

ASQA survey of RTOs and stakeholders 2015

Report of overall findings

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Australian Survey Research Group Pty Ltd is accredited under the AS ISO 20252 quality standard applying to market and social research.

This research project was carried out in compliance with the AS ISO 20252 quality standard.

Executive summary

In July 2015, the Australian Skills Quality Authority (ASQA) conducted surveys of all the Registered Training Organisations (RTOs) it regulates and its stakeholders as part of ASQA's requirement to collect stakeholder feedback. ASQA engaged Australian Survey Research (ASR) to deploy and analyse the web surveys.

Data collection

The 2015 RTO and stakeholder web questionnaires were refined by both ASQA and ASR. The Australian Bureau of Statistics Statistical Clearing House approved the 2015 RTO survey prior to it being conducted.

ASQA provided ASR with a full listing of all RTOs and course owners (n=3723) across Australia and the lists included each RTO's designated contact, their email address and details such as state and units on scope. The RTO survey was conducted as a census of ASQA's regulated training organisations. A total of 2093 RTOs responded which was a statistically representative sample and which reflected the population profile across a number of attributes.

Further to this, ASQA provided ASR with a list of stakeholder names, organisations and contact details (n=311). The stakeholders covered state and federal government policy makers and regulators, industry associations and skills councils as well as nominated experts in the training industry. A total of 111 stakeholders responded which can be considered a strongly indicative sample.

Key findings

RTOs

The RTO questionnaire contained 117 rated items which used a five-point rating scale, plus a number of multiple choice and open-ended questions. The number of positive ratings was high; for 97% of the rated items, two in three (66%) respondents selected *excellent* or *good* as their answer, and for 76% of items, 75% or more selected the *excellent* or *good* rating points. These two rating points together are considered positive responses (% positive).

The highest scoring item was about VET regulatory reform: *Applying for re-registration without having to complete a financial viability assessment has reduced regulatory burden for my RTO*. ASQA Fact sheets and ASQA Update also scored relatively high. Compared to 2014, positive ratings increased significantly for around half of the items, with the largest shifts observed for items about renewing CRICOS registrations and ASQA overall performance as a regulator. This amount of change in both numbers of items and percent differences is an outstanding result for organisational change in a 12 month period.

RTO respondents consistently rated the time it took ASQA to act on the application more positively compared to 2014. Helpfulness of information about making applications on ASQA's website and follow-up assistance required also improved considerably.

Stakeholders

The stakeholder questionnaire contained 57 rated items which used a five point scale plus a number of multiple choice and open-ended questions. Of the rated items all but two items achieved 50% or more positive responses and 65% or rated items achieved 75% or more positive responses—14% more than last year. For stakeholders, ASQA information, particularly fact sheets, general directions, FAQs and the industry engagement team rated highly.

Stakeholders did not rate ASQA's overall performance as a regulator highly (61% positive), though this rating improved notably since last year (up +10%)—a positive result.

Higher and lower scoring items

The two tables below display the highest and lowest scoring items from the RTO and stakeholder surveys. Items that scored at 90% positive or higher (sum of *excellent* and *good* proportions) are shown directly below.

% positive calculation excludes don't know / no answers from base

RTO HIGHER SCORING ITEMS	% +VE	STAKEHOLDER HIGHER SCORING ITEMS	% +VE
VET regulatory reform - Applying for re-registration without having to complete a financial viability assessment has reduced regulatory burden for my RTO n=1660	94.2	ASQA fact sheets - Helpful information	98.5
ASQA fact sheets - Helpful information n=1724	93.3	ASQA's General Directions - Helpful information	97.2
ASQA Update - Timely information n=1469	93.2	ASQA fact sheets - Timely information	97.1
ASQA fact sheets - Timely information n=1731	93.1	ASQA's General Directions - Timely information	97.1
ASQA Update - Helpful information n=1456	92.7	Industry Engagement Team - Courtesy of team members	96.1
VET regulatory reform - Automatically updating an equivalent training package qualification has reduced regulatory burden for my RTO n=1867	92.7	ASQA FAQs - Timely information	95.8
ASQA General Directions - Timely information n=1227	92.0	ASQA fact sheets - Accurate, easy to follow information	94.0
ASQAnet - Ease of access n=1208	91.9	ASQA's website - Accurate material	93.9
ASQA FAQs - Helpful information n=1305	91.8	ASQA FAQs - Helpful information	93.8
Paying a fee or charge - Ease of making a payment n=1580	91.6	Industry Engagement Team - Knowledge of team members	92.0
ASQA General Directions - Helpful information n=1227	91.4	ASQA's General Directions - Accurate, easy-to-follow information	91.7
ASQAnet – Reliability n=1886	91.4	ASQA staff - Respecting privacy & confidentiality of organisations & individuals	91.5
Change scope RTO registration - Clarity of ASQA's application form (easy to understand) n=961	91.2	ASQA staff - Courtesy	91.3
ASQA's website - Accurate material n=1748	91.0	ASQA's website - Current / up-to-date material	90.7
ASQA Update - Accurate, easy-to-follow information n=1456	90.7	Implementation of Standards for RTOs 2015 - Provided timely advice to training providers about the new standards	90.6
Accreditation Assessor – Professionalism n=181	90.6		
ASQA FAQs - Timely information n=1296	90.4		
ASQA's website - Current / up-to-date material n=1742	90.3		
ASQA's email service - Courtesy of staff answering n=1115	90.1		
ASQA fact sheets - Accurate, easy to follow information n=1723	90.1		

Lower scoring items were considered those that scored below 60% positive. Items that fell into this category for both surveys are displayed in the table below. From an RTO perspective, ASQA's performance when RTOs have applied to reconsider decisions still needs considerable improvement. The stakeholders involved in this survey have indicated that overall performance, as well as acting on stakeholder feedback and acting on complaints, could improve.

% positive calculation excludes don't know / no answers

RTO LOWER SCORING SURVEY ITEM	% +VE	STAKEHOLDER LOWER SCORING SURVEY ITEM	% +VE
Initial RTO Registration - The time ASQA took to act on the application n=103	56.3	Consultation and communication - Minimises the effort to get an answer to a question	59.1
Reconsider decision - The time ASQA took to act on your application n=58	43.1	Overall - Improving the quality of VET outcomes in Australia	58.2
Reconsider decision - Helpfulness of information about making these types of applications on ASQA's website n=57	40.4	Regulatory decisions - Applies appropriate / proportional sanctions for non-compliant organisations within its jurisdiction	56.1
Reconsider decision - Any follow-up assistance that was required n=52	38.5	Consultation and communication - Acts on stakeholder feedback	54.1
		Consultation and communication - Acts on complaints received about its own performance	45.1
		Consultation and communication - Acts on complaints received about training providers	43.9

Year comparisons

The RTO results continued the positive trend that was observed in the 2014 survey, with an improvement in ratings for nearly every item and topic. Many changes were statistically significant. This was a notable result.

Stakeholder results improved notably this year—over two thirds of items that were asked in both years had increased positive ratings. Consistent with last year, stakeholders rated ASQA's overall performance considerably lower than RTOs, however, this year, ratings improved notably. There was a significant improvement for ASQA *acting on stakeholder feedback* (now at 54%, compared to 33% in 2014).

Open ended comments

Open ended comments revealed consistent themes that supported the quantitative results of the 2015 survey. Consistent with last year, many commented positively about ASQA's improved customer service, the new standards and ASQA improving overall. Common themes for improvement were around the need for ASQA to enforce more strongly / the regulation of low quality RTOs. Although customer service has improved, improvements to staff knowledge and response times on processing applications were also recurring themes.

Conclusions

ASQA has continued to make considerable improvements in response times and customer service. It is making an acknowledged effort in improving its interactions with RTOs and stakeholders. Despite these improvements, customer service was still a recurring theme for improvement—most notably staff knowledge, the information provided by staff and the need for a case manager / go-to person and more face-to-face workshops. RTOs want to have a relationship with ASQA.

Consistent with previous years, many indicate that ASQA's role as a regulator could be further improved. Though both RTOs and Stakeholders rated ASQA as a regulator much more positively than in the previous year, the topic has relatively low positive ratings compared with most other items and topics within the survey. This is supported by qualitative comments about lack of dealing with low quality RTOs.

Introduction

In July 2015, the Australian Skills Quality Authority (ASQA) conducted a survey of all the Registered Training Organisations (RTOs) it regulates as well as a survey of its stakeholders including relevant government agencies, associations, councils and peak bodies. The surveys formed part of ASQA's requirement to collect stakeholder feedback. ASQA engaged Australian Survey Research (ASR) to deploy and analyse the web surveys.

This report outlines the methodology used to conduct and analyse the two surveys. Key findings are presented for the RTO survey including historical comparison and RTO attribute differences. Stakeholder findings follow. The questionnaires used in the surveys are an attachment to the report.

Methodology

The section outlines how the two questionnaires used in the surveys were developed, how survey participants were identified and how the surveys were administered and analysed.

Questionnaire

Together, ASQA and ASR refined previously-used questionnaires to gather feedback from the two target audiences: RTOs and stakeholders. For comparative purposes, the 2015 questions were very similar to those used in previous years but with some updating.

Note that ASQA RTO audits were out of scope for the RTO survey, as ASQA collects audit feedback another way. RTO respondents were clearly advised that audits were out of scope for the stakeholder survey, even though many commented on audit issues in their open-ended comments.

The table below displays the topics covered in each questionnaire.

SURVEY	TOPIC
Both RTO and stakeholder	Interacting with ASQA
Both RTO and stakeholder	Consultation and communication
Both RTO and stakeholder	Overall rating of ASQA's performance in its role
Both RTO and stakeholder	VET regulatory reform
Both RTO and stakeholder	New national standards
RTO only	Types of applications
RTO only	ASQA's performance during interaction
RTO only	Delegated regulatory authority
Stakeholder only	ASQA staff and demonstration of values
Stakeholder only	Regulatory decisions and Strategic Industry Reviews

Both the RTO and stakeholder web questionnaires were loaded into ASR's proprietary web surveying tool, SurveyManager and hosted on ASR's internet servers located in a high security data centre in Melbourne's CBD. While the RTO questionnaire was pilot tested in 2013, no pilot testing was done in the following years due to the minor changes made since.

In June 2014, the Australian Bureau of Statistics Statistical Clearing House (SCH) approved the RTO survey in concept and execution, including the questionnaire, for the current year and until 2017. The SCH approval number is 02333-02.

ASQA provided ASR with a full listing of all RTOs and course owners (n=3723) that it regulates across Australia and the lists included each RTO's designated contact, their email address and details such as state and units on scope. The RTO survey was conducted as a census of ASQA's regulated training organisations.

Further to this, ASQA provided ASR with a list of stakeholder names, organisations and contact details (n=311). There were fewer than 50 private businesses in the stakeholder survey which is important for Statistical Clearing House purposes. The following types of stakeholders were invited to give feedback:

- State and federal government agencies including regulatory decision makers
- Industry associations
- Peak training bodies
- Industry skills councils
- Industry associations
- Industry and training-related regulators
- Nominated industry experts involved in strategic review management committees.

Prior to going live with the full survey, ASQA Chief Commissioner, Chris Robinson, emailed a letter to the CEOs of all RTOs and course owners and to the list of designated stakeholders advising them of the survey. Soon after, ASR sent an email invitation to a contact within each RTO and to each stakeholder. The email invitation contained a unique organisational hyperlink to access the recipient's questionnaire. Where a CEO had more than two RTOs to answer for (one had up to nine), CEOs were approached individually about how they wanted to supply answers.

ASR tracked the response rate and sent three targeted reminder emails to all non-responders in both surveys. When answering, respondents were asked to focus on ASQA's performance in the 2014/2015 financial year. The RTO survey was live and in field from 6 July to 27 July 2015 and the Stakeholder survey from 17 August to 2 September 2015.

Data analysis

Results were analysed to produce percent positive scores (the sum of *excellent* and *good* proportional responses to a question), mean scores (averages), and frequency distributions. Various statistical tests including t test, chi square and ANOVA were used to determine any statistical differences between RTO sub-groups (such as state, units on scope and size) and survey years. All tests are reported at the $p < 0.05$ level (95% confidence level).

Percent positive and means were calculated using only the number of respondents who chose a rating point answer. In other words *don't know*, *not applicable* and *no answers* (blank) were excluded from statistical calculations.

Open ended responses were coded and common themes have been listed throughout the report. Where there were over 500 responses, a random selection of approximately 500 responses were coded. Only themes with mentions of 3% or more have been included in tables. Where base sizes were small, only the most common themes have been commented on and the results for these small samples should be treated with caution.

Response and sample profile

A total of 2093 RTOs responded to the survey yielding a **response rate of 56%**. The sample is statistically representative of the RTO population at the 95% confidence level and the $\pm 1.4\%$ confidence interval (see note below explaining confidence interval and level). This is lower (more rigorous) than an acceptable scientific confidence interval, normally $\pm 5\%$, and the market research acceptable confidence interval of $\pm 10\%$.

A total of 111 stakeholders answered the survey achieving a **response rate of 36%**. The results for the stakeholder survey are representative at the 95% confidence level and $\pm 7.5\%$ confidence interval for the group of stakeholders ASQA provided ASR. Therefore results should be interpreted as strongly indicative, but not necessarily representative, of all stakeholders.

Representativeness of a sample is often assessed at a 95% confidence level (accuracy) and a $\pm 5\%$ confidence interval (precision).

The **confidence interval** (also called margin of error) is the plus-or-minus figure usually reported in newspaper or television opinion poll results. For example, if you use a confidence interval of 4 and 47% percent of your sample picks an answer you can be "sure" that if you had asked the question of the entire relevant population between 43% (47-4) and 51% (47+4) would have picked that answer.

The **confidence level** tells you how sure you can be. It is expressed as a percentage and represents how often the true percentage of the population who would pick an answer lies within the confidence interval. The 95% confidence level means you can be 95% certain; the 99% confidence level means you can be 99% certain. Most researchers use the 95% confidence level.

When you put the confidence level and the confidence interval together, you can say that you are 95% sure that the true percentage of the population is between 43% and 51%. The wider the confidence interval you are willing to accept, the more certain you can be that the whole population answers would be within that range.

For example, if you asked a sample of 1000 people in a city which brand of soft drink they preferred, and 60% said Brand A, you can be very certain that between 40 and 80% of all the people in the city actually do prefer that brand, but you cannot be so sure that between 59 and 61% of the people in the city prefer the brand.

Reference: www.surveysystem.com/sscalc.htm

The RTO population and sample profiles have been compared by units on scope and state to identify if any sub-groups were over/under-represented in the response set. The response sample and population profiles for units on scope (% of responses for each category of units) were very similar. In other words, the proportion in any response sample category is very similar to that in the equivalent population category. Note that the confidence intervals for all units are under $\pm 5\%$. It means that results are statistically representative for all sub-groups. The same finding applies to the sample and population profiles by state. However the confidence intervals for the smaller states/territories such as Tasmania and the Northern Territory are higher which means that the results for these smaller groups should be treated with some caution, that is, should be viewed as indicative only.

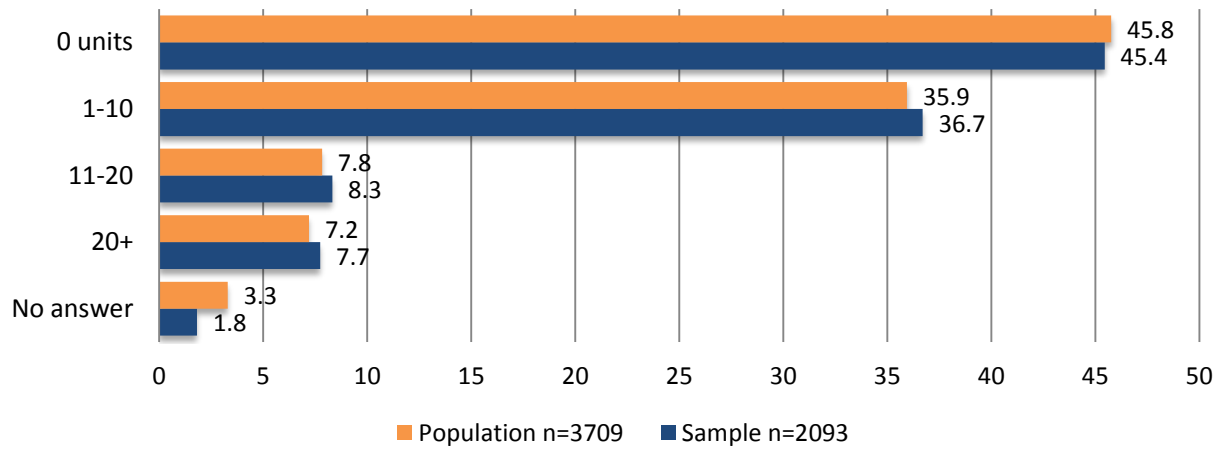
Given the similarity in category profiles for units on scope and state, no weighting has been applied to the sample response data.

There was no population information available for number of enrolments or type of RTO. The tables and charts below displaying number of enrolments and type of RTO are for the survey sample only. The number of units table shows an even spread of organisational sizes, as measured by unique student enrolments: no single category predominates which is good for capturing a wide range of views. Overwhelmingly, private provider RTOs responded and, according to ASQA, this reflects the population of RTOs within the VET sector.

UNITS ON SCOPE	RESPONSE SAMPLE		RTO POPULATION		CONFIDENCE INTERVAL
	<i>Freq</i>	<i>%</i>	<i>Freq</i>	<i>%</i>	<i>$\pm\%$</i>
0 units	951	1.8	1697	45.8	2.1
1-10	768	7.7	1333	35.9	2.3
11-20	174	8.3	290	7.8	6.9
20+	162	36.7	267	7.2	4.8
No answer	38	45.4	122	3.3	13.3
Total	2093	100.0	3709	100.0	1.4

RTO: Units on scope

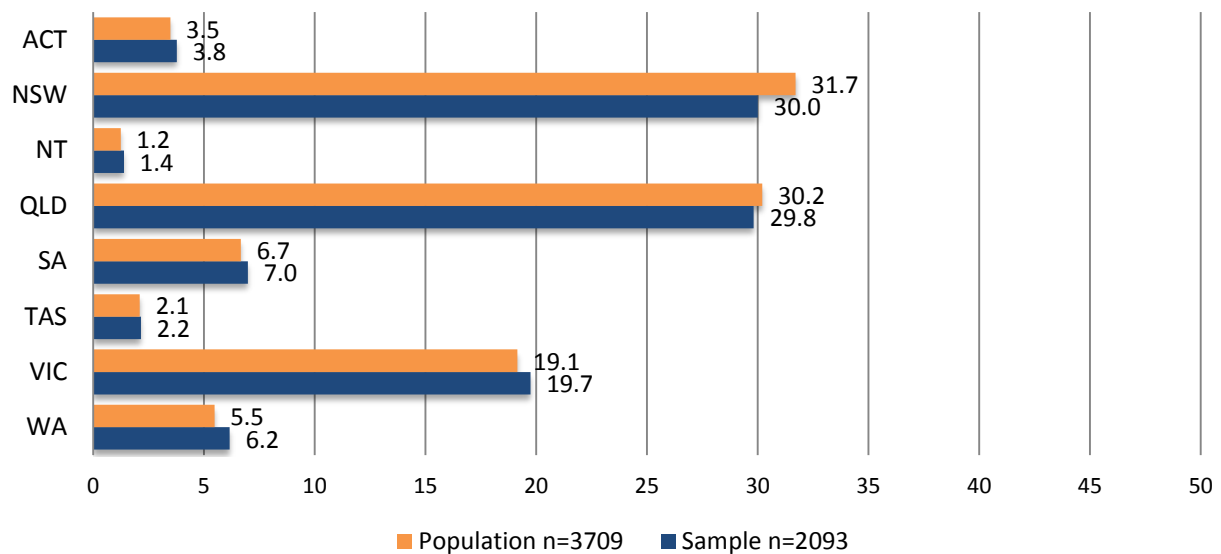
% breakdown by population and sample



STATE	RESPONSE SAMPLE		RTO POPULATION		CONFIDENCE INTERVAL
	<i>Freq</i>	<i>%</i>	<i>Freq</i>	<i>%</i>	
ACT	79	3.4	120	3.5	6.5
NSW	628	31.5	1115	31.7	2.6
NT	29	1.5	49	1.2	11.8
QLD	624	30.1	1103	30.2	2.6
SA	146	7.2	251	6.7	5.3
TAS	45	2.0	82	2.1	9.9
VIC	413	18.2	630	19.1	2.8
WA	129	6.1	190	5.5	4.9
Total	2093	100.0	3709	100.0	1.4

RTO: State

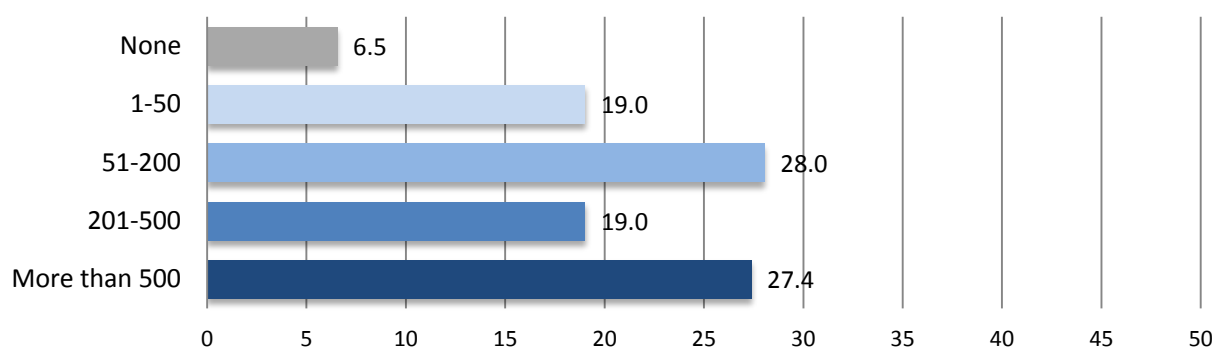
% breakdown by population and sample



NUMBER OF UNIQUE STUDENT ENROLMENTS 2013/14	RESPONSE SAMPLE	
	Freq	%
More than 500	573	27.4
201-500	398	19.0
51-200	587	28.0
1-50	398	19.0
None	137	6.5
Total	2093	100.0

RTO: Number of students

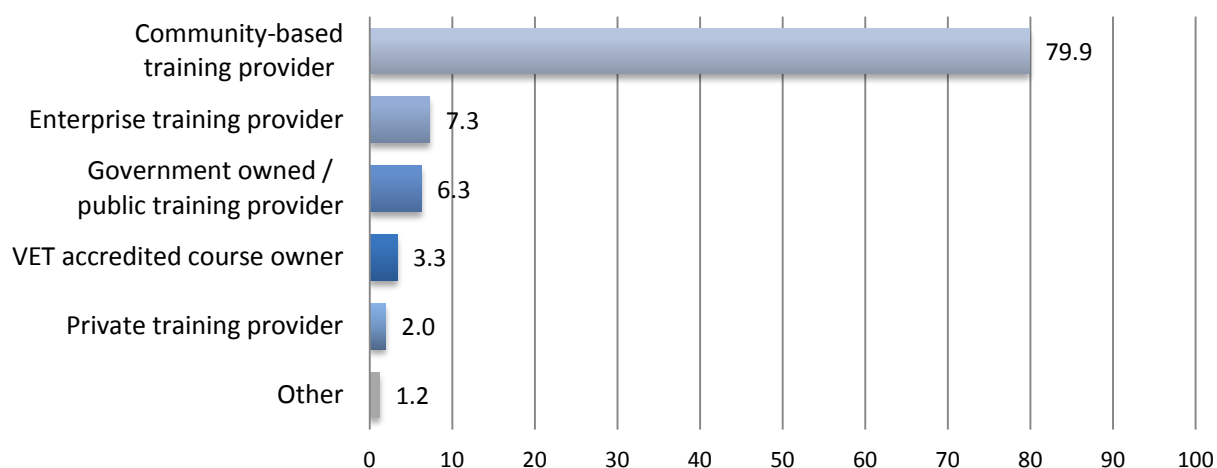
% of respondents, n=2093



TYPE OF RTO	RESPONSE SAMPLE	
	Count	%
Private training provider	1672	79.9
Community-based training provider	153	7.3
Enterprise training provider	131	6.3
Government owned /public training provider	70	3.3
VET accredited course owner	26	1.2
Other	41	2.0
Total	2093	100.0

RTO: Type of organisation

% of respondents, n=2093



RTO key findings

This section outlines the key findings from the RTO survey. Results are presented by topic, in the same order as presented to respondents in the survey. The differences between RTO attribute sub-groups including state, units on scope and size are presented next. The most common themes within open-ended comments follow.

