment practices to ensure they are consistent with the requirements of the training packages	Yes
Yes	Significant	The RTO did not supply sufficient evidence to ensure the assessment system complied with the assessment requirements of the training package and were conducted in accordance with the Principles of Assessment and Rules of Evidence	The RTO reviewed and updated the assessment systems to ensure compliance with training packages and are conducted according to the Principles of Assessment and Rules of Evidence	Yes

Explanatory notes:

Non-compliance with the VET Quality Framework means that requirements of the VET Quality Framework Standards for RTO's 2015 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:** The evidence reviewed indicates that the requirements of the VET Quality Framework have not been met but there is minimal or no serious adverse impact on learners and /or persons affected by the outcomes of the training and assessment service provided.

**Significant:** The evidence reviewed indicates that the requirements of the VET Quality Framework have not been met and there are indications of a serious or potentially serious adverse impact on learners and /or persons affected by the outcomes of the training and assessment service provided.

**Critical:** The evidence reviewed indicates that the requirements of the VET Quality Framework have not been met and there is an actual or potential critical adverse impact on learners and /or persons affected by the outcomes of the training and assessment service provided