

Mr Fred Ritman
Director, Skills Funding
Skills Victoria
Department of Innovation, Industry and Regional Development
2 Treasury Place
Melbourne VIC 3001

Dear Mr Ritman,

2009 AUDIT OF THE GOVERNMENT FUNDED TRAINING PROGRAM

I am writing in response to a letter received from your office in relation to a GFTP contract compliance audit conducted at the ARA Retail Institute on the 25 March, 2010.

As requested and in accordance with Clause 8.12 of the Skills for Victoria Funding Agreement between ARA Retail Institute and the Victorian Skills Commission, I have included an Improvement Plan which addresses the matters identified at Audit.

Included in the Improvement Plan are actions and timelines for completion. You will note that some of the actions have been completed and others are either ongoing or in progress for completion.

Accompanying the Improvement Plan are the following documents as evidence of action taken to date in relation to the Audit findings:

- (1) Training Plan-SIR50107-Diploma of Retail Management.
- (2) Delivery and Assessment Strategy-SIR50107-Diploma of Retail Management.
- (3) Business Application & Assessment Tool-SIR50107-Diploma of Retail Management

ARA Retail Institute looks forward to the opportunity of gaining feedback on our Improvement Plan in an effort to continuously improve our operations.

Regards,

Garry Terrill

Director-ARA Retail Institute

4 August, 2010