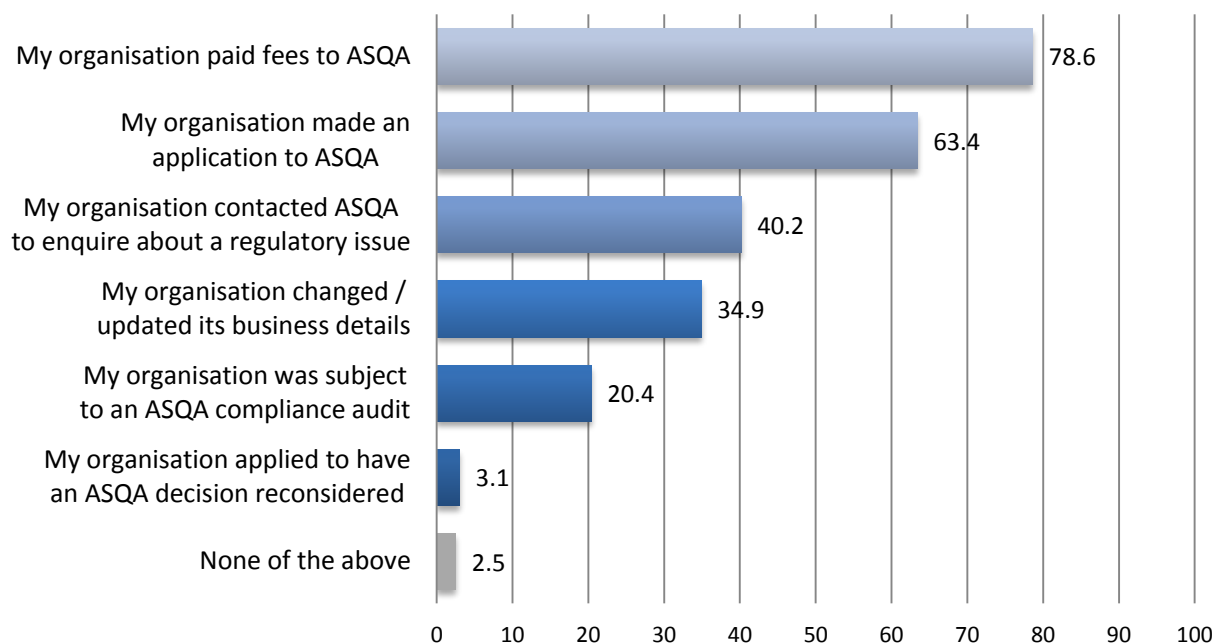
Overall, in almost all (96%) of rated items, 60% or more respondents selected *good* or *excellent* as their answers, while for 76% of rated items, 75% of respondents selected these positive rating points.

RTO: Regulatory interactions with ASQA

The table below displays the types of regulatory interactions RTOs had with ASQA in 2014/2015. By far the two most common types of interactions were paying fees and making some type of application to ASQA. Very few respondents indicated applying to ASQA to have a decision reconsidered and one in five indicated that they were subject to a compliance audit. Note that 2.5% indicated no interaction with ASQA.

RTO: Types of interactions with ASQA in 2014/2015 about regulatory issues

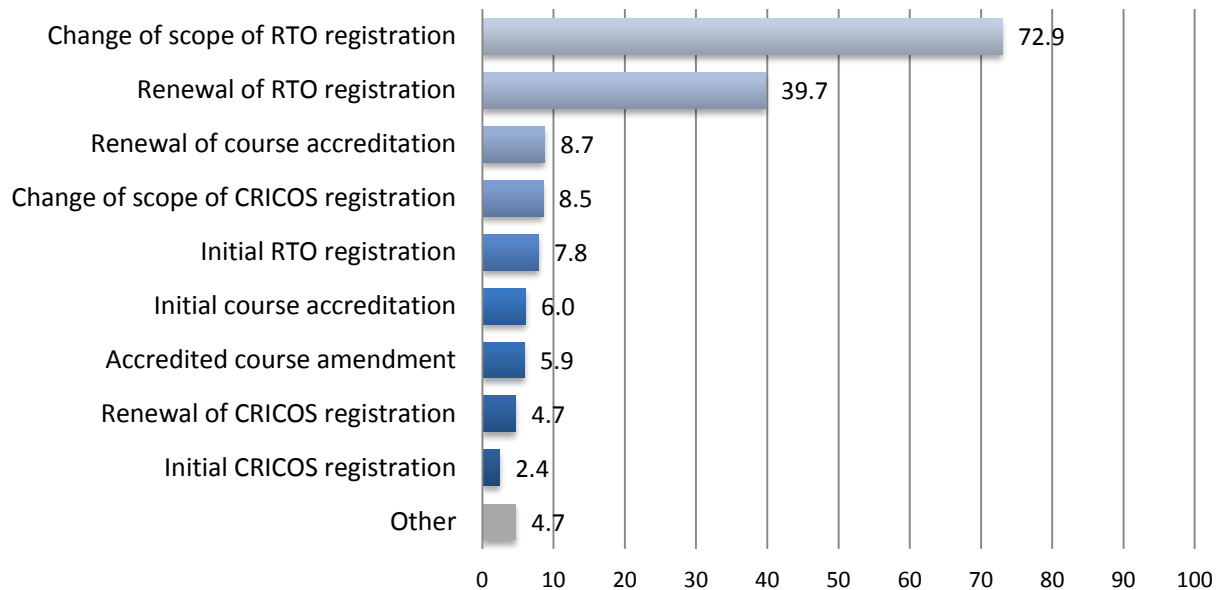
Multiple answers allowed % based on n=2093



Respondents who had made an application to ASQA (n=1327) were then asked to specify the type of interaction their application related to. Around three-quarters of respondents (73%) indicated they had applied to change the scope of their RTO registration. The answers from the type of application question were used to determine the presentation of later questions. Only those who indicated having a specific interaction, like renewal of RTO registration, were then asked to rate it.

RTO: Types of applications made to ASQA in 2014/2015

Multiple answers allowed; % based on n=1327



RTO: ASQA's performance during application interactions

This section outlines RTOs' views of the interactions they had with ASQA while making applications. The following series of tables and charts display the percent positive scores and frequency distributions describing various aspects of these interactions.

Percent positive scores varied from a high of 91% to a low of 56% with the majority rated 70% and higher. Refer to the table below. Change of scope and renewing RTO registrations (the two most common applications) scored well across all aspects. For most applications, ASQA's time to respond was the lowest scoring aspect. Applications with smaller sample numbers are indicative at best.

% positive excludes don't know / no answer

TYPE OF APPLICATION	Clarity application form	Time ASQA took to act on app'n	Helpfulness of ASQA website re making app'n	Info about progress of app'n processing	Any follow-up assistance required	ASQA's evaluation report
Initial RTO registration n=104	81.6	56.3	76.0	Not asked	70.6	Not asked
Initial Course Accreditation n=80	75.0	67.6	69.4	67.6	83.6	76.8
Initial CRICOS registration n=32	84.4	66.7	75.0	Not asked	66.7	Not asked
Renewing RTO registration n=527	87.7	82.5	83.2	Not asked	82.7	Not asked
Renewing course accreditation n=116	72.4	67.0	67.9	66.4	75.8	82.6
Renewing CRICOS registration n=62	85.2	79.7	81.4	Not asked	82.0	Not asked
Change scope RTO registration n=968	91.2	87.3	85.9	Not asked	85.2	Not asked

TYPE OF APPLICATION	Clarity application form	Time ASQA took to act on app'n	Helpfulness of ASQA website re making app'n	Info about progress of app'n processing	Any follow-up assistance required	ASQA's evaluation report
Accredited course amendment n=78	87.0	76.8	82.8	75.0	78.9	84.7
Change scope CRICOS n=113	78.7	68.2	74.3	Not asked	77.6	Not asked
Other applications n=62	75.9	77.8	74.1	Not asked	66.7	Not asked

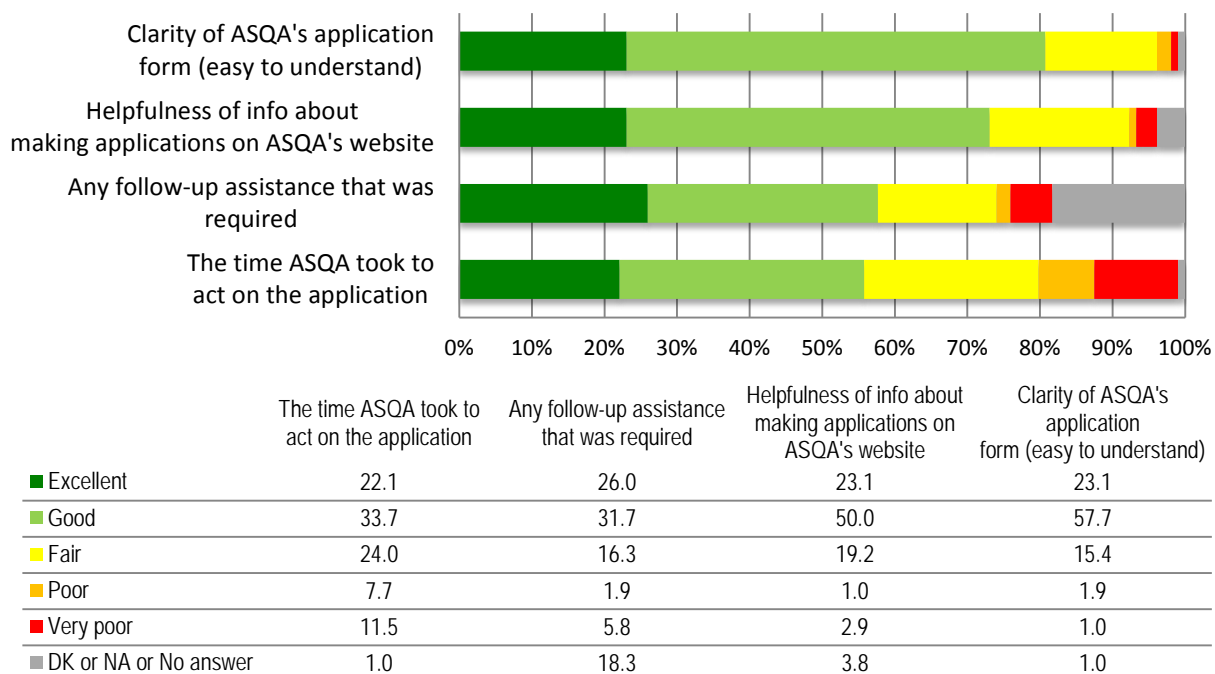
The following charts show the frequency distribution of answers (proportion of respondents choosing a particular answer) for each application type displayed in the table above.

When reading the charts it is important to note that each chart has been sorted by the proportion of positive responses and presented in descending order. *Don't know* or *not applicable* was offered as a single answer in the questionnaire and *no answer* refers to those respondents who did not select any answer. The scores for *don't know*, *not applicable* and *no answer* have been combined in all charts as *DK or NA or No answer*.

ASR believes the high proportion of *don't know* in the series of charts below for the item *Any follow up assistance that was required* may relate to a respondents' lack of experience with follow up, in other words, they did not require any with the application that they were commenting on. This could be interpreted positively: that everything was clear enough not to need follow up.

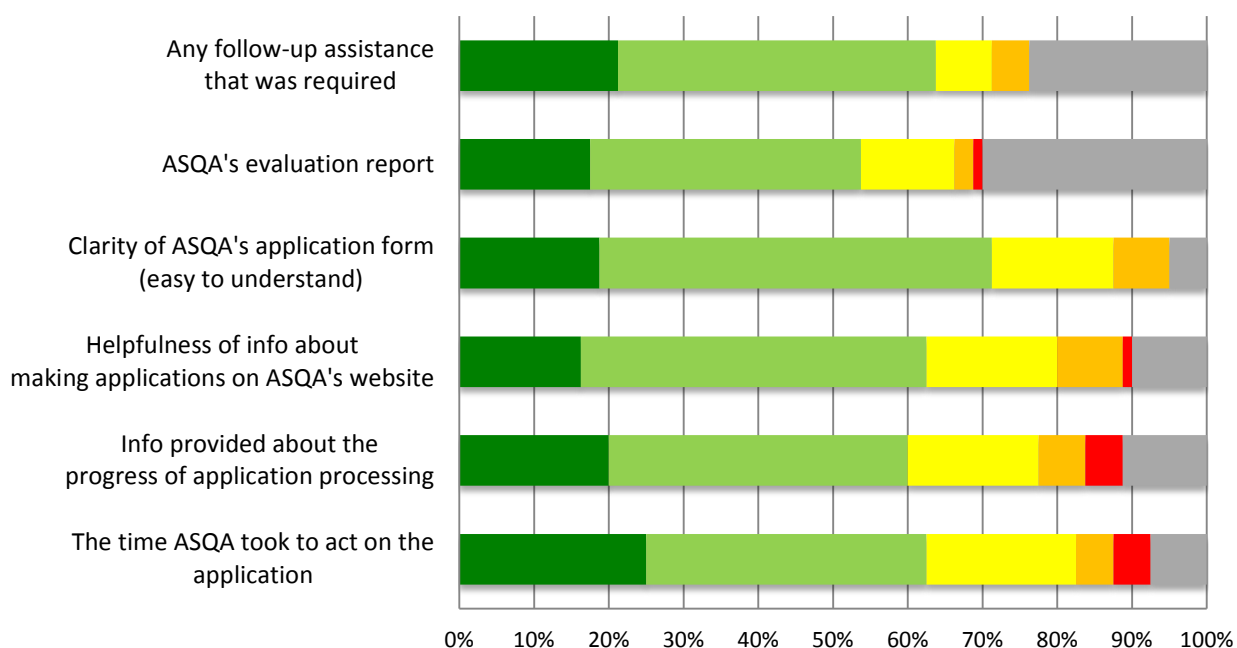
RTO: Initial RTO registration

% of respondents choosing a rating point, n=104



RTO: Initial course accreditation

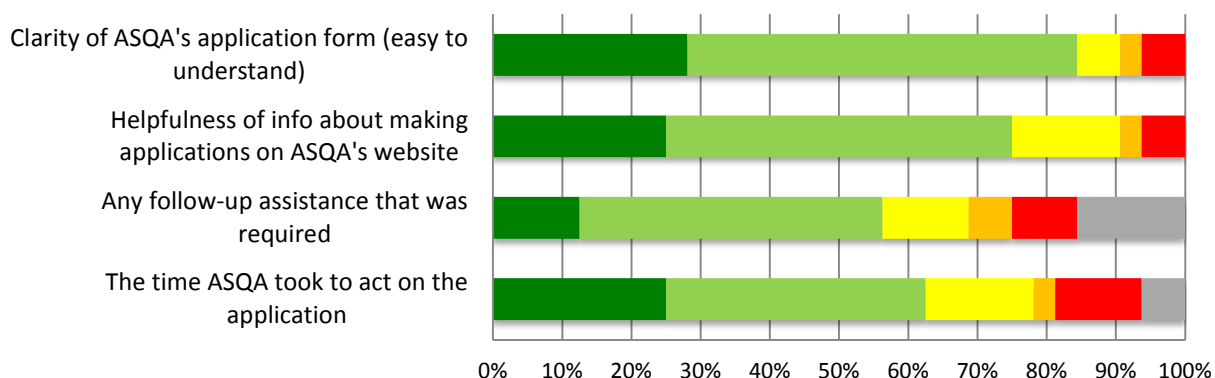
% of respondents choosing a rating point, n=80



	The time ASQA took to act on the application	Info provided about the progress of application processing	Helpfulness of info about making applications on ASQA's website	Clarity of ASQA's application form (easy to understand)	ASQA's evaluation report	Any follow-up assistance that was required
■ Excellent	25.0	20.0	16.3	18.8	17.5	21.3
■ Good	37.5	40.0	46.3	52.5	36.3	42.5
■ Fair	20.0	17.5	17.5	16.3	12.5	7.5
■ Poor	5.0	6.3	8.8	7.5	2.5	5.0
■ Very poor	5.0	5.0	1.3	0.0	1.3	0.0
■ DK or NA or No answer	7.5	11.3	10.0	5.0	30.0	23.8

RTO: Initial CRICOS registration

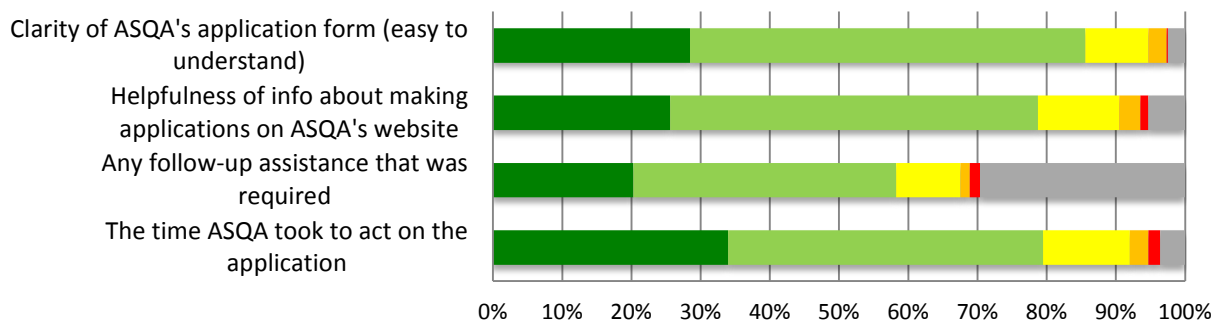
% of respondents choosing a rating point, n=32



	The time ASQA took to act on the application	Any follow-up assistance that was required	Helpfulness of info about making applications on ASQA's website	Clarity of ASQA's application form (easy to understand)
■ Excellent	25.0	12.5	25.0	28.1
■ Good	37.5	43.8	50.0	56.3
■ Fair	15.6	12.5	15.6	6.3
■ Poor	3.1	6.3	3.1	3.1
■ Very poor	12.5	9.4	6.3	6.3
■ DK or NA or No answer	6.3	15.6	0.0	0.0

RTO: Renew RTO registration

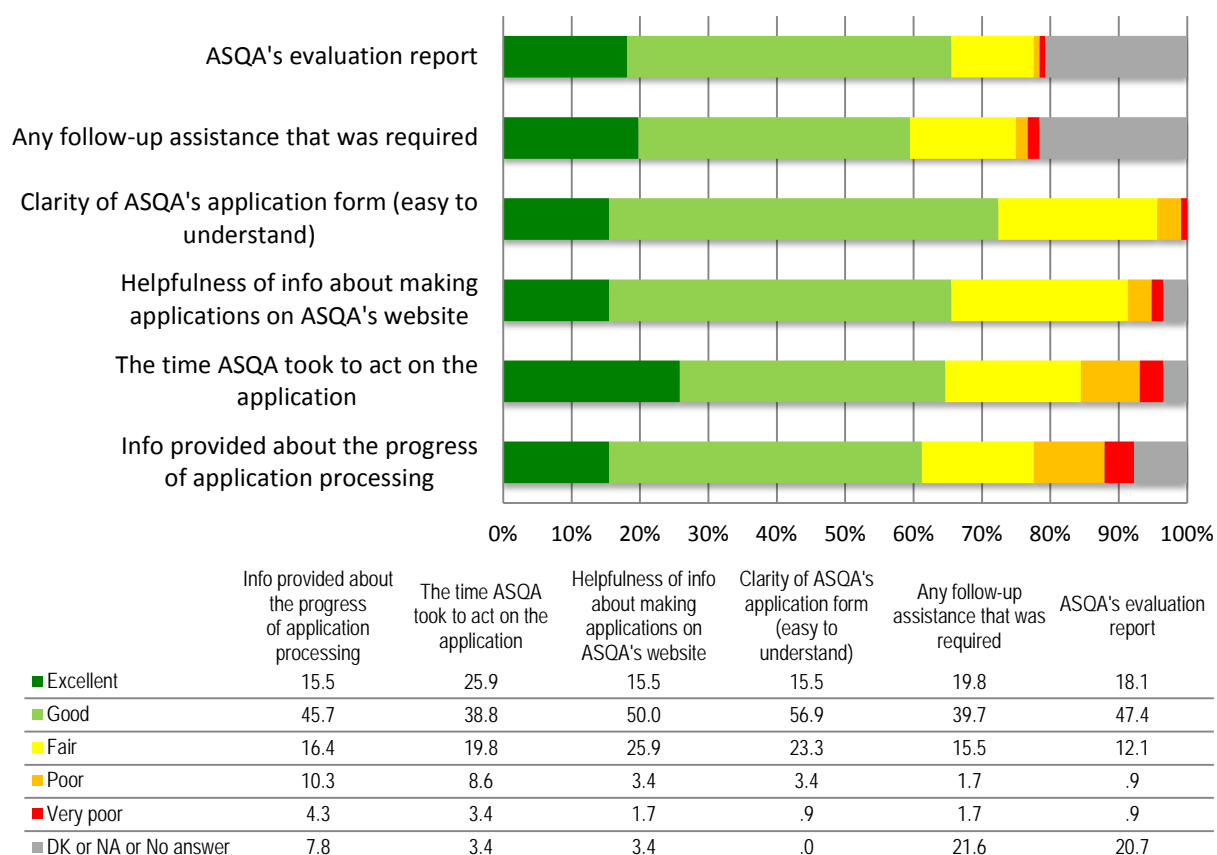
% of respondents choosing a rating point, n=527



	The time ASQA took to act on the application	Any follow-up assistance that was required	Helpfulness of info about making applications on ASQA's website	Clarity of ASQA's application form (easy to understand)
■ Excellent	34.0	20.3	25.6	28.5
■ Good	45.5	38.0	53.1	57.1
■ Fair	12.5	9.3	11.8	9.1
■ Poor	2.7	1.3	3.0	2.7
■ Very poor	1.7	1.5	1.1	.2
■ DK or NA or No answer	3.6	29.6	5.3	2.5

