



Australian Government
Australian Skills Quality Authority

ASQA

ASQA Annual Report 2024–25

Integrity ~ Quality ~ Innovation



The Australian Skills Quality Authority acknowledges the traditional owners and custodians of country throughout Australia and acknowledges their continuing connection to land, sea and community. We pay our respects to the people, the cultures and the elders past, present and emerging.

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More information about ASQA

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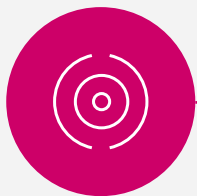
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ASQA Annual Report 2024–25

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Letter of Transmittal

Thursday 25 September

The Hon Andrew Giles MP
Minister for Skills and Training
House of Representatives
Parliament House
Canberra ACT 2600

Dear Minister

I am pleased to present you with this Annual Report for the Australian Skills Quality Authority (ASQA) which covers the period 1 July 2024 to 30 June 2025.

As Australia's national vocational education and training (VET) regulator, ASQA is required under section 215(1) of the *National Vocational Education and Training Regulator Act 2011* (NVR Act) to prepare and give to the Minister for presentation to Parliament a report relating to the performance of the regulator's functions during the year.

This report has been prepared in accordance with section 46 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), section 215(1) of the NVR Act and Resource Management Guide 135 – Annual reports for non-corporate Commonwealth entities, as published by the Department of Finance.

Finally, as required by the Commonwealth Fraud and Corruption Control Framework, I certify that I am satisfied ASQA has prepared fraud risk assessments and fraud control plans, has in place appropriate fraud prevention, detection, investigation, reporting and data collection procedures and processes to meet ASQA's specific needs, and has taken all reasonable measures to minimise the incidence of fraud, and to investigate and recover any proceeds of fraud against the Agency.

Yours sincerely



Saxon Rice
Chief Executive Officer
Australian Skills Quality Authority



Chief Executive Officer's Introduction

I am pleased to introduce ASQA's Annual Report for 2024–25.

As Australia's national vocational education and training regulator, ASQA is a small agency with a significant remit. We oversee more than 3,800 training providers delivering qualifications that are necessary for a productive economy and which millions of students rely on for secure and rewarding careers. This year tested our capacity and resolve as we implemented the most significant regulatory reform in over a decade while actively responding to profound threats to the integrity of the VET sector.

Implementing transformational change

Throughout 2024–25, our primary focus remained on building VET sector capability and advancing quality outcomes through the implementation of the 2025 Standards for Registered Training Organisations (2025 Standards) – the most significant regulatory reform since ASQA's establishment. These standards represent a fundamental shift toward focusing on quality outcomes for students and employers while providing training organisations with greater flexibility to innovate how they deliver.

In rolling out the 2025 Standards we comprehensively engaged with the VET sector including over 20 face-to-face and online workshops, reaching providers nationwide. Survey feedback showed providers were highly motivated (4.6 out of 5) and well prepared (4.0 out of 5) to adopt the new outcomes-based approach. This approach reflects our commitment to education as a key regulatory tool, supporting providers to understand and meet their obligations while fostering continuous improvement.

The successful transition to the 2025 Standards demonstrates our capacity to drive positive change while maintaining rigorous oversight of sector quality and integrity.

Responding to threats with targeted action

Simultaneously, we remained highly responsive to our operating environment, applying our resources where the greatest risks existed and where the most harm could occur. The establishment of our Integrity Unit, supported by \$33.3 million in government funding, fundamentally strengthened our capacity to detect, investigate and disrupt non-genuine providers and bad-faith operators who exploit vulnerable students and undermine legitimate providers.

Our enforcement actions speak to the scale of the challenge we addressed. Since November 2024, we cancelled the registration of 7 critically non-compliant providers found to have systematically issued fraudulent qualifications without appropriate training or assessment. We subsequently cancelled more than 25,500 qualifications and statements of attainment held by over 23,000 individuals who could not demonstrate they had received the necessary training and assessment from these providers.

The Integrity Unit continues to manage a number of serious matters relating to alleged fraud including cash for qualifications, fabrication of evidence, ghost colleges and funding fraud. Well over half of our serious investigations are linked to multi-jurisdictional actions with law enforcement agencies and other regulators, demonstrating our commitment to coordinated responses that protect both the students' and the sector's reputation.

Strengthening our regulatory capacity

The Government's Integrity funding also enhanced our capabilities through strategic investments. Our Digital Transformation Program delivered significant improvements to service delivery, integrating our Service Delivery function with customer relationship management systems to better capture sector intelligence. The program also advanced development of our new regulatory management system and we are exploring how artificial intelligence (AI) might be safely deployed to assist in increasing our productivity.

As we redeployed resources to support qualification integrity work, the remainder of our more routine regulatory activity was focused on the areas that presented the greatest potential harm. This demonstrates our risk-based approach to regulation – targeting effort where it is most needed to protect students and maintain sector standards.

Advancing tertiary harmonisation and deepening collaboration

Beyond enforcement, we advanced significant policy reforms that will shape the future regulatory landscape. We progressed the tertiary harmonisation agenda through our dual sector strategy with the Tertiary Education Quality and Standards Agency (TEQSA) and implemented a course accreditation pilot with selected TAFEs. These initiatives reflect our role in creating a more coherent and responsive regulatory environment that reduces regulatory burden while maintaining quality standards.

Our collaboration across government reached new levels of maturity and effectiveness. We deepened strategic and operational relationships across all levels of government, working closely with Commonwealth departments on VET reform implementation and providing regulatory policy advice to support the development of new legislative frameworks including the Education Services for Overseas Students (ESOS) Bill.

Through our active participation in multi-jurisdictional operations including the Fraud Fusion Taskforce and Operation Inglenook, we demonstrated the power of a coordinated regulatory response. We also maintained productive relationships with international agencies, including the New Zealand Qualifications Authority (NZQA), supporting broader regulatory outcomes across the region.

Looking ahead

The achievements detailed in this report reflect ASQA's evolution as an intelligence-led, risk-based regulator capable of responding decisively to emerging threats while driving positive transformation. As a small agency, we demonstrated that strategic focus, enhanced capabilities and collaborative partnerships enable us to protect the integrity of a sector critical to Australia's economic and social future.

The VET sector serves millions of students and hundreds of thousands of employers who depend on high-quality, nationally recognised qualifications. Our work protects their interests and ensures Australia's vocational education system remains world-class and internationally respected.

I extend my sincere thanks to all ASQA staff for their professionalism and dedication in a challenging year, and to our stakeholders, including ASQA's Advisory Council, for their collaboration in building a stronger, more resilient VET sector.



Saxon Rice
Chief Executive Officer
Australian Skills Quality Authority



ASQA at a glance

ROLE

What we do

Regulate Australia's national vocational education and training sector.

PURPOSE

Why we do it

To ensure quality vocational education and training so that students, industry, governments and the community have confidence in the integrity of national qualifications issued by training providers.

APPROACH

How we do it

By educating, monitoring, and conducting compliance and enforcement activities that draw on intelligence and data and are based on analysis of risk and evidence.

OUTCOME

Intended result

To deliver on our purpose by supporting, through effective regulation and stakeholder partnerships, the continuous improvement of the sector while addressing poor practice (including removing non-genuine providers).

BENEFITS

For stakeholders

Community trust and confidence in VET.
High-quality outcomes for students and industry.
Ability to make informed education choices.
A strong VET sector with a culture of and reputation for integrity and excellence.

PRINCIPLES OF REGULATOR BEST PRACTICE¹

Continuous improvement and building trust.
Risk-based and data-driven.
Collaboration and engagement.

¹ As set out in the Department of Finance's Resource Management Guide for Regulator Performance (RMG 128).



Our key achievements in 2024–25

This was a transformational year as we supported the implementation of the 2025 Standards, the most significant reform in a decade and an important milestone for the sector.

The implementation of the 2025 Standards, which came into full regulatory effect from 1 July 2025, followed an extensive 4-year program of consultation and collaboration with Commonwealth, state and territory departments and regulators, sector peak bodies, VET stakeholders, and providers.

The 2025 Standards focus on the quality of outcomes for students and employers and allow providers more flexibility, supporting innovation in the delivery of training.

In preparation for the transition to the 2025 Standards, we delivered an education and engagement program for the sector, and produced a range of guidance, including the 2025 Standards Practice Guides, Frequently Asked Questions (FAQs) and various podcasts.

We continued to mature both our regulatory and assessment approach as part of our transition to implementing the 2025 Standards, undertaking a broader range of activities and ensuring our engagement is proportionate and targeted.

We advanced the tertiary harmonisation agenda through completion of the delegation of course accreditation pilot with selected TAFEs as well as co-development of a dual sector strategy with TEQSA. These measures reflect our commitment to continuous improvement in regulation, red-tape reduction and greater alignment between the VET and Higher Education sectors. They also reflect our role in shaping a more integrated, coherent and responsive regulatory environment that supports the strategic goals and objectives for building a skilled and adaptable workforce.

The year also saw us significantly boost our activity to disrupt non-genuine and bad-faith operators in the VET sector.

ASQA's regulatory capacity to improve integrity in the VET sector was strengthened by \$33.3 million in Government funding (since January 2024) to establish the Integrity Unit and Tip-off line, which increased our intelligence, analytic and investigative capacity to respond to VET integrity risks. This investment is also supporting an uplift in our legacy systems through staged digital reforms.

In 2024 ASQA also joined the Fraud Fusion Taskforce, a partnership of more than 20 government agencies. Members of the taskforce work together to quickly detect, resolve and prevent fraud and serious organised crime across government programs.

Through the Taskforce and other forums, we have used the full range of regulatory powers to work across government – and as part of multi-jurisdictional actions – to prevent, detect, deter and disrupt fraudulent behaviour that undermines and threatens the vast majority of providers who are committed and capable of delivering quality VET outcomes for students, industry and the community.

Some of this work has resulted in the need to cancel individual qualifications and statements of attainment where they were found to have been fraudulently issued. This resulted in the cancellation of more than 25,500 qualifications and statements of attainment that had been issued to more than 23,000 individuals.



ASQA's Tip-off line continued to receive high levels of information and intelligence in 2024-25 with 3,127 tip-offs received. Approximately half of all tip-offs provided actionable intelligence.

Reducing threats to the integrity of VET is a multi-year program and ASQA will continue to take swift action against non-genuine providers, bad-faith operators and professional facilitators.

While our operating environment evolved throughout the course of 2024-25 requiring high levels of responsiveness, we also managed a large volume of applications related to the registration of providers and significant numbers of enquiries through our Service Delivery team.

Given the pace of change across the sector, we continued to work closely with stakeholders and strengthened our collaboration, engagement and communication to support improved outcomes.





ASQA snapshot 2024–25

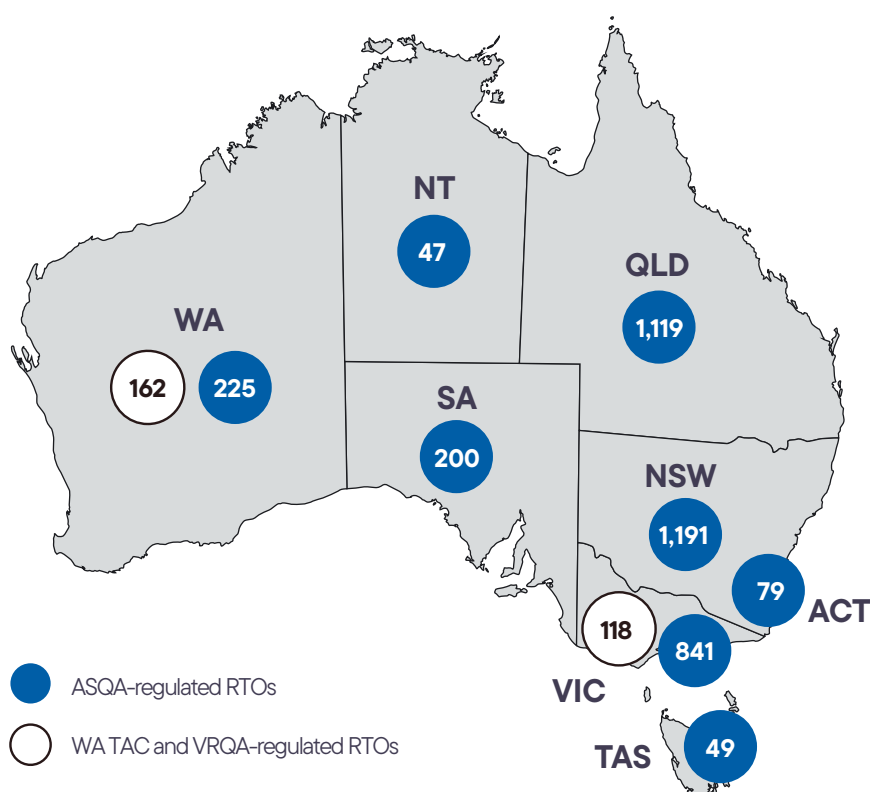
Sector at a glance

ASQA regulates

$$\begin{array}{ccccc} 3,751 & + & 86 & = & 3,837 \\ \text{RTOs} & & \text{ELICOS-only providers} & & \text{Providers} \end{array}$$

National RTO market

| | | |
|----------------|-------------|-------------|
| 3,751 (93.05%) | 162 (4.02%) | 118 (2.93%) |
| ASQA | WA TAC | VRQA |

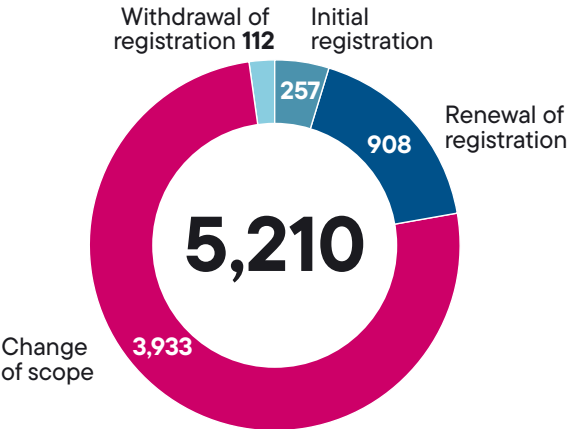


ASQA-regulated RTOs

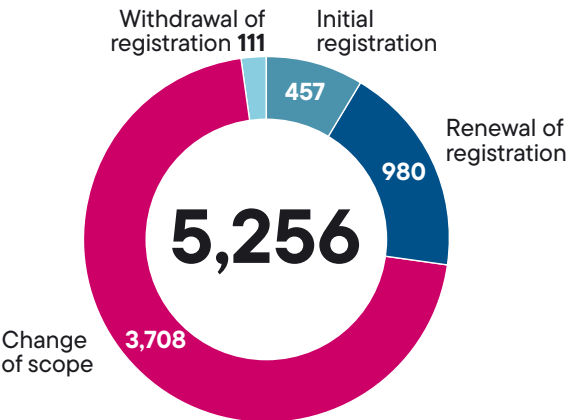
| | | |
|--|--|---|
| 2,798 | 664 | 289 |
| approved to deliver VET to domestic students | approved to deliver VET to domestic students and approved on CRICOS to deliver VET to international students | approved to deliver VET to domestic students and approved on CRICOS to deliver VET and ELICOS to international students |

Provider registration

Applications received



Applications finalised



245

New providers registered

927

Providers renewed

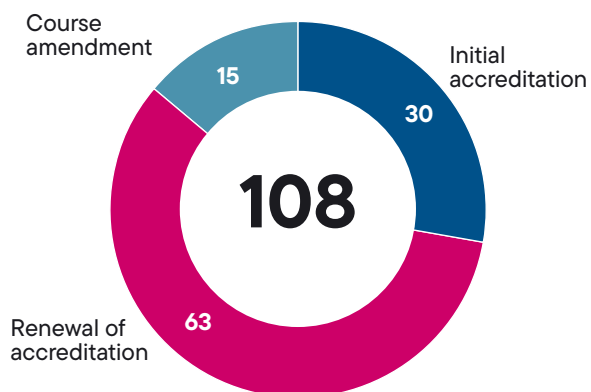
Application outcomes



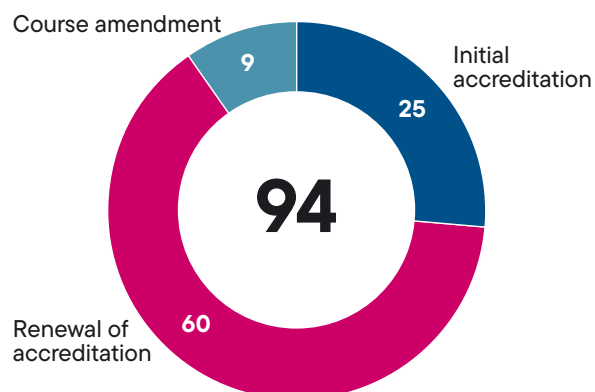


Course accreditation

Applications received



Applications finalised



20

New accredited courses

60

Renewed accredited courses

Application outcomes



88

Approved



2

Rejected



4

Withdrawn

Enquiries



27,835

Calls



7,881

Emails



4,526

Student record enquiries

Investigations and monitoring

122

Provider complaints received

3,127

Tip-offs received

Investigation outcomes into non-registered organisations

78

Warning letters
issued

13

Infringement
notices issued

1

Referral to
another agency

797 assessment and monitoring activities completed

284

Performance
assessments

254

Initial registration
assessments

201

Review monitoring
activities

58

Evidence
reviews



Compliance and Enforcement actions

Cancelled more than

25,500

qualifications and statements of
attainment issued without appropriate
training or assessment

Issued **129** infringement notices
totalling

\$2,625,240

Directing compliance



91

Warning
letters



192

Written
directions



42

Conditions
on registration

Sanctions²



1

Decision to
amend scope of
registration



3

Decisions to
vary periods of
registration



34

Decisions to
suspend
registration



138

Decisions to
cancel registration
or reject renewal

² The number of sanctions imposed relate to a total of 87 providers.

Internal review

106 internal review applications finalised



2

applications
withdrawn by
applicant



69

original decisions
affirmed by
ASQA



1

original decision
varied by
ASQA



34

original decisions
revoked by
ASQA

External review

59 Tribunal matters finalised



12

matters
dismissed
by the
Tribunal



2

matters
proceeded
to hearing where
ASQA's decision
was affirmed by
the Tribunal



20

matters
resolved
between
ASQA and
applicant



25

matters
withdrawn
by applicant







1. AGENCY OVERVIEW

In this chapter...

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About us

Our purpose

As Australia's national regulator, we oversee the VET sector to maintain high standards of quality and integrity.

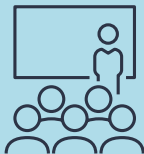
Our purpose is to ensure quality VET so that students, industry, governments and the community have confidence in the integrity of national qualifications issued by training providers.

Our role and functions

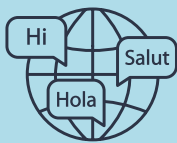
We regulate providers that deliver:



VET qualifications and courses to students in Australia or offer Australian qualifications internationally



VET courses to overseas students – approved on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to teach overseas students on student visas in Australia



English Language Intensive Courses for Overseas Students (ELICOS) – approved on the CRICOS.



We accredit VET courses to make sure nationally approved standards are met, based on established industry, enterprise, education, legislative or community need.

We take regulatory action against non-registered training providers and other entities that are not authorised to deliver VET qualifications if they breach the law.

We support confidence in the integrity of national qualifications issued by training providers by:

- Ensuring our monitoring, compliance, enforcement, and education activities make full use of intelligence and data so that the community can be confident that our activities are based on analysis of risk
- Maintaining essential safeguards by responding adeptly to provider non-compliance and taking effective action, applying a range of compliance and enforcement activities proportionate to the level of harm
- Using education as a key regulatory tool and providing feedback that enables regulated entities to take responsibility for meeting their obligations, and support providers to address risks and monitor, evaluate and continuously improve VET outcomes.

Our legislation

ASQA operates within a framework of wider VET legislation, including:

- legislation establishing ASQA as the national VET regulator
- the VET Quality Framework of standards and requirements of providers
- the Standards for VET Accredited Courses 2021
- legislation relating to ESOS.

Key legislation is listed in Appendix B of this report.



Our values

At ASQA, our values underpin our mindset and behaviour. They provide an important foundation from which we act to achieve our purpose and fulfil our role as regulatory stewards of Australia's VET sector. Our values guide our decisions and actions – how we conduct ourselves and how we interact with each other and with our stakeholders. They describe the way we work together to enact our regulatory authority, according to our regulatory approach as outlined in our Regulatory Risk Framework and regulatory principles, policies, and practice guides.

Each ASQA staff member holds responsibility for bringing our values to life. Implementing our values means integrating them into our branch and team plans and reflecting them in our individual performance agreements, to guide how we work to achieve our objectives and collectively contribute to ASQA's purpose. By actively championing our values and holding each other to account for putting them into practice, we embed them in ASQA's organisational culture.

Figure 1: ASQA's values

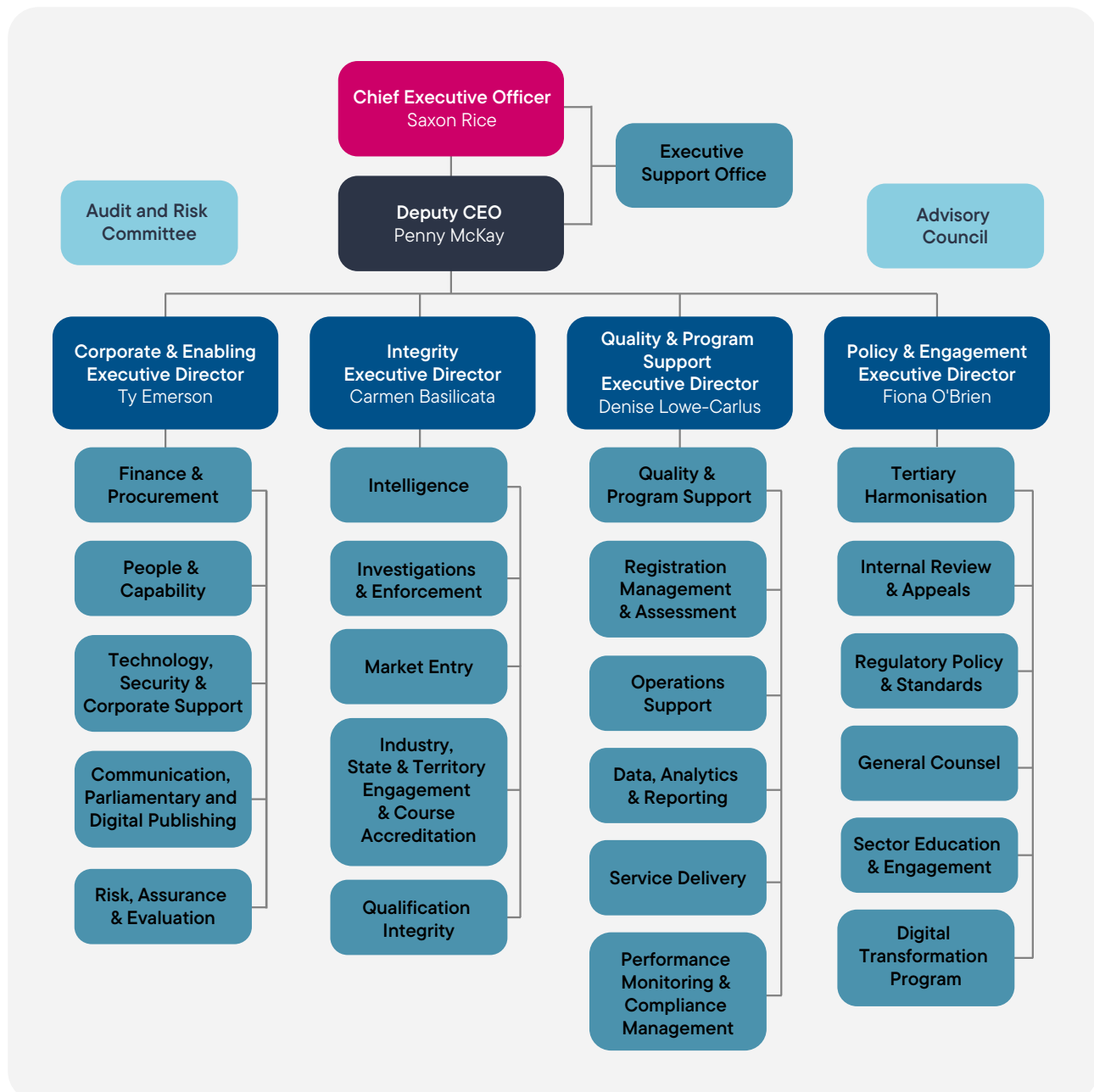




Our structure

In 2024-25, we continued to optimise our structure, functions and powers. Our Integrity Branch was established on 1 July 2024 and brought together our intelligence, investigation and enforcement resources. We continue to leverage our structure to effectively deliver on ASQA's purpose.

Figure 2: ASQA's organisational structure as at 30 June 2025



Our leadership team

Saxon Rice, Chief Executive Officer



CEO Saxon Rice has extensive experience across the VET and employment services sectors as well as the public policy process. Ms Rice previously held a range of senior government, VET and management positions. She was Assistant Minister for Technical and Further Education in the former Queensland Government from 2012 to 2015, and Chair of the then Ministerial Industry Commission responsible for industry engagement.

Ms Rice is a former Director of Global Business Development for an Australian employment services company and was responsible for significant growth into new countries in the European and Asian markets. Ms Rice has also served in a range of Senate Committee Secretariats, including as Acting Secretary and Principal Research Officer to the Senate Foreign Affairs, Defence and Trade Committee. More recently, she was a Member of the Administrative Appeals Tribunal from 2016 to 2018 and is a Member and Graduate of the Australian Institute of Company Directors.

Ms Rice commenced as a Commissioner of ASQA on 16 April 2018, before being appointed as Chief Commissioner and CEO (initially Acting) on 7 October 2019. With effect from 1 January 2021, Ms Rice was appointed CEO for a period of 5 years and was the Agency's Accountable Authority throughout the 2024–25 financial year. The CEO and Accountable Authority plays a critical leadership and governance role and is responsible for ASQA's statutory and regulatory oversight, strategic leadership, governance and risk management, performance and accountability, and cultural and organisational stewardship.

Penny McKay, Deputy Chief Executive Officer



Penny McKay commenced as Deputy CEO in May 2025.

Prior to commencing at ASQA, Ms McKay held the statutory appointment of Deputy Commonwealth Ombudsman for over 4 years, overseeing Commonwealth and Australian Capital Territory (ACT) government agencies to influence systemic improvement in government administration. She has extensive experience in State, Territory and Commonwealth government agencies, largely in areas of integrity, oversight, criminal law policy and prosecutions. Ms McKay has held senior positions in the Australian Public Service (APS) including Acting First Assistant Secretary Integrity, Security and Assurance at the Department of Home Affairs, and General Counsel at the Australian Commission for Law Enforcement Integrity.

During her career, Ms McKay has worked as a Commonwealth, State and Territory prosecutor in the ACT, Northern Territory (NT) and Queensland. She is also an independent member of the Administrative Appeals Tribunal Audit and Risk Committee.

The Deputy CEO plays a pivotal leadership role in overseeing regulatory operations, driving strategic decision-making, fostering stakeholder engagement, and ensuring the implementation of national standards to maintain public confidence in Australia's VET sector.



Ty Emerson, Executive Director, Corporate and Enabling

Mr Emerson is responsible for leading ASQA's People and Capability, Finance and Procurement, Risk Assurance and Evaluation, Communications Parliamentary and Publishing, as well as Property, Security and Information Technology functions. He is also ASQA's Diversity Champion, Privacy Champion and Chief Security Officer.

Carmen Basilicata, Executive Director, Integrity

Ms Basilicata is responsible for intelligence, investigations and enforcement operations to prevent and detect threats to the integrity of VET, and to deter and disrupt illegal behaviour and the exploitation of vulnerable students. She is also responsible for entry to the market, State and Territory engagement, course accreditation and qualification integrity functions.

Denise Lowe-Carlus, Executive Director, Quality and Program Support

Ms Lowe-Carlus is responsible for leading a number of regulatory teams at ASQA including Registration Management, Performance Monitoring and Compliance Management, Service Delivery, Data, Risk Analytics and Reporting and Operations Support.

Fiona O'Brien, Executive Director, Policy and Engagement

Ms O'Brien is responsible for regulatory policy advice to inform the VET sector and whole of government regulatory reform, sector engagement and education strategy and programs, General Counsel, internal review and appeals, and ASQA's Digital Transformation Program.



Our outcome and program structure

Government outcomes are the intended results, impacts or consequences of actions by the government on the Australian community. Australian Government programs are the primary vehicle by which government entities achieve the intended results of their outcome statements.

ASQA's outcome and program structure for 2024–25 was set out in the 2024–25 Portfolio Budget Statements (PBS) for the Employment and Workplace Relations portfolio.

Outcome 1:

Through our regulation and partnership with stakeholders, ensure quality vocational education and training so that students, employers, the community and governments have confidence in the integrity of national qualifications issued by training providers.

PROGRAM 1.1

REGULATION

Objective

To ensure quality vocational education and training so that students, employers, governments and the community have confidence in the integrity of national qualifications issued by training providers.

Key activities

- Key activities reported in the current Corporate Plan that relate to this program:
- registering training providers to provide national qualifications
 - accrediting national courses to meet statutory requirements
 - delivering education activities relating to the regulation of Registered Training Organisations (RTOs) and to support compliance
 - promoting provider capacity to deliver quality VET and continuously improve outcomes through effective self-assurance
 - analysing data, intelligence and information to identify and respond proportionately to risk
 - monitoring provider performance against applicable standards and obligations
 - deploying a range of compliance and enforcement actions
 - partnering with stakeholders to improve the impact and effectiveness of our regulatory activities
 - publishing information about our regulatory functions, outputs, decisions and insights about sector performance
 - publishing information about our performance
 - engaging with policy agencies and other stakeholders to support reform and improve regulatory outcomes.



Our regulatory approach

Our regulatory approach is set out in our [Regulatory Operating Model](#) and [Regulatory Risk Framework](#) – communicating our management of sector and provider risk and describing how our regulatory functions are applied. As a Commonwealth regulator, we are accountable to government and committed to meeting the performance and reporting expectations outlined in the [Resource Management Guide for Regulator Performance](#) issued by the Department of Finance.

These expectations are underpinned by 3 principles of regulatory best practice:



Continuous improvement and building trust: Regulators adopt a whole-of-system perspective, continuously improving their performance, capability and culture to build trust and confidence in Australia's regulatory settings.



Risk-based and data-driven: Regulators manage risks proportionately and maintain essential safeguards, while minimising regulatory burden and leveraging data and digital technology to support those they regulate to comply and grow.



Collaboration and engagement: Regulators are transparent and responsive communicators, implementing regulations in a modern and collaborative way.



We apply these principles by:



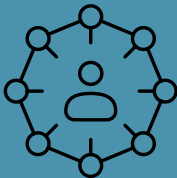
Adopting a whole-of-sector perspective, to ensure consistent high-quality VET across Australia



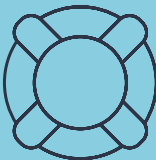
Applying an appropriate mix of education, compliance and enforcement tools to support the sector to continuously improve, and to prevent, manage and act on key risks



Regularly reviewing and, where necessary, adjusting our priorities and practices to meet changing social, technological and commercial contexts



Being open and consistent in our engagement with stakeholders, including industry, government and the broader community



Being responsive to government policy objectives for VET and the reforms endorsed by the Skills and Workforce Ministerial Council.



CASE STUDY

Captain Cook College – Risk-based regulation in action



Regulatory best-practice principle: Risk-based and data-driven

In 2025, the Federal Court ordered Captain Cook College to pay \$20 million in penalties for systemic unconscionable conduct and a further \$750,000 for misleading representations to students under the former VET FEE-HELP loan program. More than 5,000 students – most of whom had never even accessed their courses – were left with debts totalling over \$60 million.

These outcomes followed extensive regulatory action by ASQA informed by our risk-based, data-driven approach. Our monitoring identified anomalies in student engagement, unusually high enrolments, and withdrawal patterns that did not align with expected provider behaviour. These indicators – which we detected using data analytics and intelligence-sharing mechanisms – flagged Captain Cook College as high-risk. In turn, this triggered more targeted scrutiny and coordination with enforcement partners, including the Australian Competition and Consumer Commission.

The case culminated in a series of court findings, including that the college had removed safeguards from enrolment and withdrawal processes and caused widespread harm to students as well as the reputation of the VET sector. Penalties were also imposed on the college's parent company and executives, some of whom were disqualified from corporate management.

This outcome reflects ASQA's regulatory best-practice commitment to risk-based and data-driven decision-making. By focusing effort where the greatest threats to student and system integrity exist, we supported a whole-of-government response to serious misconduct – ensuring that public confidence in the VET system is upheld.

Our regulatory activity

Registering providers

Initial registration

We assess applications for registration against criteria under our legislation to ensure students, employers, governments and the community have confidence in the providers we register. We are continuing to refine our assessment methodology to make it as efficient and effective as possible, at the same time as maintaining appropriate safeguards and ensuring alignment with the 2025 Standards for RTOs that took effect from 1 July 2025.

Our initial registration activities and outcomes – for 2024–25 and the previous 2 financial years – are set out in [Tables 1 and 2](#) below.

Although the number of initial registration applications received in 2024–25 is tracking lower than previous years, the volume on hand reflects applications carried over from previous financial years. The volume and time required to effectively consider an application for initial registration reflects a change in the complexity of the applications being submitted, with more submitted with a larger scope of registration requests and in higher-risk industries.

In addition, we continue to have concerns about the quality and integrity of a large number of these applications and the need for greater scrutiny of the applications based on recent changes to the legislative framework (including strengthened fit and proper person considerations).

These integrity concerns are reflected in the higher number of applications rejected than in previous years, with 85 rejected in 2024–25 compared to 42 and 38 rejected in 2022–23 and 2023–24 respectively.

Of the 245 initial registration applications approved in 2024–25, the number of new providers entering the sector over the period included:

- 105 providers approved to deliver to domestic students
- 58 providers approved to deliver to domestic and international students (each submitting 2 applications – one for provider registration and one for CRICOS registration)
- 8 providers approved to deliver English-language training only
- 15 existing providers approved to deliver to international students.



Registration renewal

Providers must apply to renew their registration before their registration period expires. When a renewal application is received, we ensure the provider remains committed to, and capable of, delivering quality training and/or assessment.

We have experienced 2 consecutive years of significant numbers of providers undergoing renewal of their registration. In 2024–25, we received 908 renewal applications averaging 75 applications per month. We have been refreshing our approach to renewals across 2024–25 so providers can expect to see future renewal applications processed more efficiently.

As shown in [Table 2](#), there has also been an increase in the number of rejected renewal applications compared to previous years, with 32 rejected in 2024–25 – more than 3 times the total number of applications rejected in 2023–24. This increase is attributable to a number of providers who demonstrated extended periods of non-compliance and did not show satisfactory commitment to and capability of returning to compliance.

