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Survey confirms ongoing satisfaction with audit process

The Australian Skills Quality Authority (ASQA) has released the results of the latest round of its site audit surveys.

Acting ASQA Chief Commissioner Dr Dianne Orr said training providers that had a site audit finalised between 1 June and 31 August 2013 were invited to participate in the survey. A total of 139 responses were received.

“As a modern and proactive regulator, ASQA invites training providers who have had a site audit finalised to submit feedback about the process,” Dr Orr said.

“That way, ASQA can identify areas where its audit policies and procedures can be enhanced, enabling the authority to reduce the regulatory burden on training providers.

“Contrary to some of the commentary about ASQA’s site audits, the overwhelming majority of survey respondents have indicated their audit experience was a positive one.”

The following is a summary of the survey results across the five survey question categories:

Communication prior to the site visit

- 96% or more of the 139 respondents reported it was clear:
 - why the audit was being conducted
 - which standards were to be audited, and
 - who the members of the audit team were
- 94% or more reported that the audit duration and process was clear.

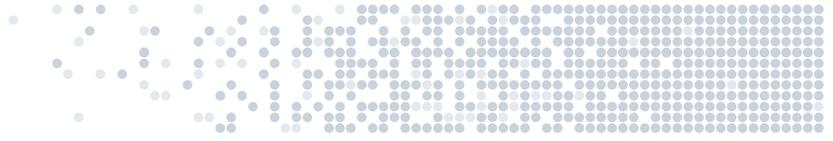
The site visit

- 96% or more of the 139 respondents reported:
 - that the audit purpose, scope and process were discussed at the opening meeting
 - their organisation had the opportunity to provide information about their organisation’s operations, and
 - the auditor outlined the audit findings that would be recommended to ASQA at the exit meeting.
- Of the respondents who reported a change to the audit plan, 92% reported their organisation was kept informed of the changes and the reason for the changes.
- 95% reported their organisation was given sufficient opportunity to provide evidence during the audit.
- 93% of respondents who indicated non-compliance issues were identified during the audit reported that their organisation was informed of those issues as they were identified.

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Audit team competencies

- 92% or more of the respondents agreed or strongly agreed that they found the audit team to be objective, well organised, knowledgeable and professional.

The audit report

- Of the respondents that indicated the audit report identified non-compliance, 88% reported the audit report was clear and sufficiently detailed to enable their organisation to understand any gaps and rectification requirements and 93% reported it was clear when further evidence of compliance was due and how to provide it.

Transparency of the audit process

- 91% of respondents reported their organisation was 'Very Satisfied' or 'Satisfied' with the fairness and transparency of the audit process.

The next round of surveys will be undertaken shortly, with providers that have had audits finalised between 1 September and 31 November 2013 to receive invitations.

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