

## Summary of AQTF or VET Quality Framework audit information

As a Pre-qualified Supplier under the User Choice 2010 – 2015 program, **DDonnarumma ATF Champagne Trust** is required to publish audit information in relation to its compliance with the Australian Quality Training Framework (AQTF) or VET Quality Framework.

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 or 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.

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.

A VET Quality Framework audit of a registered training organisation reviews evidence of compliance with the requirements of the VET Quality Framework 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:** 22<sup>nd</sup> and 23<sup>rd</sup> February 2012

Qualifications audited	
Qualification code	Qualification name
SIB20210	Certificate II in Nail Technology
SIB40110	Certificate IV in Beauty Therapy
HLT50307	Diploma of Remedial Massage
HLT40307	Certificate IV in Massage Therapy Practice
SIB70110	Vocational Graduate Certificate in Intense Pulsed Light and Laser Hair Removal

This application for registration was made due to a change of ownership. The previous iteration of the organisation was Demi International Training School, # 31366. Conditional approval of registration as a training organisation has been granted in accordance with the *Policy for Changes to Organisational Status*. Provisional registration commenced 19 January 2012 and ceases if the applicant cannot demonstrate compliance with AQTF Essential Conditions and Standards for Initial Registration within 90 days.

- Conditional approval was granted for the following qualifications:

- SIB30110 Certificate III in Beauty Services
- SIB40110 Certificate IV in Beauty Therapy
- SIB50110 Diploma of Beauty Therapy

- The application included the following additional qualifications which were NOT delivered by the previous RTO, Demi International Training School:

- SIB20210 Certificate II in Nail Technology
- SIB70110 Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction
- HLT40307 Certificate IV in Massage Therapy Practice
- HLT50307 Diploma of Remedial Massage

- As the applicant does not intend to enter into any partnership arrangements, Element 3.3 was not evaluated at audit.

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	Significant for Standard 1 Only.	<p><b>SIB40110 Certificate IV in Beauty Therapy</b>  <i>SIBBCCS406A Use electricity in beauty therapy treatments</i>  For the above unit of competency, insufficient evidence was provided to demonstrate that the organisation has developed assessment tools to address all aspects of the required knowledge and skills.</p> <p><b>SIB20210 Certificate II in Nail Technology</b>  <i>SIBBNLS203A Apply ultraviolet gel nail enhancement</i>  <i>SIBBNLS206A Use electric file equipment for nails</i></p> <p><b>SIB70110 Vocational Graduate Certificate in Intense Pulsed Light and Laser Hair Reduction</b>  <i>SIBBHRS706A Design intense pulsed light and laser hair reduction treatment programs</i>  <i>SIBBHRS707A Provide intense pulsed light and laser hair reduction treatments</i></p> <p><b>HLT40307 Certificate IV in Massage Therapy Practice</b>  <i>HLTREM406C Provide massage treatment</i>  <i>HLTREM408C Apply massage assessment framework</i></p> <p><b>HLT50307 Diploma of Remedial Massage</b></p>	<p>The applicant has a defined continuous improvement strategy that allows for the collection and analysis of data. Feedback from trainers and students will be captured through the use of AQTF surveys. A 'Feedback form – former clients' document will be used to capture information from past students. Improvements have been made to the provision of supporting resources for students, from information received from current students since provisional registration was granted.</p> <p>Meetings will be conducted fortnightly with trainers and key personnel to communicate information received from industry skills councils; workshops attended; validation of assessments and training resources; moderation and review of training and assessment strategies; review of management practices and procedures; other improvements; employee ideas, and complaints. A standard meeting template will be developed to ensure all aspects of AQTF are reviewed at least annually. Any updates will be recorded in the 'Version Control Register'.</p> <p>Strategies for training and assessment consist of a compilation of documents and meet the requirements of the relevant Training Package and are developed in consultation with industry stakeholders. Industry consultation has occurred with the Industry Skills Councils for Beauty Therapy and Massage. A 'Competency Matrix' has been developed for each qualification which outlines the delivery program and describes the human resources required for delivery. Resources are specified in each unit of competency which is documented in the training material folders for each qualification. These folders specify the delivery requirements, the packaging rules, and include reference material. The applicant intends to create a single document</p>	YES within the 4 week timeframe.

*HLTAP501B Analyse health information*  
*HLTREM503C Plan remedial massage*  
*treatment strategy Provide intense pulsed*  
*light and laser hair reduction treatments*

For the above units no assessment tools were available for examination at audit.

The organisation is required to provide evidence to demonstrate it has enhanced its current master assessment tools so that they now sufficiently address the required knowledge and skills. Furthermore, evidence is to be provided to demonstrate the organisation has developed sufficient evidence criteria of the performance level required for all assessment tools to ensure consistent and reliable assessment judgement across a range of assessors and learners.

For the above units of competency the organisation is required to provide:

- A full range of assessment tools that address all the requirements of each unit of competency to confirm the organisation's ability and capacity to develop assessment tools that meet all the requirements of the training package.
- The organisation must ensure the amended materials:
- sufficiently address all elements and performance criteria and the range statement
  - sufficiently address the critical aspects of evidence
  - sufficiently address the required knowledge and skills
  - sufficiently address context and consistency of assessment requirements
  - provide for a valid, reliable, flexible and fair assessment
  - provide for the assessment of the student's ability to apply the skills and knowledge required of the units.
- Evidence to demonstrate all assessment tools are supported by criteria defining acceptable

for each strategy and a comprehensive template has been developed for this purpose. The 'Policy – Element 1.2' document

describes the process for development and maintenance of strategies for training and assessment.

Staff, facilities, equipment and training materials to be used by the applicant are consistent with the requirements of the applicant's training and assessment strategies. The applicant has purchased training materials including formative assessment tasks from Cengage Learning, covering all qualifications on the scope of registration. The purchased materials include PowerPoint presentations; additional materials for specific topics; mapping to units of competency and Learner guides.

The centre has three practical rooms set up as massage, beauty treatment and nail treatment rooms respectively. Additionally, there were two training rooms equipped with a whiteboard, TV/DVD, and desks allowing for training and assessment of theory and essential knowledge to occur.

The applicant had a defined strategy, procedures and measures to ensure training and assessment services are conducted by trainers and assessors who have the necessary training and assessment competencies; the relevant vocational competencies; can demonstrate current industry skills relevant to the training/assessment being undertaken; and continue to develop their VET knowledge and skills, industry currency and trainer/assessor competence. The 'HR Policy' described a professional development plan to be put in place for all trainers, and the process for annual performance appraisals. Sufficient information was provided to demonstrate compliance for the following trainer/assessors:

- Sarah Carew (HLT50307 Diploma of Remedial Massage and HLT40307 Certificate IV in Massage Therapy Practice)
- Rebecca Rodriguez (SIB40110 Certificate IV in Beauty Therapy)
- Roslyn Armour (SIB40110 Certificate IV in Beauty Therapy)
- Julie Watt (SIB20210 Certificate II in Nail Technology and SIB70110 Vocational Graduate Certificate in Intense Pulsed

		performance. • Evidence to demonstrate all assessment tools are supported by clear information to assessors and students about assessment requirements. • Evidence to demonstrate mechanisms are in place to provide for objective feedback to learners concerning their assessment.	Light and Laser Hair Reduction)	
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**Standard 2 and Standard 3 was all compliant at the first initial audit.**

Explanatory notes:

Non-compliance with the AQTF or VET Quality Framework 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.