Change of scope

Providers may also apply to add or remove training products from their scope of registration. When an application to change scope is made, we consider matters set out in the legislation in deciding whether to grant a change of scope.

As shown in [Tables 1 and 2](#), we have continued to manage large volumes of change-of-scope applications, with 3,933 received and 3,708 finalised in 2024–25. We have also been refreshing our approach to change-of-scope applications across 2024–25 so providers can expect to see future applications processed more efficiently.

Withdrawal of registration

Providers may choose to exit the market by applying to have their registration withdrawn.

As shown in [Tables 1 and 2](#), applications to withdraw registration have increased 18 per cent compared to 2023–24.

Table 1: Applications received, 2022–23 – 2024–25

| Applications received | 2022–23 | 2023–24 | 2024–25 |
|----------------------------|--------------|--------------|--------------|
| Initial registration | 461 | 446 | 257 |
| Renewal of registration | 724 | 974 | 908 |
| Change of scope | 5,628 | 4,627 | 3,933 |
| Withdrawal of registration | 109 | 95 | 112 |
| TOTAL | 6,922 | 6,142 | 5,210 |

Table 2: Application outcomes, 2022–23 – 2024–25³

| Application type | Decision | 2022–23 | 2023–24 | 2024–25 |
|----------------------------|--------------|--------------|--------------|--------------|
| Initial registration | Approved | 279 | 245 | 245 |
| | Rejected | 42 | 38 | 85 |
| | Withdrawn | 84 | 121 | 127 |
| | TOTAL | 405 | 404 | 457 |
| Renewal of registration | Approved | 695 | 837 | 927 |
| | Rejected | 18 | 10 | 32 |
| | Withdrawn | 13 | 4 | 21 |
| | TOTAL | 726 | 851 | 980 |
| Change of scope | Approved | 5,550 | 4,909 | 3,459 |
| | Rejected | 41 | 39 | 61 |
| | Withdrawn | 192 | 153 | 188 |
| | TOTAL | 5,783 | 5,101 | 3,708 |
| Withdrawal of registration | Approved | 95 | 65 | 78 |
| | Rejected | 2 | 3 | 9 |
| | Withdrawn | 17 | 9 | 24 |
| | TOTAL | 114 | 77 | 111 |
| TOTAL | | 7,028 | 6,433 | 5,256 |

Accrediting courses

We accredit courses that may be delivered by providers to meet industry, enterprise, educational, legislative or community needs, where these needs are not met by nationally endorsed training packages. Courses may be accredited for up to 5 years and are listed on the National Register.

Our course accreditation activities and outcomes for 2024–25 as well as for the previous 2 financial years are set out below.

The 2024–25 figures demonstrate an upward trend of activity over the previous financial year – the introduction of the Jobs and Skills Councils (JSCs) and an increase in training package development activity have not impacted the volume of course applications at this stage. However, we recently transferred a number of applications to the JSCs to be included in training packages. While we anticipate this continuing to occur in future, it is not expected to have any major influence on outcomes for the next financial year.

³ The number of application outcomes includes applications that were received (but not finalised) in the previous financial year.

**Table 3: Course accreditation applications received, 2022–23 – 2024–25**

| Applications received | 2022–23 | 2023–24 | 2024–25 |
|--------------------------|-----------|-----------|------------|
| Initial accreditation | 25 | 25 | 30 |
| Renewal of accreditation | 48 | 43 | 63 |
| Course amendment | 19 | 12 | 15 |
| TOTAL | 92 | 80 | 108 |

Table 4: Course accreditation application outcomes, 2022–23 – 2024–25⁴

| Application type | Decision | 2022–23 | 2023–24 | 2024–25 |
|--------------------------|------------------------|-----------|-----------|-----------|
| Initial accreditation | Granted | 28 | 16 | 20 |
| | Rejected | 7 | 5 | 2 |
| | Withdrawn or cancelled | 0 | 2 | 3 |
| | TOTAL | 35 | 23 | 25 |
| Renewal of accreditation | Granted | 49 | 51 | 60 |
| | Rejected | 0 | 3 | 0 |
| | Withdrawn or cancelled | 0 | 0 | 0 |
| | TOTAL | 49 | 54 | 60 |
| Course amendment | Granted | 8 | 10 | 8 |
| | Rejected | 0 | 0 | 0 |
| | Withdrawn or cancelled | 1 | 1 | 1 |
| | TOTAL | 9 | 11 | 9 |
| TOTAL | | 93 | 88 | 94 |

⁴ The number of application outcomes includes applications that were received (but not finalised) in the previous financial year.

Educate and empower

In 2024–25, ASQA continued to educate, communicate and engage with providers to support them in understanding and complying with requirements as well as continuously improving their practices and outcomes for students.

During this period, we delivered:

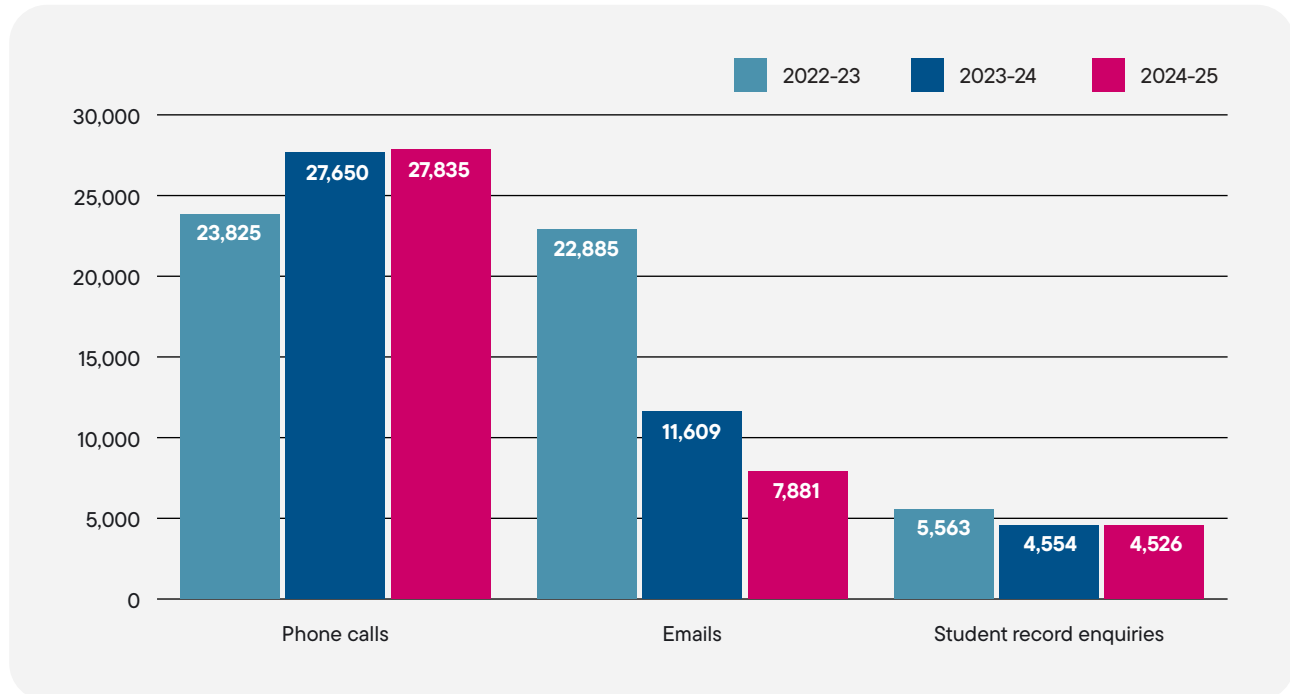
- monthly editions of ASQA IQ – *Integrity and Quality in Focus*
- a new educative podcast series, ASQAcast
- content to support implementation of the 2025 Standards, including practice guides, a series of face-to-face and online workshops, news articles and electronic direct mail to providers
- guidance and information for former students of cancelled providers, including FAQs and factsheets.

Through our Service Delivery function we continued to respond efficiently to phone and email enquiries, including requests from providers for information on compliance requirements. Our Service Delivery team also action student record requests which are submitted online.

Our enquiries activity for 2024–25 and for the previous 2 financial years is set out in [Figure 3](#) below.

In 2024–25, the most common enquiries received from students through our Service Delivery team related to student records and cancellation of qualifications. The most common enquiries received from providers related to application support, VET systems technical support, and complying with VET requirements.

Figure 3: Enquiries received, 2022–23 – 2024–25





CASE STUDY

Collaborative engagement through ASQA's national workshop series



Regulatory best-practice principle: Collaboration and engagement

To support registered providers in transitioning to the 2025 Standards, ASQA conducted a national workshop series to proactively engage with the sector. The workshops aimed to educate VET providers on key changes to the Standards, explain implications for our regulatory assessment approach, and introduce resources developed to support the transition.

Between 13 May and 16 June 2025, we delivered 23 workshops – 20 in-person sessions across capital cities and 3 online sessions. All sessions were free of charge and adopted a workshop-style format to encourage direct engagement and allow for extensive question-and-answer opportunities. The in-person sessions quickly booked out and received strong support from providers. Participants actively engaged with the content and activities, including sharing insights with sector colleagues. Many expressed their appreciation for ASQA's transparency regarding its continuous improvement journey and internal preparation.

In total, 1,625 participants attended the workshops – 1,365 in person and 260 online. Across these events, more than 450 unique questions were raised, many of which were addressed in real time. Key themes included ASQA audits and assessments, third-party arrangements, and the roles of trainers and assessors.

Post-event survey results indicated high levels of satisfaction, with participants rating all aspects of the workshops positively. On the question of motivation to support the changes, attendees gave an average score of 4.65 out of 5, reflecting a strong sense of encouragement and readiness to implement the 2025 Standards.

To further support the sector, we delivered an additional webinar in late June, focusing on areas where providers sought greater clarity. The session attracted approximately 3,500 participants, who again reported a high level of motivation to support the changes, with an average score of 4.66 out of 5. This strong engagement confirmed that this style of interaction is highly effective for the sector, and we have planned further webinars into 2025–26. A recording and transcript of the webinar have been made available on our website for those who were unable to attend.

Feedback from these initiatives highlighted a strong desire for continued engagement through webinars and workshops, as well as interest in more case studies and practical materials to support implementation of the 2025 Standards. In response, we have released two broader FAQ packages and published the presentation content on our website to further assist providers.

The success of this collaborative and engaging approach underscores its value in supporting providers through regulatory changes and strengthening ASQA's relationship with the sector it regulates.

Investigations and monitoring

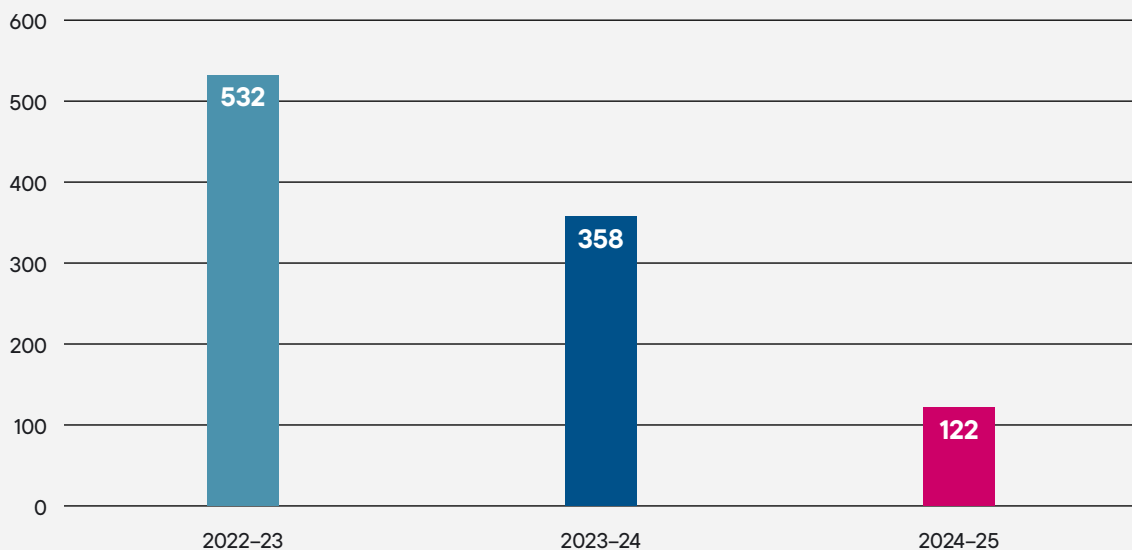
Complaints and intelligence about providers

We receive complaints and intelligence about provider practices through several channels from a range of stakeholders, including students and staff of providers, industry, and government agencies. While ASQA is not a complaints-handling body, we engage with complainants as appropriate. Where a complaint is about a provider's practices, ASQA will notify the provider about the concerns raised without breaching confidentiality and privacy. We may request additional information or assurance from the provider relating to specific areas of their practices and operations, as well as escalate the level of regulatory intervention required based on the nature of the risks and impact.

As shown in [Figure 4](#), we received 122 complaints about provider compliance this financial year. The number of 'complaints' that have been received through asqaconnect has been decreasing since the establishment of our Tip-off line in October 2023, as outlined below. At the end of 2024–25, the top 3 categories of concerns raised by complainants related to:

- training, assessment or study support
- course fees, payment plans, refunds or VET Student Loan terms
- receiving a certificate after completing the course.

Figure 4: Provider complaints/cases received, 2022–23 – 2024–25

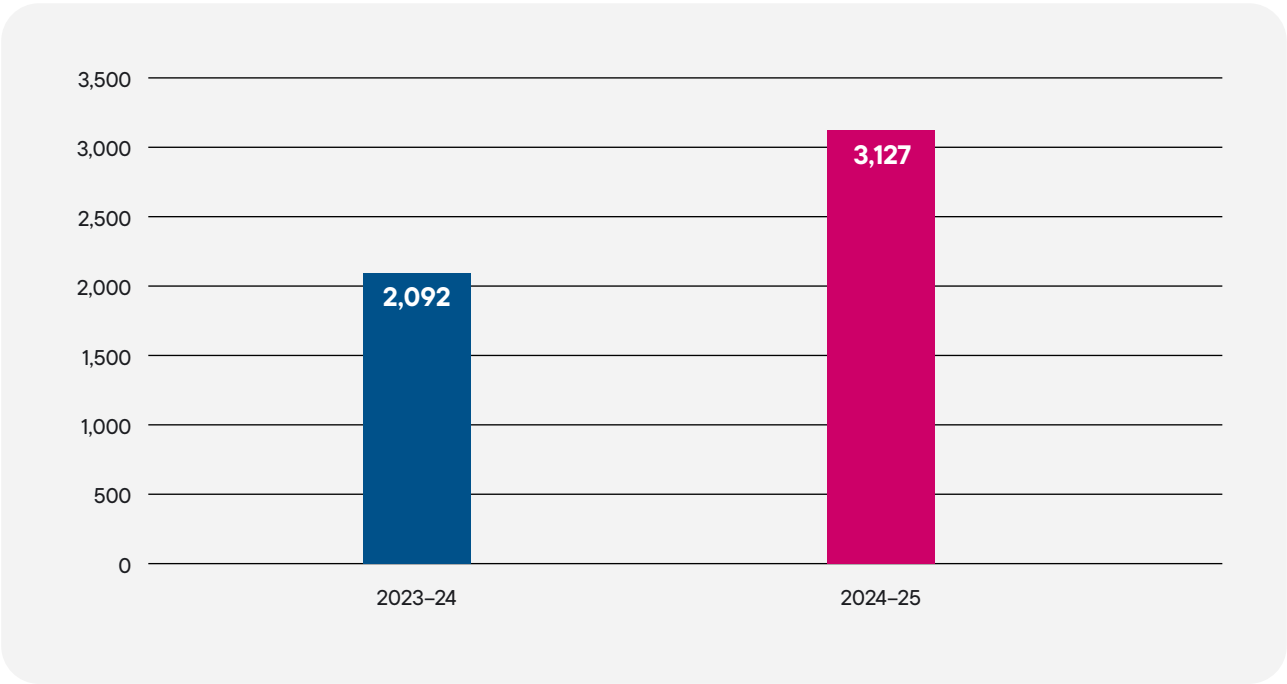




VET Tip-offs

Our VET Tip-off line provides a safe and confidential avenue for current and former students, staff and other potential whistleblowers to report, anonymously if they wish, any concerns about the sector, including alleged deceptive practices, unethical behaviours or illegal and serious non-compliance. As shown in [Figure 5](#), we received 3,127 tip-offs in 2024–25 – the first full year of operation.

Figure 5: VET Tip-offs received, 2023–24* – 2024–25



*4 October 2023 – 30 June 2024



CASE STUDY

Enhancing Service Delivery capabilities for improved user experience



Regulatory best-practice principle: Continuous improvement and building trust

ASQA's Digital Transformation Program significantly enhanced the capabilities of our Service Delivery function, delivering a more modern experience and establishing foundations for future products to support our services.

A key achievement was the successful integration of the Genesys Contact Centre with the Dynamics 365 Customer Relationship Management (CRM) system early in 2025. This included embedding Genesys into ASQA's Regulatory Management System (ARMS) and launching a new Customer Enquiry Management System.

This integration was guided by a user-centric approach, with end-user needs shaping each phase – from concept and design through to testing and deployment. By closely involving our Service Delivery team and other frontline users, we ensured the new systems were tailored to support more responsive, consistent, and efficient interactions with stakeholders. The result is a more seamless experience for VET providers, students, and other users, who now benefit from faster resolution of enquiries and improved continuity across service channels.

Another major milestone was the release of ASQA's new tip-off and complaints capability – the first component of our new external Portal, which replaces asqanet as our primary platform for engaging with VET providers. The redesigned form is dynamic and fully mobile-compatible, making it easier and more accessible for VET students, staff, and other stakeholders to submit tip-offs and concerns. This uplift directly supports transparency and accountability in the sector, while reducing barriers to reporting serious non-compliance.

Importantly, the new capability also streamlines how information flows through ASQA. Tip-offs submitted via the Portal now go directly to our Intelligence team for triage, enabling faster and more targeted responses to serious issues. This change improves the experience for stakeholders by ensuring timely action on high-risk matters, while allowing our Service Delivery staff to focus on providing support and guidance where it's most needed.

Functioning effectively since its release in early 2025, this uplift in user experience has received positive feedback and reflects our ongoing commitment to delivering a user-centric, efficient, and accessible experience for all stakeholders.



Regulatory assessment and monitoring of providers

We undertake a range of regulatory assessment and monitoring activities. These are part of ASQA's broader regulatory framework and include targeted activities with providers to assess or monitor provider performance with the Standards for RTOs.

These activities include:

- undertaking surveys (of students and/or other stakeholders)
- interviewing providers, students, trainers/assessors and/or other provider personnel
- undertaking site visits of providers' delivery locations
- requesting data and documents from providers and/or other government entities
- undertaking defined scope or full performance assessments.

As shown in [Figure 6](#), we undertook 284 performance assessments in 2024–25. Noting that the selection of these performance assessments is based on specific provider risk indicators, 221 (78%) resulted in a finding of non-compliance. Of these, 102 (46%) providers satisfied ASQA they had addressed the issues of concern and returned to compliance.

When we conduct a performance assessment of a registered provider, a sample of products, applicable standards and broader compliance obligations are tested. The performance assessment is scoped depending on systemic and provider-specific risk factors. In 2024–25, the most commonly assessed standards as well as most common areas of non-compliance related to: implementing, monitoring and evaluating training and assessment strategies and practices (1.1 and 1.2), conducting effective assessment (1.8), and employing skilled trainers and assessors (1.13 and 1.16).

As part of the 201 review monitoring activities undertaken this financial year, we issued 85 'amber' letters to CRICOS providers, reminding them of their reporting obligations under section 19 of the ESOS Act as part of Phase 2 of the Early Intervention Strategy. We also undertook 116 site visits (88 of which were unannounced site visits of CRICOS-registered provider premises as part of a compliance blitz to monitor student protections, student attendance, marketing and recruitment practices, and fit and proper person requirements).

Where a provider demonstrates a commitment and capability to address issues identified, we may offer an Agreement to Rectify (ATR), which describes:

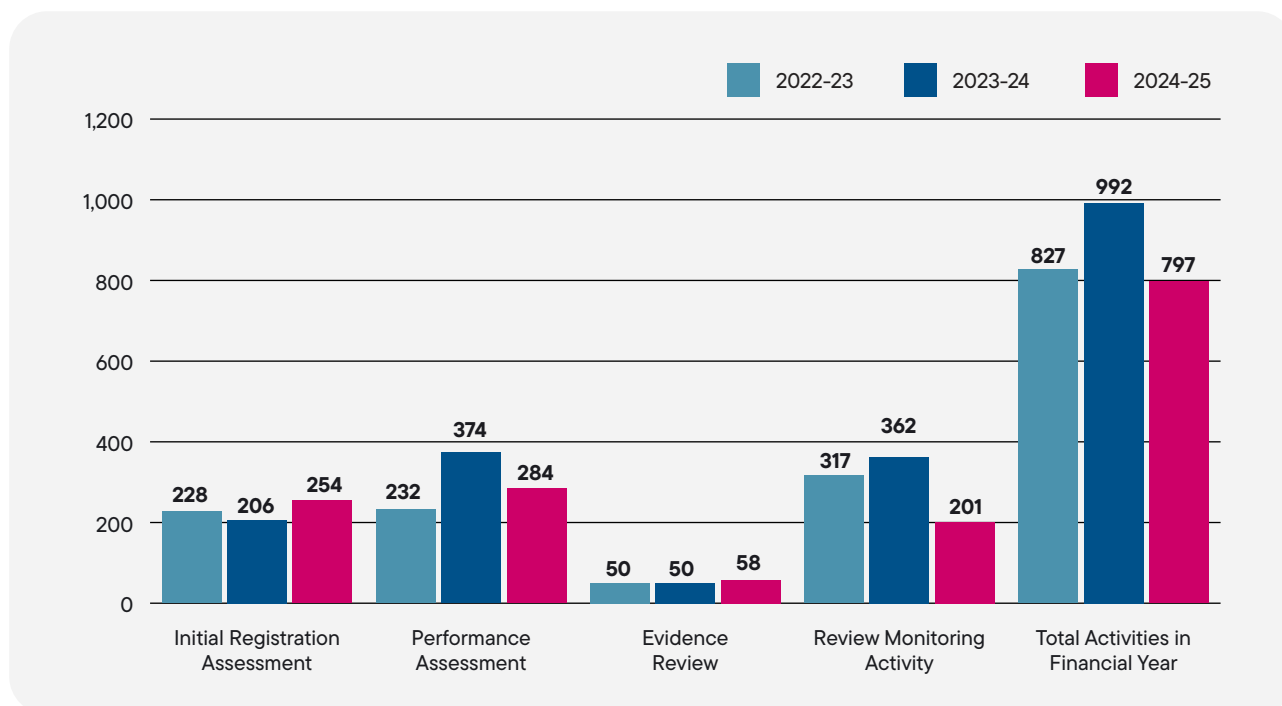
- the actions the provider proposes to address the issues
- the evidence they will provide of their return to compliance
- the timeframes for completing these actions.

In 2024–25, 26 providers entered into an ATR. Thirty-three ATRs were also finalised in this period, of which 24 returned to compliance.

Total overall assessment and monitoring activities are lower in 2024–25 compared to previous years due to the reallocation of staff to support our qualifications integrity work as outlined below. However, as outlined in [Table 2](#), a total of 980 providers were assessed in relation to their renewal of registration.



Figure 6: Assessment and monitoring activities completed, 2022–23 – 2024–25



Investigations

We draw on our investigative capability and functions to:

- undertake surveillance and information collection activities
- investigate serious issues of non-compliance
- investigate and prosecute, when appropriate, the conduct of individuals, unregistered entities and registered providers who breach their legislative obligations.

Our investigations also support collaboration across government, including through strengthened information-sharing as well as increased coordination in multi-agency operations, such as Operation INGLENOK and the Fraud Fusion Taskforce, that involve law enforcement agencies and other regulators. Our participation in these forums is an important part of our work in preventing, detecting, deterring and disrupting the conduct of non-genuine providers and bad faith operators, including in relation to fraudulent conduct.

As at 30 June 2025, the Investigations and Enforcement team are managing more than 200 serious matters (where the nature of the issues and conduct in question threaten the integrity of the VET sector) in relation to the conduct of 158 providers. Of these:

- approximately 60% relate to providers that deliver training to international students
- approximately 79% relate to alleged fraud, including bogus qualifications, cash for qualifications, fabrication of assessments and evidence, ghost colleges, funding fraud and visa/migration risks
- more than 60% are linked to multijurisdictional actions such as Operation INGLENOK, Fraud Fusion Taskforce, NSW Building Commission, and the disruption of alleged criminal networks.

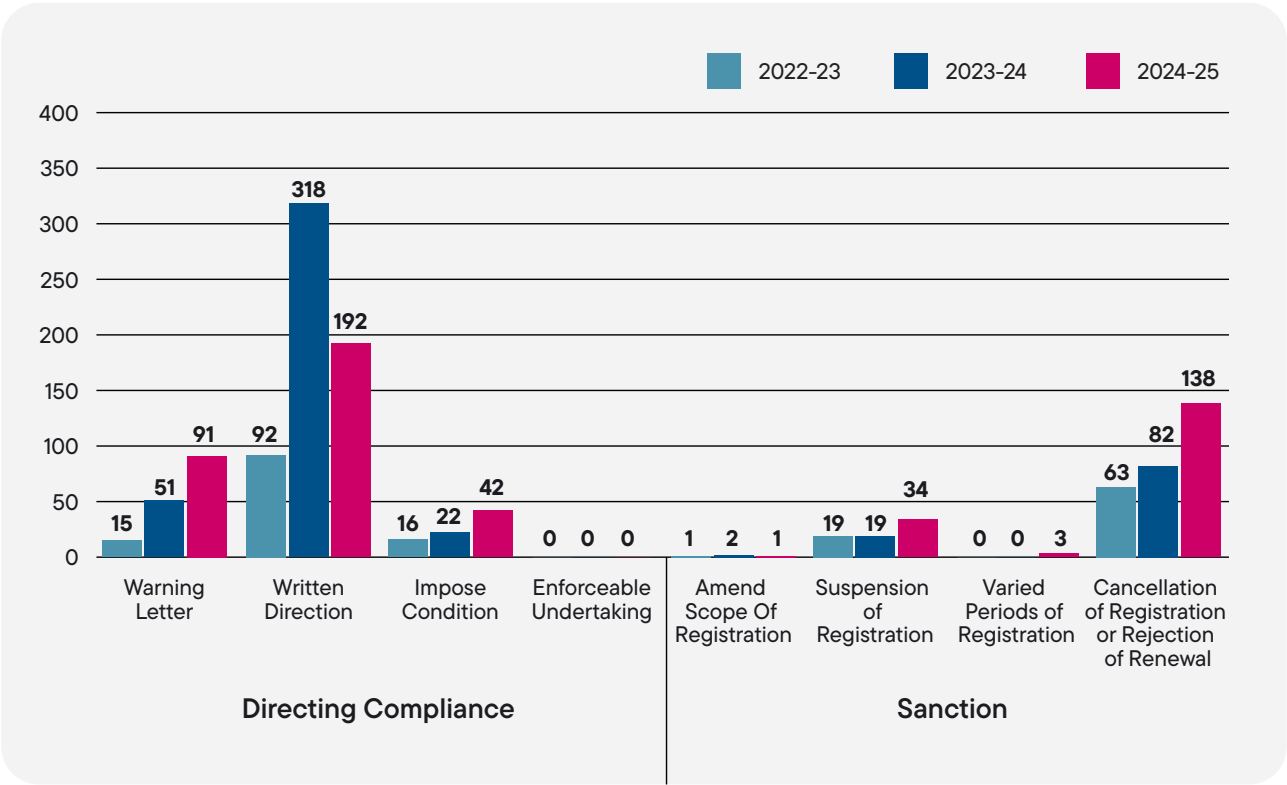
There are 44 investigations into potential breaches of the NVR Act by non-registered organisations relating to misleading advertising practices and qualification fraud. This includes supporting investigations by Victorian and New South Wales police into providers and individuals of mutual interest.



Taking compliance action

Where a provider is committed to delivering quality training and assessment, but may be falling short in their capability, we use a range of escalating regulatory tools to compel and enforce compliance. If we find that a provider is neither committed nor capable of delivering quality training and assessment, we will take regulatory action to de-register those providers who threaten the quality, integrity and reputation of the VET sector. In 2024–25, ASQA undertook a range of compliance actions, which are detailed in [Figure 7](#). The number of sanctions imposed relate to a total of 87 providers.

Figure 7: Compliance enforcement – regulatory decisions, 2022–23 – 2024–25



CASE STUDY

Elevating quality through engagement



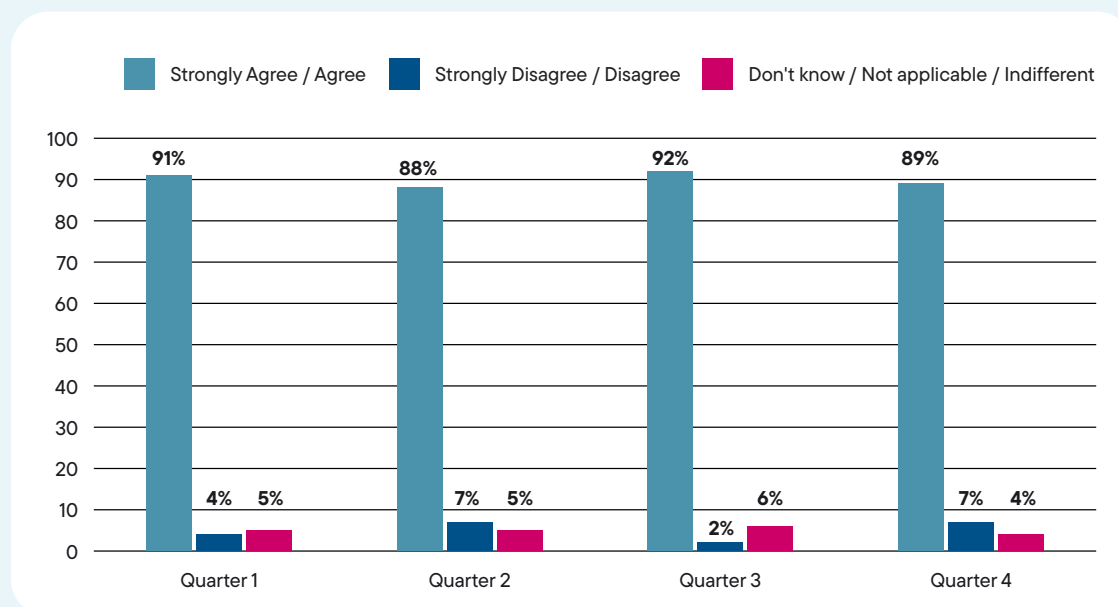
Regulatory best-practice principle: Collaboration and engagement

ASQA is committed to being a modern, best-practice regulator – one that not only enforces compliance but actively collaborates with the sector to drive quality improvement. Central to this commitment is our focus on the regulatory best-practice principle of ‘Collaboration and engagement’, assessed through structured feedback mechanisms.

This approach is evident in our performance assessment activities, where we have shifted from a largely enforcement-based model to one that uses performance assessments as opportunities for dialogue and continuous improvement. To evaluate this model, we routinely survey providers who have participated in these processes.

Our quarterly Feedback Survey includes targeted questions on the clarity of purpose, professionalism, and receptiveness of ASQA officers. Across all 4 quarters of 2023–24, the survey consistently showed high levels of satisfaction with our regulatory interactions. Between 88% and 92% of respondents agreed or strongly agreed with a set of 10 statements such as “The ASQA Officer was professional in their interactions and was respectful throughout the engagement” and “The interaction assisted my organisation to understand my obligations or continuously improve”.

Figure 8: Responses to the 10 Statements in the quarterly Feedback Survey



This feedback directly informs iterative evaluations of our regulatory operations. By analysing survey results, we identify areas for improvement and refine our processes, training, and communication – ensuring that our regulatory approach remains responsive and supports providers in meeting their obligations and improving quality.



Qualification integrity

ASQA is committed to lifting quality and integrity across the VET sector, and the integrity of qualifications issued is a primary focus. To ensure the integrity of VET and to protect the public, where we have cancelled the registration of critically non-compliant providers who have been found to have issued qualifications without the appropriate training or assessment, we are pursuing regulatory action to cancel qualifications and/or statements of attainment issued by those providers. Following extensive compliance investigations, in 2024-25 we cancelled the registration of 7 critically non-compliant (unrelated) providers, finding the former providers had systematically issued qualifications without appropriate training or competency-based assessment by qualified assessors, and/or did not ensure students had successfully satisfied all requirements prior to issuing VET certification:

- Luvium Pty Ltd (trading as Australia Education & Career College) – cancelled 18 October 2024
- International Institute of Education and Training Pty Ltd (IIET, trading as EDUVET) – cancelled 19 November 2024
- Gills College Australia Pty Ltd (trading as Elite College Australia and/or Sterling Business College) – cancelled 19 November 2024
- DSA Ventures Pty Ltd (trading as Australian Academy of Elite Education) – cancelled 29 November 2024
- Contract Me Pty Ltd (Learning Options) – cancelled 14 May 2025
- SPES Education Pty Ltd – cancelled 16 May 2025
- Qualify Now Pty Ltd (trading as Nextgen Tech Institute) – cancelled 14 May 2025.

Prior to making any decision, ASQA issued notices inviting responses from more than 23,000 individuals who had been issued with one or more qualifications and/or statements of attainment by these former providers during specified periods. Following consideration of the responses and evidence received, we made decisions to cancel more than 25,500 qualifications and statements of attainment. These qualifications and statements of attainment were required to be returned to us. If an individual continues to use a cancelled qualification or statement of attainment, ASQA may pursue civil penalties against that individual. In 2024-2025 we did not receive any advice that an individual has continued to use their qualification following its cancellation.



CASE STUDY

Upholding qualification integrity through risk-based regulation



Regulatory best-practice principle: Risk-based and data-driven

In October 2024, ASQA cancelled the registration of Luvium Pty Ltd (trading as Australia Education & Career College) after a compliance investigation revealed the provider had issued qualifications without appropriate training or competency-based assessment by qualified assessors. This action affected 7,360 individuals who had been issued qualifications in early childhood education, disability support, community services, and first aid.

Our regulatory action, which resulted in the de-registration of Luvium Pty Ltd, stemmed from our risk-based, data-driven regulatory approach. This included intelligence received from other government stakeholders, tip-offs, and a detailed analysis of the provider including its regulatory and corporate history. This led to findings of systemic non-compliance, including issuing qualifications without proper assessment.