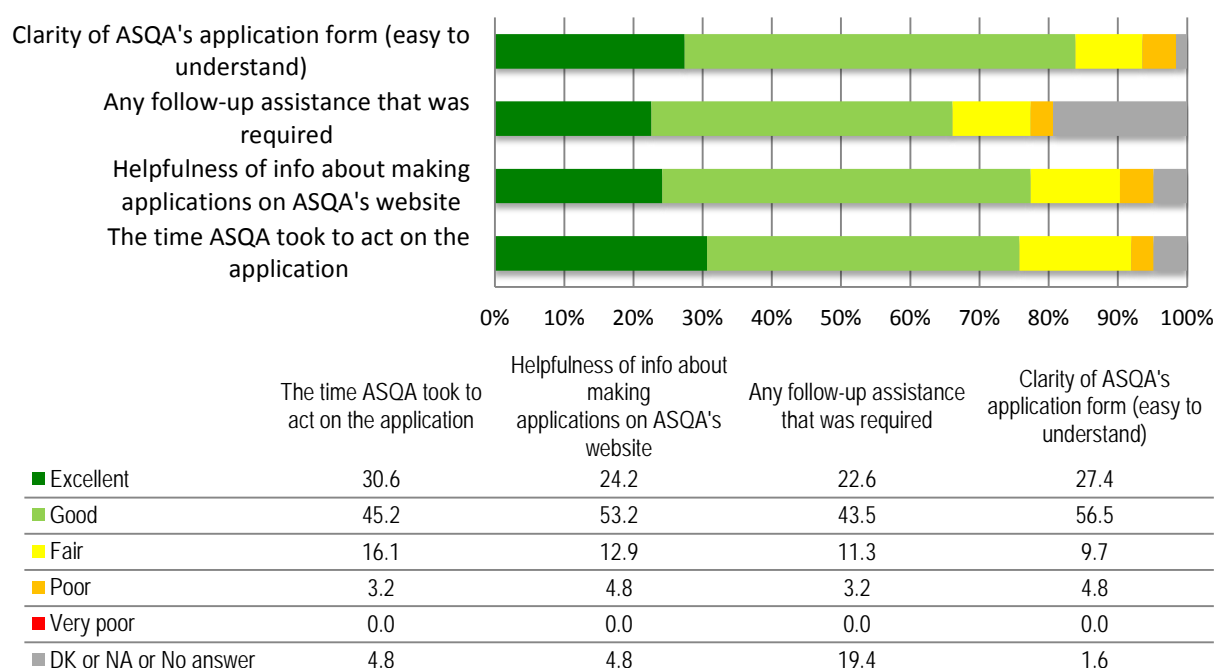
RTO: Renew course accreditation

% of respondents choosing a rating point, n=116



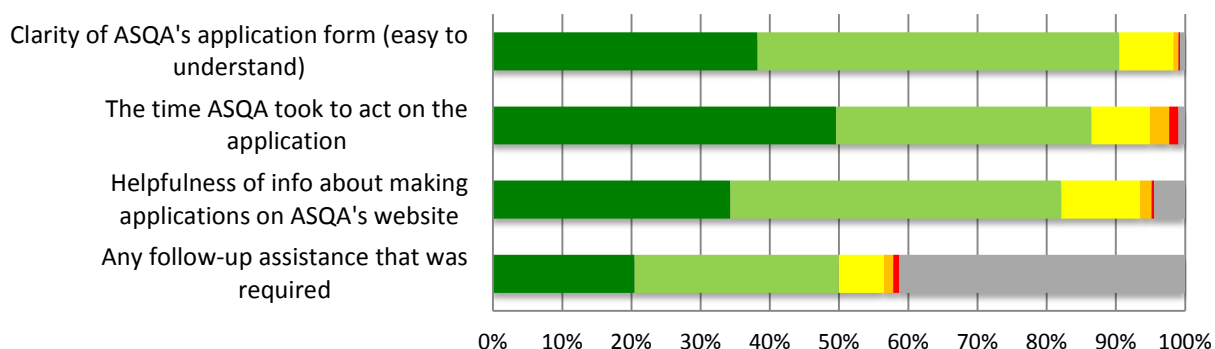
RTO: Renew CRICOS registration

% of respondents choosing a rating point, n=62



RTO: Change scope RTO registration

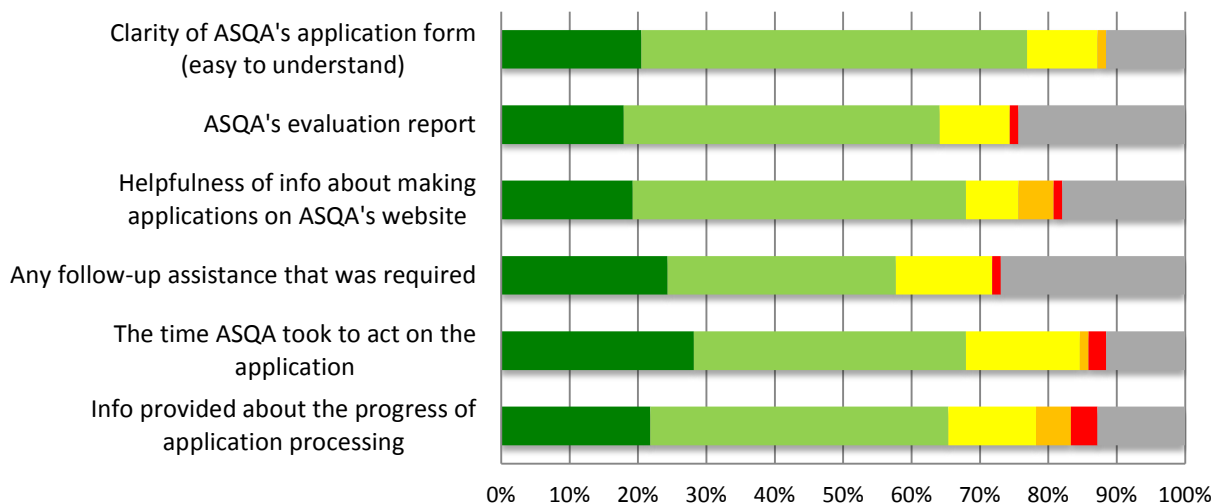
% of respondents choosing a rating point, n=968



	Any follow-up assistance that was required	Helpfulness of info about making applications on ASQA's website	The time ASQA took to act on the application	Clarity of ASQA's application form (easy to understand)
■ Excellent	20.5	34.3	49.6	38.2
■ Good	29.5	47.8	36.9	52.3
■ Fair	6.5	11.4	8.5	7.9
■ Poor	1.3	1.7	2.8	.7
■ Very poor	.8	.4	1.3	.2
■ DK or NA or No answer	41.3	4.4	0.9	.7

RTO: Amendment to accredited course

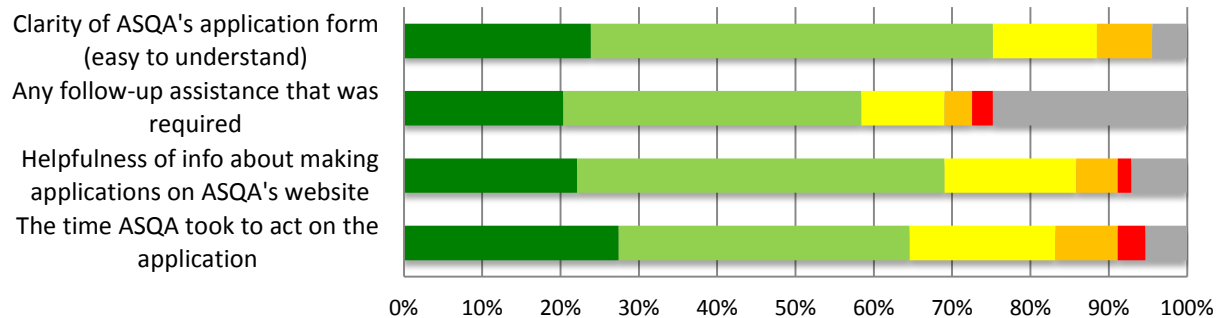
% of respondents choosing a rating point, n=78



	Info provided about the progress of application processing	The time ASQA took to act on the application	Any follow-up assistance that was required	Helpfulness of info about making applications on ASQA's website	ASQA's evaluation report	Clarity of ASQA's application form (easy to understand)
■ Excellent	21.8	28.2	24.4	19.2	17.9	20.5
■ Good	43.6	39.7	33.3	48.7	46.2	56.4
■ Fair	12.8	16.7	14.1	7.7	10.3	10.3
■ Poor	5.1	1.3	0.0	5.1	0.0	1.3
■ Very poor	3.8	2.6	1.3	1.3	1.3	0.0
■ DK or NA or No answer	12.8	11.5	26.9	17.9	24.4	11.5

RTO: Change scope CRICOS

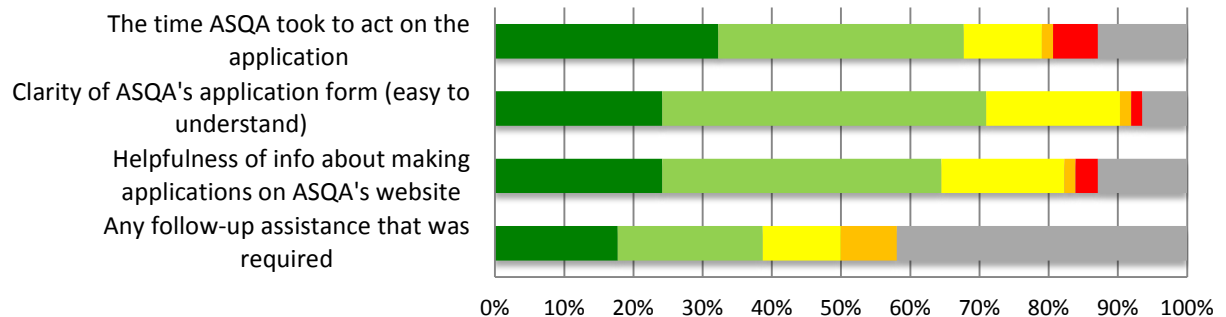
% of respondents choosing a rating point, n=113



	The time ASQA took to act on the application	Helpfulness of info about making applications on ASQA's website	Any follow-up assistance that was required	Clarity of ASQA's application form (easy to understand)
■ Excellent	27.4	22.1	20.4	23.9
■ Good	37.2	46.9	38.1	51.3
■ Fair	18.6	16.8	10.6	13.3
■ Poor	8.0	5.3	3.5	7.1
■ Very poor	3.5	1.8	2.7	0.0
■ DK or NA or No answer	5.3	7.1	24.8	4.4

RTO: Other applications

% of respondents choosing a rating point, n=62



	Any follow-up assistance that was required	Helpfulness of info about making applications on ASQA's website	Clarity of ASQA's application form (easy to understand)	The time ASQA took to act on the application
■ Excellent	17.7	24.2	24.2	32.3
■ Good	21.0	40.3	46.8	35.5
■ Fair	11.3	17.7	19.4	11.3
■ Poor	8.1	1.6	1.6	1.6
■ Very poor	0.0	3.2	1.6	6.5
■ DK or NA or No answer	41.9	12.9	6.5	12.9

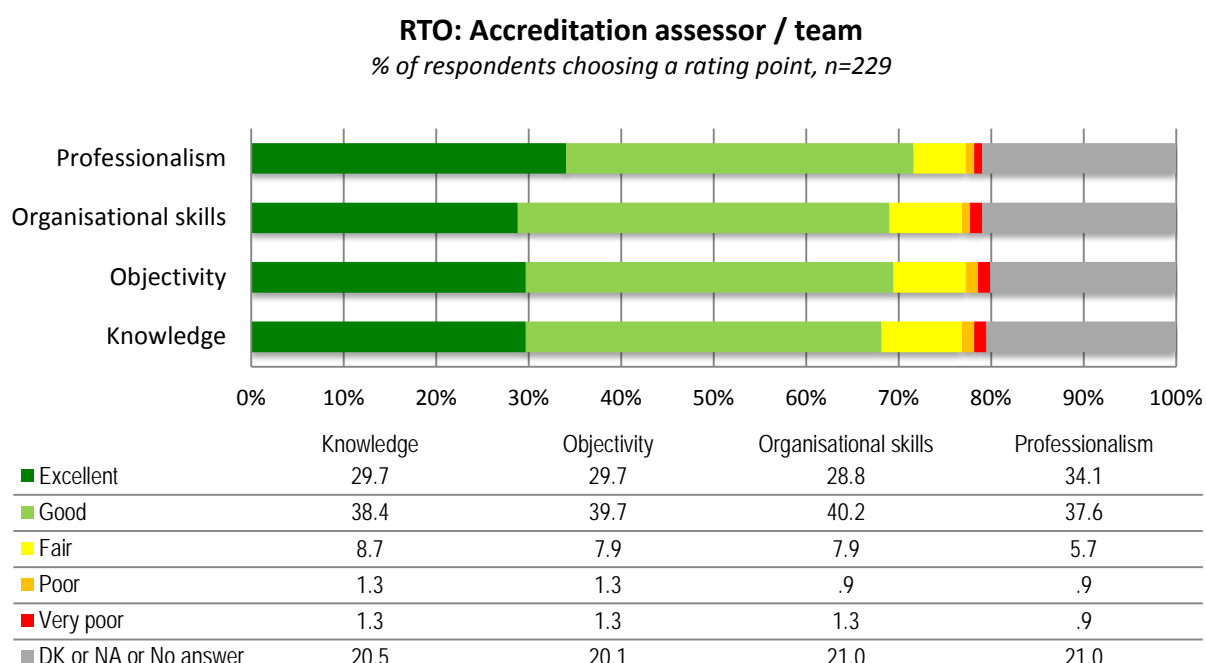
RTO: Accreditation Assessor / team evaluation

Respondents who had participated in any aspect of course accreditation were asked to rate the ASQA Accreditation Assessor or team involved on a range of dimensions. The results are displayed in the table and chart below and are all good results, with positive ratings exceeding 85% for all dimensions.

Note the large proportion of *don't know / no answer* results, which tends to indicate that whoever answered on behalf of their organisation may not have had personal experience with the assessment team or they may have misunderstood the nature of the ASQA interaction that they chose at the beginning of the questionnaire.

% positive excludes *don't know / no answer*

RTO: ACCREDITATION ASSESSOR / TEAM	% +VE
Professionalism n=181	90.6
Objectivity n=183	86.9
Organisational skills n=181	87.3
Knowledge n=182	85.7



Respondents who had participated in accreditation assessment were then asked for suggested improvements to the course accreditation evaluation process. A total of 65 respondents provided valid answers and these have been multi-coded (a respondent could offer more than one idea). See table below. Common suggestions focused on responsiveness and better information, while a considerable portion indicated that no improvements were needed.

RTO: SUGGESTED CHANGES TO COURSE ACCREDITATION EVALUATION PROCESS n=65	FREQ	%
Very slow / be more timely	14	21.5
Not enough information / more and clearer information	9	13.8
Positive / all good	8	12.3
More feedback about progress	7	10.8
Fee related including why pay again for re-registering	6	9.2
More knowledgeable staff	6	9.2
More consistent advice / decisions	5	7.7

RTO: SUGGESTED CHANGES TO COURSE ACCREDITATION EVALUATION PROCESS n=65	FREQ	%
Simplify: it's a complex bureaucratic process	5	7.7
Be more willing to communicate	2	3.1
Other	12	18.5

This same set of respondents was asked to offer any other comments about the course accreditation evaluation. Over half of the comments were positive about ASQA staff or the process in general. A handful of comments were in regards to the process being lengthy or unclear/difficult.

RTO: Application to have ASQA decision reconsidered

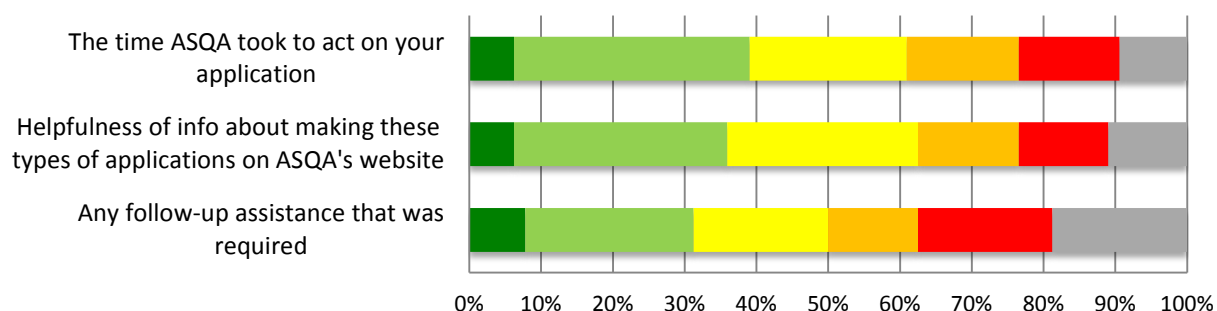
In relation to applying for reconsideration, RTOs were likely to be responding about a negative situation, so it is not surprising that this was the lowest rated interaction type. All percent positive scores were below 50%. The website may need some attention in this area, although it may be difficult to deal with a range of individual or unique situations. Note the relatively small n count for this item.

% positive excludes don't know / no answer

RTO: APPLICATION TO HAVE ASQA DECISION RECONSIDERED	% +VE
The time ASQA took to act on your application n=58	38.5
Helpfulness of information about making these types of applications on ASQA's website n=57	43.1
Any follow up assistance that was required n=52	40.4

RTO: Apply to have ASQA decision reconsidered

% of respondents choosing a rating point, n=64



	Any follow-up assistance that was required	Helpfulness of info about making these types of applications on ASQA's website	The time ASQA took to act on your application
■ Excellent	7.8	6.3	6.3
■ Good	23.4	29.7	32.8
■ Fair	18.8	26.6	21.9
■ Poor	12.5	14.1	15.6
■ Very poor	18.8	12.5	14.1
■ DK or NA or No answer	18.8	10.9	9.4

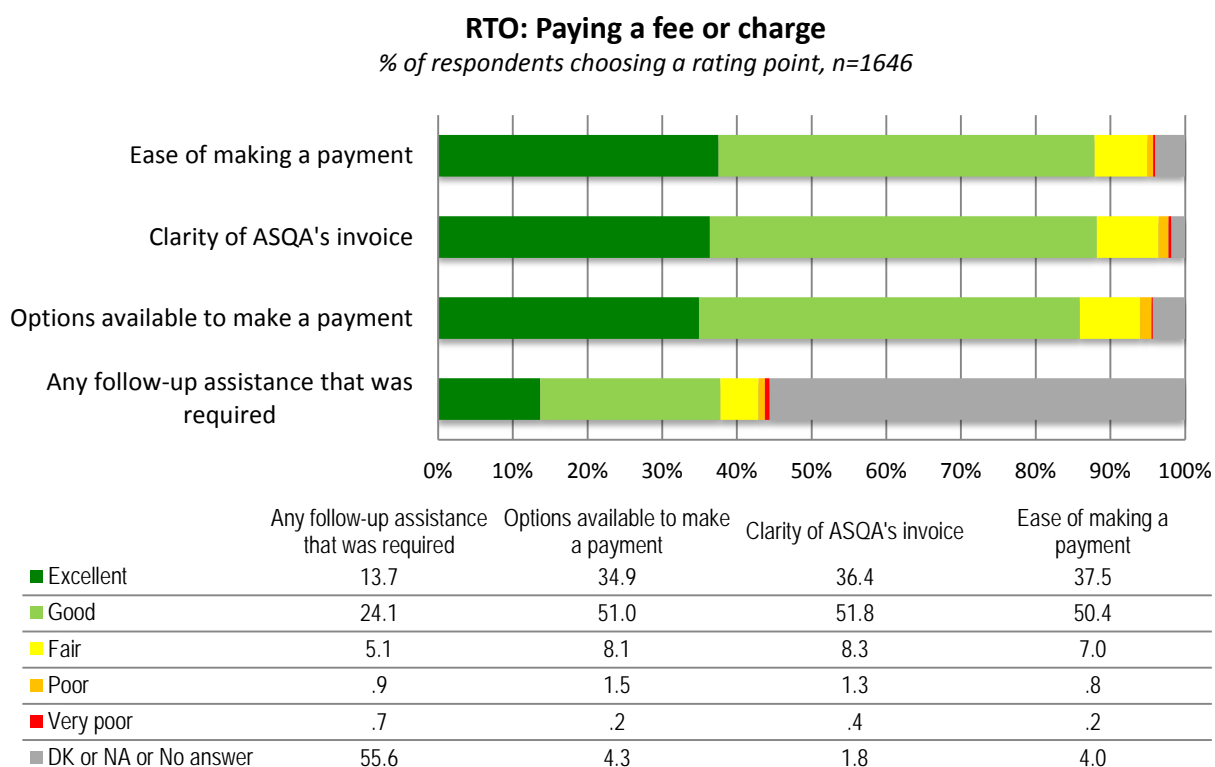
RTO: Paying a fee or charge

Paying a fee or charge was the most common type of RTO interaction and the percent positive scores for the four aspects of paying a fee/charge were all high. The ease of making a payment was the highest rated dimension with a 92% positive score. Refer to the table below.

% positive excludes don't know / no answer

RTO: PAYING A FEE OR CHARGE	% +VE
Ease of making a payment n=1580	91.6
Clarity of ASQA's invoice n=1616	89.9
Options available to make a payment n=1575	89.8
Any follow up assistance that was required n=731	85.1

While the proportion of *don't know* answers for the item *Any follow up assistance that was required* was very large (56%), it could be interpreted that the process is working right the first time—there may be no need to follow up.



RTO: Changing or updating business details

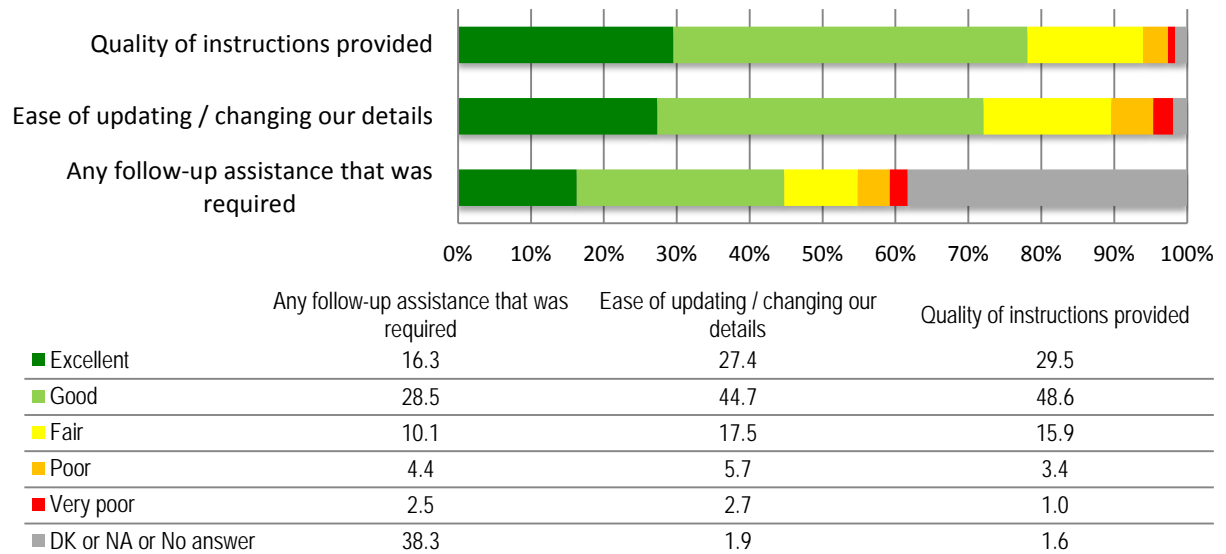
The table below shows the percent positive scores for all aspects of changing or updating business details. While quality of instructions has scored relatively well, where required, follow up assistance still has some room for improvement.

% positive excludes don't know / no answer

RTO: CHANGING OR UPDATING BUSINESS DETAILS	% +VE
Quality of instructions provided n=719	79.4
Ease of updating / changing our details n=717	73.5
Any follow up assistance that was required n=451	72.5

RTO: Changing or updating business details

% of respondents choosing a rating point, n=731



RTO: Consultation and communication

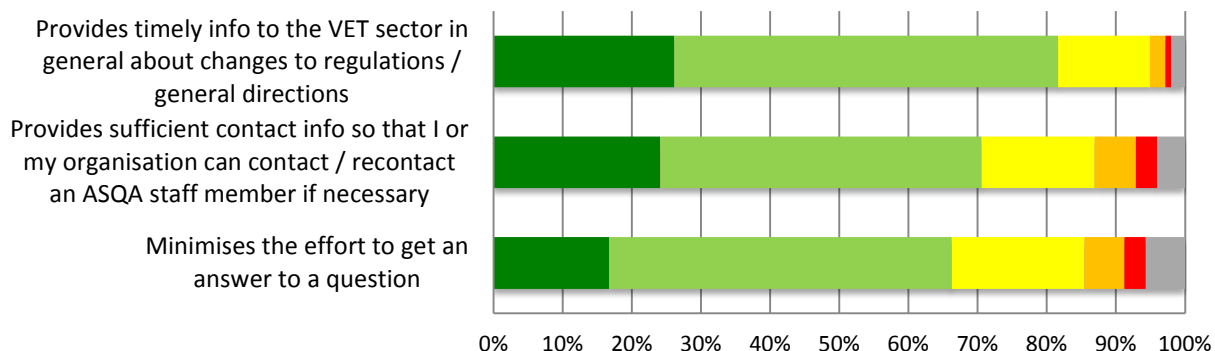
This topic focused on ASQA's behaviour in terms of communicating with RTOs and % positive scores for items are presented below. Provision of timely information scored relatively well. Many comments complemented ASQA on the timeliness of their information and frequent updates. Minimising the effort to get answers could be improved.

