



Department of Education and Training

Higher Education and Skills

2 Treasury Place
East Melbourne Victoria 3002
Telephone: 03 9637 2000
DX210083

22355

Mrs Sonia Bhatia
Chief Executive Officer
Guidestar Training & Professional Services Pty Ltd
25 Victoria Crescent
ST ALBANS VIC 3021

Dear Mrs Bhatia

2021 SKILLS FIRST AUDIT AND ASSURANCE PROGRAM – OUTCOME OF BUSINESS PROCESS AUDIT

I write regarding the *Skills First* Audit and Assurance Report issued 21 March 2022, for the Business Process Audit (BPA) conducted by Protiviti (the Auditor) from 7 March 2022.

The BPA consisted of an examination of Guidestar Training & Professional Services Pty Ltd's (GTPS) business processes to assess your organisation's compliance with the 2021 Standard VET Funding Contract.

Student Surveys

A review of the *2021 Student and Employer Satisfaction Survey* (as found in the VETStat portal) shows that GTPS scored lower when comparing their 2020 results in six (6) out of seven (7) measures of Student Experience and Outcomes. Similarly, GTPS had also scored marginally lower than the 2021 Victorian average in four (4) out of seven (7) measures.

The Department encourages your organisation to continue to consider themes appearing in the surveys and any other forms of student and stakeholder feedback and regularly review related processes to ensure high quality Training Services are being delivered.

Next Steps

I would like to take this opportunity to highlight the professional development workshops and information sessions that the Department conducts from time to time, as well as refer you to the suite of support documents available in the Skills Victoria Training System (SVTS) to further support your organisation's understanding of the Contract requirements.

Yours sincerely

Myra E Knox

Myra Knox
Manager, Audit Unit
Training Market Services