Following the cancellation of the provider's registration, we issued notices of intent to cancel the qualifications of impacted individuals, providing them an opportunity to respond prior to a decision being made. Over 6,400 individuals did not respond to ASQA's notice. Of those who did, we considered the facts and circumstances of each impacted individual in determining whether to cancel the qualifications issued to them. No individual was able to demonstrate to ASQA that the necessary training or assessment was provided to them, resulting in ASQA cancelling their qualifications.

This case reaffirms our commitment to the principle of being risk-based and data-driven. By focusing resources on high-risk providers identified through data analysis, we are protecting the integrity of Australia's VET sector and the community.

Procedural fairness and accountability

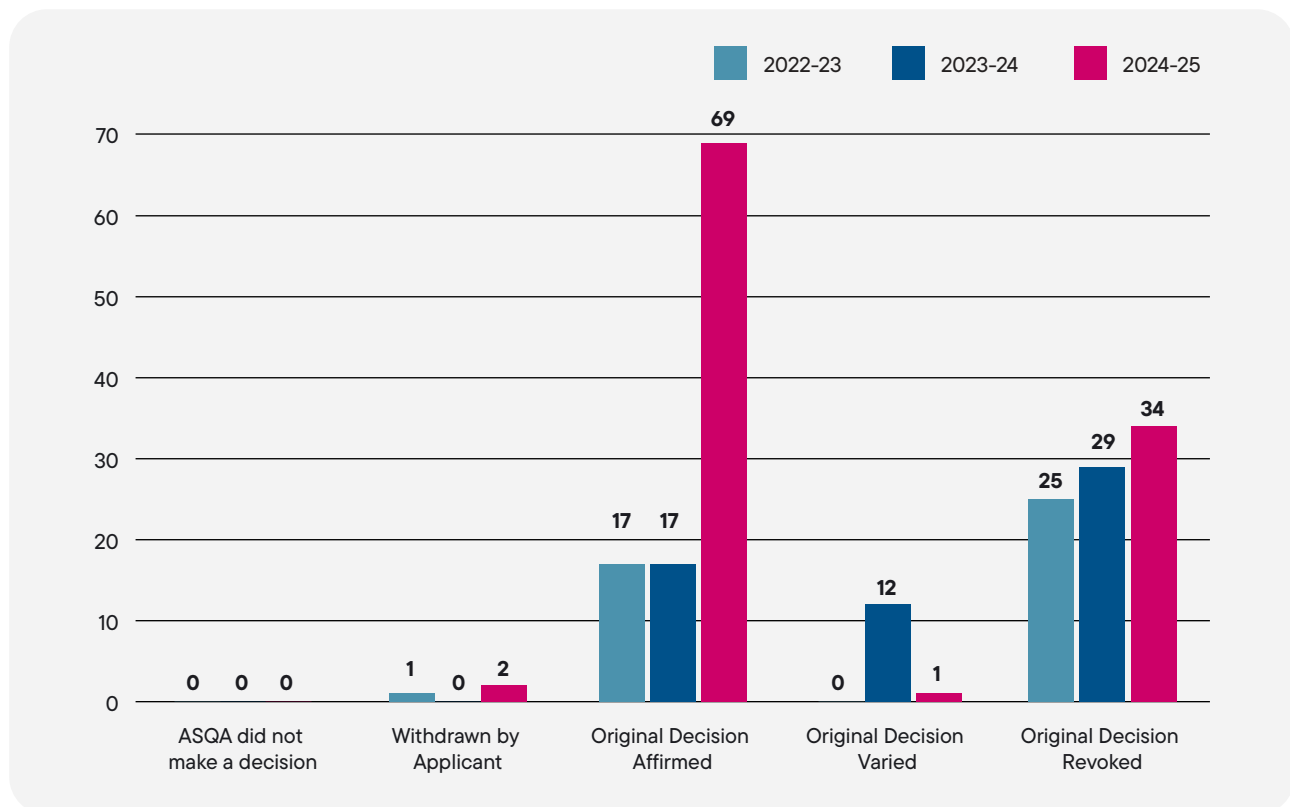
Before making a decision that adversely affects a provider or an individual, we ensure procedural fairness is afforded, which means providing robust reasons for decisions and giving the provider or individual an opportunity to respond to identified issues.

An affected party may request reconsideration (internal review) or external review of certain decisions made by ASQA. We apply early resolution of disputed non-compliance, supporting a focus on the provider's return to compliance where appropriate.

As noted below in Figure 9, in 2024–25 we finalised 106 internal review applications, almost double the number of applications finalised in 2023–24, and affirmed the original decision in 69 reviews.



Figure 9: Internal review – outcomes, 2022–23 – 2024–25



If a provider is dissatisfied with the outcome of a reviewable decision, they may apply for merits review by the Administrative Review Tribunal (ART)⁵.

In 2024–25, 59 Tribunal matters were concluded, consisting of:

- 2 matters which proceeded to a contested hearing – in both cases, ASQA's decisions were affirmed by the Tribunal
- 20 matters which were resolved between the applicant and ASQA ahead of a hearing
- 12 matters which were dismissed by the Tribunal
- 25 matters which were withdrawn by the applicants.

⁵ The Administrative Review Tribunal commenced operation on 14 October 2024, replacing the former Administrative Appeals Tribunal.

Figure 10: External review outcomes – where the matter proceeded to a hearing and a decision was made, 2022–23 – 2024–25

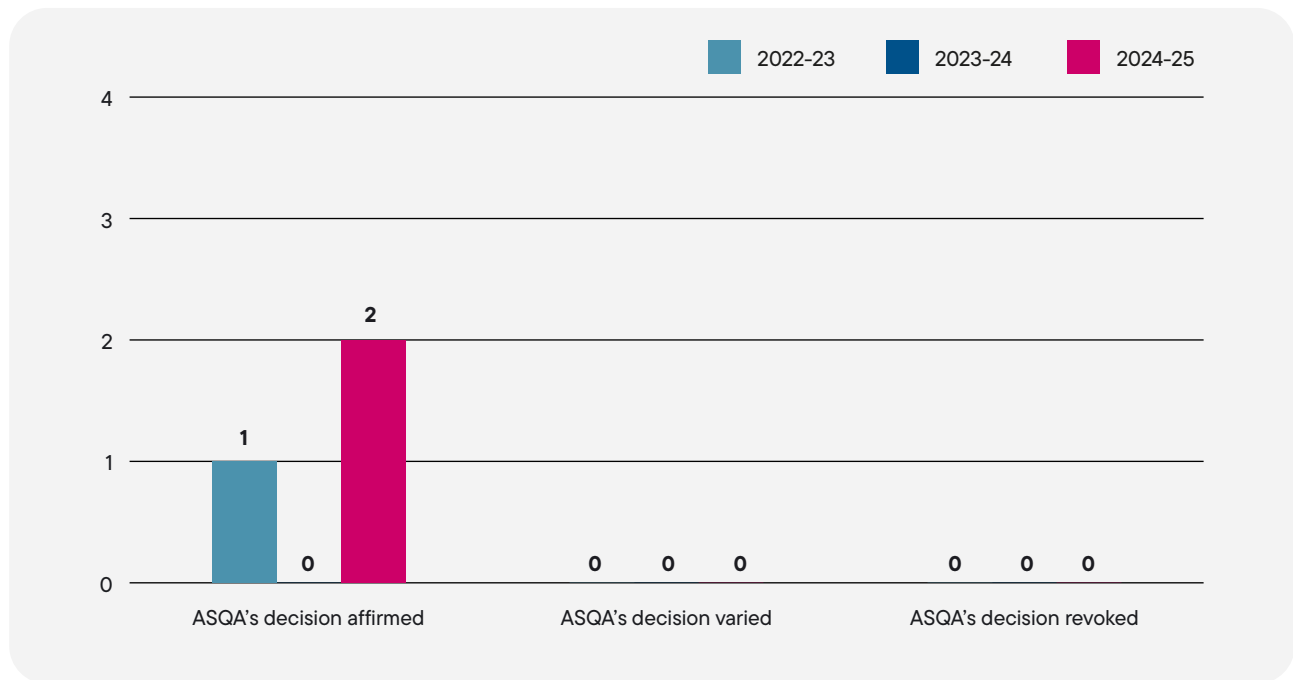
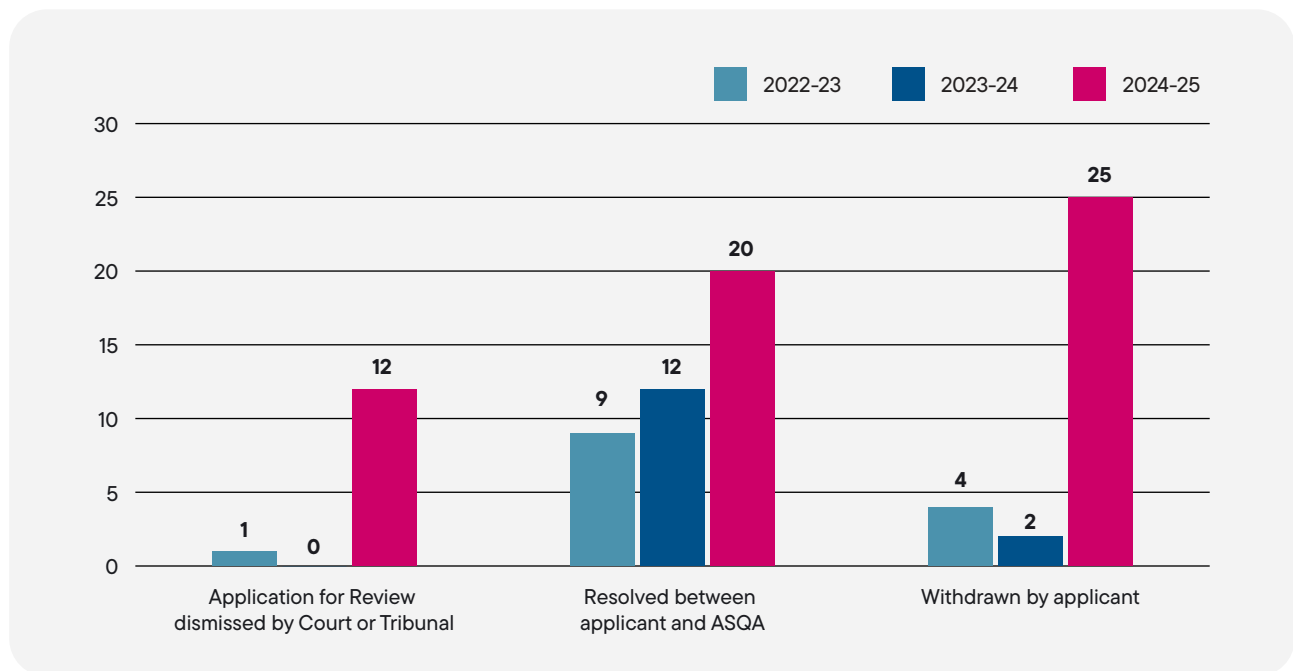


Figure 11: External review outcomes – where the matter did not proceed to a hearing, 2022–23 – 2024–25





Our service standards

We closely monitor, manage and report on our performance against 12 service standards.

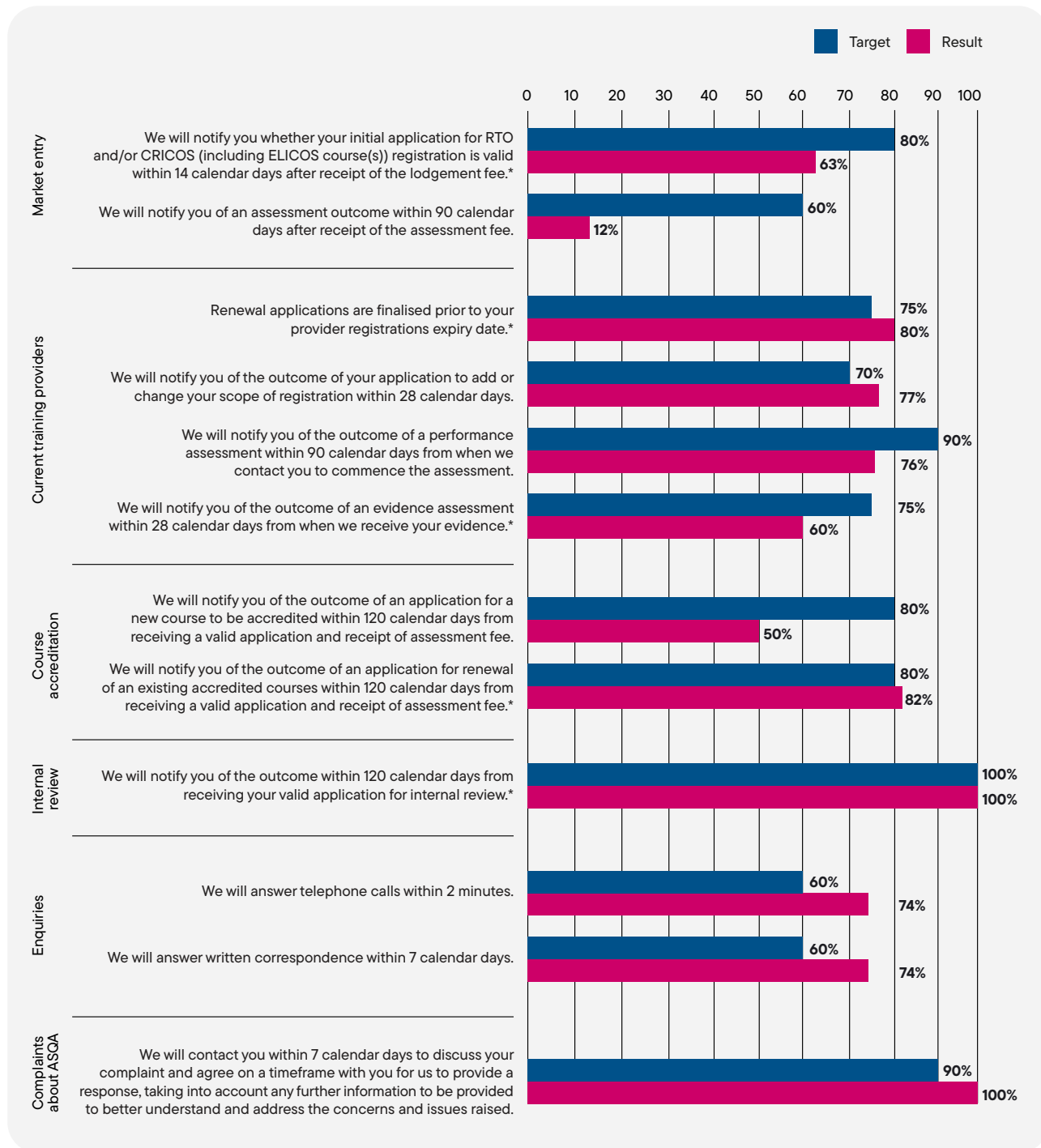
As at 30 June 2025, we met 7 of our service standards and exceeded our targets in several key areas, including provider renewals, change of scope applications, course accreditation renewals and internal reviews – demonstrating our commitment to timely and efficient ways of working. In particular, our performance in relation to processing change of scope applications is a significant improvement on our 2023-24 result (28%), achieved through improvements to regulatory processes and uplift in staff capability. Additionally, we met our commitment to addressing complaints in a timely manner and our enquiries service remains strong, with telephone calls and written correspondence answered promptly within the 2-minute and 7-day standard respectively.

We faced challenges in other areas and are continuing to work on improving our performance. Delays in performance assessment outcomes were experienced due to resource allocation in quarter 2 to support ASQA's high-priority Qualification Integrity effort, but we anticipate meeting the standard in the new financial year. Similarly, while course accreditation renewals met the standard, new course accreditations were also impacted by resource allocation in quarters 2 and 3 to support our Qualification Integrity effort. Following this surge, performance has improved from the previous quarter by 14% and we expect this to continue to rise in 2025-26.

While we are meeting our service standard relating to assessment outcomes for initial registration applications received from 1 January 2025, the overall result is reflective of the carryover of applications from the previous financial year. We remain dedicated to continuous improvement, and we are confident the range of measures being implemented to enable us to meet the full suite of service standards will position us to report further improvements in 2025-26.



Figure 12: Results against service standards, 2024–25



* Standards or target updated, effective to applications from 1 July 2024.







2. ANNUAL PERFORMANCE STATEMENTS

In this chapter...

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Statement of preparation

I, Saxon Rice, as the Accountable Authority of the Australian Skills Quality Authority (ASQA), present the 2024–25 Annual Performance Statements of ASQA, as required under paragraph 39(1)(a) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

In my opinion, these Annual Performance Statements are based on properly maintained records, accurately reflect the performance of the entity, and comply with subsection 39(2) of the PGPA Act.



Saxon Rice
Chief Executive Officer
Australian Skills Quality Authority



Our performance reporting framework

Our purpose is to ensure quality vocational education and training so that students, industry, governments and the community have confidence in the integrity of national qualifications issued by training providers.

As published in our [2024–25 Corporate Plan](#), and aligned with our 2024–25 PBS, ASQA seeks to achieve its purpose through 5 Strategic Objectives:

1. Our regulatory approach promotes a culture of quality through self-assurance and continuous improvement
2. Our regulatory approach is focused on integrity through best practice, risk-based and proportionate regulation
3. Our regulatory approach is transparent and accountable
4. We engage, collaborate and partner with stakeholders to improve regulatory outcomes
5. ASQA's people and operations are supported and capable to deliver this plan and continuously improve.

Each Strategic Objective contains a set of performance measures and targets as well as key activities and key performance indicators (KPIs) that enable us to monitor and measure our performance in achieving our purpose.

In accordance with section 16F of the PGPA Rule, ASQA's Annual Performance Statements reports on the period from 1 July 2024 to 30 June 2025 and provides an assessment of our performance against our Strategic Objectives, performance measures and planned results as set out in our Corporate Plan 2024–25 and PBS.



Overview of results

Overall, ASQA performed well against the key activities and performance measures set out in our Corporate Plan 2024–25. Of the 27 performance measures listed, ASQA achieved the target for 24 measures and partially achieved the target for 3 measures. [Table 5](#) gives an overview of the results achieved for each performance measure against our 5 Strategic Objectives. The following pages also offer analysis supporting each reported result by Strategic Objective and performance measure.

Table 5: Summary of ASQA's performance in 2024-25

| Strategic Objective | 2024–25 Strategic Objective assessment | 2024–25 Performance measure assessment summary |
|---|--|--|
| 1. Our regulatory approach promotes a culture of quality through self-assurance and continuous improvement | Achieved | 2/2 achieved |
| 2. Our regulatory approach is focused on integrity through best practice, risk-based and proportionate regulation | Partially achieved | 8/10 achieved |
| 3. Our regulatory approach is transparent and accountable | Achieved | 8/8 achieved |
| 4. We engage, collaborate and partner with stakeholders to improve regulatory outcomes | Achieved | 3/3 achieved |
| 5. ASQA's people and operations are supported and capable to deliver this plan and continuously improve | Partially achieved | 3/4 achieved |



Results definitions

To provide consistency, we used the following indicators to assess our performance against our Strategic Objectives and performance measures:

| | |
|---------------------------|--|
| ACHIEVED | Strategic Objective: 100% of performance measures under the Strategic Objective were achieved Performance measure: The performance measure target was achieved or exceeded |
| PARTIALLY ACHIEVED | Strategic Objective: More than 50% but less than 100% of performance measures under the Strategic Objective were achieved Performance measure: The performance measure target was partially achieved ⁶ |
| NOT ACHIEVED | Strategic Objective: Less than 50% of performance measures under the Strategic Objective were achieved Performance measure: The performance measure target was not achieved ⁷ |

⁶ For quantitative performance measures, the measure is partially achieved if results are within 10% of the target.

⁷ For quantitative performance measures, the measure is not achieved if results are below 10% of the target.

Overall performance analysis

Our performance in 2024–25 reflects our ongoing commitment to best-practice regulation, continuous improvement, and sector engagement. We strengthened our intelligence-led, risk-based approach to regulation, enhanced transparency through regular reporting, and deepened our collaboration with stakeholders to ensure the regulatory system remains fit-for-purpose.

As reflected in [Table 6](#) below, results from the independently administered 2024–25 ASQA Provider and Course Owner Survey show marked improvement in stakeholder confidence across all 5 Strategic Objectives, with positive improvement between 2 and 14 percentage points compared to 2024. The most notable increase was for Strategic Objective 2, where 80% of respondents agreed that ASQA's regulation is best practice – up 14 percentage points from 2024 and 15 points from 2022. It is worth noting that this objective was updated in 2025 to incorporate being 'focused on integrity through best practice', which may have influenced respondent interpretation.

Strategic Objectives 4 and 5 were also updated in 2024 and while they have a broadly similar focus, they are not directly comparable to earlier years. Nonetheless, both saw increased agreement levels compared to 2024, indicating growing support for ASQA's stakeholder engagement and organisational capability.

The response rate for this year's survey was 38 per cent, a robust response rate for an engagement of this type. This response rate is 1 percentage point lower than in 2024 (39%) and 2 percentage points higher than 2023 (36%).

These results affirm our progress in delivering regulatory outcomes that are proportionate, transparent, and focused on the quality and integrity of VET.



**Table 6: Summary of ASQA Provider and Course Owner Survey Strategic Objective results, 2022-2025**

| Strategic Objective | Statement | 2025 | | 2024 | 2023 | 2022 |
|---------------------|---|------|---|------|------------------|------|
| 1 | ASQA's regulatory approach promotes a culture of quality through self-assurance and continuous improvement | 80% | ↑ | 78% | 81% | 76% |
| 2 | ASQA's regulatory approach is focused on integrity through best practice, risk-based and proportionate regulation | 80% | ↑ | 66% | 68% | 65% |
| 3 | ASQA's regulatory approach is transparent and accountable | 67% | ↑ | 61% | 64% | 60% |
| 4 | ASQA engages, collaborates and partners with stakeholders to improve regulatory outcomes | 72% | ↑ | 69% | n/a ⁸ | n/a |
| 5 | ASQA's people and operations are supported and capable to deliver this plan and continuously improve | 58% | ↑ | 53% | n/a | n/a |

⁸ This data is not directly comparable to 2024 and 2025, because the statement of Strategic Objectives 4 and 5 is different.

| Strategic Objective | Text | 2023 | 2022 |
|-----------------------|--|------|------|
| Strategic Objective 4 | ASQA engages and partners with providers constructively and with mutual respect | 73% | 73% |
| Strategic Objective 5 | ASQA's regulatory approach adds value (i.e. is efficient, effective and continuously improves) | 67% | 66% |

Strategic Objective 1:

Our regulatory approach promotes a culture of quality through self-assurance and continuous improvement

As a condition of national registration as a training organisation, ASQA expects providers to comply with their obligations and to have mechanisms in place to ensure they are meeting their legislative obligations and continuously improving as part of their business operations. Students, industry, the community and governments also expect this. It is a core part of a provider's business practice and central to maintaining and improving quality VET. An important part of ASQA's work is to support and enable providers to build their capability to manage risks to quality and to mature their organisation's governance and systems to continuously improve their outcomes for students and industry.

| KPI | Performance measure | 2024–25 Target | 2024–25 result |
|---|---|----------------|---|
| 1.1 ASQA's regulatory tools and practices support providers to self-assure quality VET outcomes and continuously improve | 1.1a Percentage of providers that agree that our regulatory tools and practices support them to self-assure and continuously improve | 77% | Achieved (and improved) In the 2024–25 ASQA Provider and Course Owner Survey, 79% of providers and course owners agreed ASQA's regulatory tools and practices supported organisations to self-assure and continuously improve, compared to 76% in 2023–24 and 78% in 2022–23. |
| 1.2 Our published insights about risks and the outcomes of our risk treatments support providers to self-assure their own operations | 1.2a Percentage of providers that agree that our published insights about risks and the outcomes of our risk treatments support providers to self-assure their own operations | 77% | Achieved (and improved) In the 2024–25 ASQA Provider and Course Owner Survey, 79% of providers and course owners agreed ASQA's published insights about risks and the outcomes of risk treatments supported providers to self-assure and continuously improve, compared to 75% in 2023–24 and 78% in 2022–23. |

Source: ASQA Corporate Plan 2024–25 (page 25) and ASQA PBS 2024–25 (page 89)



Strategic Objective 2:

Our regulatory approach is focused on integrity through best practice, risk-based and proportionate regulation

A risk-based approach means that our regulation focuses on the most significant areas of risk to the community and to the integrity and quality of VET. When we make decisions about our regulatory actions, they are proportionate to the level of potential harm. As the national regulator, we foster confidence in Australia's VET sector and maintain a high standard of excellence by targeting those providers who fail to meet their obligations, using the appropriate incentives and penalties at our disposal to return those providers to compliance or exit them from the sector.

| KPI | Performance measure | 2024–25 Target | 2024–25 result |
|--|--|----------------|--|
| 2.1 Our regulation focuses on the greatest risk of harm to the integrity of training products and achievement of quality outcomes | 2.1a We draw on intelligence and data from a broad range of inputs to determine the most significant risks and publish Regulatory Risk Priorities | 2 per year | <p>Partially Achieved</p> <p>In 2024–25, we conducted an annual environmental scan and drew on a wide range of intelligence sources – including provider data, sector trends, stakeholder feedback, and tip-offs – to inform our regulatory focus. This included:</p> <ul style="list-style-type: none"> • participation in multi-agency threat assessments targeting serious organised crime, in collaboration with law enforcement and other regulators • undertook threat assessments of RPL and delivery of training and assessment to international students • targeted compliance operations focused on high-risk VET providers, informed by intelligence and risk profiling • ‘compliance blitz’ initiatives addressing fraud and breaches of the fit and proper person requirements, aimed at protecting students and maintaining sector integrity • operation and enhancement of our VET Tip-off line, which provides a safe and confidential channel for students, staff, and whistleblowers to report serious non-compliance or illegal activity. <p>These inputs directly informed the development and publication of our Regulatory Risk Priorities in July 2024, following the environmental scan.</p> <p>There were no new emerging priorities requiring a second publication of our Regulatory Risk Priorities during 2024–25.</p> |

| KPI | Performance measure | 2024–25 Target | 2024–25 result |
|---|---|----------------|---|
| 2.1 Our regulation focuses on the greatest risk of harm to the integrity of training products and achievement of quality outcomes | 2.1b We report on outcomes of our delivery of planned, integrated regulatory treatments and how they address our Regulatory Risk Priorities | Annually | <p>Achieved</p> <p>We deliver integrated regulatory treatments aligned with our Regulatory Risk Priorities to ensure targeted, proportionate, and effective responses to sector-wide risks. These treatments combine provider-level interventions, sector engagement, and intelligence gathering to address specific risk themes identified.</p> <p>In 2024–25, we implemented treatments across priority areas including trainer and assessor capability, online delivery quality, high-risk provider cohorts, and assessment practices. Each treatment used a mix of regulatory tools, such as performance assessments, investigations, data analysis, self-assurance activities, and education initiatives.</p> <p>Treatment outcomes are monitored internally and shared externally, through our monthly <i>ASQA IQ</i> publication as well as our <i>ASQA Update</i> e-newsletter. The <i>ASQA Update</i> is distributed quarterly to provide strategic news to the VET sector, such as the December 2024 edition which detailed the ongoing work of our Integrity Unit and how it underpins ASQA's regulatory risk priorities.</p> |



| KPI | Performance measure | 2024–25 Target | 2024–25 result |
|---|---|----------------|---|
| 2.1 Our regulation focuses on the greatest risk of harm to the integrity of training products and achievement of quality outcomes | 2.1c We implement and report on our Data Strategy and Roadmap 2021-24 to embed the use of data, analytics and insights throughout decision making | Annually | <p>Achieved</p> <p>We successfully completed the implementation of our Data Strategy and Roadmap 2021–24 in 2024, as reported in our previous Annual Report. During 2024–25, we progressed key initiatives aligned with our evolving data and intelligence capabilities, including:</p> <ul style="list-style-type: none"> • strengthening our intelligence-led regulatory approach through environmental scanning, multi-agency threat assessments, targeted compliance operations, and enhancements to our Service Delivery portal – all informed by provider data, sector trends, stakeholder feedback, and tip-offs • delivery of an Executive Insights and Regulatory Activities Dashboard to provide visibility of progress towards operational objectives and to enable evidence-informed decisions on how ASQA is allocating and managing its resources to achieve outcomes • development of a Sector Dashboard to provide overall sector health and compliance with regulatory standards • establishing mechanisms for data and information-sharing for responsible sharing of regulatory insights and information about ASQA-regulated providers • enhancing data capabilities and revising data governance and management to unlock the value of ASQA's critical data assets. <p>We are currently developing ASQA's new Data Strategy for 2025–28 to further enhance ASQA's effectiveness as a data-driven and intelligence-led regulator.</p> |

| KPI | Performance measure | 2024–25 Target | 2024–25 result |
|---|---|---|--|
| 2.2 Our education and communication with the sector supports sustained compliance | 2.2a We publish information and guidance to providers, market entrants, and course owners to understand and meet their regulatory obligations | Aligned to our Regulatory Risk Priorities, or when risks, obligations, or expectations change | <p>Achieved</p> <p>Throughout the year, we employed a range of communication channels to alert the sector to their regulatory obligations and key risks, including through electronic direct mail and sector alerts which are also published on our website.</p> <p>We provided guidance and information that is relevant, clear, concise and easily accessible to help providers understand their obligations and responsibilities to encourage voluntary compliance. This included a national series of workshops, published Practice Guides, media releases, FAQs, sector alerts, podcast episodes, RTO and ESOS obligations checklists, and regular email communications in the form of <i>ASQA Update</i> and <i>ASQA IQ</i>.</p> <p>In Q1, we sent targeted email communications to providers relating to concerning training and assessment practices in the real estate sector, following a sector alert issued in October 2023. In Q3, national face-to-face and online engagement with the sector was undertaken to support providers to understand their obligations under the 2025 Standards. In Q4, we also published guidance to support providers in undertaking assessment of students completing Early Childhood Care and Education Services qualifications in the workplace.</p> <p>In the 2024–25 ASQA Provider and Course Owner survey, 88% of respondents indicated use of ASQA education and information products to support their compliance, self-assurance and continuous improvement. Overall satisfaction with the quality of the products increased slightly: 86% satisfied or very satisfied in 2024–25, compared to 84% in 2023–24.</p> |



| KPI | Performance measure | 2024–25 Target | 2024–25 result |
|---|--|----------------|---|
| 2.2 Our education and communication with the sector supports sustained compliance | 2.2b Percentage of providers that report our feedback is clear and supports an improved understanding of their performance | 77% | <p>Achieved (and improved)</p> <p>In ASQA's 2024–25 Provider and Course Owner survey, 81% of respondents agreed or strongly agreed that ASQA's feedback to their organisations was clear and supported an improved understanding of their performance. This was a marked increase from 73% in 2024 and 67% in 2023.</p> <p>Throughout the year, ASQA also conducted quarterly provider Feedback Surveys regarding the clarity and fairness of its regulatory decision-making. In these, a strong majority of respondents indicated that ASQA clearly communicated the reasons for its decisions and helped providers understand how and why those decisions were made.</p> |
| | 2.2c Percentage of applicants that report our feedback is clear and supports an improved understanding of requirements <i>NB: 'applicants' to include course accreditation applicants</i> | 77% | <p>Partially Achieved (and improved)</p> <p>In the 2024–25 ASQA Provider and Course Owner survey, 74% of providers and course owners who had lodged an application with ASQA in 2024–25 agreed that the clarity of ASQA's feedback during the application process supported an improved understanding of its requirement. This is below the target of 77% but up from 66% in 2024.</p> |

| KPI | Performance measure | 2024–25 Target | 2024–25 result |
|---|---|----------------|--|
| 2.3 We manage risks proportionately and maintain essential safeguards | 2.3a We demonstrate proportionality by reporting on the regulatory tools applied at market entry and in monitoring the compliance of providers in accordance with our Regulatory Risk Framework | Annually | <p>Achieved</p> <p>We demonstrate proportionality in our regulatory approach by reporting on the application of regulatory tools at both market entry and during ongoing provider monitoring, in accordance with our Regulatory Risk Framework.</p> <p>At market entry, our use of strengthened integrity measures is reflected in the outcomes reported in our quarterly Regulation Report. As reported in the Q1-4 2024–25 edition – as well as in Chapter 1 of this report – our activities included conducting surveys and site visits (some unannounced), requesting data and documents, and undertaking defined scope or full performance assessments. These reported activities demonstrate our proportionate response to risk at the point of entry to the sector.</p> <p>We applied a graduated suite of regulatory tools to monitor provider compliance – ranging from performance assessments to investigations and enforcement actions – based on provider risk. Our quarterly Regulation Report outlines how these tools were applied across the sector, including the volume and type of regulatory activities undertaken. This reporting provides transparency on how our interventions are scaled in response to provider behaviour and risk.</p> <p>These reporting mechanisms demonstrate how we apply proportionality in practice, ensuring that regulatory effort is targeted and appropriate to the level of risk posed.</p> |



| KPI | Performance measure | 2024–25 Target | 2024–25 result |
|---|--|----------------|--|
| 2.3 We manage risks proportionately and maintain essential safeguards | 2.3b We demonstrate proportionality by reporting on the broad range of regulatory tools applied in responding to findings of non-compliance in accordance with our regulatory risk framework | Annually | <p>Achieved</p> <p>Our response to non-compliance is proportionate to the risk posed by the issues identified and the provider's demonstrated commitment and capability to deliver quality VET.</p> <p>We report on the range of regulatory tools applied in response to non-compliance in our quarterly Regulation Report. These include Agreements to Rectify and escalating enforcement actions such as written directions, conditions, suspensions, and cancellations. The report also details ASQA's investigative activities and outcomes, including multi-agency operations and qualification cancellations, showing how regulatory responses are scaled according to the severity and risk of non-compliance.</p> <p>For our annual report on this, please see <i>Taking compliance action</i> in Chapter 1 of this report.</p> |
| 2.4 We implement better practice improvements in how we exercise our regulatory functions | 2.4a Number of improved regulatory processes implemented in consultation with key stakeholders | 2 per year | <p>Achieved</p> <p>During 2024-25 we reviewed and refined our approach to registration management. This included improving the effectiveness and efficiency of how we process and assess applications from existing providers to change their approved scope, renew registration, withdraw registration, or request an extension to the measurement period for delivering VET training and/or assessment.</p> <p>To support this, we developed internal regulatory processes, tools, training and induction materials, as well as decision-making guidance to promote consistency and ensure high-quality regulatory outcomes.</p> <p>We also strengthened our risk-based approach to assessing change of scope and renewal applications by introducing updated processes and procedures to guide these assessments.</p> |

| KPI | Performance measure | 2024–25 Target | 2024–25 result |
|---|---|----------------|--|
| 2.4 We implement better practice improvements in how we exercise our regulatory functions | 2.4b We publish evidence of ASQA’s active participation in regulatory communities of practice | Annually | <p>Achieved</p> <p>In 2024–25, ASQA actively contributed to regulatory communities of practice to strengthen regulatory capability, align regulatory approaches, and support whole-of-government reform.</p> <p>Our participation included:</p> <ul style="list-style-type: none"> • VET Regulators Forum – collaborating with state and territory regulators to reduce duplication and improve consistency • Regulator Leadership Cohort and Australia and New Zealand School of Government (ANZSOG) National Regulators Community of Practice – sharing insights on regulatory maturity and best practice • Department of Finance’s Regulatory Reform Interdepartmental Committee – contributing to the development of: <ul style="list-style-type: none"> – an APS Regulator Profession mobility program – a capability framework and career pathways for regulatory professionals – a national community of practice to support implementation of the Regulatory Policy, Practice and Performance Framework. <p>We also supported stronger links between the APS Regulator Profession and professional bodies to enhance training and development.</p> <p>Information about these engagements was published on our website throughout the year as well as in the <i>ASQA Update</i>, such as the July 2024 edition which contained an article on ‘Increased sector collaboration to better meet skills needs’.</p> |