% positive excludes don't know / no answer

RTO: CONSULTATION AND COMMUNICATION		% +VE
Provides timely information to the VET sector in general about changes to regulations / general directions n=2051		83.3
Provides sufficient contact information so that I or my organisation can contact / re-contact an ASQA staff member if necessary n=2008		73.6
Minimises the effort to get an answer to a question n= 1974		70.3

RTO: Consultation and communication

% of respondents choosing a rating point, n=2093



	Minimises the effort to get an answer to a question	Provides sufficient contact info so that I or my organisation can contact / recontact an ASQA staff member if necessary	Provides timely info to the VET sector in general about changes to regulations / general directions
■ Excellent	16.7	24.1	26.1
■ Good	49.5	46.4	55.5
■ Fair	19.2	16.3	13.3
■ Poor	5.8	6.0	2.2
■ Very poor	3.1	3.1	.9
■ DK or NA or No answer	5.7	4.1	2.0

RTO: Comments about poorer performance in consultation / communication

Respondents who had rated an area of consultation and communication *fair* or *poor* or *very poor* were given the opportunity to explain their answer. A total of 631 respondents provided explanations. See table below for common themes. The two most common comments were around wanting to have a single point of contact like an account or case manager and ASQA's response being too slow. These were recurring themes for the same question in the past two surveys.

RTO: EXPLANATION FOR POOR OR FAIR RATING based on 631 responses	FREQ	%
Want a specific name to call / hard to find right person / want a case manager	132	20.9
Response too slow	131	20.8
Staff not helpful / vague / will not answer question	95	15.1
Poor follow up on our enquiries / multiple submissions of same enquiry / no timeframe given	60	9.5
Information unclear / complex / hard to interpret / confusing	53	8.4
Information hard to find on website	47	7.4
Conflicting advice given	42	6.7
ASQA error / incorrect information given	36	5.7
Help desk lack knowledge / expertise	35	5.5
Just refer back to website / standards which is why I called in first place	34	5.4
Communication about changes too late / too little	32	5.1
Call centre says put it in email / ASQA only accepts email	27	4.3

RTO: VET regulatory reforms

This topic focused on ASQA's recent regulatory reforms which were implemented in 2014/2015 and aimed at reducing the regulatory and financial burden on RTOs. Percent positive scores for items are presented below. The reform about applying for re-registration without a financial viability assessment achieved a very high %positive score (94.2%) as did automatic updating of equivalent training package qualifications (92.7%).

Overall, just under three-quarters were positive about the ASQA's VET regulatory reform, so there is still some room for improvement.

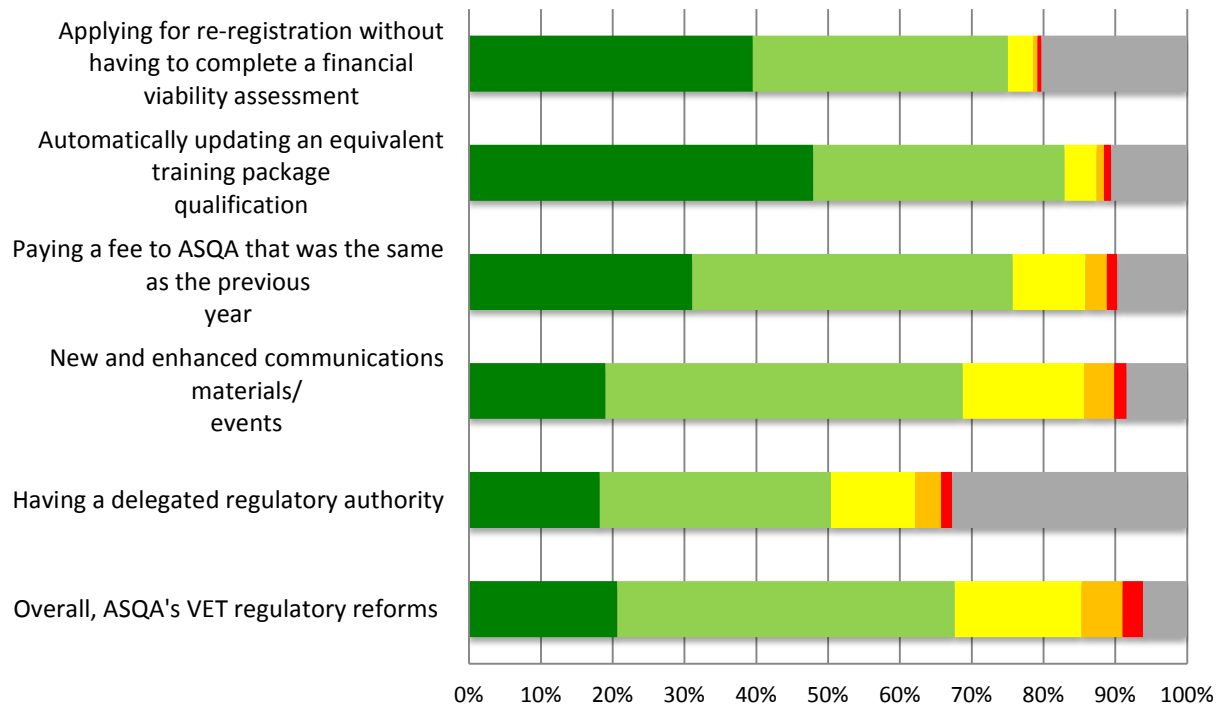
ASR believes the high proportion of *don't know / not applicable* in the chart below for the items *having a delegated regulatory authority* and *applying for re-registration without having to complete a financial viability assessment* may relate to a respondents' lack of knowledge and/or experience with these activities, and therefore they were unable to provide a rating. In addition, it should be noted that in the comments about delegated regulatory authority, many people commented that they did not know what this was, so they rated the item without any experience of the delegation, and then were asked to explain their rating. Put simply, the results for this question may not be accurate because respondents did not know about delegated regulatory authorities as ASQA intended the question.

% positive excludes *don't know / no answer*

RTO: VET REGULATORY REFORMS	% +VE
Applying for re-registration without having to complete a financial viability assessment has reduced regulatory burden for my RTO n=1660	94.2
Automatically updating an equivalent training package qualification has reduced regulatory burden for my RTO n=1867	92.7
Paying a fee to ASQA that was the same as the previous year has reduced regulatory burden for my RTO n=1874	83.8
New and enhanced communications materials / events has reduced regulatory burden for my RTO n=1899	75.1
Having a delegated regulatory authority has reduced regulatory burden for my RTO n=1395	74.9
Overall, ASQA's VET regulatory reforms have reduced the regulatory burden on my RTO n=1951	72.1

RTO: VET Regulatory reforms

% of respondents choosing a rating point, n=2093



	Overall, ASQA's VET regulatory reforms	Having a delegated regulatory authority	New and enhanced communications materials/ events	Paying a fee to ASQA that was the same as the previous year	Automatically updating an equivalent training package qualification	Applying for re-registration without having to complete a financial viability assessment
Strongly agree	20.5	18.1	18.8	30.8	47.8	39.3
Agree	46.6	31.9	49.3	44.2	34.9	35.4
Partially agree / disagree	17.5	11.6	16.7	10.0	4.4	3.5
Disagree	5.6	3.6	4.2	3.0	1.1	.6
Strong disagree	2.9	1.5	1.7	1.5	1.0	.6
DK or NA or No answer	6.1	32.4	8.3	9.6	10.5	20.2

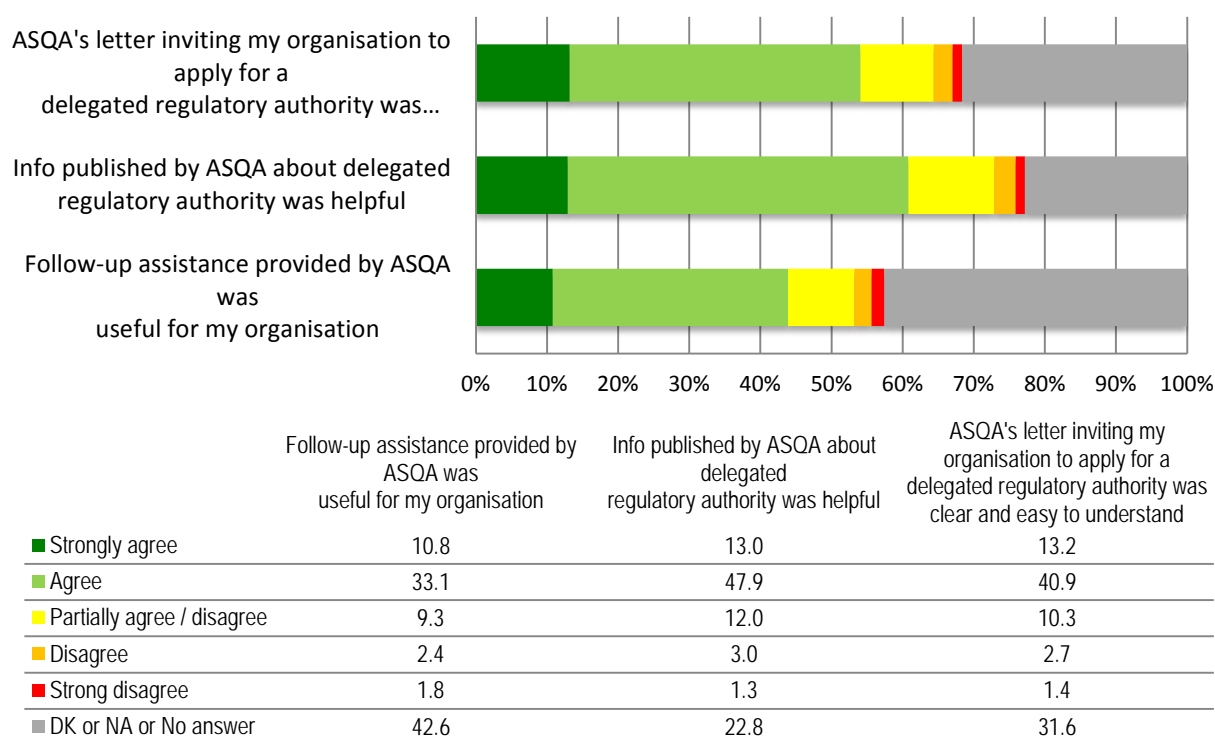
RTO: Delegated regulatory authority

This topic focused on ASQA's delegated regulatory authority and % positive scores for items are presented below. All items scored above the 75% positive level—a good result for a new initiative. Note the relatively high proportion of *don't knows/ not answers/not applicable* for all items below. This was most likely the result of respondents not having been invited to apply or being unaware of the delegated regulatory authority, as mentioned previously, yet giving the item a rating in a previous question.

% positive excludes don't know / no answer

RTO: DELEGATED REGULATORY AUTHORITY	% +VE
ASQA's letter inviting my organisation to apply for a delegated regulatory authority was clear and easy to understand n=1056	79.1
Info published by ASQA about delegated regulatory authority was helpful n=1192	78.8
Follow-up assistance provided by ASQA was useful for my organisation n=887	76.4

RTO: Delegated regulatory authority
% of respondents choosing a rating point, n=1544



RTO: Suggestions for improvement in how ASQA invites RTOs to apply

Respondents were asked to provide suggestions on how ASQA can improve the way it invites training providers to apply for delegation of regulatory authority. A total of 185 respondents provided suggestions. A third of respondents stated no changes were needed. The most common suggestion was around the need to provide more information and materials. A range of other suggestions were listed. See table below. The ASQA point of contact for delegated regulated authorities was praised quite a few times in these answers.

RTO: IMPROVEMENTS TO DELEGATED REGULATORY AUTHORITY INVITATIONS n=185	FREQ	%
No changes needed / all fine	63	34.1
More info / explanation about what is involved, pros and cons, checklist, RTO's risk profile, audit costs, amount of work, annual report, flowchart, rights and responsibilities	43	23.2
Send as letter as well as email / emails get lost amongst all other emails	13	7.0
Provide more follow up support / case manager / personal contact	11	5.9
Run workshops / public info sessions	10	5.4
Did not want greater regulatory burden / not worth the risk or effort	8	4.3
Invited but not yet started	7	3.8
Good follow up support	6	3.2

RTO: New national standards for RTOs

This topic focused on ASQA's implementation of new national standards for RTOs introduced in 2014/2015.

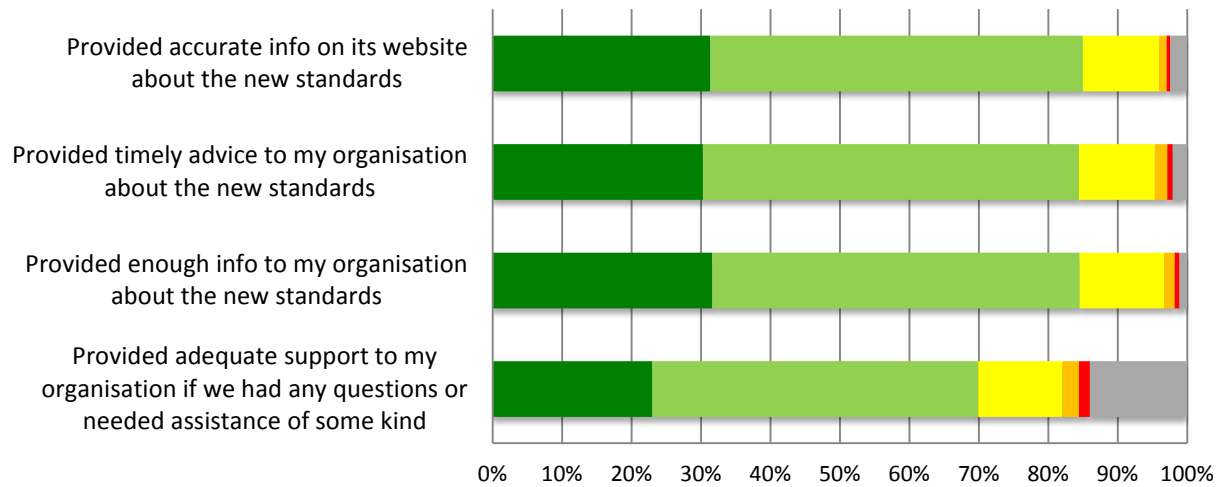
The results are displayed in the table and chart below and are all good results. The item *provided adequate support to my organisation if we had any questions or needed assistance of some kind* had a relatively higher proportion of *don't know* responses. This could be interpreted as a positive situation: that everything was clear enough and support was not needed.

% positive excludes don't know / no answer

RTO: NEW NATIONAL STANDARDS FOR RTOS	% +VE
Provided accurate info on its website about the new standards n=2043	87.1
Provided timely advice to my organisation about the new standards n=2050	86.2
Provided enough info to my organisation about the new standards (through workshops, emails, website, guide, ASQA Update, etc) n=2070	85.5
Provided adequate support to my organisation if we had any questions or needed assistance of some kind n=1800	81.3

RTO: New national standards for RTOs

% of respondents choosing a rating point, n=2093



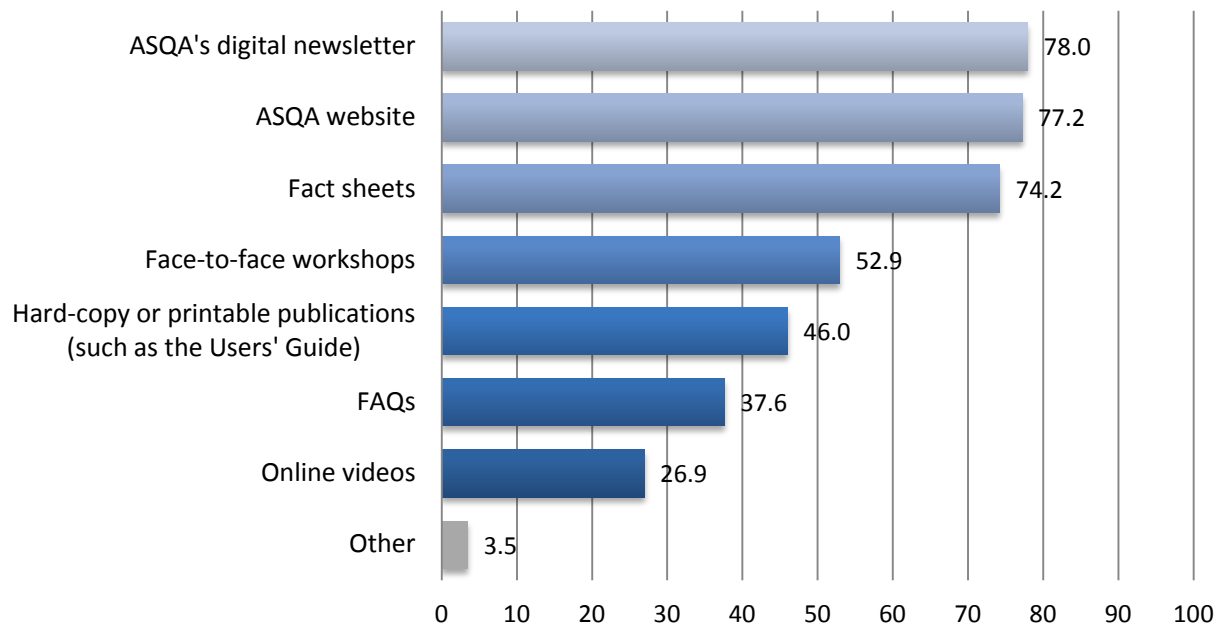
	Provided adequate support to my organisation if we had any questions or needed assistance of some kind	Provided enough info to my organisation about the new standards	Provided timely advice to my organisation about the new standards	Provided accurate info on its website about the new standards
■ Excellent	23.0	31.6	30.3	31.3
■ Good	46.9	52.9	54.1	53.7
■ Fair	12.1	12.2	10.9	11.0
■ Poor	2.4	1.5	1.8	1.1
■ Very poor	1.6	.7	.8	.5
■ DK or NA or No answer	14.0	1.1	2.1	2.4

RTO: Being informed by ASQA

Respondents were asked to indicate how they preferred to be informed about compliance requirements. ASQA's digital newsletter and the ASQA website were most commonly used. Refer to chart below. Open-ended comments indicated that other preferred methods were by phone, email, webinars and professional networks.

RTO: Preferred method of accessing information in compliance

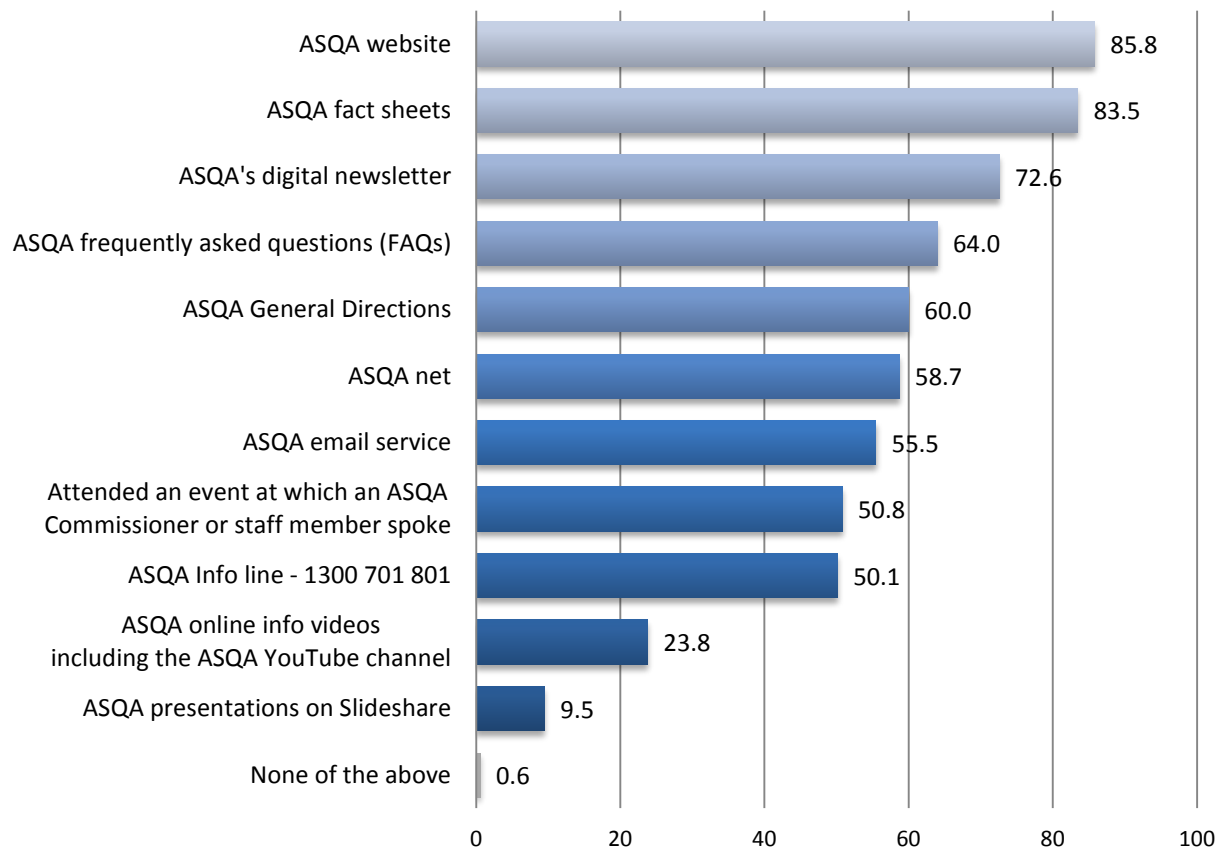
Multiple answers allowed; % based on n=2093



Respondents were then asked to indicate which of ASQA's channels of information they had used in the past 12 months. The majority of respondents used the ASQA website (86%) and then *ASQA fact sheets* (84%). Usage of online information videos remained the least used channel at 24%. See chart below. Respondents were subsequently asked to rate the performance of each source they had used.

RTO: ASQA information channels used by RTOs

Multiple answers allowed: % based on n=2093



RTO: ASQA's fact sheets

A large majority of respondents had used ASQA's fact sheets (84%) in the previous 12 months. All items in the table below scored higher than 90% positive—an excellent result.

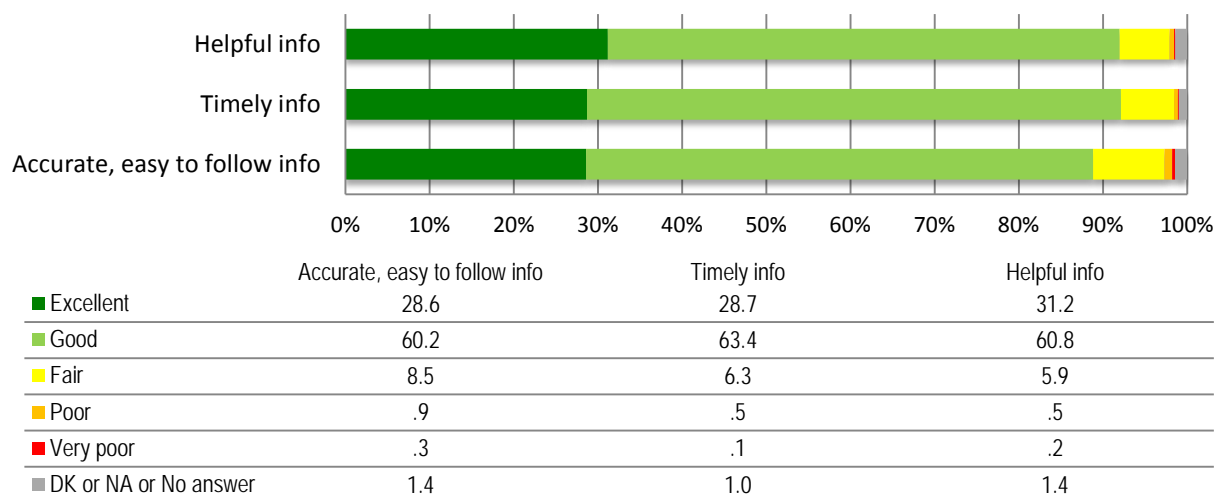
% positive excludes don't know / no answer

RTO: ASQA FACT SHEETS	% +VE
Helpful information n=1724	93.3
Timely information n=1731	93.1
Accurate, easy-to-follow info n=1723	90.1

The frequency distribution chart below shows very few negative responses (<2%) for fact sheets.

