

AQTF Post Initial Audit**RTO: ATS Arrow Training Services****Audit Date: 25/9/08****AQTF 2007 AUDIT REPORT**

RTO DETAILS		
RTO Name	ATS Arrow Training Services	NTIS Number 6127
Address	Ground Floor 371 Spencer St WEST MELBOURNE	
	Website	http://www.atsarrow.com.au
AUDIT DETAILS		
Type of Audit	AQTF re-registration audit	
Standards audited	1,2,3	
Conditions audited	6	
Audit Date/s	25-09-08. Verification took place on 19/11/08	
FOCUS OF AUDIT		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
NTIS Code	Qualification/Unit of Competence/Accredited Course (as per NTIS)	Delivery Site
WRR30202	Certificate III in Retail Operations	Workplace based
THH33002	Certificate III in Hospitality (Operations)	Workplace based
TAA40104	Certificate IV in Training and Assessment	Workplace based
BSB51004	Certificate IV in Business (Frontline Management)	Workplace based

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Standard 1: The RTO provides quality training and assessment across all of its operations		
Audit conclusion	Result	✓
The RTO is compliant in this standard	Compliant	✓
	Non-compliant	
	Not audited	

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients		
Audit conclusion	Result	✓
The RTO is compliant in this standard.	Compliant	✓
	Non-compliant	
	Not audited	

Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates		
Audit conclusion	Result	✓
The RTO is compliant in this standard.	Compliant	✓
	Non-compliant	
	Not audited	
The RTO has some excellent planning processes in place, designed to review the RTO's operations and to embed continuous improvement within these operations. A systematic and thorough approach to continuous improvement has been used, which has led to substantial change.		

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Condition 6 – Certification And Issuing Of Qualifications And Statements Of Attainment		
Audit conclusion	Result	✓
The RTO is compliant in this condition.	Compliant	✓
	Non-compliant	
	Not audited	