Source: ASQA Corporate Plan 2024–25 (pages 26–28) and ASQA PBS 2024–25 (page 89)



Strategic Objective 3:

Our regulatory approach is transparent and accountable

Providers, students, industry and government expect that ASQA is transparent, open, and responsive to feedback on how we operate. In demonstrating our priorities and integrity, publishing information that communicates regulatory processes, and being transparent about the decisions we make, we build community trust in the work we do as Australia's national VET regulator.

| KPIs | Performance measure | 2024–25 Target | 2024–25 result |
|--|--|----------------|---|
| 3.1 Stakeholders can access information about our regulatory approach | 3.1a We publish our Regulatory Risk Framework and Regulatory Operating Model | Annually | Achieved ASQA's risk-based approach to regulation, including our operating model, is published and publicly available on our website. The Regulatory Risk Framework, published in April 2021, sets out our management of sector and provider risk. It describes our Regulatory Operating Model and sets out our regulatory functions and how they integrate with our Enterprise Risk Management Framework. |
| 3.2 Stakeholders can access information about our regulatory activity and performance | 3.2a We report on our performance against ASQA Service Standards | Annually | Achieved We report quarterly on our performance against service standards through our quarterly Regulation Report, which is made available on our website. These reports provide visibility of how we are tracking against our commitment to timely and responsive regulatory services. In 2024–25, we reported on our performance across all four quarters, highlighting areas of strength as well as identifying opportunities for improvement. This quarterly reporting is complemented by this Annual Report. See <i>Our service standards</i> in Chapter 1. |

| KPIs | Performance measure | 2024–25 Target | 2024–25 result |
|--|--|----------------|--|
| 3.2 Stakeholders can access information about our regulatory activity and performance | 3.2b We report on our performance against the <i>Standards for VET Regulators 2015</i> | Annually | <p>Achieved</p> <p>We report on our performance against the <i>Standards for VET Regulators 2015</i> through these Annual Performance Statements as well as other public reporting mechanisms. This includes demonstrating how our regulatory practices align with the principles of transparency, consistency, and accountability as outlined in the Standards.</p> <p>See <i>Our regulatory activity</i> in Chapter 1.</p> |
| 3.3 The Australian community can access information about our regulatory decisions | 3.3a We publish information about provider performance to enable students and employers to differentiate between providers | Annually | <p>Achieved</p> <p>We publish a range of regulatory decision information to the national register at training.gov.au. This information includes outcomes of regulatory activity and provider compliance, supporting transparency across the sector. Data published to the national register also flows through to MySkills, the national directory of VET organisations and courses, which is designed to help students and employers make informed choices about training providers.</p> |



| KPIs | Performance measure | 2024–25 Target | 2024–25 result |
|---|---|----------------|--|
| 3.4 The Australian community can access information about sector-wide performance | 3.4a We publish a summary of our findings regarding all providers' performance against the Standards | Annually | <p>Achieved</p> <p>We meet this performance measure through our annual reporting, which highlights the Standards most commonly assessed during provider performance evaluations and identifies frequent areas of non-compliance. We also publish a Regulation Report on our website every quarter, which summarises our regulatory activities and their outcomes.</p> <p><i>See Regulatory assessment and monitoring of providers in Chapter 1.</i></p> |
| | 3.4b We analyse and report on trends in relation to complaints received about registered training providers | Annually | <p>Achieved</p> <p>We provide the sector with quarterly data on complaints and tip-offs received about providers in our Regulation Report. These reports offer transparency and insight into the volume and nature of concerns raised each quarter. Over time, this information is systematically analysed to identify common characteristics and emerging trends. The findings from this analysis contribute to our annual environmental scan and are considered alongside other regulatory data sources. This integrated approach supports the identification and refinement of our Regulatory Risk Priorities, ensuring that regulatory activities remain responsive to sector risks and stakeholder concerns.</p> <p><i>See Complaints and intelligence about providers in Chapter 1.</i></p> |

| KPIs | Performance measure | 2024–25 Target | 2024–25 result |
|---|---|----------------|--|
| 3.5 We report on implementation of ASQA's regulatory reform | 3.5a We report on the number of Rapid Review Recommendations implemented | Annually | <p>Achieved</p> <p>As at 30 June 2025, 21 of the 24 recommendations from the Rapid Review of ASQA's Regulatory Practices have been implemented, with the remaining 3 in progress.</p> <p>We anticipate to complete implementation of recommendation 20 – to include the main reasons for our decision when publishing information on our regulatory decisions – in Q2 2025–26.</p> <p>Recommendations 5 and 21 are dependent on completion of the Department of Employment and Workplace Relations (DEWR) National Training Register Enhancement Project, and 21 is also dependent on the availability of an instrument for 'audit report rules' which is not yet available.</p> <p>ASQA's implementation of the Rapid Review recommendations has driven substantial reform in our regulatory approach, governance, and culture. In 2024–25, we continued to embed these reforms by working closely with the sector to support readiness for the 2025 Standards for RTOs.</p> |
| | 3.5b We analyse and report on our response to other government reviews and reforms. | Annually | <p>Achieved</p> <p>ASQA met its performance target by actively monitoring and responding to relevant government reviews and reforms throughout the reporting period. This included:</p> <ul style="list-style-type: none"> • 5 formal submissions to various inquiries and government papers • contributing to and addressing findings from the Australian National Audit Office (ANAO) performance audit of fraud control arrangements in ASQA. <p>See <i>ANAO performance audit</i> in Chapter 3.</p> |

Source: ASQA Corporate Plan 2024–25 (pages 29–30) and ASQA PBS 2024–25 (page 89)



Strategic Objective 4: We engage, collaborate and partner with stakeholders to improve regulatory outcomes

Our partnerships and engagement inform and enhance our regulatory approach, and we are committed to building long-term relationships with stakeholders. Our stakeholders are diverse and include the Australian Government and State and Territory governments, other entities that form Australia's VET regulatory framework, individual VET providers, peak body representatives of VET providers, industry and employers, students and the consumer protection network, course owners and developers.

| KPIs | Performance measure | 2024–25 Target | 2024–25 result |
|---|--|----------------|--|
| 4.1 Our partnerships and engagement inform and enhance our regulatory approach | 4.1a We constructively engage with peak bodies of the regulated community to inform and improve our regulatory approach and support timely communication with the sector | Quarterly | <p>Achieved</p> <p>We constructively engaged with peak bodies representing the VET sector to inform regulatory reform and improve our regulatory approach, in addition to supporting timely communication with the sector. In 2024–25, we convened 3 meetings of the Provider Round Table, which transitioned into the VET Sector Strategic Forum (VSSF). This forum brings together peak bodies representing VET, CRICOS, dual-sector, and English-language providers to discuss regulatory priorities and sector-wide issues.</p> <p>We also contributed to sector-wide discussions by presenting at national conferences hosted by peak bodies on education quality and regulation, and through consultations with ASQA's National Vocational Education and Training Regulator (NVETR) Advisory Council.</p> |

| KPIs | Performance measure | 2024–25 Target | 2024–25 result |
|--|---|----------------|--|
| 4.1 Our partnerships and engagement inform and enhance our regulatory approach | 4.1b We implement our protocols to engage and collaborate with government entities, other regulators, industry, students and the consumer protection network to support regulatory outcomes | Annually | <p>Achieved</p> <p>We continued to strengthen our stakeholder relationships in 2024–25, including through bi-monthly engagement with State and Territory governments and at least quarterly engagement with VET regulators.</p> <p>At the national level, we also engage quarterly with the JSCs and as necessary with other government entities, including regulators and the consumer protection network.</p> <p>We are also a member of the Fraud Fusion Taskforce and collaborate with international agencies, including the NZQA to support regulatory outcomes. Given our focus on qualifications integrity in 2024–25, our engagement through all these forums, including a specific interdepartmental committee, was significant.</p> |



| KPIs | Performance measure | 2024–25 Target | 2024–25 result |
|---|---|----------------|--|
| 4.2 We are proactive in our engagement to ensure that the regulatory system for which we have operational responsibility remains fit-for-purpose over the long term | 4.2a We report our contribution to improvement of the regulatory settings and the broader VET framework | Annually | <p>Achieved</p> <p>In 2024–25, ASQA contributed to the improvement of regulatory settings and the broader VET framework through active stewardship and collaboration with policy agencies. We supported the sector's transition to the 2025 Standards by delivering a comprehensive education and engagement program, including national workshops, guidance materials, and co-designed practice guides, as well as through our participation in the Standards Implementation Steering Group.</p> <p>Through regular meetings and written correspondence, our Regulatory Policy team have also supported DEWR as well as the Department of Education in the development of various other reforms, including the new ESOS Bill.</p> <p>We implemented changes to the NVR Framework (passed in April 2024), which included measures to address provider lapsing, and progressed the tertiary harmonisation agenda through the dual sector strategy and the course accreditation pilot. These initiatives reflect our role in shaping a more coherent and responsive regulatory environment.</p> <p>Our contributions are reported throughout this Annual Report, including in the CEO's Introduction, Agency Overview, and Annual Performance Statements (2.4b and 4.2a), outlining our engagement with government partners, our role in legislative reform, and the support we have provided for sector-wide improvements.</p> |

Source: ASQA Corporate Plan 2024–25 (page 31) and ASQA PBS 2024–25 (page 89)

Strategic Objective 5: ASQA's people and operations are supported and capable to deliver the Corporate Plan and continuously improve

Building organisational capability enables us to effectively deliver for government and the community, and to promptly and effectively respond to opportunities and challenges in our environment. We are improving our regulatory capacity, efficiency and effectiveness by providing our workforce with the right tools, including upgrading and implementing new digital technology.

| KPIs | Performance measure | 2024–25 Target | 2024–25 result |
|--|--|----------------|---|
| 5.1 We use a range of tools to understand and improve the efficiency of our operations and inform the alignment of our resources to regulatory priorities | 5.1a Our published Cost Recovery Implementation Statement demonstrates how regulatory activities generate costs and the achievement of a minimum efficient cost for those activities | Annually | <p>Achieved</p> <p>ASQA's Cost Recovery Implementation Statement details the cost of our regulatory activities and how our fees and charges are set minimising the impact on the sector. It was published on our website in March 2022 and remained current for 2024–25.</p> |
| 5.2 We share information about our assurance and quality control activities | 5.2a Key stakeholders receive information about our assurance activities and continuous improvement of processes and systems | Annually | <p>Achieved</p> <p>In 2024–25, we continued to provide key stakeholders – including ASQA's Audit & Risk Committee and the NVETR Advisory Council – with regular updates on our assurance activities and the continuous improvement of our processes and systems.</p> <p>These stakeholders received a range of reports and documents from ASQA's Risk, Assurance and Evaluation function to support oversight and informed decision-making, including updates on strategic risks and controls, internal audit outcomes, and risk management and compliance reports.</p> <p>Complementary reports from other business areas – covering business continuity, protective security, major projects, financial performance, and workforce matters – further strengthened our assurance framework and promoted continuous improvement.</p> |



| KPIs | Performance measure | 2024–25 Target | 2024–25 result |
|--|---|----------------|--|
| 5.3 We share information about evaluation of our regulatory operations | 5.3a We publish iterative evaluation of our regulatory operations | Annually | <p>Achieved</p> <p>ASQA undertakes a range of evaluation activities to ensure our regulatory operations are consistent, deliver quality outcomes, and support continuous improvement.</p> <p>One key mechanism is the post-audit survey, which is offered to providers following the completion of audit activities. Providers may choose to identify themselves or remain anonymous. The survey captures feedback on the clarity, professionalism, and effectiveness of ASQA's regulatory engagement.</p> <p>In addition, we publish the results of the annual, independently conducted Provider and Course Owner Survey, which collects feedback from regulated entities about ASQA's performance during the financial year. The 2023–24 survey results were published on our website in December 2024.</p> <p>These results demonstrate our commitment to transparent, respectful, and improvement-focused regulation. They also provide valuable insights that inform our ongoing efforts to enhance the quality, impact, and relevance of our regulatory operations.</p> |

| KPIs | Performance measure | 2024–25 Target | 2024–25 result |
|---|---|----------------|---|
| 5.4 We progressively implement digital enhancements that improve the efficiency and effectiveness of our operations | 5.4a We track and measure the benefits and efficiencies enabled by the Digital Transformation Project and report on these appropriately | Annually | <p>Partially Achieved</p> <p>ASQA is undertaking a multi-year transformation to modernise its regulatory operations and digital systems. The Digital Transformation Program (DTP), launched on 24 January 2024 and funded through to June 2027, will replace asqanet, upgrade data systems and agency exchanges, modernise communication platforms, and retire legacy systems. These changes are designed to enhance our responsiveness to VET sector risks, improve service quality, reduce administrative burden for providers, and build trust in its digital tools.</p> <p>During 2024–25, ASQA focused on establishing the foundations for benefits realisation. Expected benefits have been identified and mechanisms developed to track and report on them. Reporting and tracking processes were also established in preparation for when digital products are deployed and implemented. These preparatory steps have positioned us well to monitor and report on efficiencies and improvements as the Program progresses.</p> |

Source: ASQA Corporate Plan 2024–25 (pages 32–33) and ASQA PBS 2024–25 (page 89)







3. MANAGEMENT & ACCOUNTABILITY

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Corporate governance

Our corporate governance arrangements support the CEO, as ASQA's Accountable Authority, and relevant delegates to make informed decisions as well as to manage risks and resources so that we can effectively deliver on our purpose.

Governance structure

We are led by a Chief Executive Officer who reports directly to the Minister for Skills and Training. Our CEO is supported by a ministerially appointed Advisory Council, an Audit and Risk Committee (ARC), an internal Executive Committee and a number of sub-committees, including the Work Health and Safety (WHS) Committee, Staff Consultative Committee, and Diversity and Inclusion Working Group.

NVETR Advisory Council

The NVETR Advisory Council, established under section 174 of the *National Vocational Education and Training Regulator Act 2011*, provides expert advice to the CEO on ASQA's functions.

The Council is chaired by Peter Costantini OAM and includes members with diverse experience and expertise:

- Dr Don Zoellner
- Dr Grant Klinkum
- Neil Quarmby
- Adrienne Nieuwenhuis
- Renee Hindmarsh
- Professor Valerie Braithwaite.

The Advisory Council typically meets 4 times per year, with additional meetings convened at the discretion of the Chair when necessary to ensure the efficient performance of its functions. Members are appointed based on their qualifications, knowledge, or experience, as assessed by the Minister. The National VET Regulator holds office for a term specified in the instrument of appointment, not exceeding 3 years, and reports on the outcomes of its advice to the Minister.

Audit and Risk Committee

The Audit and Risk Committee is established in accordance with section 45 of the PGPA Act and section 17 of the PGPA Rule, to provide independent advice on ASQA's accountability and control framework, including independently verifying and safeguarding the integrity of our financial and performance reporting.

Executive Committee

The Executive Committee is an internal strategically focused committee that supports the CEO in leading and governing to ensure we fulfil our purpose, deliver on our objectives, foster our capability, and meet our legal, financial, resourcing and regulatory obligations.



Work Health and Safety Committee

The Work Health and Safety Committee is established in accordance with sections 75–79 of the *Work Health and Safety Act 2011*. This committee advises on best practice and reporting on incidents and compliance, as well as measures to reduce cases under investigation with Comcare.

Staff Consultative Committee

The Staff Consultative Committee is established under ASQA's Enterprise Agreement to represent the collective interests of our employees, improve communication and collaboration between staff, and to promote continuous improvement and organisational development within the Agency.

Diversity and Inclusion Working Group

The Diversity and Inclusion Working Group is established in accordance with our Diversity and Inclusion Strategy 2023–26 to effectively support and raise awareness of diversity and inclusion in the workplace. It empowers employees to drive diversity and inclusion initiatives and to support the delivery of actions identified in the Strategy.

Planning and performance

The Commonwealth Performance Framework, under the PGPA Act and *Public Governance, Performance and Accountability Rule 2014* (PGPA Rule), requires ASQA, as a non-corporate Commonwealth entity, to publish a Corporate Plan by 31 August each year. ASQA's Corporate Plan is our primary planning document and sets the direction for how we will work together, build our own capability as well as that of the sector, and engage with risk to deliver on our purpose over the coming 4 years.

Our Corporate Plan includes important performance information, such as the PBS performance criteria, that guide our Strategic Objectives and the activities we plan to undertake in the following 4 years. We use these criteria to report on our performance at the end of the corporate planning cycle through the Annual Performance Statements.

ASQA varied its 2024–25 Corporate Plan to include direct reference to our integrity activities to protect individuals, employers and the public from the risks posed by inadequate training and assessment of employees by focusing on the integrity of individual qualifications and statements of attainment. The variation was approved by the Minister for Skills and Training on 11 February 2025.

Internal reporting

During 2024–25, ASQA maintained robust oversight of its financial, regulatory, and operational obligations through established governance frameworks and regular reporting to the Executive Committee and the Audit and Risk Committee. Key indicators show continued sound financial stewardship, with no material misstatements identified through internal or external audits. Risk management processes were actively applied, with enterprise risks monitored and reported quarterly, resulting in targeted mitigation plans for high-priority areas. Lessons learned from these matters informed process improvements, staff training, and policy updates, strengthening our ability to meet compliance obligations and deliver services with integrity. This integrated approach supports transparency, accountability, and continuous improvement in line with our risk appetite and Strategic Objectives.

Ethical standards

ASQA enforces strict adherence to the APS Code of Conduct for all staff, requiring them to uphold the APS Values and Employment Principles. These values promote a positive organisational environment, stewardship, high performance and leadership across all employment levels.

Upholding values

APS agency heads and employees are mandated to uphold and promote the APS Values and Employment Principles. SES employees must lead by example in upholding these values.

Code of Conduct

All APS employees are expected to behave in ways that support the APS Values and Employment Principles and protect the integrity and reputation of their agency. Violating the Code of Conduct can lead to sanctions, including termination of employment.

Conflict of interest management

ASQA has a Disclosure of Interest policy requiring all staff to disclose any real or apparent conflicts of interest.

- All ASQA employees sign a Declaration of Conflict of Interest at the start of their employment.
- Employees must also submit an annual Declaration of Conflict of Interest, with additional information being required of Senior Executive Service (SES) and key management personnel (KMP).
- Any existing conflicts must be managed by senior staff to maintain ASQA's integrity.

By adhering to these policies, ASQA ensures high ethical standards and maintains the integrity of its operations.

Enterprise risk management

ASQA adopts an Enterprise Risk Management Framework that promotes and supports the identification, analysis, assessment, treatment, monitoring and review for all our strategic, financial, regulatory, personnel, information technology and business processes and operational risks. These include risks to our stakeholders as well as emerging risks. Our structured approach to managing risks is a cornerstone for effective governance and risk-based, data-driven decision-making.

Risks are reviewed at least quarterly and include periodic discussions with senior leaders. Our Risk Management Policy Statement guides our risk culture and appetite, while our Enterprise Risk Management Framework helps us achieve our strategic goals. Managing risks effectively and efficiently allows ASQA to achieve its objectives.

We recognise the importance of training and awareness programs in risk management. Consequently, ASQA is committed to ensuring all staff receive regular training and information on risk management and their responsibilities.

We participate in Comcover's Risk Management Benchmarking Survey which benchmarks our risk management approach, framework and capabilities against other participating agencies. As per the Comcover Benchmarking



Survey results for 2025, the overall performance of ASQA's risk management program and maturity was assessed as 'advanced'.

Risk management governance is achieved by and through the Executive Committee and ARC, which independently reviews our risk management approach as per its Charter and provides independent advice to the Accountable Authority on the appropriateness of ASQA's financial and performance reporting, system of risk oversight and management and system of internal control.

Our Risk, Assurance and Evaluation team supports the identification and management of risks and review controls and supports both governance committees to meet their responsibilities. All staff are responsible for managing risks in their role, and we are constantly improving how we manage risks at ASQA by making it a part of everyday operations.

Fraud control

In line with the Commonwealth Fraud and Corruption Control Framework under the PGPA Act, ASQA has a Fraud and Corruption Control Policy and Plan in place, and continuously reviews its implementation – including implementation of the recommendations from the ANAO's performance audit of ASQA's fraud control arrangements which reported in October 2024. For more information see *Australian National Audit Office performance audit* under External Assurance below.

To manage ASQA's fraud control environment, we implemented a range of policies and procedures under the umbrella of ASQA's Accountable Authority Instructions. These policies and procedures include compliance with the Commonwealth Procurement Rules and other Commonwealth policies to ensure ASQA's purchases are efficient, effective, economical and ethical. Collectively, these documents establish the framework for managing fraud risks and conducting investigations.

We actively raise Agency-wide awareness of the fraud prevention measures set out in the Fraud and Corruption Control Policy and Plan, including whole-of-agency training from the National Anti-Corruption Commission. Fraud control certification is included in the Letter of Transmittal at the beginning of this report.

Complaints about ASQA

As required under the Standards for VET Regulators 2015, we have a policy to manage and respond to stakeholder complaints about our regulatory practices. We undertake to acknowledge all complaints within 7 calendar days, and we will inform the complainant in writing with reasons if we consider it will take more than 90 days to finalise the complaint.

During 2024–25 we acknowledged 100% of complaints within 7 calendar days and, in 98% of cases, either met the 90-day timeframe to finalise complaints or, in circumstances where this timeframe could not be met, we contacted the complainant to explain why and discuss the extended timeframe.



Audit and Risk Committee members and meetings

ASQA's ARC Charter was reviewed in 2024–25 to ensure currency and continued alignment with the Commonwealth guidelines for non-corporate Commonwealth entities on the role of audit committees and ASQA's requirements for audit committee services. The current charter is available on our website at <https://www.asqa.gov.au/resources/publications/asqa-audit-and-risk-committee-charter>.

The functions of ASQA's ARC are to review and provide independent advice about the appropriateness of our financial reporting, performance reporting, systems of risk oversight and management and systems of internal control, including in relation to our internal control framework, legislative and policy compliance, security, business continuity, ethical and lawful conduct, governance arrangements and parliamentary committee reports, external review and evaluations. The ARC also exercises a governance role in relation to our internal audit function.

In 2024–25, there were 4 independent members of the ARC and the Committee met 4 times on the following dates:

- 16 September 2024
- 12 November 2024
- 18 March 2025
- 16 June 2025.

[Table 7](#) shows our ARC members during 2024–25, including an overview of their qualifications, attendance, and respective remuneration.

**Table 7: Audit and Risk Committee members**

| Member name | Qualifications, knowledge, skills or experience | Number of meetings attended/total number of meetings held | Total annual remuneration (including GST) | Additional information (including role on committee) |
|--------------------------|--|---|---|--|
| Darren Box | <ul style="list-style-type: none"> • Bachelor of Business (ACC) • Fellow of CPA Australia • Level 2 Organisational Coach | 4/4 | \$10,000 | Chair |
| Stephen Linden | <ul style="list-style-type: none"> • Bachelor of Business (Accounting Major: Business Law Minor) – Curtin University • Diploma in Accounting – TAFE • Certified Practicing Accountant • 10 years as member of IIA Global guidance setting committees, including 3 years on Public Sector Committee | 3/4 | \$7,500 | |
| Sue Bird | <ul style="list-style-type: none"> • Bachelor of Laws (Honours), Australian National University • Graduate Diploma of Legal, Australian National University • Graduate Institute of Company Directors (GAICD) • Certified Organisational Coach | 4/4 | \$10,000 | |
| Michael Manthorpe | <ul style="list-style-type: none"> • Bachelor of Arts, University of Queensland • Fellow, Institute of Public Administration Australia (IPAA) • Public Service Medal (2010) • Former Commonwealth Ombudsman | 4/4 | \$10,000 | |

External assurance and support for accountability and transparency in public administration

Senate Estimates

ASQA appeared before the Senate's Education and Employment Legislation Committee on 2 occasions during the reporting period – 6 November 2024 and 26 February 2025 – where our CEO and Deputy CEO responded to questions from senators relating to various aspects of ASQA's operations. The CEO also delivered an opening statement to the Committee on our ongoing regulatory responses to threats to the integrity of VET.

We received 193 questions on notice from these 2 hearings.

ASQA was released from appearing before the Committee in April 2025 due to the proroguing of the 47th Parliament.

Freedom of Information

ASQA is subject to the *Freedom of Information Act 1982* (FOI Act), which means we are required to publish information to the public as part of the Information Publications Scheme. We comply with this requirement through the freedom of information disclosure log on our website at <https://www.asqa.gov.au/about/reporting-and-accountability/freedom-information>. We are also required to publish a plan detailing what information we publish in accordance with the Information Publications Scheme requirements. This plan is on our website at <https://www.asqa.gov.au/about/reporting-and-accountability/information-publication-scheme>.

Australian National Audit Office performance audit

In October 2024, the ANAO concluded a performance audit of ASQA's fraud control arrangements. The objective of the performance audit was to assess the effectiveness of our fraud control arrangements as the national regulator of the VET sector.

The ANAO tabled the report (Auditor-General Report No. 10 2024-25) in the Senate and subsequently published it on its website on 30 October 2024. The report made 3 recommendations to ASQA aimed at clarifying the roles of ASQA officials in fraud control, updating our Fraud and Corruption Control Policy and Plan, and testing the effectiveness of fraud controls. We agreed to 2 recommendations and agreed in-part to the recommendations relating to updating our Fraud and Corruption Control Policy and Plan to include our regulatory activities.

Work has been completed to define and document the respective responsibilities of officials with fraud control functions. A revised Fraud and Corruption Control Plan and Policy has been developed and endorsed. This version strengthens alignment with the Commonwealth Fraud Control Framework. Additionally, a program of periodic fraud control testing has been initiated. Initial testing has been scoped and will be undertaken in line with our 2025 assurance schedule, with reporting to the ARC.



Review of regulatory decisions

The Administrative Review Tribunal

If a provider, applicant, or other person whose interest is affected by a decision, is dissatisfied with the outcome of a reviewable decision ASQA has made, they may apply for review to the ART⁹. For the purposes of clarity in comparison between this financial year and the previous financial year, we will refer generally to 'the Tribunal'.

In 2024–25, 114 new matters were referred to the Tribunal for review. This is nearly double the number of new Tribunal matters which commenced in 2023–24. This marked increase is largely due to the significant increased volume of regulatory decisions by ASQA during 2024–25, particularly in relation to the integrity of individual qualifications.

When an application is made to the Tribunal, the matter is considered at that point in time and this may include new evidence demonstrating that non-compliance has been addressed. If there is sufficient evidence to demonstrate a return to compliance, and ASQA is satisfied in relation to the applicant's commitment and capability to deliver quality VET, the matter may be resolved between the applicant and ASQA before proceeding to a substantive hearing.

In 2024–25, there were 20 matters resolved between applicants and ASQA. A further 25 were withdrawn by the respective applicants (in which case ASQA's decision stands). In addition, 12 matters were dismissed by the Tribunal, also resulting in our decisions standing. Of those Tribunal matters that proceeded to hearing, 2 decisions were affirmed (that is, ASQA's decision stands), with none being set aside and none being varied.

For more information see *Procedural fairness and accountability* in Chapter 1.

Review by the court

Providers and other affected persons may apply to the Federal Court for a judicial review of the process leading to a decision made by ASQA, as opposed to the decision itself. Depending on the court's decision, this may also impact on the validity of the overall decision.

In 2024–25, there was one application to the Federal Court by a provider for review of ASQA's decision not to reinstate the registration of the provider, after it had been de-registered as a company by the Australian Securities and Investments Commission and subsequently had its company registration reinstated. The application continued into 2025–26.

There was also one application to the Federal Circuit Court by an individual seeking various orders under the Fair Work Act, the Fair Work Regulations and the FOI Act. This application also continued into 2025–26.

⁹ The Administrative Review Tribunal commenced operation on 14 October 2024, replacing the former Administrative Appeals Tribunal.

People

Management of human resources

We are committed to attracting, retaining and developing a highly skilled and engaged workforce. Our efforts are supported by strong leadership capabilities and a values-driven organisational culture.

Our regulatory capability is bolstered by the diversity of skills, knowledge and experience our staff bring to ASQA. The range of expertise in our organisation spans many domains, including:

- regulatory design and policy
- statutory decision-making
- regulatory operations
- intelligence and data analysis
- investigations
- legal
- communications and engagement
- service delivery
- governance
- information and communications technology
- human resources
- finance and facilities.

As at 30 June 2025, we had a total of 278 APS employees, comprising 253 ongoing employees, 22 non-ongoing employees and 3 casual employees. ASQA staff are located in offices across all Australian capital cities except Darwin, with our largest presence in Melbourne. Our CEO is based in Brisbane and the Deputy CEO in Canberra.

We also engage external consultants, panels and contractors to augment our internal expertise and ensure we deliver on government priorities.

Workplace diversity

We recognise that diversity and inclusion are not just values but essential components of our organisational success. We remain steadfast in our commitment to fostering an environment that is supportive, respectful and engaging for all employees and external stakeholders. Recognising the invaluable contributions that different backgrounds and experiences can bring, we celebrate these differences as fundamental to cultivating a productive and high-performing work culture.

Through strategic initiatives and policies, we aim to create a workforce that mirrors the diversity of the Australian community. These include:

- Our Reconciliation Action Plan (RAP) 2023–25. The Innovate RAP outlines key initiatives such as developing relationships with Aboriginal and Torres Strait Islander stakeholders, engaging staff in reconciliation, and exploring ways to enhance reconciliation through our business activities.



- Our Diversity and Inclusion Strategy for 2023–26. Developed through extensive consultation, this strategy focuses on attracting, recruiting, and retaining a diverse workforce, empowering employees, and fostering a culture of accountability, integrity, and inclusivity.

Some key achievements in 2024–25 have been:

- celebrating key dates of significance throughout the year, including National Reconciliation Week, National Aborigines and Islanders Day Observance Committee (NAIDOC) Week, International Day of Disability, Pride Month and International Day against Homophobia, Biphobia, Interphobia, and Transphobia (IDAHOBIT)
- delivering our 2025–2027 Innovate RAP
- delivering our Diversity and Inclusion Strategy
- developing and updating policies that promote a more inclusive workplace culture
- participating in the Public Sector Gender Equality Reporting process through Workplace Gender Equality Agency reporting, supporting the work of the Diversity Working Group and Executive-level sponsorship
- implementing a First Nations Inclusion Program for all new starters
- supporting equity and diversity outcomes through our regulatory program.



Capability development

We have implemented the Capability Framework 2023–2025 and a comprehensive Learning and Development approach. These initiatives are designed to attract, develop and retain an agile and capable workforce adept at navigating the complexities of the regulatory environment. By focusing on building APS and Regulatory Craft and addressing key priority areas such as leadership and management, data and digital literacy, governance, and integrity, we aim to ensure that our workforce is well-equipped to meet current and future challenges.

Key deliverables

One of the cornerstone achievements of ASQA's Capability Framework is delivering an improved onboarding and induction experience. This initiative is designed to better support new starters, helping them to integrate smoothly into the organisation and begin their career journey with a continuous learning mindset. The enhanced induction training process provides new employees with the tools and knowledge they need to succeed from day one, fostering a culture of ongoing development and growth.

To ensure that all staff have access to the resources they need for professional development, we focused on improving accessibility to learning and development. This includes enhancement to online content, making it easier for employees to access training materials and resources. By leveraging digital platforms, we ensure learning opportunities are available to all staff regardless of location or role within the agency. We have a strong commitment to adopting enterprise change management capability within ASQA to equip our workforce to work through change and ensure transformational initiatives and anticipated outcomes are achieved.

Strategies implemented

- **Targeted training and coaching:** We invested heavily in uplifting specialist change management capabilities through targeted training and coaching programs. These initiatives equip staff with the skills and knowledge needed to effectively manage and implement change within the organisation.
- **Best practice change methodology and supports:** The application of best practice change methodologies and supports ensures that change initiatives are executed smoothly and efficiently, minimising disruption, and maximising benefits.
- **Mandatory training:** To maintain a high standard of knowledge and compliance across a range of essential topics we require our staff to complete several mandatory training modules annually. The modules cover critical areas such as:
 - **WHS:** Ensuring a safe and healthy working environment for all employees
 - **Risk management:** Equipping staff with the skills to identify, assess and manage risks effectively
 - **Security:** Promoting awareness and best practices for maintaining security within the organisation
 - **Cultural awareness:** Fostering an inclusive and respectful workplace culture
 - **Workplace sexual harassment:** Educating employees on appropriate behaviours and protocols for preventing and addressing sexual harassment
 - **Fraud:** Equipping staff with the understanding of what fraud is, how it can occur and what their responsibilities are in dealing with fraud as a public official
 - **Privacy:** Promoting awareness and ensuring staff understand their rights, responsibilities and obligations when handling personal information
 - **First Nations:** Building employees' understanding of Aboriginal and Torres Strait Islander cultures.



Performance Development Framework

Our Performance Development Framework underpins our capability development efforts, with a focus on clarifying and aligning individual roles and work efforts to our strategic direction. The framework aims to:

- **Align individual roles with strategic goals:** Ensuring that each employee's role contributes to the overall success of ASQA's strategic initiatives.
- **Build high performance:** Fostering a culture of high performance at both the individual and team levels.
- **Develop skills and capabilities:** Providing opportunities for employees to enhance their skills and capabilities through targeted development initiatives.

Additional capability development initiatives

We support staff capability development through a variety of initiatives:

- **Participation in ANZSOG Regulators Community of Practice:** We actively participate in the ANZSOG Regulators Community of Practice. This engagement allows staff to learn from and with public sector regulators from various levels of government and regulatory sectors, enhancing professional skills and knowledge.
- **External development training:** We provide employees with access to external development training, qualifications, and conferences on a range of specific topics. This support ensures that staff can pursue professional development opportunities that are relevant to their roles.
- **Study Assistance Program:** We offer financial assistance and/or paid study leave through our study assistance program. This program supports employees to enhance their workforce capability and knowledge through acquiring formal qualifications.
- **Go1 content hub:** We provide staff with access to Go1, a leading online education system that offers access to an extensive online learning library. This resource offers staff the opportunity to proactively develop a range of business, creative and technical skills.
- **Monthly Learning & Development newsletter:** We produce these communications to encourage our employees to actively engage with and drive their own learning and development.