RTO: ASQA fact sheets

% of respondents choosing a rating point, n=1748



Fact sheet improvement suggestions

Respondents who indicated that they had received fact sheets were asked for improvement suggestions. A total of 277 respondents offered comments. Apart from being happy with the current format, the key suggestion was to provide more examples, details and/or flowcharts in the fact sheets.

RTO: FACT SHEET IMPROVEMENT SUGGESTIONS based on n=277	FREQ	%
All good/ no improvements needed	89	32.1
More examples, details, flowcharts	56	20.2
Too wordy / simplify language and layout	24	8.7
More of them / more regularly	24	8.7
Other	23	8.3
Confusing / complex / make clearer	14	5.1
Send alerts when available or make feed better from website	11	4.0
Get them out faster / earlier / at appropriate times	9	3.2

RTO: ASQA's FAQs

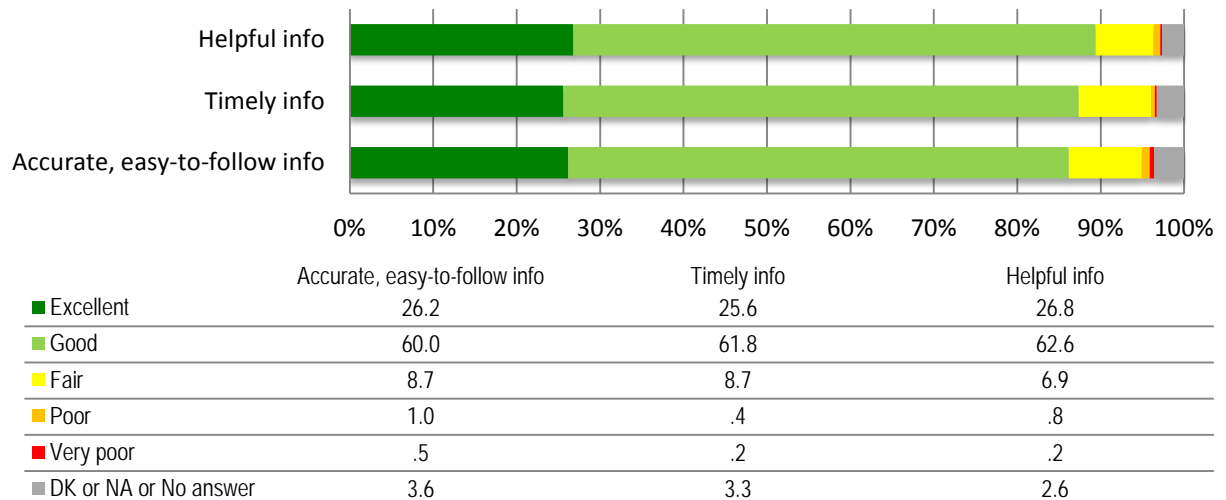
Around two-thirds of respondents had used ASQA's FAQs (64%) in the previous 12 months. All items received high positive scores. Refer to the table and chart below.

% positive excludes don't know / no answer

RTO: ASQA FAQs	% +VE
Helpful information n=1724	91.8
Timely information n=1296	90.4
Accurate, easy-to-follow info n=1723	89.4

RTO: ASQA FAQs

% of respondents choosing a rating point, n=1340



FAQs improvement suggestions

Respondents who indicated that they had used FAQs were asked for improvement suggestions. 160 respondents offered comments, with the most common themes presented in the table below. Apart from being happy with the current format, the key suggestion was to provide more examples, scenarios and/or questions, including addressing some "hard" questions.

RTO: FAQs IMPROVEMENT SUGGESTIONS n=160		FREQ	%
All good/ no improvements needed		49	30.6
More examples, scenarios, questions, including hard questions		33	20.6
Other (one off suggestions)		20	12.5
Less wordy / bureaucratic / more user friendly		12	7.5
Have better searching / suggest alternative key words		11	6.9
Have them in one location / grouped in topics		6	3.8
More of them		6	3.8
Confusing / vague		5	3.1
Update frequently		5	3.1
Send alerts when they are put up / changed		5	3.1
Tailor them to different types of RTOs		5	3.1

RTO: ASQA's general directions

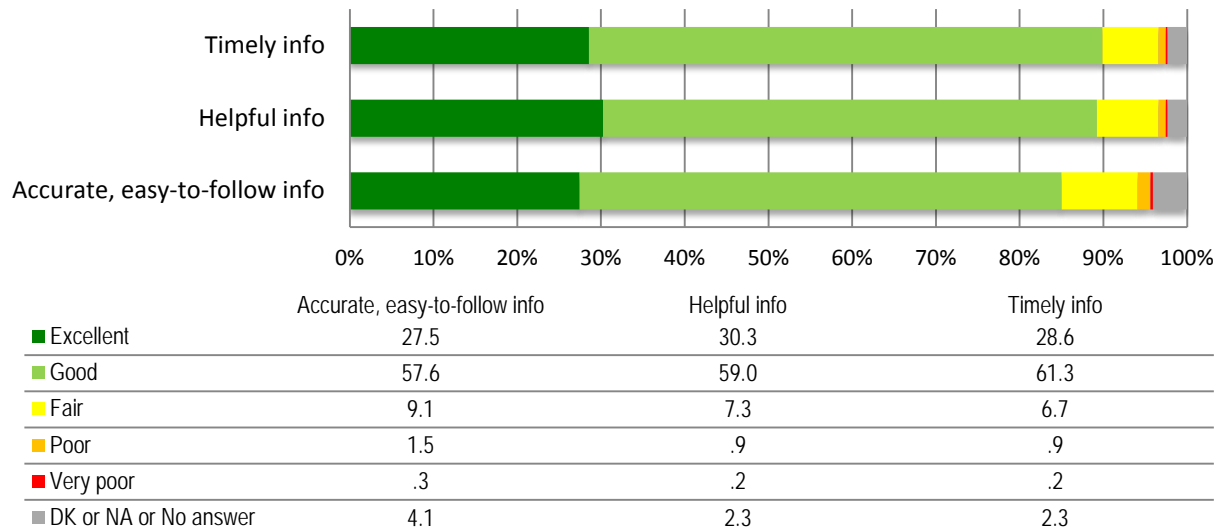
Three in five respondents had used ASQA's general directions (60%) in the previous 12 months. A large majority of users gave the General Directions a positive ratings (89% and higher).

% positive excludes don't know / no answer

RTO: ASQA GENERAL DIRECTIONS	% +VE
Timely information n=1227	92.0
Helpful information n=1227	91.4
Accurate, easy-to-follow info n=1205	88.6

RTO: ASQA's General Directions

% of respondents choosing a rating point, n=1256



General Directions improvement suggestions

Respondents who stated they had used General Directions were asked to provide suggestions for improvement. From the 145 respondents who provided a response, around a third was happy with general directions in their current form and offered no improvement suggestions. The most common improvement theme was around writing, more specifically clarity of the text and wanting simple English.

RTO: GENERAL DIRECTIONS IMPROVEMENT SUGGESTIONS n=145	FREQ	%
All good/ no improvements needed	45	31.0
Other	17	11.7
Write more clearly / be less confusing	16	11.0
Write in simple English	16	11.0
Include more examples, scenarios and templates	15	10.3
Release earlier	10	6.9
Problems with links to other areas or include links to other areas	8	5.5
Have more of them	5	3.4
Make them easier to find	5	3.4
Address a wider audience	5	3.4

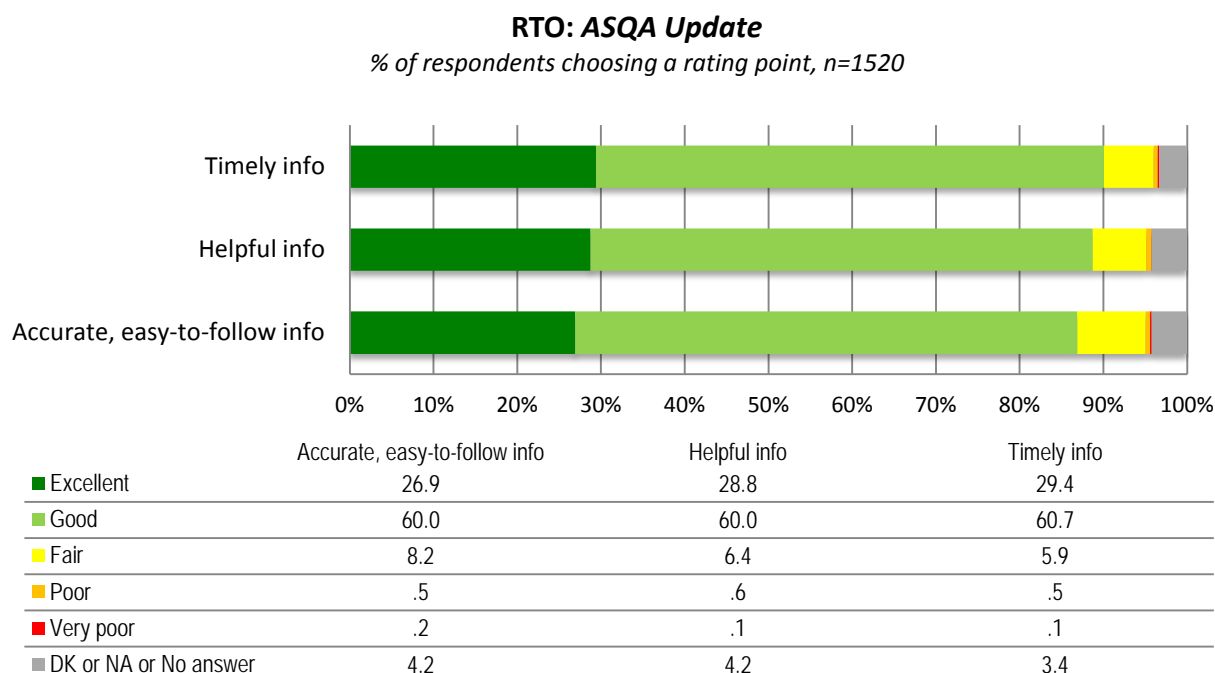
RTO: ASQA Update

ASQA Update was very positively rated, with all items achieving above 91% positive. Timeliness achieved the highest score, but helpful information was close behind.

% positive excludes don't know / no answer

RTO: ASQA UPDATE	% +VE
Timely information n=1469	93.2
Helpful information n=1456	92.7
Accurate, easy-to-follow info n=1456	90.7

The frequency distribution chart below shows the strong positive response for this channel.



ASQA Update improvement suggestions

Respondents who indicated that they had received *ASQA Update* were asked for improvement suggestions. A total of 97 respondents offered comments. Apart from being happy with the current format, the key suggestion was to have updates more often and to write *ASQA Update* in a clear, simple and more structured way.

RTO: ASQA UPDATE IMPROVEMENT SUGGESTIONS n=97		FREQ	%
All good / no improvements needed		41	42.3
Other		14	14.4
Do them more often		12	12.4
Use simple English / less jargon		11	11.3
Send an alert / have them emailed to all RTOs		10	10.3
Include more examples, specific cases		4	4.1
Release as change happens / more timely release		3	3.1

ASQA's online information videos

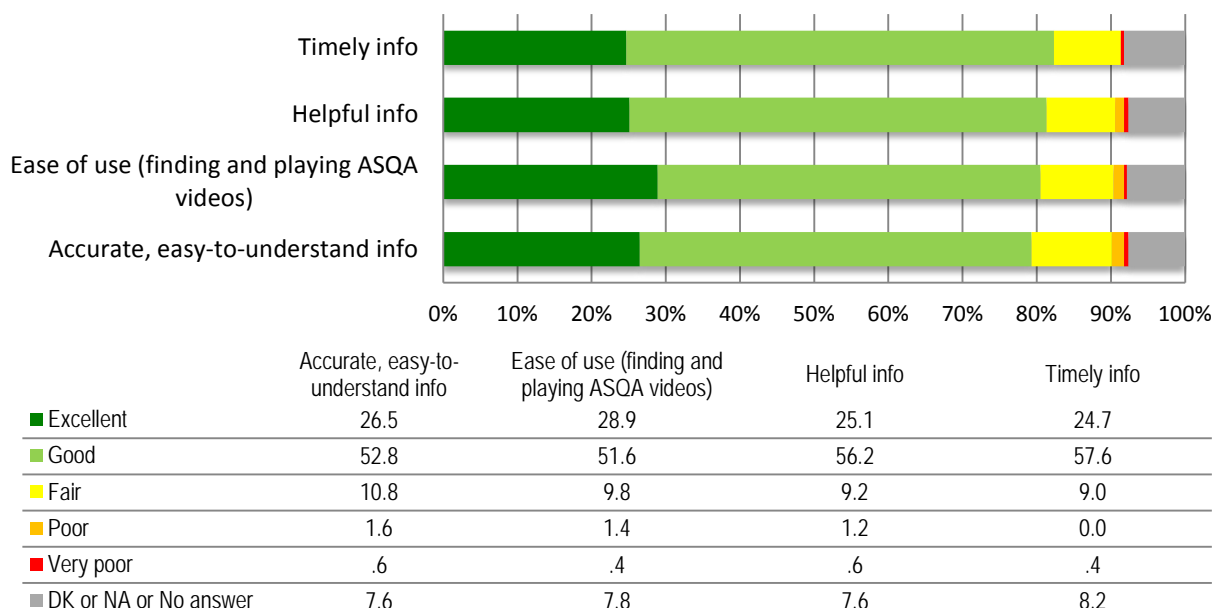
All % positive scores for each item in this topic were in the mid to high 80s—an excellent result.

% positive excludes don't know / no answer

RTO: ONLINE INFORMATION VIDEOS	% +VE
Timely information n=457	89.7
Helpful information n=460	88.0
Ease of use (finding and playing ASQA videos) n=459	87.4
Accurate, easy-to-understand information n=460	85.9

RTO: ASQA online information video

% of respondents choosing a rating point, n=498



Online information video improvement suggestions

Apart from offering positive comments, respondents who offered suggestions indicated that the videos could be presented more informally and dynamically. This is consistent with the 2014 results.

RTO: ONLINE INFORMATION VIDEO IMPROVEMENT SUGGESTIONS n=65		FREQ	%
Dull, boring, repetitive intro, just reading the Act		18	27.7
All good		16	24.6
Other		9	13.8
Produce more		6	9.2
Have more examples / specifics		5	7.7
OK for entry level but not advanced		4	6.2
Make them shorter / with chapters		4	6.2
Promote them more		3	4.6

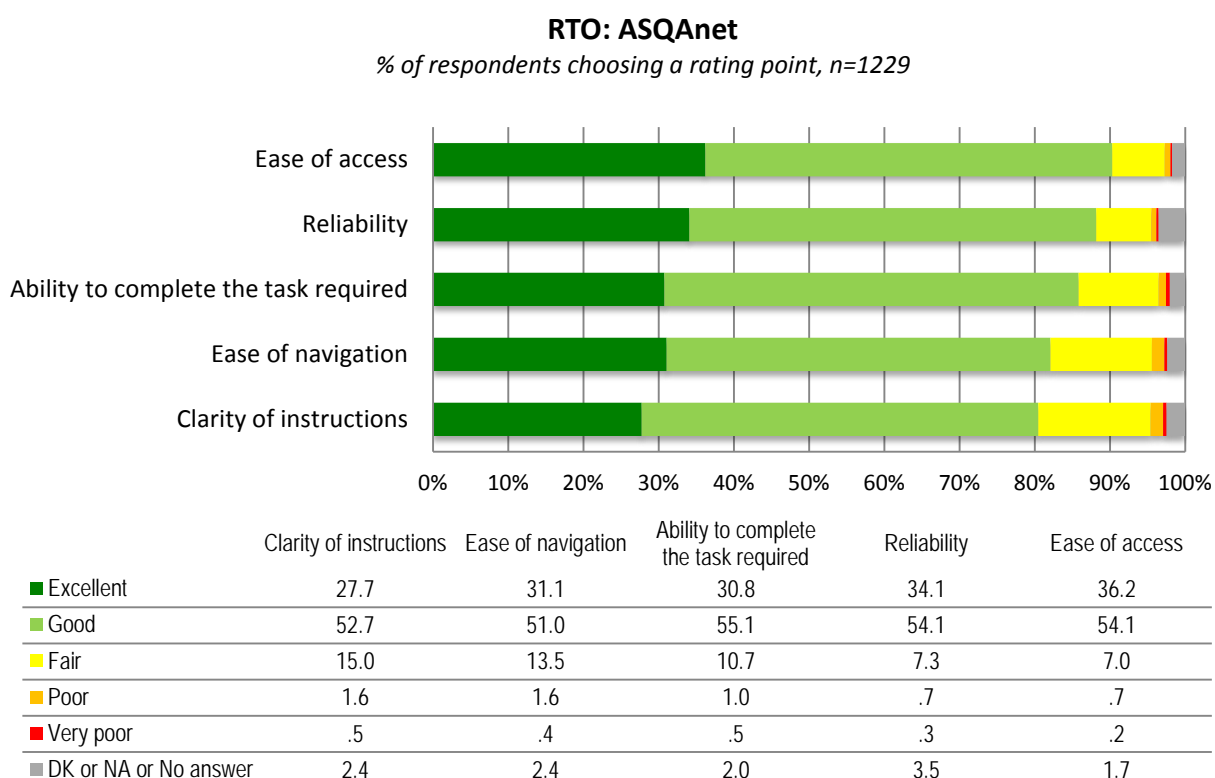
RTO: ASQAnet

On average, ASQAnet was rated very positively. Ease of access and reliability were two of the highest rated items in the RTO survey.

% positive excludes don't know / no answer

RTO: ASQANET	% +VE
Ease of access n=1208	91.9
Reliability n=1186	91.4
Ability to complete the task required n=1204	87.6
Ease of navigation n=1200	84.1
Clarity of instructions n=1199	82.5

There are very few negative responses in the frequency distribution chart below.



ASQAnet improvement suggestions

Of those respondents who had used *ASQAnet*, when asked how it could be improved, 174 respondents provided suggestions. Apart from positive comments, more common suggestions focused on *ASQAnet* needing a technical enhancement / additional features. Further suggestions were around instructions being clearer and including more of them.

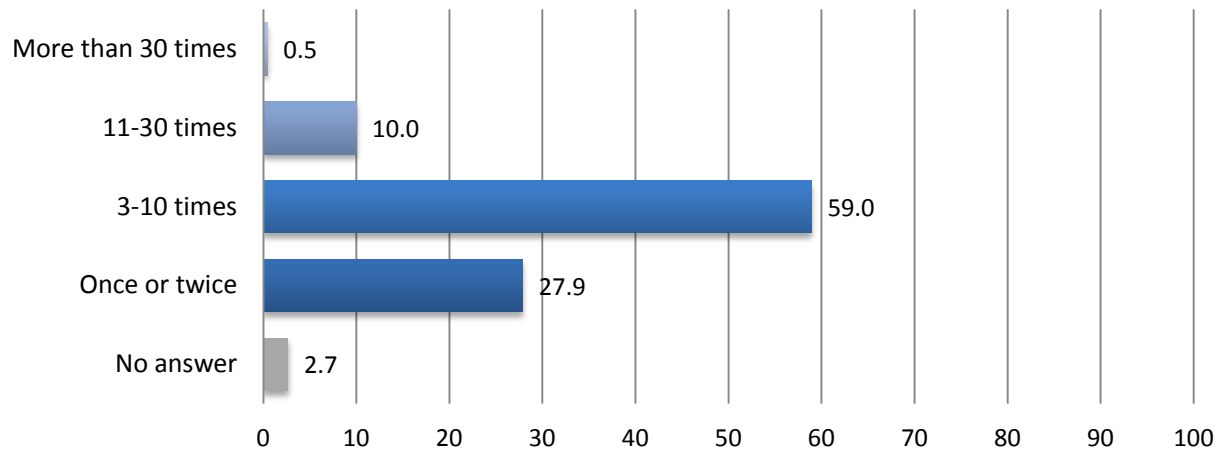
RTO: ASQAnet IMPROVEMENT SUGGESTIONS n=174		FREQ	%
Technical enhancement / feature suggested		49	28.2
Good / no improvements		48	27.6
Need clearer instructions / more instructions		25	14.4
Navigation is clunky / menus not clear		16	9.2
Add CRICOS applications		8	4.6
Other		7	4.0
First time use / starting a new application not intuitive		6	3.4

RTO: ASQA Info line

Respondents were asked to indicate how many times they had used the Info line in the 2014/2015 financial year. Most commonly, respondents indicated 3-10 times (59%). This pattern of results for frequency of contact was almost identical to 2014 results.

RTO: Number of times ASQA Info line was contacted in 2014/2015

% of respondents, n=1050



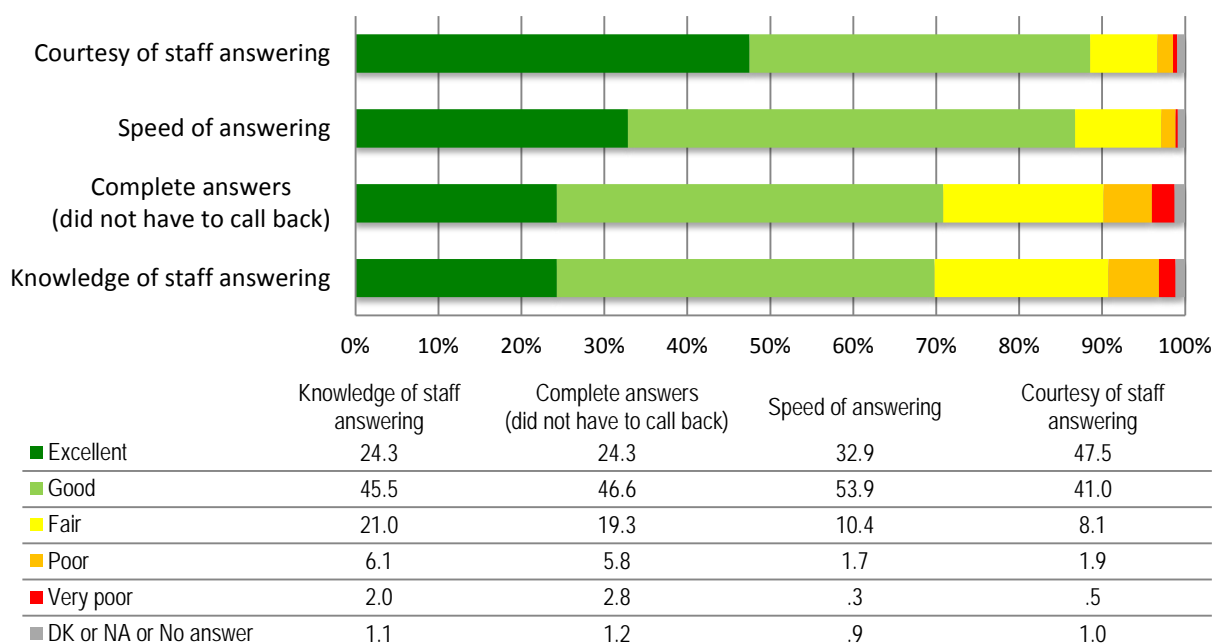
The table below demonstrates that staff courtesy and speed of answering were rated highly, whereas getting complete answers and staff knowledge show some room for improvement. These two latter items are probably highly related, that is, there was a need to call back because an ASQA staff member did not know all the details of a situation. There is some room for improvement in the bottom two items in the table below.

% positive excludes don't know / no answer

RTO: ASQA INFO LINE	% +VE
Courtesy of staff answering n=1040	89.4
Speed of answering n=1041	87.5
Complete answers (did not have to call back) n=1125	71.7
Knowledge of staff answering n=1038	70.6

RTO: ASQA Info line

% of respondents choosing a rating point, n=1050



Info line improvement suggestions

Respondents who indicated that they had contacted the *Info line* were asked for improvement suggestions. A total of 218 respondents offered comments. Aside from respondents providing positive comments about the service or comments on the improved service, the most common themes were about staff - their lack of knowledge / helpfulness / not perceived as being experts, providing conflicting advice and respondents' need to speak to an expert.

