

# Audit Results Report



The following table summarises the latest audit findings in relation to regulatory audit against the requirements of the PQS Policy 2014-15 and the Standards for NVR Registered Training Organisations 2012 for TAFE Queensland East Coast.

<b>Audit</b>	PQS Compliance Audit (User Choice 2010 - 2015)		
<b>Qualifications</b>	CHC50908 Diploma of Children's Services (Early Childhood Education and Care) CPC30211 Certificate III in Carpentry HLT31812 Certificate III in Dental Assisting LMF30502 Certificate III in Furniture Making (Wood Machining) RGR30108 Certificate III in Racing (Trackrider) RGR30208 Certificate III in Racing (Advanced Stablehand) RGR40208 Certificate IV in Racing (Jockey) SIR30212 Certificate III in Retail Operations SIT30707 Certificate III in Hospitality SIT30807 Certificate III in Hospitality (Commercial Cookery)		
<b>Audit non-compliances identified?</b>	Yes	<b>Audit Date</b>	25 - 25 June 2014
<b>Summary of significant and/or critical audit non-compliances</b>	<b>Outcome rating for audit</b>	<b>Audit non-compliances rectified?</b>	<b>Actions taken to rectify</b>
<i>RGR30208 Certificate III in Racing (Advanced Stablehand)</i> AVETMISS postcode, units trained in location that attracted lower rate.	Non-Compliant Significant	Yes	Data adjusted to reflect correct location of training and submitted.
<i>SIT30807 Certificate III in Hospitality (Commercial Cookery)</i> Evidence did not support 'Not Yet Competent' result awarded.	Non-Compliant Significant	Yes	Data adjusted and resubmitted. Assessment record amended to reflect two assessment attempts made leading to the not yet competent result awarded. Training in resulting provided to educational staff.
<i>RGR30108 Certificate III in Racing (Trackrider); and</i> <i>SIT30707 Certificate III in Hospitality</i> Pre-requisite units not assessed prior to other units.	Non-Compliant Critical	Yes	Business Process Review Program Planning undertaken with processes to be established. New TAFE Queensland Training and Assessment Strategy guideline currently in draft and to be implemented. Improved monitoring practices for third party arrangements with delegated approval for all third party delivery plans. Reinforced correct enrolment patterns with our customer care staff to ensure correct order of study when pre-requisites are involved. Improved information material explaining the process/requirements for enrolment of pre-requisites.
<i>CPC30211 Certificate III in Carpentry</i> Assessment not retained and does not meet training package requirements.	Non-Compliant Significant	Yes	Assessment to be retained and to be checked to ensure that it meets the training package.