Reward and recognition

We are committed to attracting, developing and retaining the highest quality workforce. We recognise the importance of acknowledging employee contributions and to foster a culture that values and encourages outstanding performance. By continuously improving our recognition strategies and providing development opportunities, we keep our workforce motivated, appreciated and ready to achieve excellence in their roles.

We continue to implement the ASQA Reward and Recognition policy. This policy is designed to celebrate and honour the achievements of our employees. In 2024–25 we coordinated our annual CEO Awards ceremony, acknowledging exceptional contributions from staff. Additionally, we hosted an all-staff celebratory event to foster a sense of community and appreciation within the organisation.

A key priority for 2024–25 is a continued focus on staff recognition and feedback to build a culture where employees are encouraged to acknowledge and appreciate contributions of their colleagues, both within and outside their teams. In addition to internal recognition, outstanding employees are nominated for various external portfolio and APS awards and development opportunities. These nominations recognise employees and enhance their professional growth and visibility.

Workplace communication

We place a high priority on keeping staff informed and engaged using regular, inclusive and multi-channel communication. We use a variety of communication channels in recognition of the geographically dispersed nature of our workforce, often working flexibly.

These communication channels include:

- Weekly all-staff CEO newsletter
- Monthly all-staff meetings
- 'Quick engage' sessions
- Regular leaders' forums
- Regular attendance by senior leaders at individual team meetings
- Employee representation on the Staff Consultative Committee, WHS Committee, and Diversity Working Group
- A continually updated intranet, with daily news and regularly refreshed information portals on topics such as organisational change
- Staff pulse surveys and the annual APS Census.

Workforce composition

The following tables provide statistics on the number of ASQA employees at the beginning and end of the 2024–25 reporting period in relation to employment status, classification levels, full-time/part-time status, gender and location. Please note that contractors, casuals, secondees and the CEO are excluded from this data.



APS location and gender

Table 8: ASQA ongoing employees by location and gender as at 30 June 2025

| | Man/Male | | | Woman/Female | | | Non-binary | | | Uses a different term | | | Total |
|-------|-----------|-----------|-------|--------------|-----------|-------|------------|-----------|-------|-----------------------|-----------|-------|-------|
| | Full time | Part time | Total | Full time | Part time | Total | Full time | Part time | Total | Full time | Part time | Total | |
| NSW | 8 | 0 | 8 | 16 | 2 | 18 | 0 | 0 | 0 | 0 | 0 | 0 | 26 |
| QLD | 20 | 1 | 21 | 38 | 11 | 49 | 0 | 0 | 0 | 0 | 0 | 0 | 70 |
| SA | 7 | 0 | 7 | 19 | 6 | 25 | 3 | 0 | 3 | 0 | 0 | 0 | 35 |
| TAS | 1 | 0 | 1 | 3 | 3 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 7 |
| VIC | 29 | 1 | 30 | 42 | 6 | 48 | 1 | 0 | 1 | 0 | 0 | 0 | 79 |
| WA | 4 | 0 | 4 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| ACT | 10 | 0 | 10 | 18 | 1 | 19 | 1 | 0 | 1 | 0 | 0 | 0 | 30 |
| NT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 79 | 2 | 81 | 137 | 30 | 167 | 5 | 0 | 5 | 0 | 0 | 0 | 253 |

Table 9: ASQA non-ongoing employees by location and gender as at 30 June 2025

| | Man/Male | | | Woman/Female | | | Non-binary | | | Uses a different term | | | Total |
|-------|-----------|-----------|-------|--------------|-----------|-------|------------|-----------|-------|-----------------------|-----------|-------|-------|
| | Full time | Part time | Total | Full time | Part time | Total | Full time | Part time | Total | Full time | Part time | Total | |
| NSW | 0 | 0 | 0 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| QLD | 1 | 0 | 1 | 6 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 7 |
| SA | 1 | 0 | 1 | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| TAS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| VIC | 1 | 0 | 1 | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| WA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ACT | 3 | 0 | 3 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| NT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 6 | 0 | 6 | 15 | 1 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 22 |

Table 10: ASQA ongoing employees by location and gender as at 30 June 2024

| | Man/Male | | | Woman/Female | | | Non-binary | | | Uses a different term | | | Total |
|----------|-----------|-----------|-------|--------------|-----------|-------|------------|-----------|-------|-----------------------|-----------|-------|-------|
| | Full time | Part time | Total | Full time | Part time | Total | Full time | Part time | Total | Full time | Part time | Total | |
| NSW | 6 | 0 | 6 | 13 | 2 | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 21 |
| QLD | 18 | 1 | 19 | 42 | 8 | 50 | 0 | 0 | 0 | 0 | 0 | 0 | 69 |
| SA | 6 | 0 | 6 | 18 | 4 | 22 | 0 | 0 | 0 | 3 | 0 | 3 | 31 |
| TAS | 1 | 0 | 1 | 3 | 2 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| VIC | 27 | 1 | 28 | 34 | 4 | 38 | 0 | 0 | 0 | 0 | 0 | 0 | 66 |
| WA | 3 | 0 | 3 | 3 | 1 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 7 |
| ACT | 8 | 0 | 8 | 12 | 0 | 12 | 0 | 0 | 0 | 1 | 0 | 1 | 21 |
| NT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Overseas | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| TOTAL | 69 | 2 | 71 | 126 | 21 | 147 | 0 | 0 | 0 | 4 | 0 | 4 | 222 |

Table 11: ASQA non-ongoing employees by location and gender as at 30 June 2024

| | Man/Male | | | Woman/Female | | | Non-binary | | | Uses a different term | | | Total |
|----------|-----------|-----------|-------|--------------|-----------|-------|------------|-----------|-------|-----------------------|-----------|-------|-------|
| | Full time | Part time | Total | Full time | Part time | Total | Full time | Part time | Total | Full time | Part time | Total | |
| NSW | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| QLD | 2 | 0 | 2 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 10 |
| SA | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 2 |
| TAS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| VIC | 4 | 1 | 5 | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 8 |
| WA | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ACT | 1 | 0 | 1 | 4 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| NT | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Overseas | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 9 | 1 | 10 | 15 | 0 | 15 | 0 | 0 | 0 | 1 | 0 | 1 | 26 |



APS classification and gender

Table 12: ASQA ongoing employees by employment classification and gender as at 30 June 2025

| | Man/Male | | | Woman/Female | | | Non-binary | | | Uses a different term | | | Total |
|-------|-----------|-----------|-------|--------------|-----------|-------|------------|-----------|-------|-----------------------|-----------|-------|-------|
| | Full time | Part time | Total | Full time | Part time | Total | Full time | Part time | Total | Full time | Part time | Total | |
| SES 2 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| SES 1 | 1 | 0 | 1 | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| EL 2 | 8 | 0 | 8 | 13 | 0 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 21 |
| EL 1 | 21 | 2 | 23 | 41 | 9 | 50 | 1 | 0 | 1 | 0 | 0 | 0 | 74 |
| APS 6 | 20 | 0 | 20 | 45 | 13 | 58 | 1 | 0 | 1 | 0 | 0 | 0 | 79 |
| APS 5 | 15 | 0 | 15 | 17 | 3 | 20 | 2 | 0 | 2 | 0 | 0 | 0 | 37 |
| APS 4 | 13 | 0 | 13 | 17 | 5 | 22 | 1 | 0 | 1 | 0 | 0 | 0 | 36 |
| APS 3 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| TOTAL | 79 | 2 | 81 | 137 | 30 | 167 | 5 | 0 | 5 | 0 | 0 | 0 | 253 |

Table 13: ASQA non-ongoing employees by employment classification and gender as at 30 June 2025

| | Man/Male | | | Woman/Female | | | Non-binary | | | Uses a different term | | | Total |
|-------|-----------|-----------|-------|--------------|-----------|-------|------------|-----------|-------|-----------------------|-----------|-------|-------|
| | Full time | Part time | Total | Full time | Part time | Total | Full time | Part time | Total | Full time | Part time | Total | |
| SES 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SES 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| EL 2 | 0 | 0 | 0 | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| EL 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| APS 6 | 2 | 0 | 2 | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| APS 5 | 1 | 0 | 1 | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| APS 4 | 3 | 0 | 3 | 5 | 1 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 9 |
| APS 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 6 | 0 | 6 | 15 | 1 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 22 |

Table 14: ASQA ongoing employees by employment classification and gender as at 30 June 2024

| | Man/Male | | | Woman/Female | | | Non-binary | | | Uses a different term | | | Total |
|-------|-----------|-----------|-------|--------------|-----------|-------|------------|-----------|-------|-----------------------|-----------|-------|-------|
| | Full time | Part time | Total | Full time | Part time | Total | Full time | Part time | Total | Full time | Part time | Total | |
| SES 2 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| SES 1 | 1 | 0 | 1 | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| EL 2 | 8 | 0 | 8 | 10 | 0 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 18 |
| EL 1 | 17 | 1 | 18 | 40 | 8 | 48 | 0 | 0 | 0 | 1 | 0 | 1 | 67 |
| APS 6 | 19 | 1 | 20 | 45 | 9 | 54 | 0 | 0 | 0 | 1 | 0 | 1 | 75 |
| APS 5 | 16 | 0 | 16 | 15 | 2 | 17 | 0 | 0 | 0 | 1 | 0 | 1 | 34 |
| APS 4 | 7 | 0 | 7 | 12 | 2 | 14 | 0 | 0 | 0 | 1 | 0 | 1 | 22 |
| APS 3 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| TOTAL | 69 | 2 | 71 | 126 | 21 | 147 | 0 | 0 | 0 | 4 | 0 | 4 | 222 |

Table 15: ASQA non-ongoing employees by employment classification and gender as at 30 June 2024

| | Man/Male | | | Woman/Female | | | Non-binary | | | Uses a different term | | | Total |
|-------|-----------|-----------|-------|--------------|-----------|-------|------------|-----------|-------|-----------------------|-----------|-------|-------|
| | Full time | Part time | Total | Full time | Part time | Total | Full time | Part time | Total | Full time | Part time | Total | |
| SES 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SES 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| EL 2 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| EL 1 | 2 | 0 | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 4 |
| APS 6 | 2 | 1 | 3 | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| APS 5 | 0 | 0 | 0 | 3 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| APS 4 | 5 | 0 | 5 | 7 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 12 |
| APS 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 9 | 1 | 10 | 15 | 0 | 15 | 0 | 0 | 0 | 1 | 0 | 1 | 26 |



Employment type by location

Table 16: ASQA employee type by location as at 30 June 2025

| | Ongoing | Non-ongoing | Total |
|--------------|------------|-------------|------------|
| NSW | 26 | 2 | 28 |
| QLD | 70 | 7 | 77 |
| SA | 35 | 4 | 39 |
| TAS | 7 | 0 | 7 |
| VIC | 79 | 4 | 83 |
| WA | 6 | 0 | 6 |
| ACT | 30 | 5 | 35 |
| NT | 0 | 0 | 0 |
| TOTAL | 253 | 22 | 275 |

Table 17: ASQA employee type by location as at 30 June 2024

| | Ongoing | Non-ongoing | Total |
|--------------|------------|-------------|------------|
| NSW | 21 | 1 | 22 |
| QLD | 69 | 10 | 79 |
| SA | 31 | 2 | 33 |
| TAS | 6 | 0 | 6 |
| VIC | 66 | 8 | 74 |
| WA | 7 | 0 | 7 |
| ACT | 21 | 5 | 26 |
| NT | 0 | 0 | 0 |
| Overseas | 1 | 0 | 1 |
| TOTAL | 222 | 26 | 248 |

Employment type by full-time and part-time status

Table 18: ASQA employee type by employment classification as at 30 June 2025

| | Ongoing | | | Non-ongoing | | | Total |
|-------|-----------|-----------|-------|-------------|-----------|-------|-------|
| | Full time | Part time | Total | Full time | Part time | Total | |
| SES 2 | 1 | 0 | 1 | 0 | 0 | 0 | 1 |
| SES 1 | 4 | 0 | 4 | 0 | 0 | 0 | 4 |
| EL 2 | 21 | 0 | 21 | 3 | 0 | 3 | 24 |
| EL 1 | 63 | 11 | 74 | 1 | 0 | 1 | 75 |
| APS 6 | 66 | 13 | 79 | 5 | 0 | 5 | 84 |
| APS 5 | 34 | 3 | 37 | 4 | 0 | 4 | 41 |
| APS 4 | 31 | 5 | 36 | 8 | 1 | 9 | 45 |
| APS 3 | 1 | 0 | 1 | 0 | 0 | 0 | 1 |
| TOTAL | 221 | 32 | 253 | 21 | 1 | 22 | 275 |

Table 19: ASQA employee type by employment classification as at 30 June 2024

| | Ongoing | | | Non-ongoing | | | Total |
|-------|-----------|-----------|-------|-------------|-----------|-------|-------|
| | Full time | Part time | Total | Full time | Part time | Total | |
| SES 2 | 1 | 0 | 1 | 0 | 0 | 0 | 1 |
| SES 1 | 4 | 0 | 4 | 0 | 0 | 0 | 4 |
| EL 2 | 18 | 0 | 18 | 1 | 0 | 1 | 19 |
| EL 1 | 58 | 9 | 67 | 4 | 0 | 4 | 71 |
| APS 6 | 65 | 10 | 75 | 5 | 1 | 6 | 81 |
| APS 5 | 32 | 2 | 34 | 3 | 0 | 3 | 37 |
| APS 4 | 20 | 2 | 22 | 12 | 0 | 12 | 34 |
| APS 3 | 1 | 0 | 1 | 0 | 0 | 0 | 1 |
| TOTAL | 199 | 23 | 222 | 25 | 1 | 26 | 248 |



Indigenous employment

Table 20: ASQA employees identifying as Aboriginal or Torres Strait Islander by employee status as at 30 June 2024 and 2025

| | Total 2023–24 | Total 2024–25 |
|--------------|---------------|---------------|
| Ongoing | 6 | 6 |
| Non-ongoing | 2 | 2 |
| TOTAL | 8 | 8 |

Employment conditions

Employee arrangements

As at 30 June 2025:

- 273 employees were covered by the ASQA Enterprise Agreement 2024–2027, which sets out the employment terms and conditions for ASQA employees
- 10 employees had individual flexibility arrangements that varied the effects of the terms of our Enterprise Agreement
- 5 substantive SES employees were covered by an individual section 24(1) Determination
- our CEO was employed under a Remuneration Tribunal Determination.

Table 21: Employment arrangements for SES and non-SES staff at 30 June 2025

| | SES | Non-SES | Total |
|-------------------------------------|-----|---------|------------|
| ASQA Enterprise Agreement 2024–2027 | 0 | 273 | 273 |
| Individual S24(1) Determination | 5 | 0 | 5 |
| Remuneration Tribunal Determination | 0 | 1 | 1 |
| Individual flexibility arrangements | 0 | 10 | 10 |

Salaries and other benefits

In accordance with the ASQA Enterprise Agreement 2024-2027, all non-SES employees received a 3.8% pay increase effective on 13 March 2025.

ASQA offers a comprehensive range of non-salary benefits designed to support the wellbeing and work-life balance of our employees. These include a generous 15.4% employer superannuation contribution, 18 days of personal leave and 20 days of annual leave per year for full-time employees (pro-rated for part-time). We also support flexible working arrangements, such as working from home, part-time hours, and compressed work schedules. To further promote health and wellbeing, employees receive an annual allowance of \$300, which can be used to support a range of wellbeing initiatives. We are committed to fostering a supportive and adaptable workplace, with access to ongoing capability development opportunities to help our staff grow professionally.

Our Enterprise Agreement does not include provision for performance pay or broadbanding.

Table 22: Salary ranges by classification at 30 June 2025

| | Minimum salary | Maximum salary |
|-----------------------|-----------------|------------------|
| SES 2 | \$223,472 | \$310,991 |
| SES 1 | \$171,645 | \$239,408 |
| EL 2 | \$143,517 | \$165,154 |
| EL 1 | \$117,774 | \$129,220 |
| APS 6 | \$96,572 | \$105,910 |
| APS 5 | \$84,965 | \$91,809 |
| APS 4 | \$77,452 | \$81,920 |
| APS 3 | \$72,149 | \$73,345 |
| APS 2 | \$64,878 | \$67,195 |
| APS 1 | \$57,740 | \$58,701 |
| Minimum/Maximum range | \$57,740 | \$310,991 |



Executive remuneration

During the reporting period ending 30 June 2025, ASQA had 10 executives who met the definition of 'key management personnel' (KMP)¹⁰ and performed duties for 30 days or more during the reporting period. Their names and the length of term as KMP are summarised below.

Table 23: ASQA executive staff

| Name | Position | Term as KMP |
|--------------------|--|---|
| Saxon Rice | Chief Executive Officer | Full Year |
| Christina Bolger | Deputy Chief Executive Officer | Part Year 1 July 2024 to 13 May 2025 |
| Penny McKay | Deputy Chief Executive Officer | Part Year 26 May 2025 to 30 June 2025 |
| Ty Emerson | Executive Director, Corporate and Enabling | Full Year |
| Carmen Basilicata | Executive Director, Integrity | Full Year |
| Denise Lowe-Carlus | Executive Director, Quality and Program Support | Full Year |
| Fiona O'Brien | Executive Director, Policy and Engagement | Full Year |
| Georgianna Duggan | Acting Executive Director, Policy and Engagement | Part Year 15 January 2025 to 21 May 2025 |
| Sharayne Given | Acting Executive Director, Quality and Program Support | Part Year 15 August 2024 to 23 August 2024 11 November 2024 to 29 November 2024 13 February 2025 to 21 February 2025 27 March 2025 to 24 April 2025 |
| Warren Rushby | Acting Executive Director, Corporate and Enabling | Part Year 2 December 2024 to 2 February 2025 |

¹⁰ As defined in [AASB 124 Related Party Disclosures](#) issued by the Australian Accounting Standards Board (AASB).

Table 24: ASQA executive staff remuneration¹¹

| Name | Position title | Short-term benefits | | | Post-employment benefits | Other long-term benefits | | Termination benefits | Total remuneration |
|-------------------|--|---------------------|---------|-------------------------------|------------------------------|--------------------------|--------------------------|----------------------|--------------------|
| | | Base salary | Bonuses | Other benefits and allowances | Superannuation contributions | Long service leave | Other long-term benefits | | |
| Saxon Rice | Chief Executive Officer ¹² | 414,508 | – | – | 57,048 | 9,817 | – | – | 481,374 |
| Christina Bolger | Deputy Chief Executive Officer | 273,193 | – | 25,012 | 46,633 | 6,475 | – | – | 351,313 |
| Penny McKay | Deputy Chief Executive Officer | 34,308 | – | 1,924 | 4,613 | 520 | – | – | 41,366 |
| Ty Emerson | Executive Director, Corporate and Enabling | 258,253 | – | 27,791 | 50,222 | 5,904 | – | – | 342,170 |
| Carmen Basilicata | Executive Director, Integrity | 242,459 | – | 27,791 | 33,925 | 5,543 | – | – | 309,718 |

¹¹ ASQA has not prepared tables for 'senior executives' or 'other highly paid staff' remuneration as there were no staff in these categories during 2024–25.

¹² Includes a total underpayment of \$0.015 million up to 30 June 2025 towards wages and salaries which will be paid in 2025–26.

| Name | Position title | Short-term benefits | | | Post-employment benefits | Other long-term benefits | | Termination benefits | Total remuneration |
|--------------------|--|---------------------|---------|-------------------------------|------------------------------|--------------------------|--------------------------|----------------------|--------------------|
| | | Base salary | Bonuses | Other benefits and allowances | Superannuation contributions | Long service leave | Other long-term benefits | | |
| Denise Lowe-Carlus | Executive Director, Quality and Program Support | 241,258 | – | 27,791 | 48,501 | 5,543 | – | – | 323,092 |
| Fiona O'Brien | Executive Director, Policy and Engagement | 282,294 | – | 27,791 | 52,085 | 6,269 | – | – | 368,440 |
| Georgianna Duggan | Acting Executive Director, Policy and Engagement | 63,523 | – | – | 12,577 | 1,453 | – | – | 77,554 |
| Sharayne Given | Acting Executive Director, Quality and Program Support | 32,249 | – | – | 6,385 | 738 | – | – | 39,372 |
| Warren Rushby | Acting Executive Director, Corporate and Enabling | 30,783 | – | – | 6,095 | 704 | – | – | 37,583 |

Workplace health and safety

We fulfil our obligations under the *Work Health and Safety Act 2011*, including by actively promoting and maintaining high standards of WHS across the agency. This commitment is reflected in our comprehensive strategies and initiatives designed to protect the well-being of all our staff.

Executive accountability for workplace health and safety is critical in ensuring that leaders not only set the tone for a culture of safety but also take responsibility for establishing, monitoring, and enforcing policies that protect employees and mitigate risks.

Management and maintenance of safety and well-being is a shared responsibility at ASQA. Every officer has a personal obligation under WHS legislation, supported by strategic People and Capability advisors operating within a business partnership model. This model ensures that while the People and Capability team provide strategic advice, line supervisors and operational leaders are directly accountable for managing safety responsibilities and ensuring compliance with WHS requirements.

Our core focuses in WHS include:

- ensuring compliance with legal requirements through a hazard, risk and near-miss register
- aligning safety practices with officer governance obligations through ensuring accreditations and officer training is up-to-date and compliant
- implementing initiatives such as team-based training on difficult client interactions, to promote early intervention, prevent workplace hazards and focus on psycho-social risk in the workplace
- enhanced reporting and incident notification processes to foster transparency and continuous improvement.

The ASQA Health, Safety and Wellbeing Strategy 2023–25 guides our approach to psycho-social and physical health and well-being. By supporting our staff to reach their potential and thrive, we foster a united and empowered workforce. This strategy aligns with our values and Strategic Objectives and ensures we meet our WHS Act commitments, particularly around the proactive management of psycho-social risks.

We offer comprehensive support programs for our employees, including:

- professional, confidential counselling and psychological services
- an annual health and well-being allowance of \$300 to promote staff health initiatives.

These programs are complemented by early intervention activities and workplace rehabilitation efforts, which have significantly reduced compensable injuries.

No new compensation claims were accepted during 2024–25. Moreover, there were no incidents requiring notification to Comcare and no investigations into ASQA's operations were necessary.



Disability reporting

Australia's Disability Strategy 2021–2031 is a comprehensive national framework endorsed by all levels of government in Australia. This strategy outlines a decade-long plan aimed at continually improving the lives of people with disability across the nation. It builds on the foundations laid by the first national Disability Strategy 2010–2020, ensuring ongoing commitment and enhancement in support and inclusion.

The primary aim of Australia's Disability Strategy 2021–2031 is to enhance the quality of life for people with disabilities. This ensures that the rights, dignity, and independence of people with disabilities, as well as their families and carers, are at the forefront of national efforts.

All levels of government in Australia are accountable for the implementation of the strategy. Under the ASQA Diversity and Inclusion Strategy 2023–26, we demonstrate our continued commitment to strengthening our inclusive and diverse workplace. We are aligned with and actively support all Commonwealth employment targets and initiative. We contribute to reporting of disability statistics via collecting this (voluntary) information at the onboarding process, and encouraging employees to update their diversity details.

Disability reporting is an integral part of the Australian Public Service Commission's State of the Service reports and the APS Statistical Bulletin, which ASQA contributes to. These documents provide detailed insights into the progress and impact of disability policies within the Australian public sector. They are available for review at www.apsc.gov.au. The structured approach and regular reporting ensure transparency and accountability in achieving the strategies goals.

We contribute to providing these insights by upholding key reporting requirements.



Annual Child Safety Statement

ASQA has a [Child Safety policy](#) in place to provide guidance to all staff when they encounter children while performing their duties. The policy aligns with the requirements of the Commonwealth Child Safe Framework. In meeting the requirements, ASQA:

- undertakes an annual child safety risk assessment
- establishes and maintains a system of child safety training and compliance
- adopts and implements the National Principles for Child Safe Organisations
- publishes an annual statement of compliance with the Commonwealth Child Safe Framework.

Performing our functions as the national regulator for VET entails minimal contact with children, and, as such, the child safety risk arising from our interactions has been assessed as low.

When staff encounter children during routine engagement with providers, they must complete a risk assessment and adhere to the provider's protocols, which are governed by relevant state, territory, and Commonwealth legislation. This ensures risks are appropriately managed.

Under the Standards for RTOs 2015, RTOs are required to have effective governance and administrative arrangements in place, including to ensure that individuals who exercise control over an RTO meet fit and proper person requirements, which take into account an individual's compliance with law, financial record, management history and previous conduct. Building on this foundation, the 2025 Standards place a stronger emphasis on effective governance systems, policies and practices that ensure accountability, transparency and integrity. These standards go beyond individual suitability and extend to the broader organisational culture and decision-making processes of RTOs. They require RTOs to demonstrate a commitment to continuous improvement, recognising that strong governance is essential not only to compliance but also to sustaining the quality and integrity of VET delivery over time.

As per the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, RTOs delivering training to overseas students aged under 18 years are required to meet legislative requirements relating to child welfare and protection and ensure students are provided information on seeking assistance and reporting incidents or allegations of abuse. We monitor RTO compliance with these obligations through our performance monitoring activities.



Technology

Digital Transformation Program

In 2024–25, ASQA's 3.5-year DTP delivered a suite of strategic and foundational solutions aligned with the Program's roadmap and the Digital Transformation Agency's (DTA) Digital Service Standard. This approach placed end users at the centre of design and delivery, ensuring that new systems and processes were co-designed with business areas to meet operational needs. Governance of the program continued to align with DTA through ASQA's Tier 2 assurance plan.

Key achievements during the year laid the groundwork for transformative impact in 2025–26. Foundational components delivered included the successful integration of the Genesys Contact Centre solution with Dynamics 365 CRM, the launch of ASQA's new external portal, and the implementation of the Universal Case Model (UCM) for intelligence case management. These capabilities have significantly enhanced our ability to engage with stakeholders, capture and manage sector intelligence, and respond to regulatory issues with greater speed and consistency.

The redevelopment of our website also advanced significantly, with a private beta version released to selected stakeholders for testing and feedback. The new site features improved navigation and search functionality, and will provide easier access to key resources, including materials to support the sector's transition to the 2025 Standards. These enhancements are designed to improve the user experience and ensure stakeholders can engage with our services more effectively.

The DTP also delivered foundational infrastructure through the completion of the Platform Architecture and Infrastructure value stream, ensuring that all systems are scalable, secure, and production-ready. This technical groundwork enables us to shift focus in 2025–26 toward the delivery of our new regulatory management system (ARMS), uplift of data and reporting capabilities, and broader business transition.

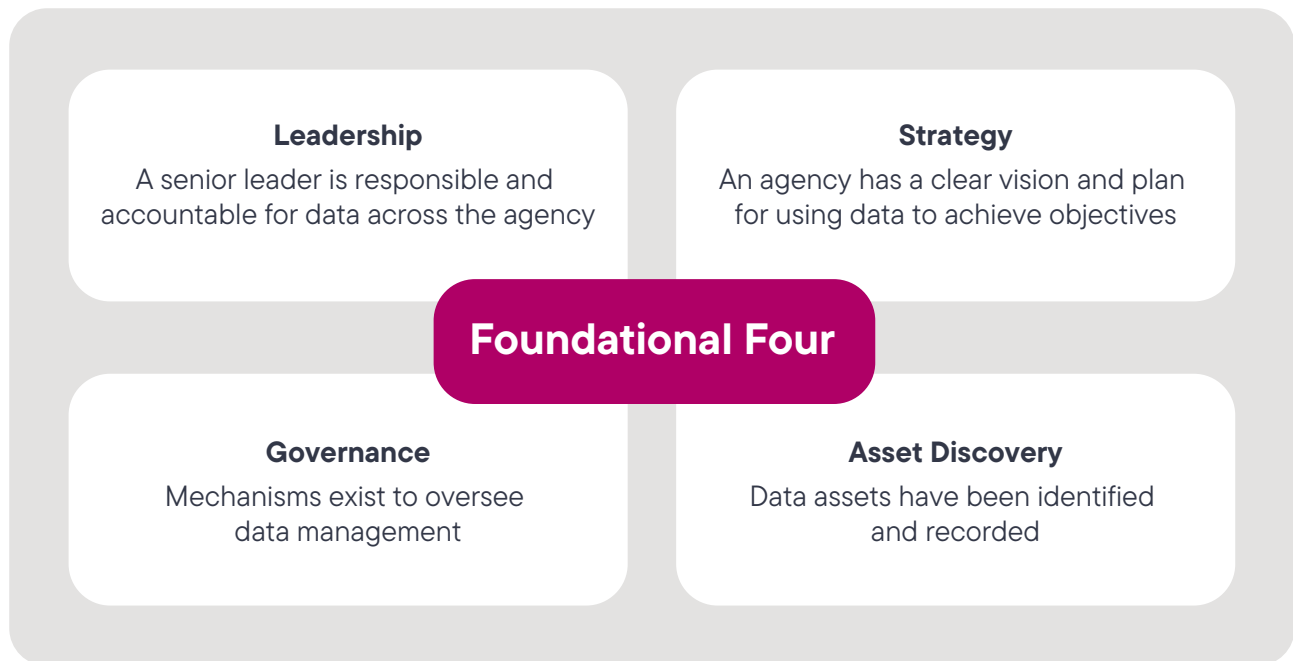
In February 2025, we published our AI Transparency Statement, outlining how artificial intelligence will be used to support better regulation, drive innovation, and improve operational efficiency. The Statement affirms our commitment to ethical, safe, and transparent use of AI, with clear monitoring and accountability arrangements in place to maintain public trust.

Looking ahead, the Program will build on these foundations to deliver ARMS, finalise our AI strategy, and continue uplifting data capabilities. These initiatives will further enhance our productivity and performance, supporting regulated providers and aligning with the government's principles for the safe, responsible, and ethical use of AI.



Data analytics and data governance

ASQA's goal is to become a data-driven and intelligence-led regulator that is responsive, agile and proactive. As data is a key strategic asset, we are committed to the effective use of data and ongoing development of our data maturity. This includes maximising the use and value of data and technology to deliver more targeted services and proportionate regulatory activities, as well as to evaluate outcomes and continuously improve.



Our approach to data is informed by the Foundational Four data practices set out by the Office of the National Data Commissioner:

- **Leadership** – Our Chief Data Officer is responsible for the execution of ASQA's data strategy.
- **Strategy** – Our data strategy ensures that we maximise the value of data through efficient data management, reporting and analysis, while ensuring data is appropriately protected. Our strategy has been designed to be consistent with the Australian Data Strategy and the Australian Government Data and Digital Government Strategy, and represents a multi-year commitment to building increased maturity. It is also aligned with the Australian Public Service's Data and Digital Government Strategy, adopting modern data-driven solutions and embracing digital transformation to deliver simple, secure and connected public services.
- **Governance** – ASQA's Executive Director, Quality and Program Support oversees the execution of our data strategy and the work of ASQA's Data Governance Framework. In 2024-25 we assessed and updated our Information Sharing Policy and Data Governance Policy, as well as established a Data Governance Framework.
- **Asset Discovery** – We established an Agency-wide data catalogue and identified a solution for centralised data sharing.



Ecologically sustainable development and environmental performance

Our environmental performance is monitored and assessed in several different ways.

DEWR aggregates our environmental performance for information and communication technology (ICT) services, including ICT procurement services and security access under a Memorandum of Understanding arrangement.

We use the whole-of-government Property Services Coordinated Procurement arrangements, with Jones Lang LaSalle (JLL) as our Property Services Provider. JLL aggregates our environmental performance for property- and facility-related services, including energy consumption and waste removal services.

We remain committed to minimising our environmental footprint, including by using 100% recycled content copy paper, continuing to evaluate and improve our operational efficiency to ensure that our activities contribute to successful long-term outcomes, and increasing our understanding of sustainability beyond the environmental scope.

Australian Public Service Net Zero 2030 emissions reporting

APS Net Zero 2030 is the government's policy for the APS to reduce its greenhouse gas emissions to net zero by 2030 and transparently report on its emissions.

As part of the [Net Zero in Government Operations Strategy](#) and the reporting requirements under section 516A of the *Environment Protection and Biodiversity Conservation Act 1999*, non-corporate Commonwealth entities, corporate Commonwealth entities and Commonwealth companies are required to report on their operational greenhouse gas emissions.

The Greenhouse Gas Emissions Inventory and Electricity Greenhouse Gas Emissions tables present greenhouse gas emissions over the 2024–25 financial year. The greenhouse gas emissions reported are calculated on the basis of Carbon Dioxide Equivalent (CO₂-e) and in line with the [Emissions Reporting Framework](#). This is consistent with a Whole-of-Australian Government approach, outlined in the [Net Zero in Government Operations Strategy](#), and [Commonwealth Climate Disclosure](#) requirements.

Not all data sources were available at the time of the report and amendments to data may be required in future reports.

Reporting on refrigerants is being phased in over time as emissions reporting matures.



Table 25: 2024–25 Greenhouse gas emissions inventory – location-based method¹³

| Emission source | Scope 1 t CO ₂ -e | Scope 2 t CO ₂ -e | Scope 3 t CO ₂ -e | Total t CO ₂ -e |
|---------------------------------------|---------------------------------|---------------------------------|---------------------------------|-------------------------------|
| Electricity (Location Based Approach) | n/a | 74.401 | 8.270 | 82.671 |
| Natural Gas | 0.000 | n/a | 0.000 | 0.000 |
| Solid Waste | n/a | n/a | 0.000 | 0.000 |
| Refrigerants* | 0.000 | n/a | n/a | 0.000 |
| Fleet and Other Vehicles | 0.000 | n/a | 0.000 | 0.000 |
| Domestic Commercial Flights | 0.000 | n/a | 115.261 | 115.261 |
| Domestic Hire Car | n/a | n/a | 0.064 | 0.064 |
| Domestic Travel Accommodation | n/a | n/a | 11.442 | 11.442 |
| Other Energy | 0.000 | n/a | 0.000 | 0.000 |
| Total t CO₂-e | 0.000 | 74.401 | 135.037 | 209.438 |

* Reporting on refrigerants is being phased in over time as emissions reporting matures and may be an optional source in 2024-25 emissions reporting. See the [Emissions Reporting Framework](#) for more details.

¹³ This table presents emissions related to electricity usage using both the location-based and the market-based accounting methods. CO₂-e = Carbon Dioxide Equivalent.