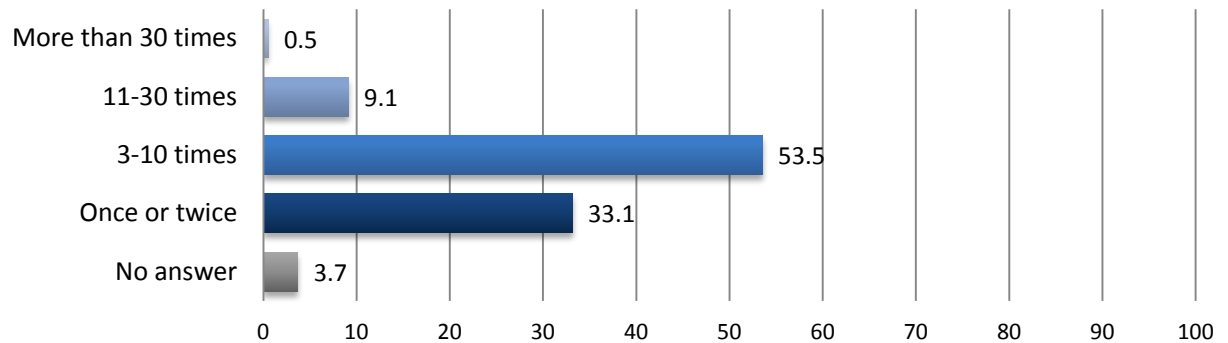
RTO: INFO LINE SUGGESTED IMPROVEMENTS n=218	FREQ	%
Lack of knowledge / not helpful / not experts / poor understanding of RTOs	73	33.5
Good / very improved service	63	28.9
Conflicting advice from different staff members	18	8.3
Want to speak to an expert / person spoke to previously / case manager	14	6.4
Told to email instead	13	6.0
Other	9	4.1
Just referred to website / standards	8	3.7
Poor attitude	7	3.2
Long waiting / response time	7	3.2

RTO: ASQA's email service

Most commonly (54%), RTOs used ASQA's email service 3-10 times in the last year and a third (33%) used it once or twice a year.

RTO: Number of times ASQA email service was contacted in 2014/2015

% of respondents, n=1162



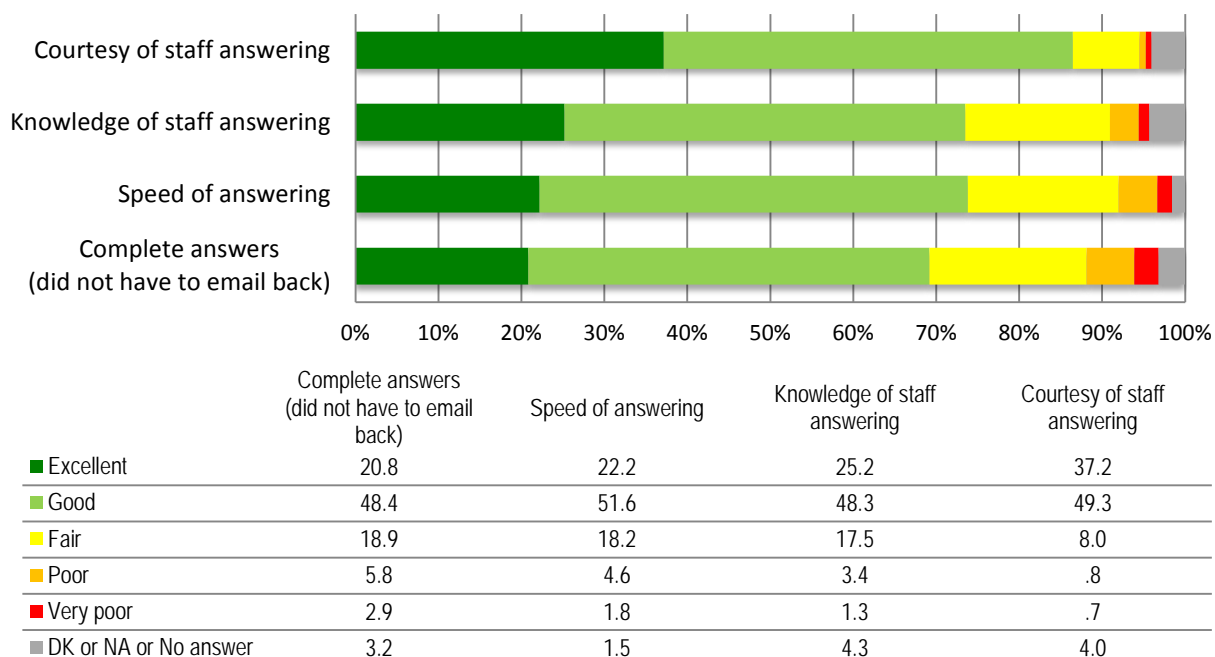
For the ASQA email service, the % positive scores were relatively high for courtesy of staff answering (90%). Knowledge of staff came in slightly better for the email service compared to Info line, possibly because staff have more time to research and/or consider their answers. There is some room for improvement in completeness of answers.

% positive excludes don't know / no answer

RTO: ASQA'S EMAIL SERVICE	% +VE
Courtesy of staff answering n=1115	90.1
Knowledge of staff answering n=1112	76.8
Speed of answering n=1144	75.0
Complete answers n=1125	71.5

RTO: ASQA email service

% of respondents choosing a rating point, n=1162



Email service improvement suggestions

Respondents who indicated that they had contacted the email service were asked for improvement suggestions. A total of 197 respondents offered comments. There were two clear improvement themes: faster turnaround and give specific, tailored advice, not a standard response or referral to the website.

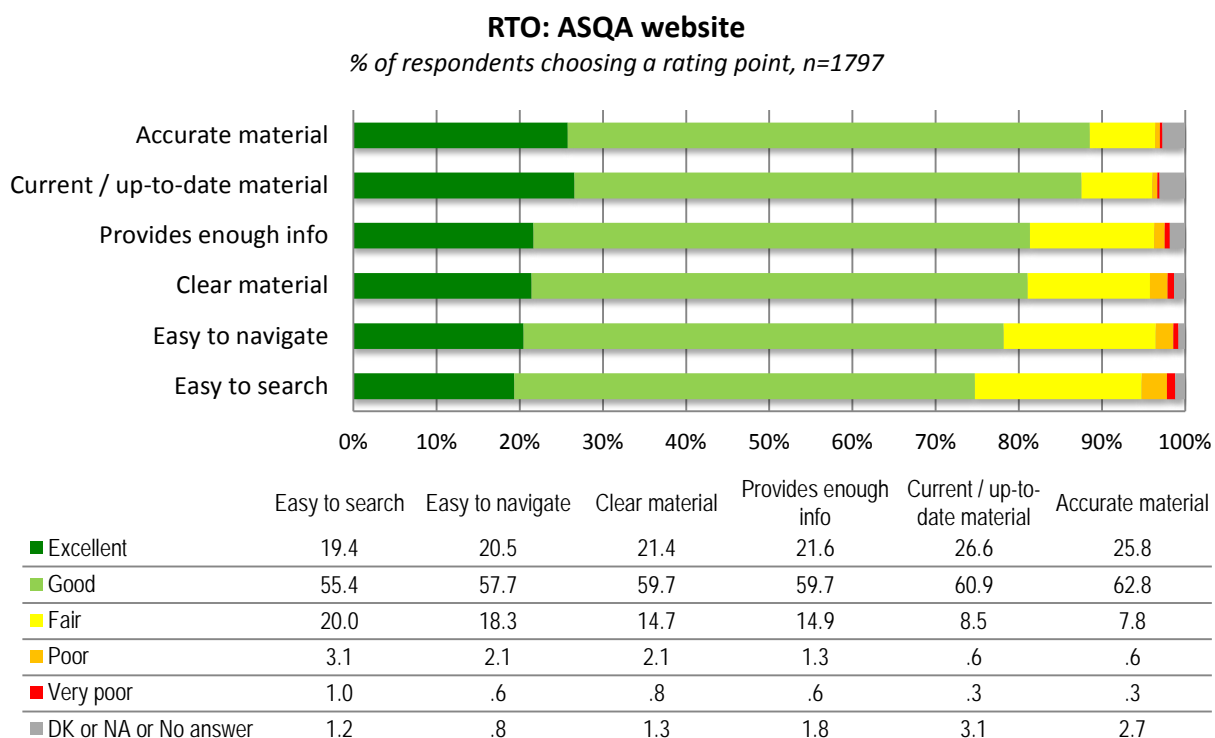
RTO: EMAIL SERVICE SUGGESTED IMPROVEMENTS n=197		FREQ	%
Improve response time / provide a response		49	24.9
Good		49	24.9
Be more specific / unambiguous / helpful / don't offer standard answers		38	19.3
Don't refer to website / standard as the answer		17	8.6
Train staff more		9	4.6
Other		8	4.1
Get subject matter experts to answer / provide specific contact / have case managers		7	3.6
Offer consistent advice / service		6	3.0

RTO: ASQA's website

ASQA's website was used by 86% of respondents and was the most commonly used information channel for RTOs. Percent positive scores were 76% or above for all website dimensions surveyed, with accurate and current material scoring highest. The search and navigation of the website has a little room for improvement, as reflected in respondents' improvement suggestions.

% positive excludes don't know / no answer

RTO: ASQA's WEBSITE	% +VE
Accurate material n=1748	91.0
Current / up-to-date material n=1742	90.3
Provides enough info n=1764	82.9
Clear material n=1773	82.2
Easy to navigate n=1783	78.8
Easy to search n=1776	75.6



Website improvement suggestions

Respondents who indicated that they had used the website were asked for improvement suggestions. Of the 200 respondents who offered comments, the navigation and search functions were key areas of improvement. There were also some suggestions about adding specific new features to the site. Of note, one out of five respondents indicated they liked the website and that it has improved over the last 12 months.

RTO: WEBSITE SUGGESTED IMPROVEMENTS n=200	FREQ	%
Make it easier to find things / improve navigation	52	26.0
Positive – good website, has improved	41	20.5
Suggestion of specific new feature	23	11.5
Make searching better / more key words	22	11.0

RTO: WEBSITE SUGGESTED IMPROVEMENTS n=200		FREQ	%
Make it more user friendly / simpler		16	8.0
Content needs to be clearer / more specific		15	7.5
Make sure it is up to date / accurate		12	6.0
Other		9	4.5
More information on specific issues wanted		7	3.5

RTO: Speech or presentation by ASQA Commissioner or senior staff member

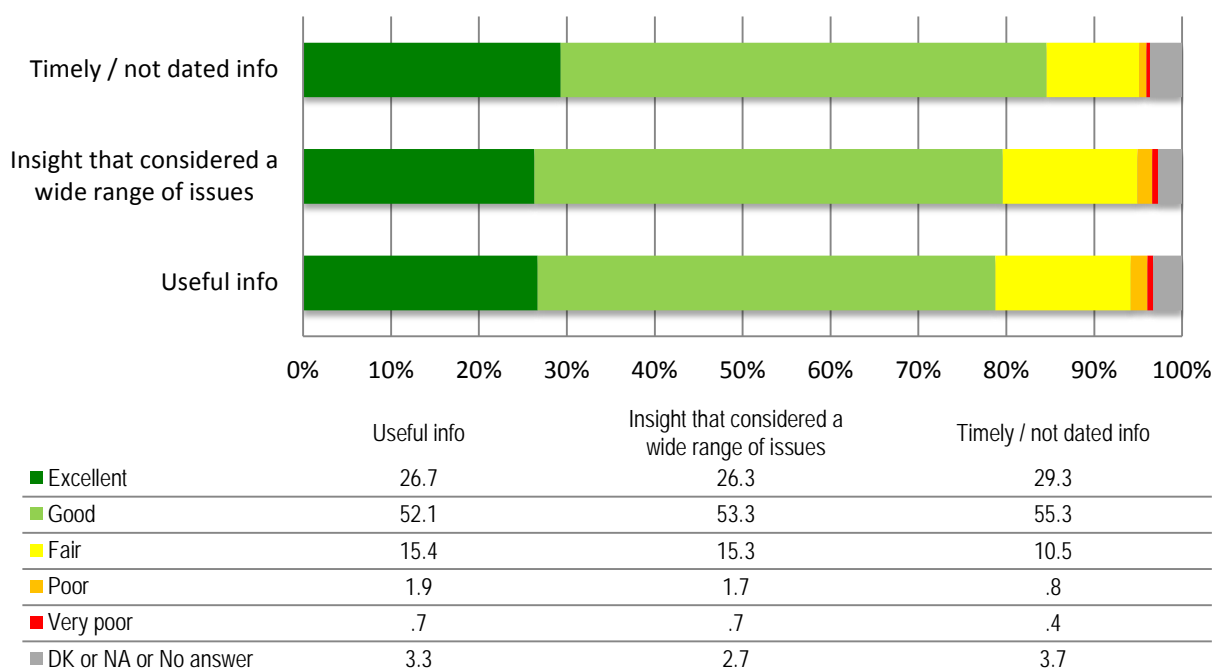
There was little variation in the scores for this topic—all rated above 80% which is a good result.

% positive excludes don't know / no answer

RTO: SPEECH / PRESENTATION	% +VE
Timely / not dated information n=1025	87.8
Insight that considered a wide range of issues n=1035	81.8
Useful information n=1029	81.4

RTO: Speech by ASQA Commissioner or senior staff member

% of respondents choosing a rating point, n=1064



ASQA speech improvement suggestions

Respondents who indicated that they had attended an ASQA staff member speech or presentation were asked for improvement suggestions. A total of 176 respondents offered comments. The most useful improvement suggestions were around style of delivery, responding to and preparing for questions and offering a more tailored or specific content. It appears that one or a handful of presenters may need considerable presentation training (and some RTOs offered their services). Also, some presenters appeared to have little time to prepare their presentations and therefore were not fully briefed.

RTO: SPEECH / PRESENTATION SUGGESTED IMPROVEMENTS n=176	FREQ	%
Poor / boring delivery / don't read slides / don't be patronising	41	23.3
All good / no improvements needed	25	14.2
Presenters to answer questions / be more knowledgeable / better prepared	22	12.5
Use examples / case studies / be more specific	16	9.1
Be more interactive / have more / longer Q&A	15	8.5
Consider audience level / be more tailored / address hard issues	13	7.4
Other	9	5.1
Want more / more regular workshops	8	4.5
Conflicting info presented / info changed before or after presentation	8	4.5
Nothing new learned / too many stats that we've heard before	6	3.4
Don't rehash what is on website	6	3.4

RTO: Comments about ASQA's information systems or service channels

Respondents were asked to comment in general about ASQA's information systems or service channels. A total of 172 respondents offered comments. The most common themes are presented in the table below. Over half of the respondents indicated that ASQA was doing well and gave a positive comment about a specific element of service or that ASQA had improved in the last 12 months. The most common suggestion for improvement was for ASQA to offer more personal contact, through a case manager or offering workshops in regional areas.

Also, and not a common theme in this particular question, but a common theme throughout channel improvement answers was for ASQA to be more specific, to provide examples or scenarios or to answer questions less vaguely.

RTO: ASQA's INFORMATION SYSTEMS OR SERVICE CHANNEL SUGGESTED IMPROVEMENTS n=172	FREQ	%
Positive / lot of improvement	96	55.8
More personal contact like case manager / workshops including in regional areas	16	9.3
Other	15	8.7
Info line staff need to be more knowledgeable	6	3.5
High cost / burden of compliance	6	3.5

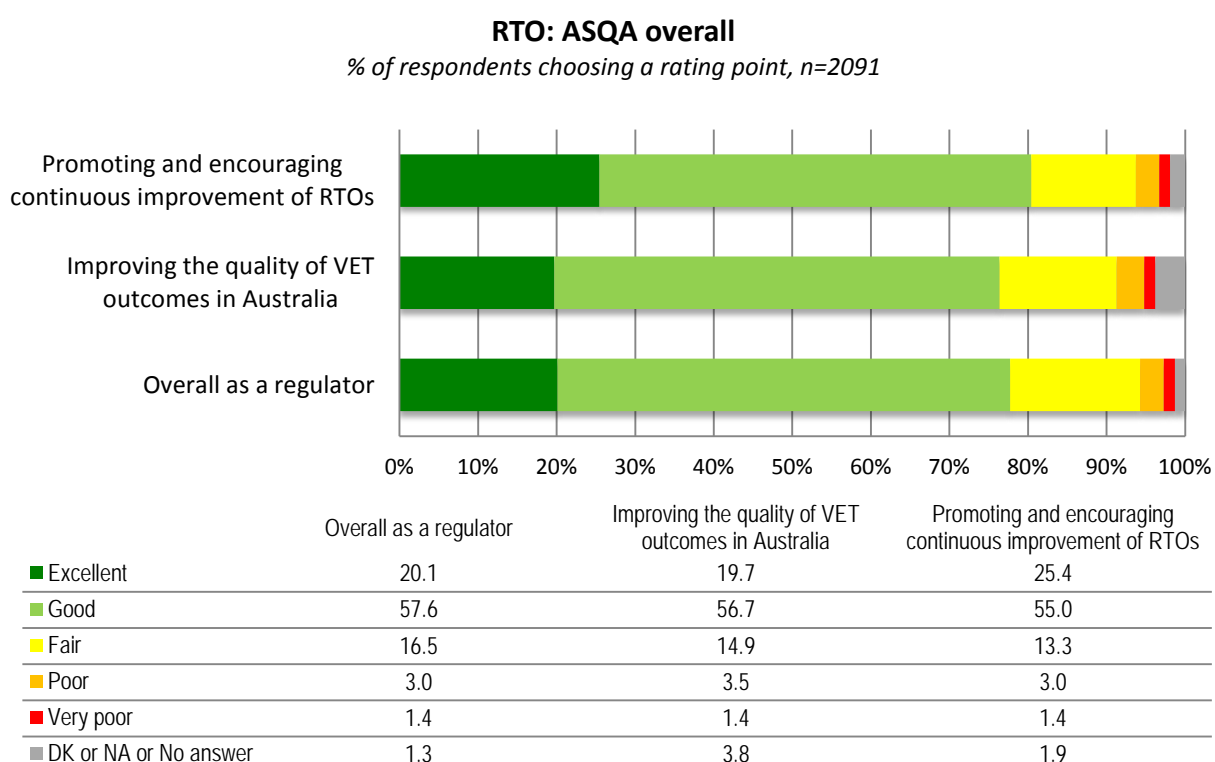
RTO: ASQA Overall

Respondents were asked to rate ASQA as a regulator. Promoting and encouraging continuous improvement of RTOs scored relatively higher than the other two items (82%).

The RTO results were considerably more positive than stakeholders' feedback. While the % positive score for all items were 68% or above, there is still room for some improvement across all items. Open-ended comments indicated support for ASQA to continue its focus on improving the quality of VET outcomes in Australia.

% positive excludes don't know / no answer

RTO: OVERALL	% +VE
Promoting and encouraging continuous improvement of RTOs n=2051	82.0
Improving the quality of VET outcomes in Australia n=2012	79.4
Overall as a regulator n=2064	78.7



RTO: What ASQA needs to improve

A total of 782 respondents provided suggestions about what ASQA could do to improve. Refer to the table below for common themes from over 550 randomly selected comments. A number of respondents indicated that there was nothing that needed improvement. The most common suggestion for improvement was around the theme of ASQA enforcing regulations more strongly and removing rogue / dodgy / cowboy RTOs who are causing reputation damage to the industry at large.

RTO: WHAT ASQA NEEDS TO IMPROVE based on n=550	FREQ	%
Enforce more strongly / remove dodgy RTOs - it reduces reputation of VET sector	108	19.6
Be more friendly / helpful / supportive / less judgemental	47	8.5
Reduce regulatory burden even more particularly for small RTOs	37	6.7
Improve response times to emails, phone, applications and provide timeframes as well as progress	33	6.0
Audit-related	33	6.0
Positive feedback / no changes needed	30	5.5
Increase focus on training outcomes and continuous improvement instead of paperwork and procedures	29	5.3
Be clearer in standards, expectations and provide more templates / standard forms	27	4.9
More face-to-face workshops particularly in regional areas	26	4.7
Reduce fees / costs	26	4.7
One size does not fit all / consider different models and types of RTOs / be more flexible in accommodating different situations	19	3.5

RTO: What ASQA does well and that it should continue doing

A total of 724 respondents offered suggestions about what ASQA does well. The most commonly mentioned themes are listed below from a randomly selected sample of 501 comments. There were many different suggestions but customer service and ASQA's regulation including monitoring of compliance and dealing with dodgy RTOs were the most common themes.

RTO: WHAT ASQA DOES WELL based on n=501	FREQ	%
Customer service including helpful, courteous and knowledgeable staff	68	13.6
Regulation including monitoring for compliance, dealing with dodgy RTOs	64	12.8
Keep up the good work	60	12.0
Produces useful, consistent, accurate and accessible information	51	10.2
Keeps us up to date / provides timely information	50	10.0
Risk based approach	50	10.0
Good communication	46	9.2
Reducing regulatory requirements, including streamlining	26	5.2
Comments about good auditing	23	4.6
Website	22	4.4
Publications (fact sheets, user guides, FAQs)	21	4.2
Fast turnaround / quick response or processing time	20	4.0
Focuses on quality, setting a high standard and continuous improvement of VET sector	19	3.8

RTO year comparison

ASQA's performance, as perceived by RTOs, has improved significantly in many areas over the last 12 months, particularly around many aspects of applications and overall ratings as a regulator. This improvement is reflected in both numeric results and qualitative comments.

Increases in positive ratings were observed across nearly all measures, with timeliness, helpfulness of information and follow-up assistance all improving significantly from a statistical perspective. Carrying on a key theme in 2014 survey results, RTOs commented positively on ASQA's improvements and read it as a sign that ASQA had not only listened to them but acted on their feedback.

This is an excellent result for a 12 month period and shows that ASQA's hard work has been noticed and paid off in overall perceptions as a regulator.

The table below shows comparable items between 2014 and 2015 surveys and is sorted by the amount of difference in % positive scores between the two years. Another table of the same data but sorted by topic area is displayed in attachment 2 of this report.

