

Queensland Summary of AQTF audit information

As a Pre-qualified Supplier under the User Choice 2010 – 2015 program, J2S Training Solutions is required to publish audit information in relation to its compliance with the Australian Quality Training Framework (AQTF).

The Queensland 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.

J2S Training Solutions Pty Ltd, RTO Number 90940

Audit Date: 03 July 2009

Qualification audited	
Qualification code	Qualification name
BSB40507	Certificate IV in Business Administration
BSB40807	Certificate IV in Frontline Management
BSB 40201	Certificate IV in Business Administration (superseded)
CHC 30208	Certificate III in Aged Care
CHC 40108	Certificate IV in Aged Care
ICA20105	Certificate II in Information Technology
ICT 40102	Certificate IV in Customer Contact
PRM30104	Certificate III (Cleaning Operations)
SIR20207	Certificate II in Retail
SIR30207	Certificate III in Retail

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/No	Minor, Significant, Critical			Yes/No
Yes	Significant	No evidence to demonstrate feedback is acted upon.	Strengthening of Continuous Improvement policies regarding the collection and analysing of feedback, Compliance Officer assigned to monitor process.	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 outcome