**Table 26: 2024–25 Electricity greenhouse gas emissions¹⁴**

| Emission source | Scope 2 t CO ₂ -e | Scope 3 t CO ₂ -e | Total t CO ₂ -e | Electricity kWh |
|---|---------------------------------|---------------------------------|-------------------------------|--------------------|
| Location-based electricity emissions | 74.401 | 8.270 | 82.671 | 100% |
| Market-based electricity emissions | 67.366 | 9.153 | 76.519 | 92.55% |
| Total renewable electricity consumed | n/a | n/a | n/a | – |
| <i>Renewable Power Percentage¹⁵</i> | n/a | n/a | n/a | – |
| <i>Jurisdictional Renewable Power Percentage^{16, 17}</i> | n/a | n/a | n/a | – |
| <i>GreenPower¹⁶</i> | n/a | n/a | n/a | – |
| <i>Large-scale generation certificates¹⁶</i> | n/a | n/a | n/a | – |
| <i>Behind the meter solar¹⁸</i> | n/a | n/a | n/a | – |
| Total renewable electricity produced | n/a | n/a | n/a | – |
| <i>Large-scale generation certificates¹⁶</i> | n/a | n/a | n/a | – |
| <i>Behind the meter solar¹⁸</i> | n/a | n/a | n/a | – |

¹⁴ This table presents emissions related to electricity usage using both the location-based and the market-based accounting methods. CO₂-e = Carbon Dioxide Equivalent. Electricity usage is measured in kilowatt hours (kWh).

¹⁵ Listed as Mandatory renewables in 2023–24 Annual Reports. The renewable power percentage (RPP) accounts for the portion of electricity used, from the grid, that falls within the Renewable Energy Target (RET).

¹⁶ Listed as Voluntary renewables in 2023–24 Annual Reports.

¹⁷ The Australian Capital Territory is currently the only state with a jurisdictional renewable power percentage (JRPP).

¹⁸ Reporting behind the meter solar consumption and/or production is optional. The quality of data is expected to improve over time as emissions reporting matures.

Purchasing and procurement

Purchasing

ASQA's procurement policies and practices are consistent with all relevant Australian Government laws, the Commonwealth financial framework (including the Commonwealth Procurement Rules), and other relevant policies.

The Commonwealth Procurement Rules are applied to activities through the Accountable Authority Instructions and supporting operational guidelines. The procurement framework reflects the core principle governing Australian Government procurement: value for money.

ASQA's policies and procedures also focus on encouraging competitive, non-discriminatory procurement processes, efficient, effective, economical and ethical use of resources, and accountability and transparency.

We devolve responsibility for procurement to individual business groups within ASQA. We support this decentralised approach by:

- providing information and training about procurement policies and procedures to all staff
- maintaining a single point of contact for staff to seek advice on the Commonwealth Procurement Rules, the Department of Finance's Accountable Authority Instructions and tendering processes
- maintaining standardised tendering and contracting documentation.

We publish our procurement activities and plans on AusTender as required, allowing our procurement activities to be readily communicated and accessible to all business enterprises.

Consultancy contracts

'Consultancy contracts' refer to arrangements that are published on AusTender as a consultancy. We engage consultants to build organisational capability and responsiveness, and support and enhance our workforce to deliver government priorities.

This includes activities such as independent research, review or assessment, expertise to support implementation of reform, or provision of independent advice, information or solutions.

Engagement of consultants is made in accordance with the PGPA Act and related regulations, including the Commonwealth Procurement Rules.

During 2024–2025, we entered into 4 new consultancy contracts involving total actual expenditure of \$139,332. In addition, 2 ongoing consultancy contracts were active during the period, involving total actual expenditure for 1 of these contracts of \$52,775.

The following organisation received the largest share of ASQA's total expenditure or 5% or more of total expenditure on consultancy contracts in 2024–25:

- ACTUM Consulting Pty Ltd – \$52,775

Information on the value of consultancy contracts is available on the AusTender website.

**Table 27: Expenditure on reportable consultancy contracts, 2024–25**

| | Number | Expenditure \$'000 (GST inc.) |
|---|----------|-------------------------------|
| New contracts entered into during the reporting period | 4 | \$139 |
| Ongoing contracts entered into during a previous reporting period | 2 | \$53 |
| TOTAL | 6 | \$192 |

Table 28: Organisations receiving a share of reportable consultancy contract expenditure, 2024–25

| Name of Organisation | Organisation ABN | Expenditure \$'000 (GST inc.) |
|-----------------------------|------------------|-------------------------------|
| Actum Consulting Pty Ltd | 11 119 919 596 | \$53 |
| McGrathNicol Advisory | 34 824 776 937 | \$46 |
| Jarrah Hill Pty Ltd | 19 620 541 666 | \$44 |
| Customer Science Pty Ltd | 16 600 741 197 | \$29 |
| Curby McLintock Pty Limited | 48 617 098 503 | \$20 |

Non-consultancy contracts

'Non-consultancy contracts' refer to arrangements that are published on AusTender and are not consultancy contracts (i.e. a contract published on AusTender as anything other than a consultancy).

During 2024–25, we entered into 115 new non-consultancy contracts involving total actual expenditure of \$12.51 million. In addition, 6 ongoing non-consultancy contracts were active during the period, involving total actual expenditure of \$3.25 million.

The following organisations received the 5 largest shares of ASQA's total expenditure or 5% or more of total expenditure on non-consultancy contracts in 2024–25:

- Publicis Sapient PTY LTD – \$6,911,856
- Jones Lang LaSalle– \$5,626,995
- CoDesign Plus Sheldon Pty Ltd – \$2,829,503
- Clayton Utz Lawyers – \$690,497
- Education Services Australia Ltd – \$576,715

Information on the value of non-consultancy contracts is available on the AusTender website.

Table 29: Expenditure on reportable non-consultancy contracts, 2024–25

| | Number | Expenditure \$'000 (GST inc.) |
|---|------------|----------------------------------|
| New contracts entered into during the reporting period | 115 | \$12,507 |
| Ongoing contracts entered into during a previous reporting period | 6 | \$3,248 |
| TOTAL | 121 | \$15,755 |

Table 30: Organisations receiving a share of reportable non-consultancy contract expenditure, 2024–25

| Name of Organisation | Organisation ABN | Expenditure \$'000 (GST inc.) |
|------------------------------|------------------|----------------------------------|
| Publicis Sapient PTY LTD | 80 082 145 891 | \$6,912 |
| Jones Lang LaSalle | 69 008 585 260 | \$5,627 |
| CoDesign Plus Sheldon | 54 640 866 360 | \$2,830 |
| Clayton Utz Lawyers | 35 740 217 343 | \$690 |
| Education Services Australia | 18 007 342 421 | \$577 |

ANAO access clauses

We are required to provide details of any contract of \$100,000 or more (inclusive of Goods and Services Tax (GST)) that does not provide a clause in the contract for the Auditor-General to have access to the contractor's premises.

In 2024-25, ASQA did not have any contracts over \$100,000 that did not provide the clause for the Auditor-General to have access to the contractor's premises.

Exempt contracts

No contracts more than \$10,000 (inclusive of GST) or standing offers were exempted by the CEO from being published on AusTender during the 2024–25 reporting year.



Procurement initiatives to support small business

Consistent with the Commonwealth Procurement Rules, including exemption 17 introduced on 14 December 2020, ASQA's procurement practices provide appropriate opportunities for small businesses to compete and ensure they are not unfairly discriminated against.

We followed the below processes when undertaking procurement:

- use of whole-of-government procurement panels
- use of multi-agency panel arrangements for procurement services
- best practice of seeking 3 quotes from suppliers when a panel arrangement is not available to use
- use of the Commonwealth Contracting Suite for low-risk procurement valued under \$200,000
- use of the SAP Financial Management Information System to identify invoices that are due for payment within the 20-day payment terms from the receipt of the correctly rendered invoice
- use of purchasing cards to enable payments to suppliers up to the value of \$10,000.

We support small business participation in the Commonwealth Government procurement market. Small and medium enterprise (SME) and small enterprise participation statistics are available on the Department of Finance's website.

Asset management

Section 17AG(5) of the PGPA Rule sets out the requirement for an assessment of the effectiveness of assets management where it is a significant aspect of the strategic business of an entity. Assets management does not form a significant aspect of the strategic business of ASQA.

Advertising and market research

During 2024–25, we did not undertake any advertising campaigns.

Grants

ASQA does not administer any grant programs.

APS Strategic Commissioning Framework

In 2024–25, we took steps to bring core work in-house in line with the APS Strategic Commissioning Framework. Our target for 2024–25 aimed to bring \$450,000 (exclusive of GST) of core work in-house in ICT and digital solutions. This target was partially achieved, with an actual reduction of \$262,000 (exclusive of GST) in relevant supplier expenditure in 2024–25.





4. FINANCES

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INDEPENDENT AUDITOR'S REPORT

To the Minister for Skills and Training

Opinion

In my opinion, the financial statements of the Australian Skills Quality Authority (the Entity) for the year ended 30 June 2025:

- (a) comply with Australian Accounting Standards – Simplified Disclosures and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and
- (b) present fairly the financial position of the Entity as at 30 June 2025 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2025 and for the year then ended:

- Statement by the Accountable Authority and Chief Financial Officer;
- Statement of Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Cash Flow Statement;
- Administered Schedule of Comprehensive Income;
- Administered Schedule of Assets and Liabilities;
- Administered Reconciliation Schedule;
- Administered Cash Flow Statement; and
- Notes to the financial statements, comprising a summary of significant accounting policies and other explanatory information.

Basis for opinion

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Entity in accordance with the relevant ethical requirements for financial statement audits conducted by the Auditor-General and his delegates. These include the relevant independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Accountable Authority's responsibility for the financial statements

As the Accountable Authority of the Entity, the Chief Executive Officer is responsible under the *Public Governance, Performance and Accountability Act 2013* (the Act) for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Simplified Disclosures and the rules made under the Act. The Chief Executive Officer is also responsible for such internal control as the Chief Executive Officer determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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38 Sydney Avenue, Forrest ACT 2603
Phone (02) 6203 7300



In preparing the financial statements, the Chief Executive Officer is responsible for assessing the ability of the Entity to continue as a going concern, taking into account whether the Entity's operations will cease as a result of an administrative restructure or for any other reason. The Chief Executive Officer is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the assessment indicates that it is not appropriate.

Auditor's responsibilities for the audit of the financial statements

My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian National Audit Office Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with the Australian National Audit Office Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;
- conclude on the appropriateness of the Accountable Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern; and
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Accountable Authority regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Australian National Audit Office

Saminda Maddumahewa

Audit Principal

Delegate of the Auditor-General

Canberra

24 September 2025

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**STATEMENT BY THE ACCOUNTABLE AUTHORITY AND CHIEF FINANCIAL OFFICER**


In our opinion, the attached financial statements for the year ended 30 June 2025 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act.

In our opinion, at the date of this statement, there are reasonable grounds to believe that the Australian Skills Quality Authority will be able to pay its debts as and when they fall due.

Signed.....

Saxon Rice
Accountable Authority

23 September 2025

Signed.....

Sudhakar Balreddygari
A/g Chief Financial Officer

23 September 2025

Australian Skills Quality Authority

Statement of Comprehensive Income

for the period ended 30 June 2025

| | | 2025 | 2024 | Original |
|---|-------|-----------------|-----------------|-----------------|
| | Notes | \$'000 | \$'000 | Budget |
| | | | | \$'000 |
| NET COST OF SERVICES | | | | |
| Expenses | | | | |
| Employee benefits | 1.1A | 34,421 | 30,993 | 31,207 |
| Suppliers | 1.1B | 13,995 | 9,554 | 13,757 |
| Depreciation and amortisation | 3.2A | 5,597 | 7,175 | 6,890 |
| Finance costs | 1.1C | 249 | 198 | 299 |
| Write-down and impairment of other assets | 1.1D | 184 | (6) | - |
| Total expenses | | 54,446 | 47,914 | 52,153 |
| Own-source income | | | | |
| Own-source revenue | | | | |
| Other revenue | 1.2A | 601 | 142 | 50 |
| Total own-source revenue | | 601 | 142 | 50 |
| Total own-source income | | 601 | 142 | 50 |
| Net (cost of)/contribution by services | | (53,845) | (47,772) | (52,103) |
| Revenue from Government | 1.2B | 49,487 | 43,284 | 47,117 |
| Surplus/(Deficit) attributable to the Australian Government | | (4,358) | (4,488) | (4,986) |
| OTHER COMPREHENSIVE INCOME | | | | |
| Items not subject to subsequent reclassification to net cost of services | | | | |
| Changes in asset revaluation reserve | | - | 321 | - |
| Total comprehensive income/(loss) | | (4,358) | (4,167) | (4,986) |

The above statement should be read in conjunction with the accompanying notes.



Australian Skills Quality Authority

Statement of Financial Position

as at 30 June 2025

| | | 2025 | 2024 | Original Budget |
|---|-------|---------------|---------------|--------------------|
| | Notes | \$'000 | \$'000 | \$'000 |
| ASSETS | | | | |
| Financial assets | | | | |
| Cash and cash equivalents | 3.1A | 212 | 193 | 324 |
| Trade and other receivables | 3.1B | 20,150 | 18,414 | 19,290 |
| Total financial assets | | 20,362 | 18,607 | 19,614 |
| Non-financial assets¹ | | | | |
| Buildings | 3.2A | 6,058 | 4,095 | 14,789 |
| Leasehold Improvements | 3.2A | 4,512 | 3,321 | - |
| Plant and equipment | 3.2A | 1,408 | 1,353 | 1,098 |
| Computer software | 3.2A | 13,791 | 10,868 | 10,550 |
| Prepayments | | 259 | 220 | 340 |
| Total non-financial assets | | 26,028 | 19,857 | 26,777 |
| Total assets | | 46,390 | 38,464 | 46,391 |
| LIABILITIES | | | | |
| Payables | | | | |
| Suppliers | 3.3A | 5,398 | 3,813 | 9,136 |
| Other payables | 3.3B | 1,227 | 996 | 857 |
| Total payables | | 6,625 | 4,809 | 9,993 |
| Interest bearing liabilities | | | | |
| Leases | 3.4A | 8,734 | 4,273 | 8,796 |
| Total interest bearing liabilities | | 8,734 | 4,273 | 8,796 |
| Provisions | | | | |
| Employee provisions | 6.1A | 8,125 | 6,809 | 6,104 |
| Other provisions | 3.5A | 257 | 496 | 469 |
| Total provisions | | 8,382 | 7,305 | 6,573 |
| Total liabilities | | 23,741 | 16,387 | 25,362 |
| Net assets | | 22,649 | 22,077 | 21,029 |
| EQUITY | | | | |
| Contributed equity | | 49,426 | 44,496 | 49,426 |
| Reserves | | 1,592 | 1,592 | 1,272 |
| Retained surplus/(Accumulated deficit) | | (28,369) | (24,011) | (29,669) |
| Total equity | | 22,649 | 22,077 | 21,029 |

The above statement should be read in conjunction with the accompanying notes.

1. Right-of-use assets are included in Non-Financial assets as part of Buildings.

Australian Skills Quality Authority

Statement of Changes in Equity

for the period ended 30 June 2025

| | | 2025 | 2024 | Original Budget |
|--|-------|-----------------|-----------------|--------------------|
| | Notes | \$'000 | \$'000 | \$'000 |
| CONTRIBUTED EQUITY | | | | |
| Opening balance as at 1 July | | | | |
| Balance carried forward from previous period | | 44,496 | 40,033 | 44,496 |
| Adjusted opening balance | | 44,496 | 40,033 | 44,496 |
| Transactions with owners | | | | |
| Distributions to owners | | | | |
| Contributions by owners | | | | |
| Equity injection | | - | 1,157 | - |
| Departmental capital budget | | 4,930 | 3,306 | 4,930 |
| Total transactions with owners | | 4,930 | 4,463 | 4,930 |
| Closing balance as at 30 June | | 49,426 | 44,496 | 49,426 |
| RETAINED EARNINGS | | | | |
| Opening balance | | | | |
| Balance carried forward from previous period | | (24,011) | (19,523) | (24,683) |
| Adjusted opening balance | | (24,011) | (19,523) | (24,683) |
| Comprehensive income | | | | |
| Surplus/(Deficit) for the period | | (4,358) | (4,488) | (4,986) |
| Total comprehensive income | | (4,358) | (4,488) | (4,986) |
| Closing balance as at 30 June | | (28,369) | (24,011) | (29,669) |
| ASSET REVALUATION RESERVE | | | | |
| Opening balance | | | | |
| Balance carried forward from previous period | | 1,592 | 1,271 | 1,272 |
| Adjusted opening balance | | 1,592 | 1,271 | 1,272 |
| Comprehensive income | | | | |
| Other comprehensive income | | - | 321 | - |
| Closing balance as at 30 June | | 1,592 | 1,592 | 1,272 |
| TOTAL EQUITY | | | | |
| Opening balance | | | | |
| Balance carried forward from previous period | | 22,077 | 21,781 | 21,085 |
| Adjusted opening balance | | 22,077 | 21,781 | 21,085 |
| Comprehensive income | | | | |
| Surplus/(Deficit) for the period | | (4,358) | (4,488) | (4,986) |
| Other comprehensive income | | - | 321 | - |
| Total comprehensive income | | (4,358) | (4,167) | (4,986) |
| Transactions with owners | | | | |
| Contributions by owners | | | | |
| Equity injection | | - | 1,157 | - |
| Departmental capital budget | | 4,930 | 3,306 | 4,930 |
| Total transactions with owners | | 4,930 | 4,463 | 4,930 |
| Closing balance as at 30 June | | 22,649 | 22,077 | 21,029 |

The above statement should be read in conjunction with the accompanying notes.

Accounting Policy

Equity Injections

Amounts appropriated which are designated as 'equity injections' for a year (less any formal reductions) and Departmental Capital Budgets (DCBs) are recognised directly in contributed equity in that year.



Australian Skills Quality Authority

Cash Flow Statement

for the period ended 30 June 2025

| | | 2025 | 2024 | Original Budget |
|---|-------|----------------|----------------|--------------------|
| | Notes | \$'000 | \$'000 | \$'000 |
| OPERATING ACTIVITIES | | | | |
| Cash received | | | | |
| Appropriations | | 52,787 | 42,022 | 44,441 |
| Sale of goods and rendering of services | | 344 | 142 | - |
| Net GST received | | 1,554 | 834 | - |
| Total cash received | | 54,685 | 42,998 | 44,441 |
| Cash used | | | | |
| Employees | | 33,061 | 30,122 | 31,207 |
| Suppliers | | 13,588 | 8,687 | 8,366 |
| Interest payments on lease liabilities | | 231 | 172 | 299 |
| Section 74 receipts transferred to OPA | | 5,732 | 1,661 | - |
| Total cash used | | 52,612 | 40,642 | 39,872 |
| Net cash from operating activities | | 2,073 | 2,356 | 4,569 |
| INVESTING ACTIVITIES | | | | |
| Cash used | | | | |
| Purchase of property, plant and equipment | | 483 | 669 | 7,595 |
| Purchase of leasehold improvements | | - | - | - |
| Purchase of intangible software | | 5,547 | 3,804 | - |
| Total cash used | | 6,030 | 4,473 | 7,595 |
| Net cash used by investing activities | | (6,030) | (4,473) | (7,595) |
| FINANCING ACTIVITIES | | | | |
| Cash received | | | | |
| Contributed equity | | 5,398 | 3,995 | 4,930 |
| Total cash received | | 5,398 | 3,995 | 4,930 |
| Cash used | | | | |
| Principal payments of lease liabilities | | 1,422 | 2,009 | 1,904 |
| Total cash used | | 1,422 | 2,009 | 1,904 |
| Net cash from / (used by) financing activities | | 3,976 | 1,986 | 3,026 |

The above statement should be read in conjunction with the accompanying notes.

Australian Skills Quality Authority
Administered Schedule of Comprehensive Income
for the period ended 30 June 2025

| | | 2025 | 2024 | Original Budget |
|---|-------|---------------|---------------|--------------------|
| | Notes | \$'000 | \$'000 | \$'000 |
| NET COST OF SERVICES | | | | |
| Expenses | | | | |
| Impairment on trade and other receivables | 2.1A | 71 | 465 | - |
| Total expenses | | 71 | 465 | - |
| Income | | | | |
| Revenue | | | | |
| Non-Taxation Revenue | | | | |
| Fees and Fines | 2.2A | 25,009 | 27,611 | 37,468 |
| Total non-taxation revenue | | 25,009 | 27,611 | 37,468 |
| Total revenue | | 25,009 | 27,611 | 37,468 |
| Total income | | 25,009 | 27,611 | 37,468 |
| Net (cost of)/contribution by services | | 24,938 | 27,146 | 37,468 |
| Surplus/(Deficit) | | 24,938 | 27,146 | 37,468 |
| Total comprehensive income/(loss) | | 24,938 | 27,146 | 37,468 |

The above schedule should be read in conjunction with the accompanying notes.



Australian Skills Quality Authority
Administered Schedule of Assets and Liabilities

as at 30 June 2025

| | | 2025 | 2024 | Original Budget |
|---|-------|----------------|------------|--------------------|
| | Notes | \$'000 | \$'000 | \$'000 |
| ASSETS | | | | |
| Financial assets | | | | |
| Trade and other receivables | 4.1A | 927 | 835 | 299 |
| Total financial assets | | 927 | 835 | 299 |
| Total assets administered on behalf of Government | | | | |
| | | 927 | 835 | 299 |
| LIABILITIES | | | | |
| Payables | | | | |
| Refunds liabilities | 4.2A | 456 | 134 | - |
| Other payables | 4.2B | 1,848 | 232 | 418 |
| Total payables | | 2,304 | 366 | 418 |
| Total liabilities administered on behalf of Government | | | | |
| | | 2,304 | 366 | 418 |
| Net assets/(liabilities) | | (1,377) | 469 | (119) |

The above schedule should be read in conjunction with the accompanying notes.

Australian Skills Quality Authority
Administered Reconciliation Schedule
for the period ended 30 June 2025

| | Notes | 2025 \$'000 | 2024 \$'000 |
|--|--------------|------------------------|------------------------|
| Opening assets less liabilities as at 1 July | | 469 | (119) |
| Net contribution by services | | | |
| Income | | 25,009 | 27,611 |
| Expenses | | (71) | (465) |
| Transfers (to)/from the Australian Government | | | |
| Appropriation transfers from Official Public Account | | | |
| Special appropriations (limited) | 5.1C | 540 | 253 |
| Appropriation transfers to OPA | | | |
| Transfers to OPA | | (27,324) | (26,811) |
| Closing assets less liabilities as at 30 June | | (1,377) | 469 |

The above schedule should be read in conjunction with the accompanying notes.

Accounting Policy

Administered Cash Transfers to and from the Official Public Account

Revenue collected by ASQA for use by the Government rather than ASQA is administered revenue. Collections are transferred to the Official Public Account (OPA) maintained by the Department of Finance. Conversely, cash is drawn from the OPA to make payments under Parliamentary appropriation on behalf of Government. These transfers to and from the OPA are adjustments to the administered cash held by ASQA on behalf of the Government and reported as such in the schedule of administered cash flows and in the administered reconciliation schedule.



Australian Skills Quality Authority

Administered Cash Flow Statement

for the period ended 30 June 2025

| | Notes | 2025 \$'000 | 2024 \$'000 |
|---|-------|----------------|----------------|
| OPERATING ACTIVITIES | | | |
| Cash received | | | |
| Fees and Fines | | 26,784 | 26,558 |
| Total cash received | | 26,784 | 26,558 |
| Net cash from/(used by) operating activities | | 26,784 | 26,558 |
| Cash from Official Public Account | | | |
| Appropriations | | 540 | 253 |
| Total cash from official public account | | 540 | 253 |
| Cash to Official Public Account | | | |
| Appropriations | | 27,324 | 26,811 |
| Total cash to official public account | | 27,324 | 26,811 |

This schedule should be read in conjunction with the accompanying notes.

Australian Skills Quality Authority
for the period ended 30 June 2025

Overview

ASQA conducts the following administered activities on behalf of the Australian Government:

- a) registering training organisations that meet national standards
- b) accrediting courses that meet national standards
- c) monitoring and enforcing compliance
- d) providing advice and making recommendations to the Portfolio Minister, and/or state and territory Ministers and/or the Ministerial Council on matters relating to vocational education and training ("VET"), and
- e) collecting, analysing, interpreting and disseminating information about VET and the performance of registered training organisations.

The Basis of Preparation

The financial statements are required by section 42 of the *Public Governance, Performance and Accountability Act 2013*.

The financial statements have been prepared in accordance with:

- a) *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015* (FRR); and
- b) Australian Accounting Standards and Interpretations - including simplified disclosures for Tier 2 Entities under AASB 1060 issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

The financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets and liabilities at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position. The financial statements are presented in Australian dollars.

New Accounting Standards

All new/revised/amending standards and/or interpretations that were issued prior to the sign-off date and are applicable to the current reporting period did not have a material effect on ASQA's financial statements.

| Standard/ Interpretation | Nature of impending change/s in accounting policy and likely impact on initial application |
|---|--|
| AASB 18 Presentation and Disclosure in Financial Statements | <p>AASB 18 will replace AASB 101 Presentation of Financial Statements. As a result, the requirements in AASB 101 will be:</p> <ul style="list-style-type: none"> (a) replaced by new requirements in AASB 18; (b) transferred to AASB 18 with only limited wording changes; or (c) moved to AASB 108 Basis of Preparation of Financial Statements¹ or AASB 7 Financial Instruments. <p>AASB 18 has also introduced changes to AASB 107 Statement of Cash Flows, AASB 133 Earnings per Share and AASB 134 Interim Financial Reporting.</p> <p>The AASB 18 applies to not-for-profit public sector entities for annual reporting periods beginning on or after 1 January 2028.</p> |

...continued
in next
page



Australian Skills Quality Authority
for the period ended 30 June 2025

Overview (..continued from previous page)

| Standard/ Interpretation | Nature of change in accounting policy, transitional provisions, and adjustment to financial statements |
|--|--|
| AASB 2022-10 Amendments to Australian Accounting Standards – Fair Value Measurement of Non-Financial Assets of Not-For-Profit Public Sector Entities(AASB 2022-10) | <p>AASB 2022-10 applies to annual periods beginning on or after 1 January 2024. This standard amends AASB 13 Fair Value Measurement for fair value measurements of non-financial assets of not-for-profit public sector entities not held primarily for their ability to generate net cash inflows. This standard also adds implementation advice and relevant illustrative examples for fair value measurements of non-financial assets of not-for-profit public sector entities not held primarily for their ability to generate net cash inflows.</p> <p>These amendments are not expected to have a material impact on ASQA's financial statements for the current reporting period or future reporting periods.</p> |

Taxation

The entity is exempt from all forms of taxation except Fringe Benefits Tax (FBT) and the Goods and Services Tax (GST).

Reporting of Administered activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the administered schedules and related notes.

Except where otherwise stated, administered items are accounted for on the same basis and using the same policies as for departmental items, including the application of Australian Accounting Standards.

Events After the Reporting Period

Entities are responsible for monitoring and reporting all events after the reporting period, up to the reporting date of the Consolidated Financial Statements (CFS) events are to be advised as soon as practicable to Finance.

Departmental

There were no subsequent events that had the potential to significantly affect the ongoing operations and financial activities of ASQA at the reporting date.

Administered

There were no subsequent events that had the potential to significantly affect the ongoing operations and financial activities of ASQA at the reporting date.

Australian Skills Quality Authority
Notes to and forming part of the financial statements
for the period ended 30 June 2025

Financial Performance

This section analyses the financial performance of ASQA for the year ended 2025

1.1 Expenses

| | 2025 \$'000 | 2024 \$'000 |
|--------------------------------|----------------|----------------|
| 1.1A: Employee benefits | | |
| Wages and salaries | 24,723 | 21,220 |
| Superannuation | | |
| Defined contribution plans | 3,710 | 4,054 |
| Defined benefit plans | 731 | 654 |
| Leave and other entitlements | 4,991 | 4,264 |
| Separation and redundancies | 266 | 801 |
| Total employee benefits | 34,421 | 30,993 |

Accounting Policy

Accounting policies for employee related expenses is contained in the People and relationships section.

1.1B: Suppliers

Goods and services supplied or rendered

| | | |
|--|---------------|--------------|
| Consultants | 302 | 164 |
| Contractors | 2,765 | 1,786 |
| IT services | 4,871 | 4,227 |
| Legal fees | 2,220 | 235 |
| Panel assessors | 858 | 542 |
| Travel | 549 | 424 |
| Property | 676 | 882 |
| Training | 309 | 353 |
| Resources received free of charge | 55 | 50 |
| Other | 667 | 669 |
| Total goods and services supplied or rendered | 13,272 | 9,332 |

| | | |
|--|---------------|--------------|
| Goods supplied | 44 | 49 |
| Services rendered | 13,228 | 9,283 |
| Total goods and services supplied or rendered | 13,272 | 9,332 |

Other suppliers

| | | |
|-------------------------------|---------------|--------------|
| Workers compensation expenses | 248 | 136 |
| Short-term leases | 475 | 86 |
| Total other suppliers | 723 | 222 |
| Total suppliers | 13,995 | 9,554 |

ASQA has three short-term lease commitments as at 30 June 2025.

The above lease disclosures should be read in conjunction with the accompanying notes 1.1B, 3.2A and 3.4A.

Accounting Policy

Short-term leases and leases of low-value assets

ASQA has elected not to recognise right-of-use assets and lease liabilities for short-term leases of assets that have a lease term of 12 months or less and leases of low-value assets (less than \$10,000). ASQA recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.



Australian Skills Quality Authority
Notes to and forming part of the financial statements
for the period ended 30 June 2025

| 1.1 Expenses | 2025 | 2024 |
|-----------------------------------|---------------|---------------|
| | \$'000 | \$'000 |
| <u>1.1C: Finance costs</u> | | |
| Interest on lease liabilities | 231 | 172 |
| Unwinding of discount | 18 | 26 |
| Total finance costs | 249 | 198 |

The above lease disclosures should be read in conjunction with the accompanying notes 3.2A and 3.4A.

Accounting Policy

All borrowing costs are expensed as incurred.

1.1D: Write-down and impairment of other assets

| | | |
|--|------------|-----|
| Impairment of property, plant and equipment | 184 | (6) |
| Total write-down and impairment of other assets | 184 | (6) |

Australian Skills Quality Authority
Notes to and forming part of the financial statements
for the period ended 30 June 2025

1.2 Own-Source Revenue and gains

| | 2025 | 2024 |
|-----------------------------------|------------|------------|
| | \$'000 | \$'000 |
| 1.2A: Other revenue | | |
| Other revenue | 546 | 92 |
| Resources received free of charge | | |
| Remuneration of auditors | 55 | 50 |
| Total other revenue | 601 | 142 |

Accounting Policy

Resources Received Free of Charge

Resources received free of charge are recognised as revenue when, and only when, a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense. Resources received free of charge are recorded as either revenue or gains depending on their nature.

1.2B: Revenue from Government

| | | |
|--------------------------------------|---------------|---------------|
| Appropriations | | |
| Departmental appropriations | 49,487 | 43,284 |
| Total revenue from Government | 49,487 | 43,284 |

Accounting Policy

Revenue from Government

Amounts appropriated for departmental appropriations for the year (adjusted for any formal additions and reductions) are recognised as Revenue from Government when ASQA gains control of the appropriation, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned. Appropriations receivable are recognised at their nominal amounts.

Funding received or receivable from non-corporate Commonwealth entities (appropriated to the non-corporate Commonwealth entity as a corporate Commonwealth entity payment item for payment to ASQA) is recognised as Revenue from Government by the corporate Commonwealth entity unless the funding is in the nature of an equity injection or a loan.



Australian Skills Quality Authority
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Income and Expenses Administered on Behalf of Government

This section analyses the activities that ASQA does not control but administers on behalf of the Government. Unless otherwise noted, the accounting policies adopted are consistent with those applied for departmental reporting.

2.1 Administered - Expenses

| | 2025 | 2024 |
|--|--------|--------|
| | \$'000 | \$'000 |

Expenses

2.1A: Impairment loss on financial instruments

| | | |
|---|-----------|------------|
| Impairment on trade and other receivables | 71 | 465 |
| Total impairment loss on financial instruments | 71 | 465 |

2.2 Administered - Income

| | 2025 | 2024 |
|--|--------|--------|
| | \$'000 | \$'000 |

Revenue

Non-Taxation Revenue

2.2A: Fees and Fines

| | | |
|-----------------------------|---------------|---------------|
| Regulatory charges | 24,931 | 27,038 |
| Fines | 78 | 573 |
| Total fees and fines | 25,009 | 27,611 |

Accounting Policy

Revenue from regulatory fees and charges

All administered revenues are revenues relating to the course of ordinary activities performed by ASQA on behalf of the Australian Government. Revenue is generated from the collection of fees and charges (as per ASQA's published schedules of fees and charges), for managing the registration of VET training providers and for accrediting courses.

Charges include ASQA's annual registration charges and compliance audit charges. ASQA's regulatory fee income is recognised as revenue when an application reaches a non-refundable stage. Revenue from fines is recognised when ASQA receives payment.

Australian Skills Quality Authority
Notes to and forming part of the financial statements
for the period ended 30 June 2025

Financial Position

This section analyses ASQA assets used to conduct its operations and the operating liabilities incurred as a result. Employee related information is disclosed in the People and Relationships section.

3.1 Financial Assets

| | 2025 | 2024 |
|--|--------|--------|
| | \$'000 | \$'000 |

3.1A: Cash and cash equivalents

| | | |
|--|------------|------------|
| Cash on hand or on deposit | 212 | 193 |
| Total cash and cash equivalents | 212 | 193 |

Accounting Policy

Cash is recognised at its nominal amount. Cash and cash equivalents includes:

- a) cash on hand;
- b) demand deposits in bank accounts with an original maturity of 3 months or less that are readily convertible to known amounts of cash and subject to insignificant risk of changes in value.

3.1B: Trade and other receivables

Goods and services receivables

| | | |
|---|------------|------------|
| Goods and services | 287 | 442 |
| Total goods and services receivables | 287 | 442 |

Appropriation receivables

| | | |
|--|---------------|---------------|
| Appropriation receivable | 19,720 | 17,756 |
| Total appropriation receivables | 19,720 | 17,756 |

Other receivables

| | | |
|--|---------------|---------------|
| GST from Australian Taxation Office | 143 | 216 |
| Total other receivables | 143 | 216 |
| Total trade and other receivables (gross) | 20,150 | 18,414 |
| Total trade and other receivables (net) | 20,150 | 18,414 |

Credit terms for goods and services were within 30 days (2024: 30 days).

Accounting Policy

Financial assets

Trade receivables, loans and other receivables that are held for the purpose of collecting the contractual cash flows where the cash flows are solely payments of principal and interest, that are not provided at below-market interest rates, are subsequently measured at amortised cost using the effective interest method adjusted for any loss allowance.