% positive excludes don't know / no answer

Yellow highlight indicates statistically significantly different at 95% confidence level

TOPIC	ITEM	Count	2015 % +VE	2014 % +VE	± %
Renewing CRICOS registration	The time ASQA took to act on the application	62	79.7	52.7	27.0
Renewing CRICOS registration	Any follow-up assistance that was required	62	82.0	60.2	21.8
Renewing CRICOS registration	Helpfulness of information about making applications on ASQA's website	62	81.4	61.7	19.6
Initial Course Accreditation	Any follow-up assistance that was required	80	83.6	65.5	18.1
Course amendment	ASQA's evaluation report	78	84.7	67.3	17.4
Course amendment	Helpfulness of information about making applications on ASQA's website	78	82.8	65.4	17.4
Initial RTO Registration	Helpfulness of information about making applications on ASQA's website	104	76.0	58.9	17.1
Renewing CRICOS registration	Clarity of ASQA's application form (easy to understand)	62	85.2	68.6	16.6
Initial RTO Registration	The time ASQA took to act on the application	104	56.3	41.3	15.1
Renewing RTO registration	The time ASQA took to act on the application	527	82.5	68.0	14.5
Course amendment	Clarity of ASQA's application form (easy to understand)	78	87.0	73.5	13.5
Change scope CRICOS	Any follow-up assistance that was required	113	77.6	64.8	12.8
Change scope CRICOS	The time ASQA took to act on the application	113	68.2	55.7	12.5
Course amendment	Information provided about the progress of application processing	78	75.0	62.5	12.5
Accreditation Assessor	Knowledge	229	85.7	73.2	12.5
Consultation and communication	Minimises the effort to get an answer to a question	2093	70.3	58.0	12.3

TOPIC	ITEM	Count	2015 % +VE	2014 % +VE	± %
Renewing RTO registration	Helpfulness of information about making applications on ASQA's website	527	83.2	71.1	12.1
ASQA overall	Promoting and encouraging continuous improvement of RTOs	2091	82.0	70.1	12.0
ASQA overall	Improving the quality of VET outcomes in Australia	2091	79.4	67.6	11.8
Renewing course accreditation	ASQA's evaluation report	116	82.6	70.9	11.7
Change scope RTO registration	Helpfulness of information about making applications on ASQA's website	968	85.9	74.4	11.5
Renewing course accreditation	Any follow-up assistance that was required	116	75.8	64.6	11.2
Course amendment	Any follow-up assistance that was required	78	78.9	67.7	11.2
Accreditation Assessor	Professionalism	229	90.6	79.5	11.1
Initial RTO Registration	Clarity of ASQA's application form (easy to understand)	104	81.6	70.6	10.9
Change scope RTO registration	Any follow-up assistance that was required	968	85.2	74.3	10.9
Change scope RTO registration	The time ASQA took to act on the application	968	87.3	76.5	10.7
ASQA overall	Overall as a regulator	2091	78.7	68.0	10.7
Consultation and communication	Provides sufficient contact information so that I or my organisation can contact / recontact an ASQA staff member if necessary	2093	73.6	62.9	10.6
ASQA info line	Complete answers (did not have to call back)	1050	71.7	61.2	10.5
Renewing RTO registration	Any follow-up assistance that was required	527	82.7	72.4	10.3
Accreditation Assessor	Organisational skills	229	87.3	77.5	9.8
Change scope CRICOS	Helpfulness of information about making applications on ASQA's website	113	74.3	64.6	9.7
Initial CRICOS registration	Clarity of ASQA's application form (easy to understand)	32	84.4	75.0	9.4
Renewing course accreditation	Information provided about the progress of application processing	116	66.4	57.1	9.2
Consultation and communication	Provides timely information to the VET sector in general about changes to regulations / general directions	2093	83.3	74.2	9.1
ASQA info line	Knowledge of staff answering	1050	70.6	61.9	8.7
Initial RTO Registration	Any follow-up assistance that was required	104	70.6	61.9	8.7
Initial CRICOS registration	The time ASQA took to act on the application	32	66.7	58.3	8.3
Renewing course accreditation	Helpfulness of information about making applications on ASQA's website	116	67.9	59.6	8.2

TOPIC	ITEM	Count	2015 % +VE	2014 % +VE	± %
ASQA's website	Clear material	1797	82.2	74.1	8.0
ASQA's speeches/ presentations	Timely / not dated information	1064	87.8	80.2	7.6
Paying a fee or charge	Any follow-up assistance that was required	1646	85.1	77.6	7.5
ASQA info line	Courtesy of staff answering	1050	89.4	82.5	6.9
Accreditation Assessor	Objectivity	229	86.9	80.1	6.8
Initial Course Accreditation	Helpfulness of information about making applications on ASQA's website	80	69.4	62.7	6.7
Change scope CRICOS	Clarity of ASQA's application form (easy to understand)	113	78.7	72.4	6.3
ASQA's website	Provides enough information	1797	82.9	76.7	6.2
Renewing RTO registration	Clarity of ASQA's application form (easy to understand)	527	87.7	81.7	6.0
ASQA online info video's	Timely information	498	89.7	83.8	5.9
Changing / Updating details	Any follow-up assistance that was required	731	72.5	66.7	5.8
Change scope RTO registration	Clarity of ASQA's application form (easy to understand)	968	91.2	85.4	5.8
Course amendment	The time ASQA took to act on the application	78	76.8	71.1	5.7
ASQA's website	Easy to search	1797	75.6	69.9	5.7
Initial Course Accreditation	The time ASQA took to act on the application	80	67.6	61.9	5.6
Changing / Updating details	Ease of updating / changing our details	731	73.5	68.3	5.2
ASQA Update	Helpful information	1520	92.7	87.7	5.0
ASQA Update	Timely information	1520	93.2	88.2	5.0
ASQA's email service	Complete answers (did not have to email back)	1162	71.5	66.7	4.8
Renewing course accreditation	The time ASQA took to act on the application	116	67.0	62.3	4.7
ASQA's website	Accurate material	1797	91.0	86.3	4.7
Changing / Updating details	Quality of instructions provided	731	79.4	74.9	4.5
ASQA's website	Easy to navigate	1797	78.8	74.4	4.4
ASQA's email service	Courtesy of staff answering	1162	90.1	86.2	3.9
ASQA's website	Current / up-to-date material	1797	90.3	86.4	3.9
ASQA net	Ability to complete the task required	1229	87.6	84.1	3.5
ASQA's email service	Knowledge of staff answering	1162	76.8	73.3	3.4

TOPIC	ITEM	Count	2015 % +VE	2014 % +VE	± %
Paying a fee or charge	Options available to make a payment	1646	89.8	86.5	3.3
ASQA info line	Speed of answering	1050	87.5	84.3	3.2
Paying a fee or charge	Clarity of ASQA's invoice	1646	89.9	86.8	3.1
ASQA net	Ease of access	1229	91.9	89.0	2.9
ASQA's speeches/ presentations	Insight that considered a wide range of issues	1064	81.8	79.0	2.9
Initial Course Accreditation	Information provided about the progress of application processing	80	67.6	64.8	2.8
Paying a fee or charge	Ease of making a payment	1646	91.6	88.8	2.8
Initial Course Accreditation	ASQA's evaluation report	80	76.8	74.2	2.6
Renewing course accreditation	Clarity of ASQA's application form (easy to understand)	116	72.4	69.8	2.6
ASQA net	Clarity of instructions	1229	82.5	80.2	2.3
Initial Course Accreditation	Clarity of ASQA's application form (easy to understand)	80	75.0	72.8	2.2
ASQA net	Ease of navigation	1229	84.1	82.3	1.7
ASQA's email service	Speed of answering	1162	75.0	73.3	1.7
ASQA's speeches/ presentations	Useful information	1064	81.4	80.1	1.3
Initial CRICOS registration	Helpfulness of information about making applications on ASQA's website	32	75.0	73.9	1.1
Other applications	Helpfulness of information about making applications on ASQA's website	62	74.1	73.3	0.7
Other applications	The time ASQA took to act on the application	62	77.8	77.4	0.4
Reconsider decision	Helpfulness of information about making these types of applications on ASQA's website	64	40.4	40.8	-0.5
Reconsider decision	The time ASQA took to act on your application	64	43.1	45.9	-2.8
Reconsider decision	Any follow-up assistance that was required	64	38.5	42.4	-3.9
Initial CRICOS registration	Any follow-up assistance that was required	32	66.7	75.0	-8.3
Other applications	Clarity of ASQA's application form (easy to understand)	62	75.9	85.3	-9.4
Other applications	Any follow-up assistance that was required	62	66.7	81.8	-15.2

RTO attribute analysis

The following section compares the results of the RTO survey using three RTO attributes; number of unique enrolments, state and units. Only items which were statistically significantly different at the 95% confidence level have been included in the report. These differences are presented using mean scores only and were analysed using independent samples t test or analysis of variance (ANOVA).

Using the three attributes of number of enrolments, state and units, there were only 15 statistically significant different items across all the 117 rated items in the survey. This considerable lack of difference indicates that RTOs have consistent interactions with ASQA irrespective of location or size—and this is a good result. For most RTOs ASQA interacts with different organisations similarly, despite some comments about public and private RTOs being treated differently.

The rating scale used to assess items in the comparative analysis is displayed in the table below. For example, a mean (average) score of 4.0 indicates that, overall, respondents agreed that ASQA was performing at a *good* level on a particular item.

RATING SCALE DESCRIPTION	ASSIGNED NUMERIC VALUE
Excellent	5
Good	4
Fair	3
Poor	2
Very poor	1

The eight items in the table below were different when analysed by number of unique student enrolments. The *None* category is significantly less positive across all items, with positive ratings increasing as number of student enrolments increase.

SIGNIFICANTLY DIFFERENT ITEMS TOPIC / ITEM	NUMBER OF UNIQUE STUDENT ENROLMENTS				
	None	1-50	51-200	201-500	500+
Renewing RTO registration - Helpfulness of information about making applications on ASQA's website	3.7	4.0	4.0	4.0	4.2
Change scope RTO registration - Any follow-up assistance that was required	3.6	4.1	4.2	4.0	4.2
Paying a fee or charge - Options available to make a payment	4.1	4.2	4.2	4.2	4.3
Paying a fee or charge - Ease of making a payment	4.2	4.2	4.3	4.3	4.4
Paying a fee or charge - Any follow-up assistance that was required	3.8	4.0	4.1	4.0	4.3
New National Standards for RTOs - Provided enough information to my organisation about the new standards	4.0	4.1	4.2	4.1	4.2
ASQA overall - Promoting and encouraging continuous improvement of RTOs	3.8	4.0	4.1	4.0	4.1
ASQA overall - Overall as a regulator	3.8	3.9	4.0	3.9	4.0

The five items in the table below were different when analysed by state. Three of the items related to ASQA's General Directions (timely information, helpful information and accurate, easy to follow information). NT respondents tended to rate the items significantly lower, whereas NSW and VIC respondents scored significantly higher on all items.

SIGNIFICANTLY DIFFERENT ITEMS				STATE				
TOPIC / ITEM	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
VET regulatory reform - Paying a fee to ASQA that was the same as the previous year has reduced regulatory burden for my RTO	4.0	4.2	3.7	4.1	4.0	3.6	4.2	4.2
ASQA fact sheets - Timely information	4.1	4.2	3.9	4.2	4.2	4.2	4.3	4.1
ASQA General Directions - Timely information	4.1	4.3	3.7	4.2	4.2	3.9	4.3	4.1
ASQA General Directions - Helpful information	4.1	4.3	3.6	4.2	4.1	4.0	4.3	4.1
ASQA General Directions - Accurate, easy-to-follow information	4.1	4.3	3.6	4.1	4.1	4.0	4.2	4.0

The last two items were different when analysed by units of scope. The 20+ units category was significantly more positive on both items and the 11-20 units category was significantly less positive.

SIGNIFICANTLY DIFFERENT ITEMS		NUMBER OF UNITS			
TOPIC / ITEM	0 units	1-10	11-20	20+	
ASQA overall - Overall as a regulator	3.9	3.7	2.8	4.0	
Change scope RTO registration - The time ASQA took to act on the application	4.1	4.1	3.8	4.2	

Stakeholder key findings

This section outlines the key findings for the stakeholder survey by topic. For each topic, the percent positive scores are presented along with the frequency distribution. Tables and frequency distribution charts are sorted by the percentage of positive scores. The most common themes within free text comments are presented where relevant.

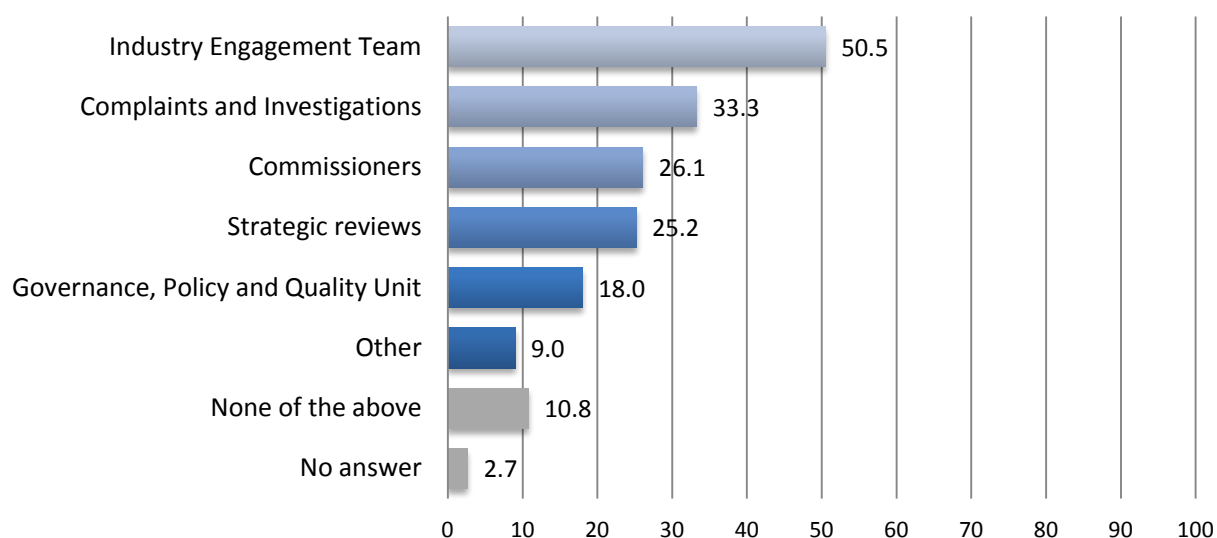
Overall, there was a majority of positive responses with 65% of rated items achieving a positive score of 75% or more of (respondents who indicated an item was *excellent* or *good* on the rating scale) and 96% of rated items achieving 50% or more positive responses – an improvement from last year (51% and 87%).

Stakeholder: Interacting with ASQA

When asked to indicate which areas of ASQA respondents had dealt with in the last 12 months, around half had interacted with the Industry Engagement Team (51%). See chart below. Note that 11% indicated that they had no interaction.

Stakeholder: Areas of ASQA dealt with in the last 12 months

Multiple answers allowed: % based on n=111



Stakeholder: Demonstration of ASQA's values

Respondents were asked to rate how well ASQA staff demonstrated each of its values. Consistent with previous years, independence was the highest rated value at 81%. Collaboration and transparency were the lowest rated values, also in the same position as in previous years.

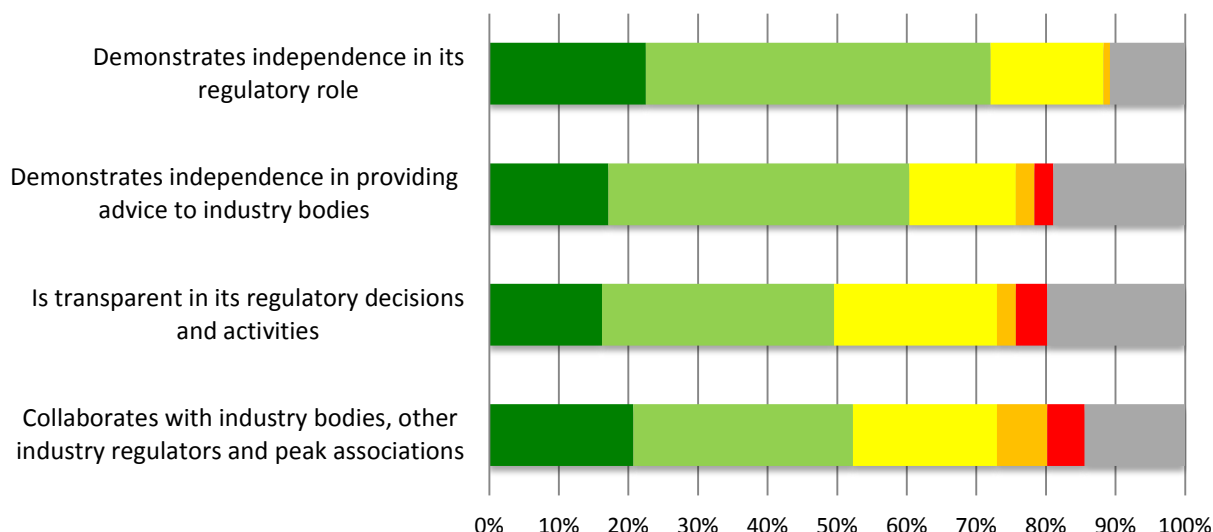
% +ve excludes don't know / no answer

STAKEHOLDER: ASQA's VALUES		% +VE
Demonstrates independence in its regulatory role n=99		80.8
Demonstrates independence in providing advice to industry bodies n=90		74.4
Is transparent in its regulatory decisions and activities n=89		61.8
Collaborates with industry bodies, other industry regulators and peak associations n=95		61.1

It is important to note the fairly high proportion of *don't know / no answer* answers in the chart below. For all four items in this topic between 11% and 20% of respondents indicated they *did not know* or did not answer the question. This may be because some stakeholders had very little personal interaction with ASQA.

Stakeholders: ASQA's demonstration of its values

% of respondents choosing a rating point, n=111



	Collaborates with industry bodies, other industry regulators and peak associations	Is transparent in its regulatory decisions and activities	Demonstrates independence in providing advice to industry bodies	Demonstrates independence in its regulatory role
■ Excellent	20.7	16.2	17.1	22.5
■ Good	31.5	33.3	43.2	49.5
■ Fair	20.7	23.4	15.3	16.2
■ Poor	7.2	2.7	2.7	.9
■ Very poor	5.4	4.5	2.7	0.0
■ Don't know or No answer	14.4	19.8	18.9	10.8

Stakeholder: Consultation and communication

Consistent with previous years, consultation and communication was one of the lowest scoring topics in the stakeholder survey. For this topic only one item rated over 75% positive. The items with the lowest ratings were about feedback and complaints, and for this survey, these are very low positive scores.

% +ve excludes *don't know / no answer*

STAKEHOLDER: CONSULTATION AND COMMUNICATION n=111		% +VE
Provides timely information to the VET sector in general about changes to regulations / general directions n=93		78.7
Open to hearing concerns about the quality of VET outcomes n=90		70.0
Provides sufficient contact information so that I or my organisation can contact / recontact an ASQA staff member if necessary n=104		69.2
Provides timely, quality advice about the VET sector to my organisation n=89		65.6
Effectively engages with stakeholders such as my organisation n=104		64.4
Seeks feedback from stakeholders, such as my organisation, on issues that affect you n=102		62.7
Minimises the effort to get an answer to a question n=88		59.1

STAKEHOLDER: CONSULTATION AND COMMUNICATION n=111		% +VE
Acts on stakeholder feedback n=85		54.1
Acts on complaints received about its own performance n=51		45.1
Acts on complaints received about training providers n=82		43.9

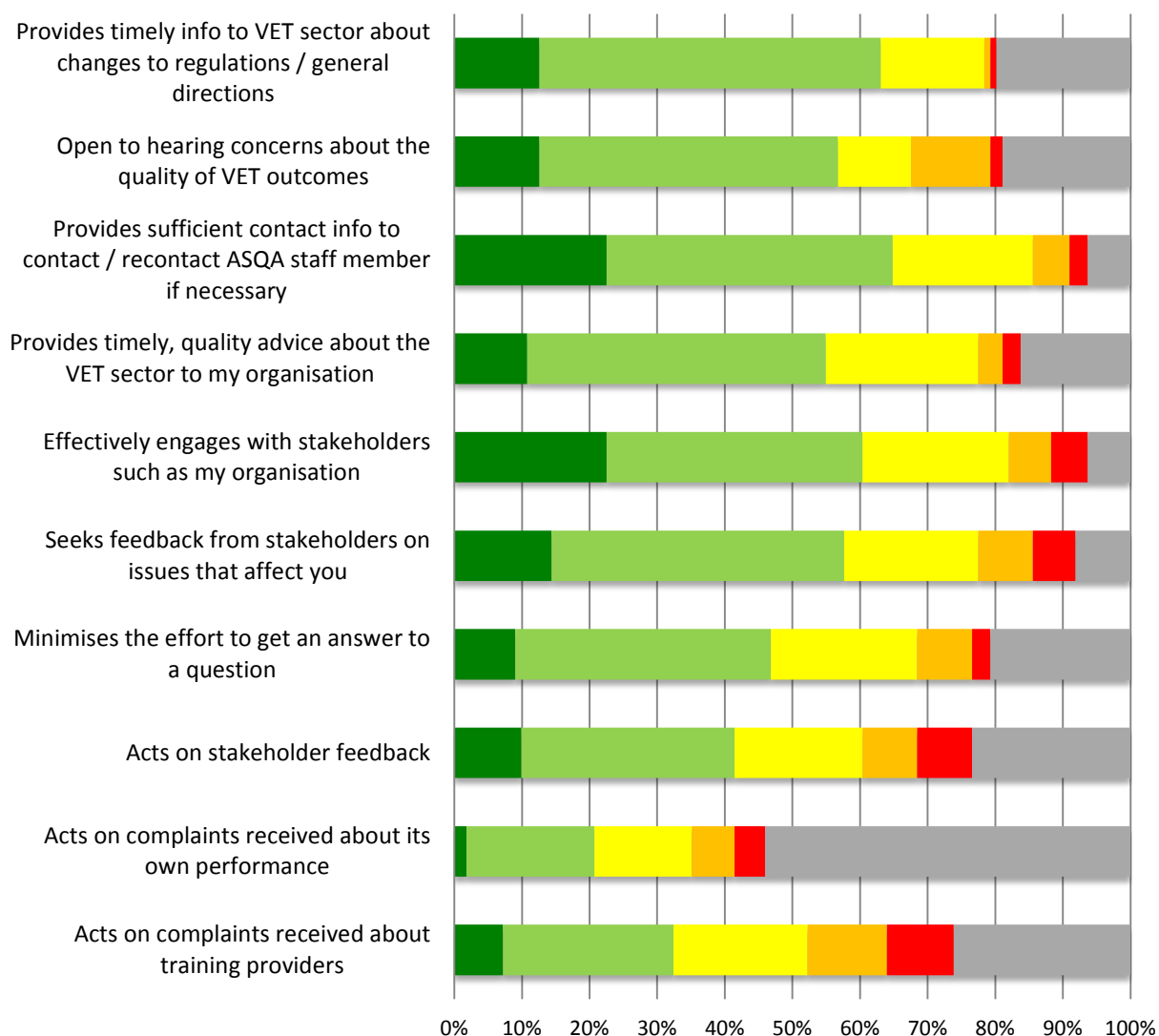
The chart below displays the frequency distribution for answers within this topic. Views for individual items vary greatly and indicate that opinions are not homogenous for the topic. Note that for some items the proportion of respondents that chose *don't know / no answer* was relatively high, in particular for the item *Acts on complaints received about its own performance* at 54%. This may be because stakeholders have not made complaints or have no knowledge of complaints that have been made about ASQA. ASQA also may not publicise these complaints and their responses.

Around 65% of respondents indicated that ASQA had effectively engaged with their organisation, 63% indicated that ASQA had sought feedback and only 54% indicated that ASQA had acted on their feedback—all results with considerable room for improvement. However, all of these items also had a relatively high proportion of negative responses.

Given the small sample size and given the high proportion of *don't know / no answer* responses across this topic, the results for the topic should be treated as somewhat indicative only.

Stakeholders: Consultation and communication

% of respondents choosing a rating point, n=111



	Acts on complaints received about training providers	Acts on complaints received about its own performance	Acts on stakeholder feedback	Minimises the effort to get an answer to a question	Seeks feedback from stakeholders on issues that affect you	Effectively engages with stakeholders such as my organisation	Provides timely, quality advice about the VET sector to my organisation	Provides sufficient contact info to contact / recontact ASQA staff member if necessary	Open to hearing concerns about the quality of VET outcomes	Provides timely info to VET sector about changes to regulations / general directions
■ Excellent	7.2	1.8	9.9	9.0	14.4	22.5	10.8	22.5	12.6	12.6
■ Good	25.2	18.9	31.5	37.8	43.2	37.8	44.1	42.3	44.1	50.5
■ Fair	19.8	14.4	18.9	21.6	19.8	21.6	22.5	20.7	10.8	15.3
■ Poor	11.7	6.3	8.1	8.1	8.1	6.3	3.6	5.4	11.7	.9
■ Very poor	9.9	4.5	8.1	2.7	6.3	5.4	2.7	2.7	1.8	.9
■ Don't know or NA or No answer	26.1	54.1	23.4	20.7	8.1	6.3	16.2	6.3	18.9	19.8

Stakeholder: Comments on values, consultation and communication

Respondents who rated an item as *fair*, *poor* or *very poor* were given the opportunity to explain their response. A total of 49 respondents chose to answer. Commonly mentioned themes included:

- No or slow response / not timely / poor response
- No enforcement of compliance / not dealing properly with low quality RTOs
- Poor communication / follow up on communications
- Poor investigation of complaints being lodged – process and timeliness.

