

ASQA performance framework

Our approach	Performance criteria	Evidence of performance/asures
<p>1</p> <p>Risk-based approach</p>	<p>Identify and develop understanding of the risks to VET and take regulatory action to address the most serious identified risks.</p>	<ul style="list-style-type: none"> • Qualitative information on the strategies/strategic reviews undertaken, with supporting statistics on the related regulatory outcomes achieved. • Production of regulatory strategy to address key risks. • Publication of regulatory framework.
<p>2</p> <p>Risk-based regulation—supporting self-assurance and quality</p>	<p>Provide support to the sector to build a shared understanding of self-assurance, and improve capability.</p> <p>Effectively manage risk-based registration of quality providers and accreditation of courses that meet Australia’s vocational education needs.</p>	<ul style="list-style-type: none"> • Qualitative information on our efforts to support and build sector self-assurance capability. • Qualitative information on other initiatives we undertake to support quality in VET. • Qualitative information on our use of a risk-based approach to assessing applications. • Quantitative information on regulatory management of: <ul style="list-style-type: none"> – initial registration applications – renewal of registration applications – change of scope applications – course accreditation and amendment applications.
<p>Service standards:</p> <ul style="list-style-type: none"> • Initial registration applications finalised within 130 working days (six months). • Renewal of registration applications finalised prior to expiry date. • Change of scope applications finalised within 130 working days (six months). • Course accreditation applications finalised within 130 working days (six months). • Course amendment applications finalised within 20 working days. 		
<p>3</p> <p>Risk-based regulation—monitor and enforce</p>	<p>Deliver sector monitoring and standards-based performance assessment/auditing based on risk, and apply appropriate and proportionate regulatory decisions.</p>	<ul style="list-style-type: none"> • Qualitative information on our sector monitoring activities. • Qualitative information about adjustments made to our regulatory approach based on our understanding of risks. • Quantitative information on our risk-based performance assessment/audit activities (trends over time) and levels of compliance detected, with qualitative information on the risk context. • Quantitative and qualitative information on regulatory processes⁴, sanctions, enforcement activities, conditions applied and outcomes of contested sanctions. • Provider survey results on our proportionate application of sanctions (more than 70 per cent satisfaction).
<p>Service standards:</p> <ul style="list-style-type: none"> • Performance assessment/audit reports provided within 20 working days of last day of the process concluding. • When we have accepted additional evidence from a provider after an assessment we will provide the decision within 30 working days. • Reconsideration applications finalised within 65 working days (three months). 		

⁴ Regulatory processes include ‘Notices of Intent’ to apply sanctions and ‘Reconsideration’ processes that may result in rectification with the provider becoming compliant and avoiding sanction.

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<p>4</p> <p>Stakeholder engagement about risks</p>	<p>Effectively seek information to inform our understanding of risks in the VET sector.</p>	<ul style="list-style-type: none"> • Qualitative information on our engagement with stakeholders to gather information on regulatory risks. • Quantitative information on complaints/reports that allege provider non-compliance.
<p>5</p> <p>Engagement supporting stakeholders' understanding of the VET sector and relevant obligations</p>	<p>Provide clear, targeted and effective information and support to stakeholders about the VET sector and compliance with standards.</p>	<ul style="list-style-type: none"> • Qualitative and quantitative information on our efforts to provide clear and accurate information about VET sector compliance to stakeholders. • Qualitative and quantitative information about the support provided to the regulated community to improve compliance with standards and quality VET provision. • Quantitative information about the support provided to the sector to collect and manage student records when RTOs close down. • Provider survey results (more than 70 per cent satisfaction) with: <ul style="list-style-type: none"> – our engagement activities – provider briefing sessions – ASQA web usability – Info Line assistance.
<p>Service standards:</p> <ul style="list-style-type: none"> • Simple, procedural email queries responded to within two working days. • Complex telephone queries escalated within two working days (with likely resolution time, if applicable). • Complex email queries responded to within 10 working days. 		
<p>6</p> <p>Engagement to strengthen regulation and VET</p>	<p>Provide input and advice on strategies to improve VET regulation and the VET sector.</p>	<ul style="list-style-type: none"> • Qualitative instances of providing input and advice to initiatives/reviews to strengthen VET regulation and improve the VET sector. • Provider survey results about our performance in this area (more than 70 per cent satisfaction).