3.2 Non-Financial Assets

3.2A: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment and Intangibles

| | Buildings ¹ \$'000 | Leasehold improvements \$'000 | Plant and equipment \$'000 | Computer Software \$'000 | Total \$'000 |
|---|----------------------------------|-------------------------------------|----------------------------------|--------------------------------|-----------------|
| As at 1 July 2024 | | | | | |
| Gross book value | 10,407 | 3,321 | 1,730 | 32,572 | 48,030 |
| Accumulated depreciation, amortisation and impairment | (6,312) | - | (377) | (21,704) | (28,393) |
| Total as at 1 July 2024 | 4,095 | 3,321 | 1,353 | 10,868 | 19,637 |
| Additions | | | | | |
| Purchase or internally developed | - | 2,462 | 483 | 5,547 | 8,492 |
| Right-of-use assets | 3,421 | - | - | - | 3,421 |
| Revaluations and impairments recognised in other comprehensive income | - | - | - | - | - |
| Revaluations recognised in net cost of services | - | - | - | - | - |
| Depreciation and amortisation | - | (1,087) | (428) | (2,624) | (4,139) |
| Depreciation on right-of-use assets | (1,458) | - | - | - | (1,458) |
| Disposals | | | | | |
| Gross Value | (3,988) | (357) | (234) | - | (4,579) |
| Accumulated Depreciation | 3,988 | 173 | 234 | - | 4,395 |
| Total as at 30 June 2025 | 6,058 | 4,512 | 1,408 | 13,791 | 25,769 |
| Total as at 30 June 2025 represented by | | | | | |
| Gross book value | 9,839 | 5,427 | 1,979 | 38,120 | 55,365 |
| Accumulated depreciation, amortisation and impairment | (3,781) | (915) | (571) | (24,329) | (29,596) |
| Total as at 30 June 2025 | 6,058 | 4,512 | 1,408 | 13,791 | 25,769 |
| Carrying amount of right-of-use assets | 6,058 | - | - | - | 6,058 |

1. No property, plant and equipment or intangibles are expected to be sold or disposed of within the next 12 months.

Revaluations of non-financial assets and intangible assets

ASQA last undertook an asset revaluation on 30 June 2024. Management has assessed that the carrying amounts of the assets at 30 June 2025 did not differ materially from the asset's fair value at 30 June 2024.

Contractual commitments for the acquisition of property, plant, equipment and intangible assets

At the balance date ASQA's commitments includes intangible asset commitments worth \$7.270m.



Australian Skills Quality Authority
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Accounting Policy

Assets are recorded at cost on acquisition except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken. Financial assets are initially measured at their fair value plus transaction costs where appropriate.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and income at their fair value at the date of acquisition, unless acquired as a consequence of restructuring of administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor's accounts immediately prior to the restructuring.

Asset Recognition Threshold

Purchases of property, plant and equipment are recognised initially at cost in the statement of financial position, except for purchases costing less than \$2,000, which are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total).

The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located. This is particularly relevant to 'make good' provisions in relation to property leases taken up by ASQA where there exists an obligation to make good on the cessation of the property lease. These costs are included in the value of ASQA's leasehold improvements with a corresponding provision for the 'make good' recognised.

Lease Right of Use (ROU) Assets

Leased ROU assets are capitalised at the commencement date of the lease and comprise of the initial lease liability amount, initial direct costs incurred when entering into the lease less any lease incentives received. These assets are accounted for by Commonwealth lessees as separate asset classes to corresponding assets owned outright, but included in the same column as where the corresponding underlying assets would be presented if they were owned.

On initial adoption of AASB 16 ASQA has adjusted the ROU assets at the date of initial application by the amount of any provision for onerous leases recognised immediately before the date of initial application. Following initial application, an

impairment review is undertaken for any right of use lease asset that shows indicators of impairment and an impairment loss is recognised against any right of use lease asset that is impaired. Lease ROU assets continue to be measured at cost after initial recognition in Commonwealth agency, GGS and Whole of Government financial statements.

Revaluations

Following initial recognition at cost, property, plant and equipment (**excluding ROU assets**) are carried at fair value (or an amount not materially different from fair value) less subsequent accumulated depreciation and accumulated impairment losses. Valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets did not differ materially from the assets' fair values as at the reporting date. The regularity of independent valuations depended upon the volatility of movements in market values for the relevant assets.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve except to the extent that it reversed a previous revaluation decrement of the same asset class that was previously recognised in the surplus/deficit. Revaluation decrements for a class of assets are recognised directly in the surplus/deficit except to the extent that they reversed a previous revaluation increment for that class.

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the asset restated to the revalued amount.

Depreciation

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives to the entity using, in all cases, the straight-line method of depreciation.

Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date and necessalessfery adjustments are recognised in the current, or current and future reporting periods, as appropriate.

Depreciation rates applying to each class of depreciable asset are based on the following useful lives:



Australian Skills Quality Authority
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 for the period ended 30 June 2025

| Accounting Policy (continued) | | | value in use is taken to be its depreciated replacement cost. |
|---|--|---|--|
| | 2025 | 2024 | |
| Leasehold improvements | Lesser of the lease terms & useful life | Lesser of the lease terms & useful life | <u><i>Derecognition</i></u> An item of property, plant and equipment is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal. |
| Plant and equipment | Four to ten years | Four to ten years | <u><i>Intangibles</i></u> The entity's intangibles comprise internally developed software for internal use. These assets are carried at cost less accumulated amortisation and accumulated impairment losses. |
| The depreciation rates for ROU assets are based on the commencement date to the earlier of the end of the useful life of the ROU asset or the end of the lease term. | | | Software is amortised on a straight-line basis over its anticipated useful life. |
| <u><i>Impairment</i></u> All cash-generating assets and assets held at cost, including intangibles and ROU assets, were assessed for impairment at 30 June 2025. Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount. For non-cash generating assets held at fair value, the recoverable amount is expected to be materially the same as fair value at 30 June 2025. | | | All software assets were assessed for indications of impairment as at 30 June 2025. |
| The recoverable amount of an asset is the higher of its fair value less costs of disposal and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if the entity were deprived of the asset, its | | | |

Australian Skills Quality Authority
Notes to and forming part of the financial statements
for the period ended 30 June 2025

3.3 Payables

| | 2025 | 2024 |
|--|--------|--------|
| | \$'000 | \$'000 |

3.3A: Suppliers

| | | |
|------------------------------|--------------|--------------|
| Trade creditors and accruals | 5,398 | 3,813 |
| Total suppliers | 5,398 | 3,813 |

Settlement terms for suppliers are within 20 days of the date of an official, correctly rendered supplier invoice.

3.3B: Other payables

| | | |
|-----------------------------|--------------|------------|
| Salaries and wages | 1,052 | 852 |
| Superannuation | 175 | 144 |
| Total other payables | 1,227 | 996 |



Australian Skills Quality Authority
Notes to and forming part of the financial statements
for the period ended 30 June 2025

3.4 Interest Bearing Liabilities

| | 2025 \$'000 | 2024 \$'000 |
|--|----------------|----------------|
| 3.4A: Leases | | |
| Lease liabilities | 8,734 | 4,273 |
| Total leases | 8,734 | 4,273 |
| Maturity analysis - contractual undiscounted cash flows | | |
| Within 1 year | 1,485 | 1,558 |
| Between 1 to 5 years | 5,997 | 3,068 |
| More than 5 years | 2,851 | 696 |
| Total leases | 10,333 | 5,322 |

Total cash outflow for leases for the year ended 30 June 2025 was \$1.653m (2024: \$2.179m).

The Australian Skills Quality Authority in its capacity as lessee has significant leasing arrangements for Sydney, Melbourne, Brisbane and Canberra offices. Sydney and Melbourne leases have renewal options.

The above lease disclosures should be read in conjunction with the accompanying notes 1.1B and 3.2A.

Accounting Policy

For all new contracts entered into, the Australian Skills Quality Authority considers whether the contract is, or contains a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'.

Once it has been determined that a contract is, or contains a lease, the lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease, if that rate is readily determinable, or the department's incremental borrowing rate.

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification to the lease. When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset or profit and loss depending on the nature of the reassessment or modification.

Australian Skills Quality Authority
Notes to and forming part of the financial statements
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3.5 Other Provisions

| | 2025 | 2024 |
|--|--------|--------|
| | \$'000 | \$'000 |

3.5A: Other Provisions

Provision for leasehold restoration

Total other provisions

| | |
|-----|-----|
| 257 | 496 |
| 257 | 496 |

| | Provision for restoration ¹ | Total |
|--|---|------------|
| | \$'000 | \$'000 |
| As at 1 July 2024 | 496 | 496 |
| Amounts reversed | (257) | (257) |
| Unwinding of discount or change in discount rate | 18 | 18 |
| Total as at 30 June 2025 | 257 | 257 |

1. ASQA currently has 1 (2024: 2) agreements for the leasing of premises which have provisions requiring ASQA to restore the premises to their original condition at the conclusion of the lease. ASQA has made a provision to reflect the present value of this obligation.



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Assets and Liabilities Administered on Behalf of the Government

This section analyses assets used to conduct operations and the operating liabilities incurred as a result ASQA does not control but administers on behalf of the Government. Unless otherwise noted, the accounting policies adopted are consistent with those applied for departmental reporting.

4.1 Administered - Financial Assets

| | 2025 | 2024 |
|--|--------|--------|
| | \$'000 | \$'000 |

4.1A: Trade and other receivables

| | 2025 | 2024 |
|--|--------------|--------------|
| | \$'000 | \$'000 |
| Other receivables | | |
| Fees and charges | 1,750 | 1,587 |
| Total other receivables | 1,750 | 1,587 |
| Total trade and other receivables (gross) | 1,750 | 1,587 |
| Less expected credit loss allowance | (823) | (752) |
| Total trade and other receivables (net) | 927 | 835 |

Accounting Policy

Receivables

The expected credit loss allowance is calculated based on the Registered Training Organisation's registration status and the age of the debt.

Australian Skills Quality Authority
Notes to and forming part of the financial statements
for the period ended 30 June 2025

4.2 Administered - Payables

| | 2025 | 2024 |
|--|--------|--------|
| | \$'000 | \$'000 |

4.2A: Suppliers

| | | |
|------------------------|------------|------------|
| Refund liabilities | 456 | 134 |
| Total suppliers | 456 | 134 |

| | 2025 | 2024 |
|--|--------|--------|
| | \$'000 | \$'000 |

4.2B: Other Provisions

| | | |
|-----------------------------|--------------|------------|
| Revenue received in advance | 1,848 | 232 |
| Total other payables | 1,848 | 232 |

Accounting Policy

Payables

The total value of refunds for annual registration charges is estimated based on the status of providers' registrations at the balance date.

Revenue received in advance is calculated based on the status of submitted applications that are subject to a potential refund.



Australian Skills Quality Authority
Notes to and forming part of the financial statements
 for the period ended 30 June 2025

Funding

This section identifies ASQA's funding structure.

5.1 Appropriations

5.1A: Annual appropriations ('recoverable GST exclusive')

Annual Appropriations for 2025

| | Annual Appropriation ¹ \$'000 | Adjustments to appropriation ² \$'000 | Total appropriation \$'000 | Appropriation applied in 2025 (current and prior years) \$'000 | Variance ³ \$'000 |
|-----------------------------|--|--|----------------------------------|--|---------------------------------|
| Departmental | | | | | |
| Ordinary annual services | 49,487 | 5,732 | 55,219 | 52,787 | 2,432 |
| Capital Budget ⁴ | 4,930 | - | 4,930 | 5,302 | (372) |
| Other services | | | | | |
| Equity Injections | - | - | - | 96 | (96) |
| Total departmental | 54,417 | 5,732 | 60,149 | 58,185 | 1,964 |

1 No amounts of current year annual appropriation being withheld under section 51 of the PGPA Act or quarantined for administrative purposes.

2 Adjustments to appropriations includes adjustments to current year annual appropriations including PGPA Act section 74 receipts.

3 The variance in Ordinary annual services mainly due to expenditure accrued but unpaid at the balance date. Variance in capital and equity funding reflects the timing of capital projects undertaken.

4 Departmental Capital Budgets are appropriated through Appropriation Act (No.1). They form part of ordinary annual services, and are not separately identified in the Appropriation Acts.

Annual Appropriations for 2024

| | Annual Appropriation ¹ \$'000 | Adjustments to appropriation ² \$'000 | Total appropriation \$'000 | Appropriation applied in 2024 \$'000 | Variance ³ \$'000 |
|-----------------------------|--|--|----------------------------------|--|---------------------------------|
| Departmental | | | | | |
| Ordinary annual services | 43,284 | 1,661 | 44,945 | 42,022 | 2,923 |
| Capital Budget ⁴ | 3,306 | - | 3,306 | 2,934 | 372 |
| Other services | | | | | |
| Equity Injections | 1,157 | - | 1,157 | 1,061 | 96 |
| Total departmental | 47,747 | 1,661 | 49,408 | 46,017 | 3,391 |

2 Adjustments to appropriations includes adjustments to current year annual appropriations including PGPA Act section 74 receipts.

4 Departmental Capital Budgets are appropriated through Appropriation Acts (No.1 and 3). They form part of ordinary annual services, and are not separately identified in the Appropriation Acts.

5.1B: Unspent annual appropriations ('recoverable GST exclusive')

| | 2025 | 2024 |
|---------------------------------------|---------------|---------------|
| | \$'000 | \$'000 |
| Departmental | | |
| Appropriation Act (No. 1) 2024-25 | 17,562 | - |
| Appropriation Act (No. 1) 2023-24 | - | 17,481 |
| Appropriation Act (No. 3) 2024-25 | 2,370 | - |
| Appropriation Act (No. 3 DCB) 2023-24 | - | 372 |
| Appropriation Act (No. 2) 2023-24 | - | 96 |
| Total departmental | 19,932 | 17,949 |

5.1C: Special appropriations ('recoverable GST exclusive')

| | | | Appropriation applied | |
|---|--------|--|-----------------------|------------|
| | | | 2025 | 2024 |
| Authority | | | \$'000 | \$'000 |
| Public Governance, Performance and Accountability Act 2013 s.77, Administered | Refund | To provide an appropriation where an Act or other law requires or permits the repayment of an amount received by the Commonwealth and the Finance Minister is satisfied that, apart from this section, there is no specific appropriation for the repayment. | 540 | 253 |
| Total special appropriations applied | | | 540 | 253 |



Australian Skills Quality Authority
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5.2 Regulatory Charging Summary

| | 2025 \$'000 | 2024 \$'000 |
|----------------------------------|----------------|----------------|
| Amounts applied | | |
| Departmental | | |
| Annual appropriations | 58,185 | 46,017 |
| Total amounts applied | 58,185 | 46,017 |
| Expenses | | |
| Departmental | 54,446 | 47,914 |
| Administered | 71 | 465 |
| Total expenses | 54,517 | 48,379 |
| External Revenue | | |
| Administered | 25,009 | 27,611 |
| Total external revenue | 25,009 | 27,611 |
| Amounts written off | | |
| Administered | 71 | 465 |
| Total amounts written off | 71 | 465 |

Regulatory charging activities:

Regulation and advice, including regulation of Vocational Education and Training (VET) organisations, accreditation of VET courses and advice in regard to VET regulation.

Documentation (Cost Recovery Implementation Statement) for the above activities is available at <https://www.asqa.gov.au/about-us/fees-and-charges/cost-recovery-implementation-statement-cris>

Australian Skills Quality Authority
Notes to and forming part of the financial statements
for the period ended 30 June 2025

5.3 Net Cash Appropriation Arrangements

| | 2025 | 2024 |
|---|----------------|----------------|
| | \$'000 | \$'000 |
| Total comprehensive income/(loss) - as per the Statement of Comprehensive Income | (4,358) | (4,488) |
| Plus : depreciation/amortisation of assets funded through appropriations (departmental capital budget funding and/or equity injections) ¹ | 4,139 | 4,932 |
| Plus : depreciation of right-of-use assets ² | 1,458 | 2,243 |
| Less : lease principal repayments ² | (1,422) | (2,009) |
| Net Cash Operating Surplus/ (Deficit) | (183) | 678 |

1. From 2010-11, the Government introduced net cash appropriation arrangements where revenue appropriations for depreciation/amortisation expenses of non-corporate Commonwealth entities and selected corporate Commonwealth entities were replaced with a separate capital budget provided through equity appropriations. Capital budgets are to be appropriated in the period when cash payment for capital expenditure is required.

2. The inclusion of depreciation/amortisation expenses related to ROU leased assets and the lease liability principal repayment amount reflects the impact of AASB 16 Leases, which does not directly reflect a change in appropriation arrangements.



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People and relationships

This section describes a range of employment and post employment benefits provided to our people and our relationships with other key people.

6.1 Employee Provisions

| | 2025 | 2024 |
|----------------------------------|--------------|--------------|
| | \$'000 | \$'000 |
| 6.1A: Employee provisions | | |
| Leave | 8,125 | 6,809 |
| Total employee provisions | 8,125 | 6,809 |

Accounting policy

Liabilities for short-term employee benefits and termination benefits expected within twelve months of the end of reporting period are measured at their nominal amounts.

Other long-term employee benefits are measured as net total of the present value of the defined benefit obligation at the end of the reporting period minus the fair value at the end of the reporting period of plan assets (if any) out of which the obligations are to be settled directly.

Leave

The liability for employee benefits includes provision for annual leave and long service leave.

The leave liabilities are calculated on the basis of employees' remuneration at the estimated salary rates that will be applied at the time the leave is taken, including the entity's employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination.

The liability for long service leave has been determined using shorthand method calculations as at 30 June 2025. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Separation and Redundancy

Provision is made for separation and redundancy benefit payments. ASQA recognises a provision for termination when it has developed a detailed formal plan for the terminations and has informed those employees affected that it will carry out the terminations.

Superannuation

ASQA's staff are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS), or the PSS accumulation plan (PSSap), or other superannuation funds held outside the Australian Government.

The CSS and PSS are defined benefit schemes for the Australian Government. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported in the Department of Finance's administered schedules and notes.

ASQA makes employer contributions to the employees' defined benefit superannuation scheme at rates determined by an actuary to be sufficient to meet the current cost to the Government. ASQA accounts for the contributions as if they were contributions to defined contribution plans.

The liability for superannuation recognised as at 30 June represents outstanding contributions.

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6.2 Key Management Personnel Remuneration

Key management personnel are those persons having authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly, including any director (whether executive or otherwise) of that entity. ASQA has determined the key management personnel to be the Chief Executive Officer, Deputy Chief Executive Officer and Executive Directors. Key management personnel remuneration is reported in the table below:

| | 2025 \$'000 | 2024 \$'000 |
|---|----------------|----------------|
| Short-term employee benefits ¹ | 2,011 | 1,770 |
| Post-employment benefits | 318 | 296 |
| Other long-term employee benefits | 43 | 41 |
| Total key management personnel remuneration expenses² | 2,372 | 2,107 |

The total number of key management personnel that are included in the above table are 10 (2024: 10).

¹ Includes a total underpayment of \$0.015 million up to 30 June 2025 towards wages and salaries which will be paid in 2025-26.

² The above key management personnel remuneration excludes the remuneration and other benefits of the Agency Minister. The Agency Minister's remuneration and other benefits are set by the Remuneration Tribunal and are not paid by the entity.



Australian Skills Quality Authority
Notes to and forming part of the financial statements
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6.3 Related Party Disclosures

Related party relationships:

ASQA is an Australian Government controlled entity. Related parties to ASQA are Key Management Personnel including the Portfolio Minister and Executive, and other Australian Government entities.

Transactions with related parties:

Given the breadth of Government activities, related parties may transact with the government sector in the same capacity as ordinary citizens. Such transactions include the payment or refund of taxes, receipt of a Medicare rebate or higher education loans. These transactions have not been separately disclosed in this note.

Significant transactions with related parties can include:

- the payments of grants or loans;
- purchases of goods and services;
- asset purchases, sales transfers or leases;
- debts forgiven; and
- guarantees.

Giving consideration to relationships with related entities, and transactions entered into during the reporting period by ASQA, it has been determined that there are no related party transactions to be separately disclosed.

Australian Skills Quality Authority
Notes to and forming part of the financial statements
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Managing uncertainties

This section analyses how ASQA manages financial risks within its operating environment.

7.1A: Contingent assets and liabilities

| | Guarantees | | Indemnities | | Claims for damages or costs | | Total | |
|----------------------------------|------------|--------|-------------|--------|-----------------------------|--------|--------|--------|
| | 2025 | 2024 | 2025 | 2024 | 2025 | 2024 | 2025 | 2024 |
| | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 |
| Contingent assets | | | | | | | | |
| Balance from previous period | - | - | - | - | 234 | 497 | 234 | 497 |
| New contingent assets recognised | - | - | - | - | - | - | - | - |
| Re-measurement | - | - | - | - | - | (246) | - | (246) |
| Assets realised | - | - | - | - | (3) | (17) | (3) | (17) |
| Total contingent assets | - | - | - | - | 231 | 234 | 231 | 234 |
| Net contingent assets | | | | | | | 231 | 234 |

Quantifiable Contingencies

ASQA does not have any quantifiable departmental contingent liabilities as at the reporting date.

Unquantifiable Contingencies

At 30 June 2025, the ASQA had a number of legal matters against third parties. It was not possible to estimate the amounts of any eventual receivable that may be required in relation to these claims. These were not included in the above table.

Accounting Policy

Contingent liabilities and contingent assets are not recognised in the statement of financial position but are reported in the notes. They may arise from uncertainty as to the existence of a liability or asset or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when settlement is greater than remote.



Australian Skills Quality Authority
Notes to and forming part of the financial statements
 for the period ended 30 June 2025

7.1B: Administered - contingent assets and liabilities

| | Guarantees | | Indemnities | | Claims for damages or costs | | Total | |
|-------------------------------------|------------|--------|-------------|--------|-----------------------------|--------|--------|--------|
| | 2025 | 2024 | 2025 | 2024 | 2025 | 2024 | 2025 | 2024 |
| | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 | \$'000 |
| Contingent assets | | | | | | | | |
| Balance from previous period | - | - | - | - | 361 | 945 | 361 | 945 |
| New contingent assets recognised | - | - | - | - | - | - | - | - |
| Re-measurement | - | - | - | - | - | (571) | - | (571) |
| Assets realised | - | - | - | - | (9) | (13) | (9) | (13) |
| Rights expired | - | - | - | - | - | - | - | - |
| Total contingent assets | - | - | - | - | 352 | 361 | 352 | 361 |
| Total contingent liabilities | - | - | - | - | - | - | - | - |
| Net contingent assets | | | | | | | 352 | 361 |

Quantifiable Contingencies

ASQA does not have any quantifiable administered contingent liabilities as at the reporting date.

Unquantifiable Contingencies

At 30 June 2025, the ASQA had a number of legal matters against third parties. It was not possible to estimate the amounts of any eventual receivable that may be required in relation to these claims. These were not included in the above table.

Accounting Policy

Indemnities and/or guarantees

The maximum amounts payable under the indemnities given is disclosed above. The guarantees are in relation to lease obligations and are measured at the present value of future lease payments. At the time of completion of the financial statements, there was no reason to believe that the indemnities and/or guarantees would be called upon, and no recognition of any liability was therefore required.

Australian Skills Quality Authority
Notes to and forming part of the financial statements
for the period ended 30 June 2025

| 7.2 Financial Instruments | 2025 | 2024 |
|---|---------------|---------------|
| | \$'000 | \$'000 |
| <u>7.2A: Categories of financial instruments</u> | | |
| Financial assets at amortised cost | | |
| Cash and cash equivalents | 212 | 193 |
| Trade and other receivables | 287 | 442 |
| Total financial assets at amortised cost | 499 | 635 |
| Total financial assets | 499 | 635 |
| Financial Liabilities | | |
| Financial liabilities measured at amortised cost | | |
| Trade creditors | 5,398 | 3,813 |
| Total financial liabilities measured at amortised cost | 5,398 | 3,813 |
| Total financial liabilities | 5,398 | 3,813 |



Australian Skills Quality Authority
Notes to and forming part of the financial statements
 for the period ended 30 June 2025

7.2 Financial Instruments

Accounting Policy

Financial assets

In accordance with AASB 9 *Financial Instruments*, ASQA classifies its financial assets in the following categories:

- financial assets at fair value through profit or loss;
- financial assets at fair value through other comprehensive income; and
- financial assets measured at amortised cost.

The classification depends on both the entity's business model for managing the financial assets and contractual cash flow characteristics at the time of initial recognition. Financial assets are recognised when the entity becomes a party to the contract and, as a consequence, has a legal right to receive or a legal obligation to pay cash and derecognised when the contractual rights to the cash flows from the financial asset expire or are transferred upon trade date.

Comparatives have not been restated on initial application.

Financial Assets at Amortised Cost

Financial assets included in this category need to meet two criteria:

- the financial asset is held in order to collect the contractual cash flows; and
- the cash flows are solely payments of principal and interest (SPPI) on the principal outstanding amount.

Amortised cost is determined using the effective interest method.

Effective Interest Method

Income is recognised on an effective interest rate basis for financial assets that are recognised at amortised cost.

Financial Assets at Fair Value Through Other Comprehensive Income (FVOCI)

Financial assets measured at fair value through other comprehensive income are held with the objective of both collecting contractual cash flows and selling the financial assets and the cash flows meet the SPPI test.

Any gains or losses as a result of fair value measurement or the recognition of an impairment loss allowance is recognised in other comprehensive income.

Financial Assets at Fair Value Through Profit or Loss (FVTPL)

Financial assets are classified as financial assets at fair value through profit or loss where the financial assets either doesn't meet the criteria of financial

assets held at amortised cost or at FVOCI (i.e. mandatorily held at FVTPL) or may be designated.

Financial assets at FVTPL are stated at fair value, with any resultant gain or loss recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any interest earned on the financial asset.

Impairment of Financial Assets

Financial assets are assessed for impairment at the end of each reporting period based on Expected Credit Losses, using the general approach which measures the loss allowance based on an amount equal to *lifetime expected credit losses* where risk has significantly increased, or an amount equal to *12-month expected credit losses* if risk has not increased.

The simplified approach for trade, contract and lease receivables is used. This approach always measures the loss allowance as the amount equal to the lifetime expected credit losses.

A write-off constitutes a derecognition event where the write-off directly reduces the gross carrying amount of the financial asset.

Financial liabilities

Financial liabilities are classified as either financial liabilities 'at fair value through profit or loss' or other financial liabilities. Financial liabilities are recognised and derecognised upon 'trade date'.

Financial Liabilities at Fair Value Through Profit or Loss

Financial liabilities at fair value through profit or loss are initially measured at fair value. Subsequent fair value adjustments are recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any interest paid on the financial liability.

Financial Liabilities at Amortised Cost

Financial liabilities, including borrowings, are initially measured at fair value, net of transaction costs. These liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective interest basis.

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

Australian Skills Quality Authority
Notes to and forming part of the financial statements
for the period ended 30 June 2025

7.3 Administered - Financial Instruments

| | 2025 \$'000 | 2024 \$'000 |
|--|----------------|----------------|
| 7.3A: Categories of financial instruments | | |
| Financial assets at amortised cost | | |
| Trade and other receivables | 927 | 835 |
| Total financial assets at amortised cost | 927 | 835 |
| Total financial assets | 927 | 835 |



Australian Skills Quality Authority
Notes to and forming part of the financial statements
for the period ended 30 June 2025

7.4 Fair Value Measurement

The following tables provide an analysis of assets and liabilities that are measured at fair value. The remaining assets and liabilities disclosed in the statement of financial position do not apply the fair value hierarchy.

7.4A: Fair value measurement

| | Fair value measurements at the end of the reporting period | |
|-----------------------------------|---|---------------|
| | 2025 | 2024 |
| | \$'000 | \$'000 |
| Non-financial assets | | |
| Leasehold improvements | 4,512 | 3,321 |
| Plant and equipment | 1,408 | 1,353 |
| Total Non-financial assets | 5,920 | 4,674 |

Accounting policy

Fair values for each class of assets are determined as shown below:

| Asset class | 2024-25 | 2023-24 |
|------------------------|----------------------------|----------------------------|
| Leasehold improvements | Amortised replacement cost | Amortised replacement cost |
| Plant & equipment | Market price | Market price |

7.5 Administered - Fair Value Measurement

7.5A: Administered - fair value measurement

ASQA's administered assets and liabilities are related to fees and charges imposed under ASQA's enabling legislation, the National Vocational Education and Training Regulator Act 2011; the National Vocational Education and Training Regulator (Transitional Provisions) Act 2011 and the National Vocational Education and Training Regulator (Charges) Act 2012. As such, ASQA's assets and liabilities are carried at a value determined by legislation and not at fair value.

Australian Skills Quality Authority
Notes to and forming part of the financial statements
for the period ended 30 June 2025

Other information

8.1 Current/non-current distinction for assets and liabilities

8.1A: Current/non-current distinction for assets and liabilities

| | 2025 \$'000 | 2024 \$'000 |
|---|----------------|----------------|
| Assets expected to be recovered in: | | |
| No more than 12 months | | |
| Cash and cash equivalents | 212 | 193 |
| Trade and other receivables | 20,150 | 18,414 |
| Prepayments | 259 | 220 |
| Total no more than 12 months | 20,621 | 18,827 |
| More than 12 months | | |
| Buildings | 6,058 | 4,095 |
| Leasehold Improvements | 4,512 | 3,321 |
| Plant and equipment | 1,408 | 1,353 |
| Computer software | 13,791 | 10,868 |
| Total more than 12 months | 25,769 | 19,637 |
| Total assets | 46,390 | 38,464 |
| Liabilities expected to be settled in: | | |
| No more than 12 months | | |
| Suppliers | 5,398 | 3,813 |
| Other payables | 1,227 | 996 |
| Leases | 1,485 | 1,558 |
| Employee provisions | 2,399 | 2,027 |
| Other provisions | 257 | 257 |
| Total no more than 12 months | 10,766 | 8,651 |
| More than 12 months | | |
| Leases | 7,249 | 2,715 |
| Employee provisions | 5,726 | 4,782 |
| Other provisions | - | 239 |
| Total more than 12 months | 12,975 | 7,736 |
| Total liabilities | 23,741 | 16,387 |

8.1B: Administered - current/non-current distinction for assets and liabilities

| | 2025 \$'000 | 2024 \$'000 |
|---|----------------|----------------|
| Assets expected to be recovered in: | | |
| No more than 12 months | | |
| Trade and other receivables | 927 | 835 |
| Total no more than 12 months | 927 | 835 |
| Total assets | 927 | 835 |
| Liabilities expected to be settled in: | | |
| No more than 12 months | | |
| Other payables | 456 | 134 |
| Other provisions | 1,848 | 232 |
| Total no more than 12 months | 2,304 | 366 |
| Total liabilities | 2,304 | 366 |



Australian Skills Quality Authority
Notes to and forming part of the financial statements
for the period ended 30 June 2025

Budget Variances Commentary

9.1 Budget Variances Commentary

The following table provides explanations for significant variances between ASQA's original budget as presented in the 2024-25 Portfolio Budget Statements in accordance with Australian Accounting Standards. The budget is not audited. High level explanations of the causes of the significant variances are provided below.

Explanations may relate to multiple line items, including across statements.

9.1A: Departmental Variance Commentary

ASQA's original 2024-25 Portfolio Budget Statements (PBS) result is for an operating loss of \$4.986 million. ASQA's Final Budget Outcome for 2024-25 is an operating loss of \$4.358 million, a variance of \$0.628 million. As per net cash appropriation arrangements, ASQA's net operating loss for the year is \$0.183 million.

| Explanations of Significant Variances | Affected Statement / line items |
|---|---|
| <p>Employee expenses are \$3.214 million (10.3%) over the original budget. The overspend reflects a higher annual Average Staffing Level (ASL) of 238.9 against a budgeted ASL of 226. Further, ASQA replaced some contractor roles with APS staff during the year, resulting in higher employee expenses.</p> <p>Supplier expenses are \$0.238 million (1.7%) over the original budget, which is primarily driven by higher-than-anticipated legal expenditure resulting from increased regulatory activity and use of external counsel.</p> <p>Depreciation and amortisation expenses are \$1.293 million (18.8%) under budget, mainly due to delays in capitalising IT development projects that were still in progress at year-end, and reduced building depreciation resulting from the late commencement of one property lease during the financial year.</p> | <p>Statement of comprehensive income</p> <p>Expenses</p> |
| Other revenues are \$0.551 million over the original budget. ASQA received a total of \$0.282 million from two Commonwealth entities under office sharing arrangements. Further, a previously recognised make good provision of \$0.257 million was reversed to the income statement due to no obligation arising upon lease termination. Other revenues include \$0.055 million for the audit fee conducted by Australian National Audit Office. | <p>Statement of comprehensive income</p> <p>Own-source income</p> |
| Revenue from Government is \$2.370 million higher than the original budget due to the allocation of additional funding through the Managed System for International Vocational Education & Training (NPP) as part of the MYEFO process. | <p>Statement of comprehensive income</p> <p>Revenue from Government</p> |
| Financial assets are \$0.748 million over the original budget. This increase reflects a higher than budgeted cash on hand and an increase in receivables balance. | <p>Statement of financial position</p> <p>Financial assets</p> |
| <p>Buildings and Leasehold improvements are \$4.219 million (28.5%) under budget due to the expiry of a lease, resulting in a reduction in Right of Use Assets. Plant & Equipment are \$0.310 million (28.2%) over the original budget due to audio visual equipment acquired for the fit-out of the Brisbane office.</p> <p>Intangible assets are \$3.241 million (30.7%) over budget, which reflects increased investment in key digital and technology projects as part of a comprehensive digital transformation strategy, as well as upgrading existing systems.</p> | <p>Statement of financial position</p> <p>Non-Financial assets</p> |

Australian Skills Quality Authority
Notes to and forming part of the financial statements
for the period ended 30 June 2025

9.1 Budget Variances Commentary continued

| Explanations of Significant Variances | Affected Statement / line items |
|--|---------------------------------|
| Total liabilities are \$1.621 million (6.4%) below the original budget, mainly due to a \$3.738 million reduction in supplier payables, partially offset by a \$2.021 million increase in employee provisions. | Statement of financial position |
| Other payables of \$1.227 million consisting of accrued salary and superannuation, and other provisions are reduced by \$0.212 million due to the reversal of a make good provision. | Liabilities |
| ASQA's net assets and total equity reflects the reductions in total liabilities. | Statement of financial position |
| The variances between budget and actuals in the statement of cash flows are primarily the flow on effect from the events already described and timing differences between cash receipts and expense payments. | Cash flow statement |

9.2 Administered Budget Variances Commentary

9.2A: Administered Variance Commentary

The budgeted result was total comprehensive income of \$37.468 million. The actual comprehensive income for the period was \$24.938 million. The variance is \$12.530 million under budget.

| Explanations of Significant Variances | Affected Statement / line items |
|--|---|
| Revenue from charges, fees and fines, which includes annual registration charges and compliance audit charges, was \$12.530 million (33.4%) under budget. | Administered schedule of comprehensive income |
| There are several contributing factors impacting on ASQA's recovery of these charges including: | |
| <ul style="list-style-type: none"> • In response to threats to the integrity of the sector, including the fraudulent issuance of qualifications, resources allocated to chargeable activities were reallocated to prioritise the consideration of the validity of thousands of individual qualifications. This work is high priority but with no direct ability to charge for work performed. • ASQA's risk-based regulation has evolved to include a variety of monitoring activities that are not currently reflected in the Cost Recovery Implementation Statement and, while significant volumes of activity have been undertaken, it has nonetheless impacted revenue targets. These targets and the overall cost recovery model is currently under review. • The Standards for VET Regulators 2015 have specific qualification requirements associated with staff undertaking performance assessments (audits). Staff turnover and movement has required new staff to be trained in these qualifications and initially, this adversely impacts productivity and capacity. | |
| Other provisions reflect \$1.848 million towards revenue received in advance for applications received but yet to be processed at 30 June 2025 and provisions for refunds of \$0.456 million still to be administered for the return of annual charges for ceased registrations at the balance date. | Administered schedule of assets and liabilities |







5. APPENDICES

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Appendix A: List of requirements

Below is the table set out in Schedule 2 of the PGPA Rule. Section 17AJ(d) requires this table be included in entities' annual reports as an aid of access.

