

## **Summary of Creating Links AQTF audit information**

The Australian Quality Training Framework (AQTF) provides national standards that all registered training organisations (RTOs) work within. The standards provide a benchmark to ensure that nationally consistent, high quality training and assessment services are provided by all RTOs throughout Australia.

An AQTF audit is conducted to assess whether an RTO is maintaining its compliance against the national standards, and assess if improvements can be made.

RTOs who have a good track record, and are consistently compliant are deemed low risk and audited less frequently.

Audit information is now published online to assist clients make an informed decision when selecting an RTO.

**Queensland Department Of Education and Training (DET)  
AQTF Audit Report: November 2009  
For Creating Links Pty Ltd – NTIS # 31688**

**Audit of:**

**LGA50104 Diploma of Local Government Administration (partial delivery)  
TAA50104 Diploma of Training and Assessment (partial delivery)**

**No non-compliances identified.**

### **Auditor comments are provided below:**

#### **Standard 1**

“The RTO is compliant with Standard 1. It has a strong continual improvement focus towards training and assessment as it conducts annual internal AQTF and validation audits, has embraced the use of Quality Indicator questionnaires, has developed additional feedback questionnaires, and uses those findings to inform its improvement activities.

The RTO has comprehensive and thorough training and assessment materials for all units on scope. Its training program is well written and provides sufficient information to students in order for them to attain competency.”

#### **Strengths**

The RTO has created a ‘Student Assessment Document’ that brings together its benchmark criteria, record of students completed work and the assessment outcome, and assessment mapping matrix.

“\_Audrey’s work as a consultant in her vocational area ensures she provides current, relevant training. She also displays a passion and a commitment to her industry.”

**Opportunities for improvement**

None identified

## **Standard 2**

The RTO demonstrated compliance with Standard 2. It is well organised and has a strong focus on maintaining relationships with clients and students in order to maximise client outcomes. It has a continuous improvement approach to the provision of services to meet client needs.

**Strengths**

The RTO’s direction/trainer/assessor has a strong background in cultural and community facilitation and brings her knowledge and practice experience to maximise outcomes for the RTO’s students

**Opportunities for improvement**

None identified

## **Standard 3**

The RTO demonstrated compliance with Standard 3 as it has a continuous improvement approach towards the management of its operations.

**Strengths**

None identified

**Opportunities for improvement**

None identified