



AQTF AUDIT 2010

Audit Date: 28 January 2010

Qualifications Audited:

- TAA40104
- BSB40807
- BSB40507

Audit non-compliance identified: Yes

- Audit Outcomes – Significant non-compliance

Reason for audit:

The audit was conducted due to a complaint received by the Department of Education Training and the Arts pertaining to:

- the misuse of the NRT logo by Alliance Partner Organisation - Upskilled Pty Ltd and Jade Corporate and Community Development (***finalised prior to audit***)
- advertising by organisation, in partnership with Upskilled Pty Ltd, to deliver BSB40507 and BSB40807 in eight days (***finalised prior to audit***)
- marketing included inaccurate qualification titles (***finalised prior to audit***)
- students enrolment with Upskilled Pty Ltd
- collection of student fees by Upskilled Pty Ltd on behalf of the RTO
- delivery of TAA40104 Certificate IV in Training and assessment in eight days.
- gaps in assessment process/tools addressing all unit requirements
- authentication/verification of evidence during the assessment process.

Outsource Services took immediate action to rectify the non-compliances identified as areas not finalised throughout the audit and are **pleased to announce our company have received a letter from the Department of Employment, Training and the Arts confirming all areas of non-compliance have been addressed and the audit activity is finalised.**

If you have any queries regarding the AQTF Audit, please contact Rachel Lee, Information and Systems Manager, on 1300 136 904.