Table 31: Reporting requirements

| PGPA Rule Reference | Part of Report | Description | Requirement |
|---------------------|---|--|-------------|
| 17AD(g) | Letter of Transmittal | | |
| 17AI | Preliminary pages | A copy of the Letter of Transmittal signed and dated by Accountable Authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report. | Mandatory |
| 17AD(h) | Aids to access | | |
| 17AJ(a) | Preliminary pages | Table of contents (print only). | Mandatory |
| 17AJ(b) | Chapter 5 | Alphabetical index (print only). | Mandatory |
| 17AJ(c) | Chapter 5 | Glossary of abbreviations and acronyms. | Mandatory |
| 17AJ(d) | Chapter 5 | List of requirements. | Mandatory |
| 17AJ(e) | Inside front cover | Details of contact officer. | Mandatory |
| 17AJ(f) | Inside front cover | Entity's website address. | Mandatory |
| 17AJ(g) | Inside front cover | Electronic address of report. | Mandatory |
| 17AD(a) | Review by Accountable Authority | | |
| 17AD(a) | Preliminary pages | A review by the Accountable Authority of the entity. | Mandatory |
| 17AD(b) | Overview of the entity | | |
| 17AE(1)(a)(i) | Chapter 1 | A description of the role and functions of the entity. | Mandatory |
| 17AE(1)(a)(ii) | Chapter 1 | A description of the organisational structure of the entity. | Mandatory |
| 17AE(1)(a)(iii) | Chapter 1 | A description of the outcomes and programmes administered by the entity. | Mandatory |
| 17AE(1)(a)(iv) | Preliminary pages Chapter 1 Chapter 2 | A description of the purposes of the entity as included in the Corporate Plan. | Mandatory |



| PGPA Rule Reference | Part of Report | Description | Requirement |
|---------------------|--|---|-----------------------------------|
| 17AE(1)(aa)(i) | Chapter 1 | Name of the Accountable Authority or each member of the Accountable Authority | Mandatory |
| 17AE(1)(aa)(ii) | Chapter 1 | Position title of the Accountable Authority or each member of the accountable authority | Mandatory |
| 17AE(1)(aa)(iii) | Chapter 1 | Period as the Accountable Authority or member of the accountable authority within the reporting period | Mandatory |
| 17AE(1)(b) | N/A | An outline of the structure of the portfolio of the entity. | Portfolio departments - mandatory |
| 17AE(2) | N/A | Where the outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, include details of variation and reasons for change. | If applicable, Mandatory |
| 17AD(c) | Report on the Performance of the entity | | |
| | Annual Performance Statements | | |
| 17AD(c)(i); 16F | Chapter 2 | Annual performance statement in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule. | Mandatory |
| 17AD(c)(ii) | Report on Financial Performance | | |
| 17AF(1)(a) | Chapter 4 | A discussion and analysis of the entity's financial performance. | Mandatory |
| 17AF(1)(b) | Appendices F and G | A table summarising the total resources and total payments of the entity. | Mandatory |
| 17AF(2) | N/A | If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including: the cause of any operating loss of the entity; how the entity has responded to the loss and the actions that have been taken in relation to the loss; and any matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity's future operation or financial results. | If applicable, Mandatory. |
| 17AD(d) | Management and Accountability | | |
| | Corporate Governance | | |
| 17AG(2)(a) | Letter of Transmittal | Information on compliance with section 10 (fraud systems) | Mandatory |
| 17AG(2)(b)(i) | Letter of Transmittal | A certification by Accountable Authority that fraud risk assessments and fraud control plans have been prepared. | Mandatory |

| PGPA Rule Reference | Part of Report | Description | Requirement |
|--------------------------|-----------------------|---|--------------------------|
| 17AG(2)(b)(ii) | Letter of Transmittal | A certification by Accountable Authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud that meet the specific needs of the entity are in place. | Mandatory |
| 17AG(2)(b)(iii) | Letter of Transmittal | A certification by accountable authority that all reasonable measures have been taken to deal appropriately with fraud relating to the entity. | Mandatory |
| 17AG(2)(c) | Chapter 3 | An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance. | Mandatory |
| 17AG(2)(d) – (e) | N/A | A statement of significant issues reported to the Minister under paragraph 19(1)(e) of the Act that relates to noncompliance with Finance law and action taken to remedy noncompliance. | If applicable, Mandatory |
| Audit Committee | | | |
| 17AG(2A)(a) | Chapter 3 | A direct electronic address of the charter determining the functions of the entity's audit committee. | Mandatory |
| 17AG(2A)(b) | Chapter 3 | The name of each member of the entity's audit committee. | Mandatory |
| 17AG(2A)(c) | Chapter 3 | The qualifications, knowledge, skills or experience of each member of the entity's audit committee. | Mandatory |
| 17AG(2A)(d) | Chapter 3 | Information about the attendance of each member of the entity's audit committee at committee meetings. | Mandatory |
| 17AG(2A)(e) | Chapter 3 | The remuneration of each member of the entity's audit committee. | Mandatory |
| External Scrutiny | | | |
| 17AG(3) | Chapter 3 | Information on the most significant developments in external scrutiny and the entity's response to the scrutiny. | Mandatory |
| 17AG(3)(a) | Chapter 3 | Information on judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner that may have a significant effect on the operations of the entity. | If applicable, Mandatory |
| 17AG(3)(b) | Chapter 3 | Information on any reports on operations of the entity by the Auditor General (other than report under section 43 of the Act), a Parliamentary Committee, or the Commonwealth Ombudsman. | If applicable, Mandatory |
| 17AG(3)(c) | N/A | Information on any capability reviews on the entity that were released during the period. | If applicable, Mandatory |



| PGPA Rule Reference | Part of Report | Description | Requirement |
|--------------------------------------|----------------|---|--------------------------|
| Management of Human Resources | | | |
| 17AG(4)(a) | Chapter 3 | An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives. | Mandatory |
| 17AG(4)(aa) | Chapter 3 | Statistics on the entity's employees on an ongoing and non-ongoing basis, including the following: (a) statistics on fulltime employees; (b) statistics on parttime employees; (c) statistics on gender; (d) statistics on staff location. | Mandatory |
| 17AG(4)(b) | Chapter 3 | Statistics on the entity's APS employees on an ongoing and non-ongoing basis; including the following: • Statistics on staffing classification level; • Statistics on fulltime employees; • Statistics on parttime employees; • Statistics on gender; • Statistics on staff location; • Statistics on employees who identify as Indigenous. | Mandatory |
| 17AG(4)(c) | Chapter 3 | Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the Public Service Act 1999. | Mandatory |
| 17AG(4)(c)(i) | Chapter 3 | Information on the number of SES and non-SES employees covered by agreements etc identified in paragraph 17AG(4)(c). | Mandatory |
| 17AG(4)(c)(ii) | Chapter 3 | The salary ranges available for APS employees by classification level. | Mandatory |
| 17AG(4)(c)(iii) | Chapter 3 | A description of non-salary benefits provided to employees. | Mandatory |
| 17AG(4)(d)(i) | N/A | Information on the number of employees at each classification level who received performance pay. | If applicable, Mandatory |
| 17AG(4)(d)(ii) | N/A | Information on aggregate amounts of performance pay at each classification level. | If applicable, Mandatory |
| 17AG(4)(d)(iii) | N/A | Information on the average amount of performance payment, and range of such payments, at each classification level. | If applicable, Mandatory |
| 17AG(4)(d)(iv) | N/A | Information on aggregate amount of performance payments. | If applicable, Mandatory |

| PGPA Rule Reference | Part of Report | Description | Requirement |
|---|----------------|---|--------------------------|
| Assets Management | | | |
| 17AG(5) | N/A | An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities | If applicable, mandatory |
| Purchasing | | | |
| 17AG(6) | Chapter 3 | An assessment of entity performance against the Commonwealth Procurement Rules. | Mandatory |
| Reportable consultancy contracts | | | |
| 17AG(7)(a) | Chapter 3 | A summary statement detailing the number of new reportable consultancy contracts entered into during the period; the total actual expenditure on all such contracts (inclusive of GST); the number of ongoing reportable consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST). | Mandatory |
| 17AG(7)(b) | Chapter 3 | A statement that “During [reporting period], [specified number] new reportable consultancy contracts were entered into involving total actual expenditure of \$[specified million]. In addition, [specified number] ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of \$[specified million]”. | Mandatory |
| 17AG(7)(c) | Chapter 3 | A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged. | Mandatory |
| 17AG(7)(d) | Chapter 3 | A statement that “Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website.” | Mandatory |
| Reportable non-consultancy contracts | | | |
| 17AG(7A)(a) | Chapter 3 | A summary statement detailing the number of new reportable non-consultancy contracts entered into during the period; the total actual expenditure on such contracts (inclusive of GST); the number of ongoing reportable non-consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST). | Mandatory |



| PGPA Rule Reference | Part of Report | Description | Requirement |
|--|--|--|--------------------------|
| 17AG(7A)(b) | Chapter 3 | A statement that “Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website.” | Mandatory |
| 17AD(daa) | Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts | | |
| 17AGA | Chapter 3 | Additional information, in accordance with section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts. | Mandatory |
| Australian National Audit Office Access Clauses | | | |
| 17AG(8) | N/A | If an entity entered into a contract with a value of more than \$100 000 (inclusive of GST) and the contract did not provide the Auditor General with access to the contractor’s premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract. | If applicable, Mandatory |
| Exempt contracts | | | |
| 17AG(9) | N/A | If an entity entered into a contract or there is a standing offer with a value greater than \$10 000 (inclusive of GST) which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters. | If applicable, Mandatory |
| Small business | | | |
| 17AG(10)(a) | Chapter 3 | A statement that “[Name of entity] supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SME) and Small Enterprise participation statistics are available on the Department of Finance’s website.” | Mandatory |
| 17AG(10)(b) | Chapter 3 | An outline of the ways in which the procurement practices of the entity support small and medium enterprises. | Mandatory |

| PGPA Rule Reference | Part of Report | Description | Requirement |
|-------------------------------|------------------------------------|--|--------------------------|
| 17AG(10)(c) | N/A | If the entity is considered by the Department administered by the Finance Minister as material in nature—a statement that “[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury’s website.” | If applicable, Mandatory |
| Financial Statements | | | |
| 17AD(e) | Chapter 4 | Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act. | Mandatory |
| Executive Remuneration | | | |
| 17AD(da) | Chapter 3 | Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 23 of the Rule. | Mandatory |
| 17AD(f) | Other Mandatory Information | | |
| 17AH(1)(a)(i) | N/A | If the entity conducted advertising campaigns, a statement that “During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity’s website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance’s website.” | If applicable, Mandatory |
| 17AH(1)(a)(ii) | Chapter 3 | If the entity did not conduct advertising campaigns, a statement to that effect. | If applicable, Mandatory |
| 17AH(1)(b) | N/A | A statement that “Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity’s website].” | If applicable, Mandatory |
| 17AH(1)(c) | Chapter 3 | Outline of mechanisms of disability reporting, including reference to website for further information. | Mandatory |
| 17AH(1)(d) | Chapter 3 | Website reference to where the entity’s Information Publication Scheme statement pursuant to Part II of FOI Act can be found. | Mandatory |
| 17AH(1)(e) | N/A | Correction of material errors in previous Annual Report. | If applicable, mandatory |
| 17AH(2) | Appendix D | Information required by other legislation. | Mandatory |



Appendix B: Key legislation

Acts

National Vocational Education and Training Regulator Act 2011 (NVR Act)

Education Services for Overseas Students Act 2000 (ESOS Act)

Education Services for Overseas Students (Registration Charges) Act 1997 (ESOS Registration Charges Act)

National Vocational Education and Training Regulator (Charges) Act 2012 (NVR Charges Act)

Regulatory Powers (Standard Provisions) Act 2014

Public Governance, Performance and Accountability Act 2013 (PGPA Act)

Public Service Act 1999 (PS Act)

Instruments

National Vocational Education and Training Regulator (Authorised Officer Requirements) Determination 2023

National Vocational Education and Training Regulator (Charges) Determination 2022

National Vocational Education and Training Regulator (Fees) Determination 2022

ELICOS (English Language Intensive Courses for Overseas Students) Standards 2018

Education Services for Overseas Students Regulations 2019

National Vocational Education and Training Regulator (Financial Viability Risk Assessment Requirements) Instrument 2021

National Code of Practice for Providers of Education and Training to Overseas Students 2018

National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020

National Vocational Education and Training Regulator Regulations 2011

National Vocational Education and Training Regulator Amendment Regulations 2022

Standards for Registered Training Organisations (RTOs) 2015

Standards for VET Accredited Courses 2021

Standards for VET Regulators 2015

Public Governance, Performance and Accountability Rule 2014 (PGPA Rule)

Appendix C: Compliance with Standards for VET Regulators 2015 and Standards for VET Accredited Courses 2021

In pursuing our purpose in 2024–25, ASQA undertook our regulatory functions in accordance with the *Standards for VET Regulators 2015* and *Standards for VET Accredited Courses 2021*.

Table 32: Reporting against required standards

| Standards for VET Regulators 2015 | Response/Reference |
|--|--|
| Standard 1. The VET Regulator effectively and efficiently regulates RTOs | See Strategic Objective 3, Performance Measure 3.2b in the Annual Performance Statements |
| Standard 2. Courses are accredited in accordance with the <i>Standards for VET Accredited Courses 2021</i> | See Strategic Objective 3, Performance Measure 3.2b in the Annual Performance Statements |
| Standard 3. The VET Regulator communicates effectively and implements a transparent complaints process to enhance regulatory practices and outcomes | See Chapter 1, Our regulatory activities |
| Standard 4. The VET Regulator reports to and responds to requests from the Industry and Skills Council or its delegate | No requests were received for 2024–25 |
| Standard 5. The VET Regulator evaluates and improves its regulatory performance and ensures that its delegates comply with the VET Regulator Standards | See Strategic Objective 3, Performance Measure 3.2b in the Annual Performance Statements |
| Standard 6. The VET Regulator must be effectively and efficiently managed | See Strategic Objective 3, Performance Measure 3.2b in the Annual Performance Statements |



Appendix D: Reporting against NVR Act requirements

Section 215 of the NVR Act requires that the Annual Report prepared by the CEO and given to the Minister under section 46 of the PGPA Act must include the items shown in the table below.

Table 33: Reporting against requirements of the NVR Act, s.215

| Requirement | Response |
|---|---|
| s.215(a) an assessment of the extent to which the National VET Regulator's operations during the period have contributed to the objectives set out in the Corporate Plan for the period | This is provided in the Annual Performance Statements section of this report in Chapter 2 |
| s.215(b) particulars of variations (if any) of the Corporate Plan taking effect during the period | See Planning and Performance in Chapter 3 |
| s.215(c) a statement about the Regulator's compliance, during the period, with the Standards for VET Regulators 2015 | See Appendix C: Compliance with <i>Standards for VET Regulators 2015</i> and <i>Standards for VET Accredited Courses 2021</i> |
| s.215(d) a report on whether the service standards have been met by the Regulator during the period, including reasons in any case where the service standards have not been met | See Our Service Standards in Chapter 1 |
| s.215(e) details of the number of directions given to the Regulator by the Minister during the period | No directions were given during the reporting period |
| s.215(f) details of the number and types of matters relating to vocational education and training which the Commonwealth, State and Territory Education Ministers referred to the Regulator during the period | No matters were referred during the reporting period |
| s.215(g) details of the number and types of matters relating to vocational education and training which the Ministerial Council referred to the Regulator during the period | No matters were referred during the reporting period |
| s.215(h) a general description of the Regulator's response to the matters mentioned in paragraphs (f) and (g) | No matters were referred during the reporting period |

Appendix E: Supplementary report on implementation of the recommendations of the Rapid Review of the Australian Skills Quality Authority's Regulatory Practices

Key: Colours indicate alignment with our 2024–25 Strategic Objectives

1

Our regulatory approach promotes a culture of quality through self-assurance and continuous improvement.

2

Our regulatory approach is focused on integrity through best practice, risk-based and proportionate regulation.

3

Our regulatory approach is transparent and accountable.

4

We engage, collaborate and partner with stakeholders to improve regulatory outcomes.

5

ASQA's people and operations are supported and capable to deliver this plan and continuously improve.

**Table 34: Rapid Review recommendation implementation**

| RECOMMENDATION NUMBER | RECOMMENDATION | IMPLEMENTATION STATUS |
|---|---|--------------------------------|
| Strategic Objective 1: Our regulatory approach promotes a culture of quality through self-assurance and continuous improvement. | | |
| 3 | Develop resources to support providers to meet the standards including self-assessment tools to encourage continuous improvement. | Implementation complete |
| 10 | Strengthen ASQA's strategic stakeholder engagement and education, including to: <ul style="list-style-type: none"> • build provider capacity for self-assurance • co-design new regulatory tools with the sector (for example, to support self-assessment) • identify common areas of non-compliance and develop consistent guidance for external stakeholders and for ASQA. | Implementation complete |
| 13 | Review the provider self-assessment tool and the Annual Declaration on Compliance, such that they better support providers to identify and address non-compliance and drive continuous improvement. | Implementation complete |
| Strategic Objective 2: Our regulatory approach is focused on integrity through best practice, risk-based and proportionate regulation. | | |
| 1 | Develop a shared understanding of what 'quality' and 'outcomes' look like, how these should be reflected in outcomes-focused standards and performance assessed by ASQA. | Implementation complete |
| 2 | Develop new standards in consultation with the sector, with a view to decreasing prescriptive detail and increasing the focus on quality training delivery and outcomes for students and employers. | Implementation complete |
| 4 | Adjust ASQA's approach to performance monitoring in line with revised standards and a focus on provider self-assurance. | Complete |
| 12 | Expand ASQA's post-market monitoring to include risk-based and routine monitoring to support public confidence in the regulation of the sector. | Implementation complete |

| RECOMMENDATION NUMBER | RECOMMENDATION | IMPLEMENTATION STATUS |
|---|--|--|
| 14 | Adopt a range of monitoring activities that can be selected based on risk and the purpose for monitoring, to better align regulatory effort to risk. | Implementation complete |
| 15 | More clearly distinguish the functions of monitoring provider performance and determining the most appropriate regulatory response where non-compliance is identified to improve consistency of audit outcomes and proportionality of regulatory response. | Implementation complete Continuous improvement focus |
| 16 | Give providers opportunity to remedy any identified non-compliance within 20 working days, or in accordance with an undertaking to remedy (providing a longer period within which to address the non-compliance on a more systemic and sustained basis). | Implementation complete Continuous improvement focus |
| 17 | Enhance opportunity to undertake early dispute resolution. | Implementation complete Continuous improvement focus |
| Strategic Objective 3: Our regulatory approach is transparent and accountable. | | |
| 5 | Publish more information regarding provider performance to support students and employers to differentiate between providers. | Implementation in progress |
| 18 | Revise the report that is given to providers following audit to more comprehensively describe any non-compliance as identified issues against the student-centred journey; reduce the amount of non-essential text; and distinguish between minor non-compliances or areas for improvement and more significant non-compliances. | Implementation complete Continuous improvement focus |
| 19 | Notify government agencies of provider non-compliance after the provider has had the opportunity to respond to the audit report (except where there is significant and immediate risk to public funding, students or others as a result of the identified non-compliance). | Implementation complete Continuous improvement focus |
| 20 | In the short term, build on the information ASQA publishes in respect of regulatory decisions to include the main reasons for the decision, so as to improve transparency of decision-making. | Implementation in progress (expected completion in September 2025) |
| 21 | In the long-term, publish a summary of ASQA's findings regarding the provider's performance against the standards. | Implementation under consideration (pending external dependencies) |



| RECOMMENDATION NUMBER | RECOMMENDATION | IMPLEMENTATION STATUS |
|---|--|---|
| 24 | Implement a program of internal quality assurance, including regular: <ul style="list-style-type: none"> • opportunities for moderation of audit outcomes and decision-making • internal review of audit reports and compliance outcomes | Implementation complete Continuous improvement focus |
| Strategic Objective 4: We engage, collaborate and partner with stakeholders to improve regulatory outcomes. | | |
| 7 | Build a common understanding of ASQA's role and regulatory approach, what stakeholders can and cannot expect of ASQA and areas of shared stakeholder responsibility. | Implementation complete |
| 9 | Establish an advisory council to improve access to high-level ongoing expert advice including in relation to ASQA's Strategic Objectives and approach to regulation. | Implementation complete |
| 11 | Strengthen strategic engagement with SSON, IRCs and SSOs to establish a feedback loop regarding broader VET reform, training packages, their intent and their implementation by providers. | Implementation complete |
| Strategic Objective 5: ASQA's people and operations are supported and capable to deliver this plan and continuously improve. | | |
| 6 | Realign ASQA's cost recovery arrangements to reflect ASQA's new approach to performance monitoring. | Implementation complete |
| 8 | Change ASQA's organisational structure and focus to strengthen strategic oversight and managerial capacity to: <ul style="list-style-type: none"> • support implementation of critical reforms (including in relation to engagement and education, performance assessment and proportionate response to non-compliance) • support change management • strengthen internal systems and quality controls. | Implementation complete Continuous improvement focus |
| 22 | Strengthen induction training for ASQA auditors and decision-makers, including to support consistent regulatory practice, decision-making and documentation. | Implementation complete Continuous improvement focus |
| 23 | Implement a formal program for continuing professional development for ASQA auditors and decision-makers. | Implementation complete |

Appendix F: Entity Resource Statement

| | Actual available appropriation 2024-25 \$'000 (a) | Payments made 2024-25 \$'000 (b) | Balance remaining 2024-25 \$'000 (a)-(b) |
|---|---|--|--|
| Departmental | | | |
| Annual appropriations - ordinary annual services ¹ | 78,002 | 58,071 | 19,932 |
| Annual appropriations - other services - non-operating ² | 96 | 96 | – |
| Total departmental annual appropriations | 78,098 | 58,167 | 19,932 |
| Total departmental resourcing | 78,098 | 58,167 | 19,932 |
| Administered | | | |
| Administered special appropriations ³ | 540 | 540 | – |
| Total administered special appropriations | 540 | 540 | – |
| Total administered resourcing | 540 | 540 | – |
| Total resourcing and payments for ASQA | 78,638 | 58,707 | 19,932 |

¹ Appropriation Act (No. 1) 2024-25 Operating, Appropriation Act (No. 3) 2024-25 Operating and Appropriation Act (No. 1) 2024-25 Departmental Capital Budget (DCB). This may also include prior-year departmental appropriation and section 74 external revenue.

² Appropriation Act (No. 2) 2023-24 Equity Injections.

³ Special Appropriation – Public Governance, Performance and Accountability Act 2013 – s77 Repayments.



Appendix G: Entity Expense Statement

Expenses for Outcome 1

| Outcome 1: Through our regulation and partnership with stakeholders, ensure quality vocational education and training so that students, employers, the community and governments have confidence in the integrity of national qualifications issued by training providers. | Budget* | Actual | Variation |
|--|---------------|---------------|--------------|
| | 2024-25 | 2024-25 | 2024-25 |
| | \$'000 | \$'000 | \$'000 |
| | (a) | (b) | (a) – (b) |
| Program 1.1: Regulation and Advice | | | |
| Administered expenses | | | |
| Ordinary annual services (Appropriation Act No. 1) | – | – | – |
| Expenses not requiring appropriation in the budget year | – | 71 | (71) |
| Special appropriations | 357 | 540 | (183) |
| Administered total | 357 | 611 | (254) |
| Departmental expenses | | | |
| Departmental appropriation ¹ | 49,699 | 50,228 | (529) |
| Special appropriations | – | – | – |
| Special accounts | – | – | – |
| Expenses not requiring appropriation in the budget year ² | 4,824 | 4,194 | 630 |
| Departmental total | 54,523 | 54,422 | 101 |
| Total expenses for Outcome 1 | 54,880 | 55,033 | (153) |

| | 2024-25 | 2024-25 | Variation |
|--|------------|------------|-------------|
| Average staffing level (number) | 226 | 239 | (13) |

* Full year budget, including any subsequent adjustment made to the 2024-25 budget at Additional Estimates.

¹ Departmental appropriation combines ordinary annual services (Appropriation Act Nos. 1 and 3) and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

² Expenses not requiring appropriation in the Budget year are made up of depreciation expenses, amortisation expenses and audit fees.

Acronyms and abbreviations

| Term | Definition |
|-------------------------|--|
| 2025 Standards | 2025 Standards for Registered Training Organisations |
| AASB | Australian Accounting Standards Board |
| ACT | Australian Capital Territory |
| AI | artificial intelligence |
| ANAO | Australian National Audit Office |
| ANZSOG | Australia and New Zealand School of Government |
| APS | Australian Public Service |
| ARC | Audit and Risk Committee |
| ARMS | ASQA's Regulatory Management System |
| ART | Administrative Review Tribunal |
| ASQA | Australian Skills Quality Authority |
| ATR | Agreement to Rectify |
| CEO | Chief Executive Officer |
| CO₂-e | carbon dioxide equivalent |
| CRICOS | Commonwealth Register of Institutions and Courses for Overseas Students |
| CRM | Customer Relationship Management |
| DEWR | Department of Employment and Workplace Relations |
| DTA | Digital Transformation Agency |
| DTP | Digital Transformation Program |
| ELICOS | English Language Intensive Courses for Overseas Students |
| ESOS | Education Services for Overseas Students |
| FAQs | Frequently Asked Questions |
| FOI Act | <i>Freedom of Information Act 1982</i> |
| GST | Goods and Services Tax |
| ICT | information and communication technology |
| IDAHOBIT | International Day against Homophobia, Biphobia, Interphobia, and Transphobia |
| JLL | Jones Lang LaSalle |
| JSCs | Jobs and Skills Councils |



| Term | Definition |
|-----------|--|
| KMP | key management personnel |
| KPI | key performance indicator |
| NAIDOC | National Aborigines and Islanders Day Observance Committee |
| NT | Northern Territory |
| NVETR | National Vocational Education and Training Regulator |
| NVR Act | <i>National Vocational Education and Training Regulator Act 2011</i> |
| NZQA | New Zealand Qualifications Authority |
| PBS | Portfolio Budget Statements |
| PGPA Act | <i>Public Governance, Performance and Accountability Act 2013</i> |
| PGPA Rule | <i>Public Governance, Performance and Accountability Rule 2014</i> |
| RAP | Reconciliation Action Plan |
| RMG | Resource Management Guide |
| RTO | Registered Training Organisation |
| SES | Senior Executive Service |
| SME | small and medium enterprise |
| TEQSA | Tertiary Education Quality and Standards Agency |
| UCM | Universal Case Model |
| VET | Vocational Education and Training |
| VRQA | Victorian Registration and Qualifications Authority |
| VSSF | VET Sector Strategic Forum |
| WA TAC | Western Australia Training Accreditation Council |
| WHS | work health and safety |

Glossary

| Term | Definition |
|---|--|
| accreditation | The formal recognition of a vocational education and training course by the Australian Skills Quality Authority. |
| Accredited VET course | A structured sequence of training developed to meet training needs that are not addressed by existing training packages. |
| asqanet | ASQA's online web portal for managing registration, applications and fee payment for RTOs and CRICOS providers. |
| Braithwaite Review | A review of the <i>National Vocational Education and Training Regulator Act 2011</i> led by Professor Valerie Braithwaite. |
| Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) | An online database of courses and educational institutions or providers in Australia that are registered to offer courses to overseas students with student visas. |
| Competency | An individual's demonstrated capacity to perform a skill or task. |
| Compliance | Compliance is reached when requirements of the VET Quality Framework or Standards for VET Accredited Courses have been met. |
| Cost recovery | <p>Cost recovery broadly encompasses fees and charges related to the provision of government goods and services (including regulation) to private and other sectors of the economy.</p> <p>As a full cost recovery Agency, ASQA must recover the costs of performing regulatory activities through fees.</p> |
| Department of Employment and Workplace Relations (DEWR) | DEWR's purpose is to support people to have safe, secure and well-paid work with the skills for a sustainable future. |
| ELICOS Standards 2018 | Guidelines for designated authorities to make recommendations for acceptance of ELICOS providers to be registered on the CRICOS. |
| English Language Intensive Courses for Overseas Students (ELICOS) | English language programs for students who require English language training before commencing formal studies in Australia. |
| Financial Viability Risk Assessment(s) | Structured risk assessments of common indicators of financial performance, which determine an organisation's likely business continuity and its financial capacity to deliver quality outcomes. |
| Financial Viability Risk Assessment Requirements | A legislative instrument to ensure that an applicant or provider has the necessary financial resources for business continuity and can deliver quality outcomes. |
| Fit and Proper Person Requirements 2011 | A legislative instrument used to determine fit and proper person requirements for persons who exercise a degree of control or influence over the operation of a provider. |
| industry | The bodies that have a stake in the training, assessment and client services provided by vocational education providers. |



| Term | Definition |
|---|--|
| Jobs and Skills Councils | A national network of industry-owned and industry-led organisations that provide strategic leadership in addressing skills and workforce challenges. |
| <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)</i> | A set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on the CRICOS. |
| national register | The official national register of information on training packages, qualifications, courses, units of competency and registered training organisations, online at training.gov.au |
| National VET regulator | The Australian Skills Quality Authority, the national body responsible for registered training providers and accrediting courses in Australia. |
| <i>National Vocational Education and Training Regulator Act 2011 (NVR Act)</i> | National legislation that governs the regulation of the vocational education and training sector in Australia. |
| Nixon Review | The Rapid Review into the Exploitation of Australia's Visa System led by Christine Nixon AO. |
| non-compliance | Non-compliance occurs when the requirements of the VET Quality Framework or other relevant standards or registration conditions have not been met. |
| overseas student | A person studying onshore only with visa subclass 500, excluding students on Australian-funded scholarships or sponsorship or students undertaking study while in possession of other temporary visas. |
| performance assessment | The systematic and documented process used to assess a provider's ongoing compliance with the <i>Standards for Registered Training Organisations (RTOs) 2015</i> and the <i>National Code of Practice for Providers of Education and Training to Overseas Student 2018</i> . |
| provider | <p>'Provider' may refer to:</p> <ul style="list-style-type: none"> • a registered training organisation • a vocational education and training provider that is also registered on the CRICOS to deliver to overseas students • a provider that is registered on the CRICOS and delivers ELICOS. |
| Provider Registration and International Student Management System (PRISMS) | Australian Government secure online system that allows ESOS providers to comply with legislative requirements and government agencies to monitor student compliance with visa conditions and provider compliance with the ESOS Act 2001. |
| provider risk | Risk which is posed to the quality of student outcomes and the reputation of the VET sector due to individual provider behaviour. |

| Term | Definition |
|--|--|
| Public Governance, Performance and Accountability Act 2013 (PGPA Act) | An Act about the governance, performance and accountability of, and the use and management of public resources by, the Commonwealth, Commonwealth entities and Commonwealth companies, and for related purposes. |
| qualification | Formal certification, issued by a relevant approved body, in recognition that a person has achieved learning outcomes or competencies relevant to identified individual, professional, industry or community needs. |
| Rapid Review | Rapid Review of the Australian Skills Quality Authority's Regulatory Practices. To inform the reform of ASQA, the Department of Education, Skills and Employment engaged mpconsulting to conduct a Rapid Review of ASQA's internal regulatory practices and processes in late 2019. The final report of the review was released in April 2020. |
| registered training organisation (RTO) | An organisation registered in accordance with the requirements of the VET Quality Framework to provide specific vocational education and training and/or assessment services. |
| registration | <p>ASQA registers both VET providers and providers who enrol students on student visas.</p> <p>VET registration is a nationally recognised indication that a training organisation can deliver, assess and issue qualifications or statements of attainment to a nationally agreed standard for the specific vocational education and training qualifications it is registered to provide. Providers delivering training and assessment to overseas students who have Australian student visas must be registered on CRICOS.</p> |
| reviewable decision | Reviewable decisions include those decisions listed in section 199 of the <i>National Vocational Education and Training Regulator Act 2011</i> . |
| risk assessment | Assessment conducted to gather data about operations of providers including through undertaking performance assessment (audit) activities. |
| self-assurance | The concept of self-assurance refers to the way providers manage their operations to ensure a focus on quality, continuous improvement, and ongoing compliance. Self-assurance requires providers to have systems in place to critically examine their performance (compliance with the Standards) and outcomes (student outcomes), on an ongoing basis, to identify ways to continuously improve. |
| scope of registration | The particular services and products that a provider is registered to provide. |
| Standards for Registered Training Organisations (RTOs) 2015 | The national standards against which applicants for registration as a VET provider and existing VET providers are assessed. These standards were in effect until 30 June 2025. |
| Standards for VET Accredited Courses 2021 | A legislative instrument used to formally identify the requirements for accrediting VET courses. |



| Term | Definition |
|--|---|
| Standards for VET Regulators 2015 | A legislative instrument used to formally identify the standards for VET regulators performing functions under the <i>National Vocational Education and Training Regulator Act 2011</i> . |
| strategic reviews | Industry-wide reviews undertaken by ASQA to obtain information about areas of the training sector that may require targeted regulatory action. |
| systemic risk | Risk that is likely to affect a significant proportion of providers across the VET sector or specific industry sectors and which represents a significant risk to the quality and outcomes of VET if left untreated. |
| training package | A package that specifies the skills and knowledge required to perform effectively in the workplace. |
| VET Quality Framework | <p>A set of standards and conditions used by ASQA to assess whether a registered training organisation meets the requirements for registration. The VET Quality Framework comprises:</p> <ul style="list-style-type: none"> • the Standards for Registered Training Organisations 2015 • the Fit and Proper Person Requirements • the Financial Viability Risk Assessment Requirements • the Data Provisions Requirements • the Australian Qualifications Framework. |
| vocational education and training | Post-compulsory education and training, excluding degree and higher-level programs delivered by further education institutions, which provides people with occupational or work-related knowledge and skills. |

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The logo features the acronym 'ASQA' in a bold, white, sans-serif font. The letters are centered within a dark blue-grey horizontal band. The left side of this band is defined by a large, semi-circular shape that curves from the top to the bottom of the frame. The background of the entire image is a vibrant red, covered in a dense, repeating pattern of small, white, stylized circular motifs that resemble a honeycomb or a series of interlocking loops.

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