

AQTF Essential Conditions and Standards for Continuing Registration

AUDIT REPORT – Limited Audit

RTO: Keyboard Concepts Pty Ltd
Audit Date: 20 May 2011

RTO DETAILS			
RTO Name	Keyboard Concepts	NTIS Number	21063
Address	Suite 3, 600 Hampton Street, Brighton 3186		
	Website	www.keyboardconcepts.com.au	
Registration Contact	Ms Jacky Heath		
Phone Number		Email	training@keyboardconcepts.com.au
Student Numbers			
AUDIT TEAM			
Lead Auditor	Sally Tansley	Auditor/s	
Technical Advisor/s		Observer/s	Anthony Heath
REGISTERING BODY DETAILS			
Contact Person	Katherine Papastathopoulos		
Phone Number	9651 3225	Email	vet.audit@edumail.vic.gov.au
AUDIT DETAILS			
Type of Audit	Renewal		
Conditions audited	6, 9.		
Standards audited	1.2, 1.3, 1.4, 1.5.	2.7	3 – not audited
Audit Date/s	20 May 2011		
Other audit notes	<p>The RTO was first registered in 2001. The business has been operating since 1986. The majority of the organisation's business dealing and revenue come from short courses that it offers to a corporate audience including Microsoft Office packages such as Excel, Access, Word, Power Point, etc. The Course Delivery information provided by the RTO shows 1 student completed the Certificate I in Information Technology in 2010 and that the RTO has 12 students enrolled in 2011, 1 in the Certificate II in Information Technology, 5 in the Certificate III in Business Administration and 6 in the Certificate IV in Business Administration.</p> <p>The RTO has recently been awarded a contract for funding for all qualifications on scope through the Victorian Training Guarantee. This funding is based on providing training for occupations that are in demand and critical skill shortages as defined by Skills Victoria.</p>		
ACCOMPANYING REPORTS			
VRQA Guidelines Audit Report			Yes
VRQA Guidelines – Re-registration Checklist			No

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FOCUS OF AUDIT		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
NTIS Code	Qualification/Unit of Competence/Accredited Course (as per NTIS)	Delivery Site
ICA20105	Certificate II in Information Technology	Victoria
BSB40507	Certificate IV in Business Administration	Victoria

INTERVIEWEE/S: Staff name and position; employer name and position; students by program (do not list by name)	
Jacky Heath	RTO Manager/Senior Trainer/Assessor
Linda Cockle	Director
Sam Paterson	Contract trainer/assessor

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AUDIT SUMMARY

Conditions of Registration		Compliant	Non-compliant	Not audited
1	Governance 1.1 CEO must ensure the RTO complies with relevant conditions, standards and guidelines 1.2 Fit & Proper Persons Tests 1.3 Input of Trainers and Assessors in senior management decision making			✓
2	Interactions with the Registering Body			✓
3	Compliance with Legislation			✓
4	Insurance			✓
5	Financial Management			✓
6	Certification & Issuing of Qualifications & Statements of Attainment	✓		
7	Recognition of Qualifications Issued by other RTOs			✓
8	Accuracy and Integrity of Marketing			✓
9	Transition to Training Packages/Expiry of Accredited Courses	✓		

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Summary of non-compliances – Conditions of Registration
<p>Condition 1 – Governance – Not audited.</p> <p>Condition 2 – Interactions with the Registering Body – Not audited.</p> <p>Condition 3 – Compliance with Legislation – Not audited.</p> <p>Condition 4 – Insurance – Not audited.</p> <p>Condition 5 – Financial Management – Not audited.</p> <p>Condition 6 – Certification & Issuing of Qualifications & Statements of Attainment – Compliant.</p> <p>While the RTO has not issued any Certificates in the last three months, correctly issued qualifications were sighted from 2009 and 2010. The RTO's current template for qualifications and statements of attainment meet requirements. The RTO uses AVETMISS Easy to retain learners' records. Records are kept for 30 years and are available electronically and in print.</p> <p>Condition 7 – Recognition of Qualifications Issued by other RTOs – Not audited.</p> <p>Condition 8 – Accuracy and Integrity of Marketing – Not audited</p> <p>Condition 9 – Transition to Training Packages/Expiry of Accredited Courses – Compliant.</p> <p>Sighted Transition to Training Packages/Expiry of Accredited Courses Procedure. The RTO was registered in 2006 and has managed the transition from a number of superseded Training Packages.</p>
Recommendations
<p>The RTO is compliant with the Conditions audited.</p>
Strengths
<p>None identified.</p>
Opportunities for Improvement
<p>None identified.</p>



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AUDITOR DECLARATION

I have examined the application from the above named organisation against the Australian Quality Training Framework *Essential Conditions and Standards for Continuing Registration* for the purpose of re-registration. It is my opinion that the organisation *meets* the requirements in the Conditions for the training identified in their application.

Name of AuditorSally Tansley.....

Signed  Date 24/4/2011



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AUDITOR DECLARATION

I have examined the application from the above named organisation against the Australian Quality Training Framework *Essential Conditions and Standards for Continuing Registration* for the purpose of re-registration. It is my opinion that the organisation *does not meet* the requirements in the Standards for the training identified in their application.

Name of AuditorSally Tansley.....

Signed  Date 24/4/2011