



Frequently Asked Questions Provider and Course Owner Survey 2023

Background and purposes of the survey

The 2023 ASQA provider and course owner survey is an online survey sent to all course owners and registered training organisations regulated by ASQA, to understand your interactions with them during the 2022-23 financial year.

ASQA's 2022-23 [Corporate Plan](#) identifies 5 strategic objectives to achieve its purpose of ensuring quality vocational education and training so that students, employers, the community and governments can have confidence in the integrity of national qualifications issued by training providers. This plan also outlines key activities and performance measures to track achievements of the strategic deliverables.

The provider and course owners survey is an important way that ASQA measures its performance against its strategic deliverables and will help inform a range of key reforms, including how ASQA can support entities to self-assure and continuously improve the quality of services they provide.

Is the survey voluntary?

Yes, the survey is voluntary. Your organisation's participation in this survey is important to ensure that the findings represent a broad cross-section of course owners and training providers to provide a reliable representation of the views and experiences of the sector and will provide valuable information that will contribute to ASQA's continuous improvement.

Who is conducting the survey?

This survey is being independently conducted by ORIMA Research on behalf of ASQA.

Who should complete the survey?

The survey should be completed by the person (or people) from your organisation with overall responsibility for quality and compliance. This could be the CEO, quality manager or another staff member who can provide an overall perspective on interactions with ASQA in 2022-23.

Where possible, the person completing the survey should seek input from other staff members to provide responses to survey questions about interactions they are not familiar with (rather than answering 'don't know' or providing a neutral response). The survey link can be shared with relevant staff within your organisation to help complete the survey.

How long will the survey take to complete?

The time to complete the survey online should be around 15 to 20 minutes on average depending on your answers. The survey does not need to be completed in one session.

Is the survey confidential?

Information gathered in the survey will be treated as confidential. Your organisation's individual responses will only be seen by staff at ORIMA Research. Once identifying details are removed, those deidentified responses can be seen by selected ASQA staff.

Survey responses provided are only for research purposes and will not be used to assess or monitor individual providers for regulatory purposes.

Will my organisation be identified in reporting of survey findings?

No. Your organisation will remain anonymous in the reporting of survey findings.

Individual survey responses, including free-text responses, will be provided to ASQA. Individual level survey data will not be linked to the name of your organisation, your name or contact details (they will be de-identified).

The results of this survey may be publicly reported, but these reports will not contain the name of your organisation, your name or any identifiable information about you.

Comments in free-text fields will be provided to ASQA in verbatim form after removing any names of individuals or providers that are included.

Who should I contact for further information?

If you have any questions about your participation in the survey, please contact ASQA on 1300 701 801 or by email at evaluation@asqa.gov.au.

Please contact ORIMA Research at surveys@orima.com if you have any questions about accessing or completing the survey.

Privacy Statement

ASQA is committed to protecting the privacy of your personal information. An overview of how ASQA handles your personal information, under the Privacy Act 1988 (Privacy Act) and the Australian Privacy Principles (APPs), is provided below.

<https://www.asqa.gov.au/about/reporting-and-accountability/privacy-policy>

If you have any questions or complaints about privacy, confidentiality, or access to or correction of personal information that ASQA holds, please write to ASQA's Privacy Contact Officer at privacy@asqa.gov.au.

ORIMA Research will not disclose any identifiable research information for a purpose other than conducting our research unless we have your express prior consent or are required to do so by an Australian law.

Our Privacy Policy is available at www.orima.com and contains details regarding how your organisation can access or correct information we hold about it, how you can make a privacy related complaint and how that complaint will be dealt with. Any questions should be directed to our Privacy Officer on (03) 9526 9000.

Until we destroy our research records, your organisation has the right to access the information that we hold about it as a result of this survey. Your organisation may request at any time to have this information de-identified or destroyed.

If you have any queries about this survey, or would like any further information, you can call ORIMA Research on 1800 806 950.