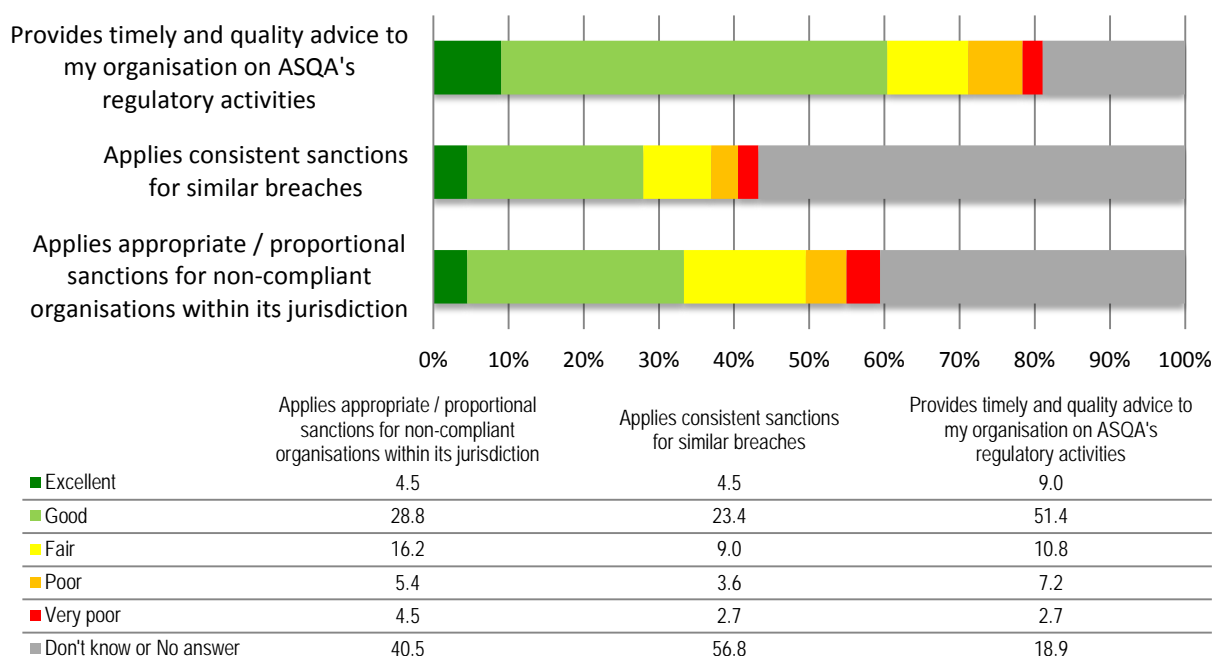
Stakeholder: Regulatory decisions

Similar to last year's results, the three items within the topic of regulatory decisions had quite different results. Providing advice about regulatory decisions was rated fairly positively, whereas ratings for ASQA applying appropriate / proportional sanctions for non-compliant organisations within its jurisdiction was among the lowest scoring items overall. It is worth noting that the number of respondent who provided a *don't know* / *no answer* response was very high for this topic, therefore the results about sanctions should be interpreted with considerable caution.

% +ve excludes *don't know* / *no answer*

STAKEHOLDER: REGULATORY DECISIONS	% +VE
Provides timely and quality advice to my organisation on ASQA's regulatory activities n=90	74.4
Applies consistent sanctions for similar breaches n=48	64.6
Applies appropriate / proportional sanctions for non-compliant organisations within its jurisdiction n=66	56.1

Stakeholders: Regulatory decisions
% of respondents choosing a rating point, n=111



Stakeholder: Comments on regulatory decisions

Respondents who answered *fair*, *poor* or *very poor* to any of the items about regulatory decisions were asked to explain their answers. A total of 31 respondents offered explanations. The three most commonly mentioned themes were:

- No or slow response / not timely / poor response
- No enforcement of compliance / not dealing properly with low quality RTOs
- Lack of communication / little to no contact

Stakeholder: VET regulatory reform

Around three in four respondents (74%) either *agreed* or *strongly agreed* that ASQA's VET regulatory reforms reduced the regulatory burden on RTOs. There was a high proportion of *don't know* / *no answer* responses (36%) for this item, maybe because some stakeholders did not have insight into how the changes affected RTOs.

Stakeholder: New national standards

All of the items in this topic scored above 75% positive—an excellent result—with a particularly high score for the timely advice provided to training providers about the new standards (91%). The lowest scoring item was for ASQA providing adequate support to training providers if they had any questions or needed assistance of some kind at 77%.

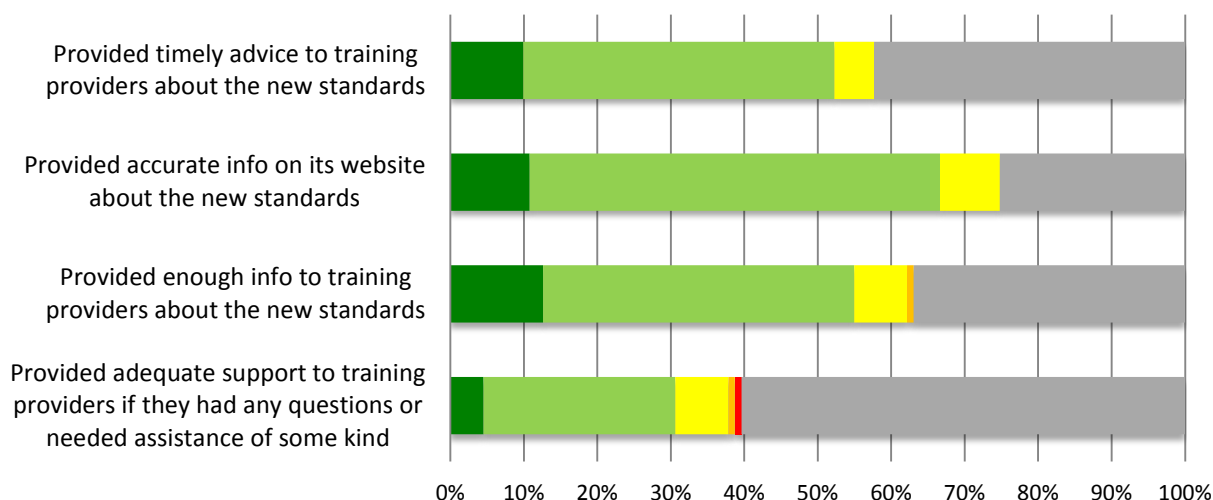
Of note, *don't know* / *no answer* responses for this topic ranged from 25% to 60%, and bases were relatively small, so results should be treated with caution.

% +ve excludes *don't know* / *no answer*

STAKEHOLDER: NEW NATIONAL STANDARDS		% +VE
Provided timely advice to training providers about the new standards n=64		90.6
Provided accurate information on its website about the new standards n=83		89.2
Provided enough information to training providers about the new standards (through workshops, emails, website, guide, ASQA Update, etc) n=70		87.1
Provided adequate support to training providers if they had any questions or needed assistance of some kind n=44		77.3

Stakeholder: New national standards

% of respondents choosing a rating point, n=111



	Provided adequate support to training providers if they had any questions or needed assistance of some kind	Provided enough info to training providers about the new standards	Provided accurate info on its website about the new standards	Provided timely advice to training providers about the new standards
■ Excellent	4.5	12.6	10.8	9.9
■ Good	26.1	42.3	55.9	42.3
■ Fair	7.2	7.2	8.1	5.4
■ Poor	.9	.9	0.0	0.0
■ Very poor	.9	0.0	0.0	0.0
■ Don't know or No answer	60.4	36.9	25.2	42.3

Stakeholder: ASQA staff

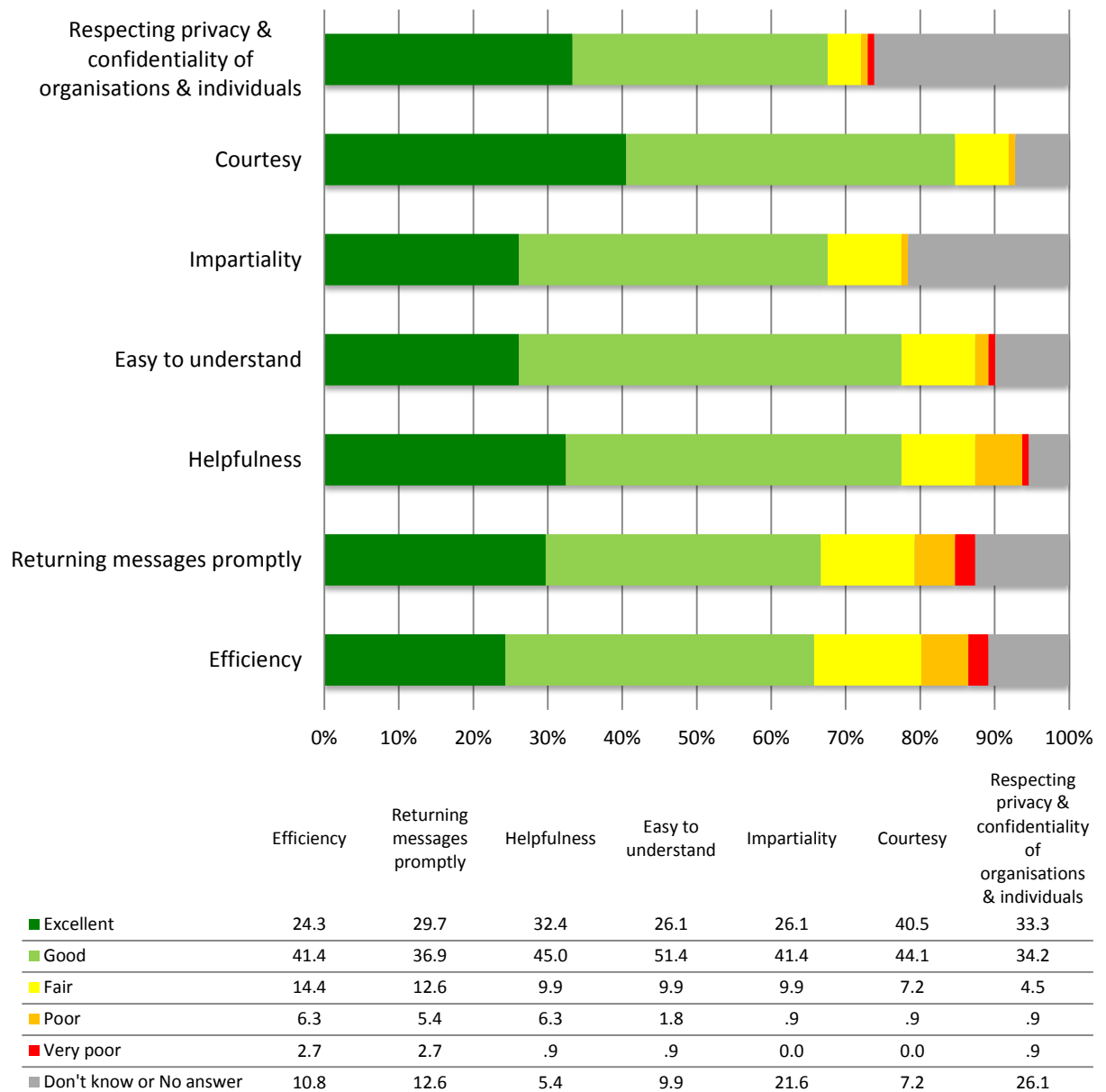
Similar to previous years, six of the seven items in this topic scored above 75% positive—an excellent result. Courtesy and respecting privacy/confidentiality remained the highest scoring items for this topic and were amongst the highest scoring items of the entire stakeholder survey. Efficiency is the lowest scoring item in the topic and was the only item that scored under 75% positive.

% +ve excludes don't know / no answer

STAKEHOLDER: ASQA STAFF	% +VE
Respecting the privacy and confidentiality of organisations and individuals n=82	91.5
Courtesy n=103	91.3
Impartiality n=87	86.2
Easy to understand n=100	86.0
Helpfulness n=105	81.9
Returning messages promptly n=97	76.3
Efficiency n=99	73.7

The frequency distribution chart below shows a strong positive response to most items—with negative scores less than 3% for four of the seven items and the others 9% or below. There were a number of *don't know / no answer* responses and this is highly likely to be related to respondents who had no or little interaction with ASQA in the 2014/15 period.

Stakeholder: ASQA staff
 % of respondents choosing an answer, n=111



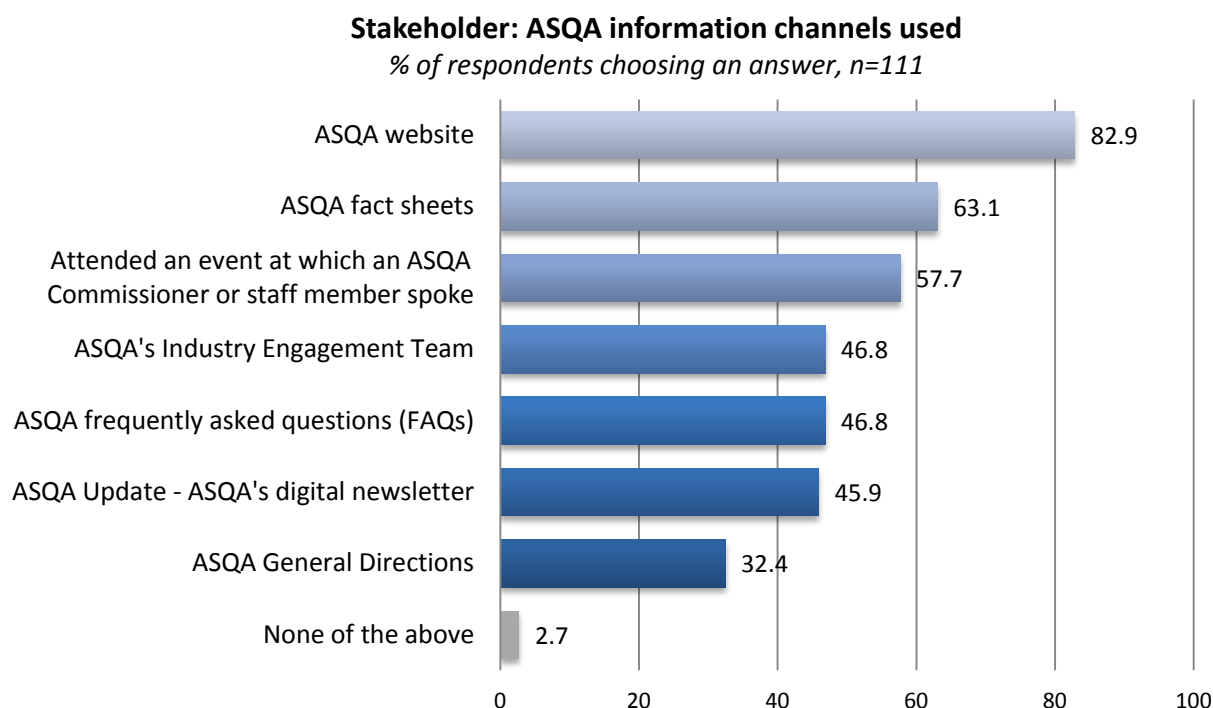
Stakeholder: Comments about ASQA staff

A total of 23 respondents offered comments about ASQA staff. The most common themes were:

- No enforcement of compliance / not dealing properly with low quality RTOs
- No or slow response / not timely / poor response
- Hard to contact
- Lack of knowledge of staff.

Stakeholder: Being informed about ASQA

Stakeholders were asked to indicate which information channels they had used in the 2014/2015 financial year. By far the most frequently used channel was the ASQA website (83%), then followed by ASQA fact sheets (63%) and ASQA speaker / event (58%). See chart below. The least commonly used channel was ASQA General Directions.



Respondents who indicated they used a particular method were given the opportunity to rate it. The following series of tables and charts display the results for each channel. The sample sizes for each of the channels is small and so all results should be interpreted with caution.

Stakeholder: ASQA fact sheets

The table below shows that all aspects of fact sheets scored very well with little variation between items.

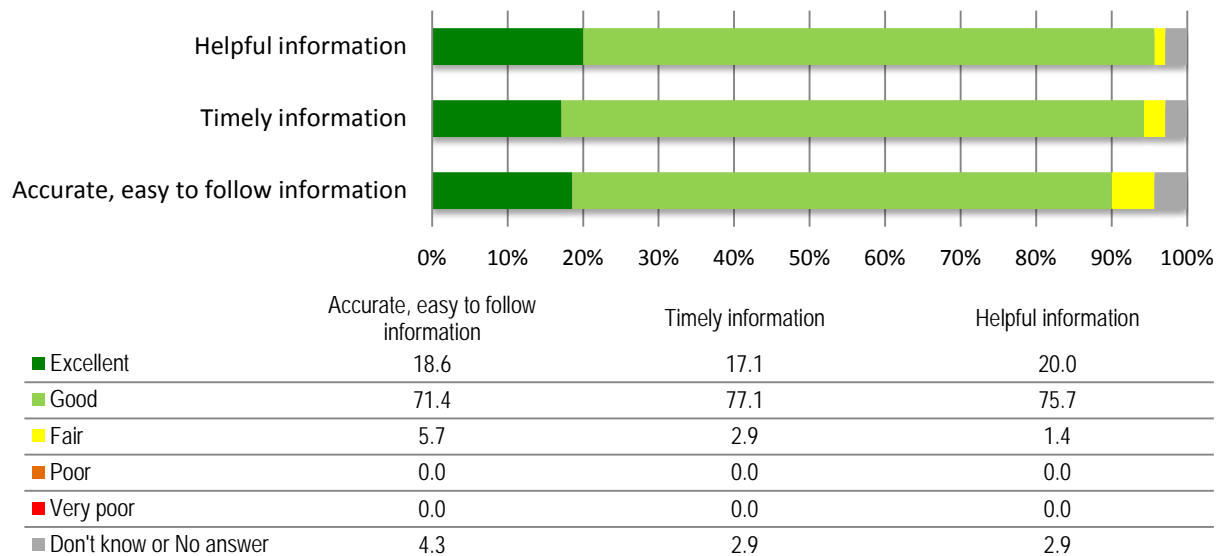
% +ve excludes don't know / no answer

STAKEHOLDER: ASQA FACT SHEETS	% +VE
Helpful information n=68	98.5
Timely information n=68	97.1
Accurate, easy to follow information n=67	94.0

The frequency distribution below demonstrates a strongly positive response; none of the items received a negative response.

Stakeholder: ASQA's fact sheets

% of respondents choosing a rating point, n=70



Stakeholder: Comments about ASQA fact sheets

Only 6 respondents offered comments about ASQA fact sheets. Aside from respondents stating they were happy with the fact sheets as they are, a few indicated they would like ASQA to simplify the language or make the information easier to understand.

Stakeholder: ASQA FAQs

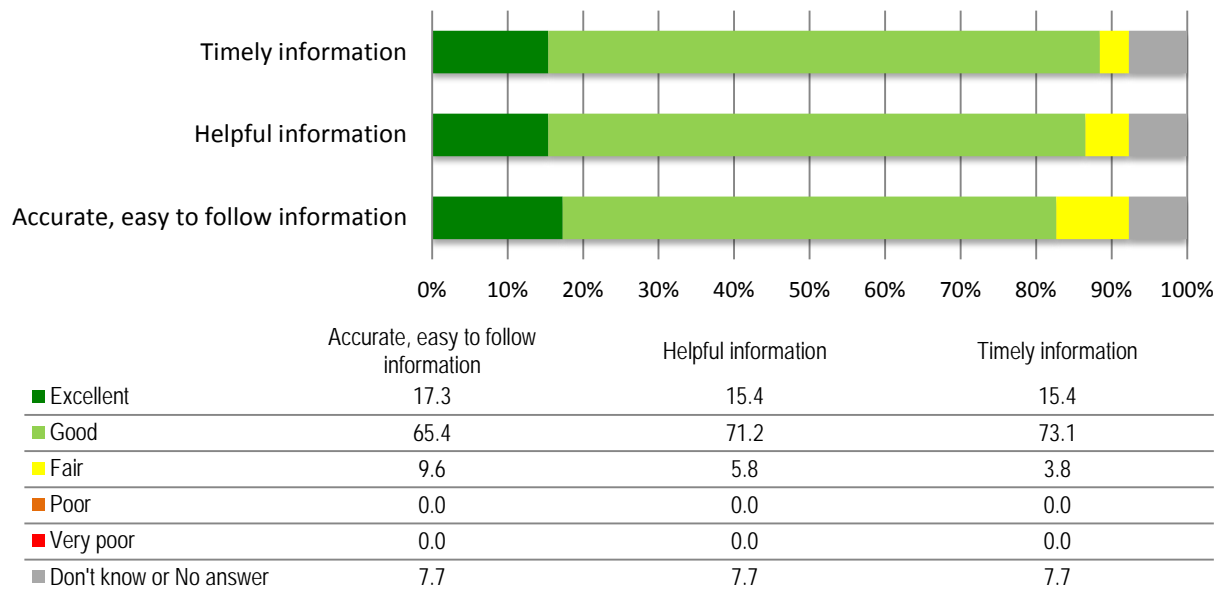
The table below shows that all aspects of FAQs scored well. The item accurate, easy to follow information scored the lowest, at 90% - still a great result. None of the items received a negative rating.

% +ve excludes don't know / no answer

STAKEHOLDER: ASQA FAQs n=48		% +VE
Timely information		95.8
Helpful information		93.8
Accurate, easy to follow information		89.6

Stakeholder: ASQA FAQs

% of respondents choosing an answer, n=52



Stakeholder: ASQA's General Directions

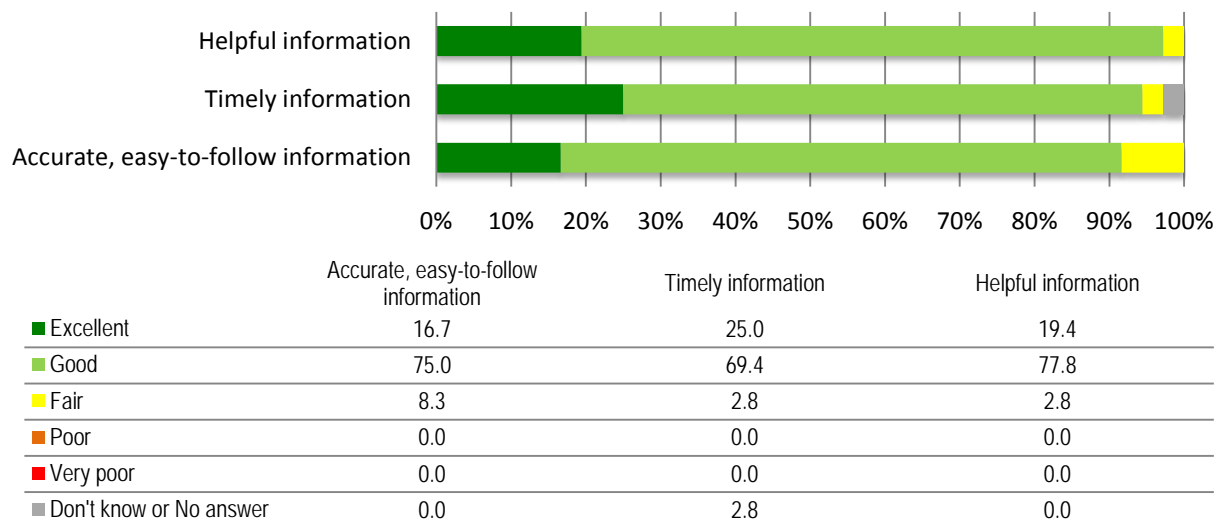
Although ASQA's general directions was the least used channel, it received very high ratings (92% and up). None of the stakeholder respondents rated the channel poorly.

% +ve excludes don't know / no answer

STAKEHOLDER: GENERAL DIRECTIONS	n=36	% +VE
Helpful information	n=36	97.2
Timely information	n=35	97.1
Accurate, easy-to-follow information	n=36	91.7

Stakeholder: ASQA's General Directions

% of respondents choosing an answer, n=36

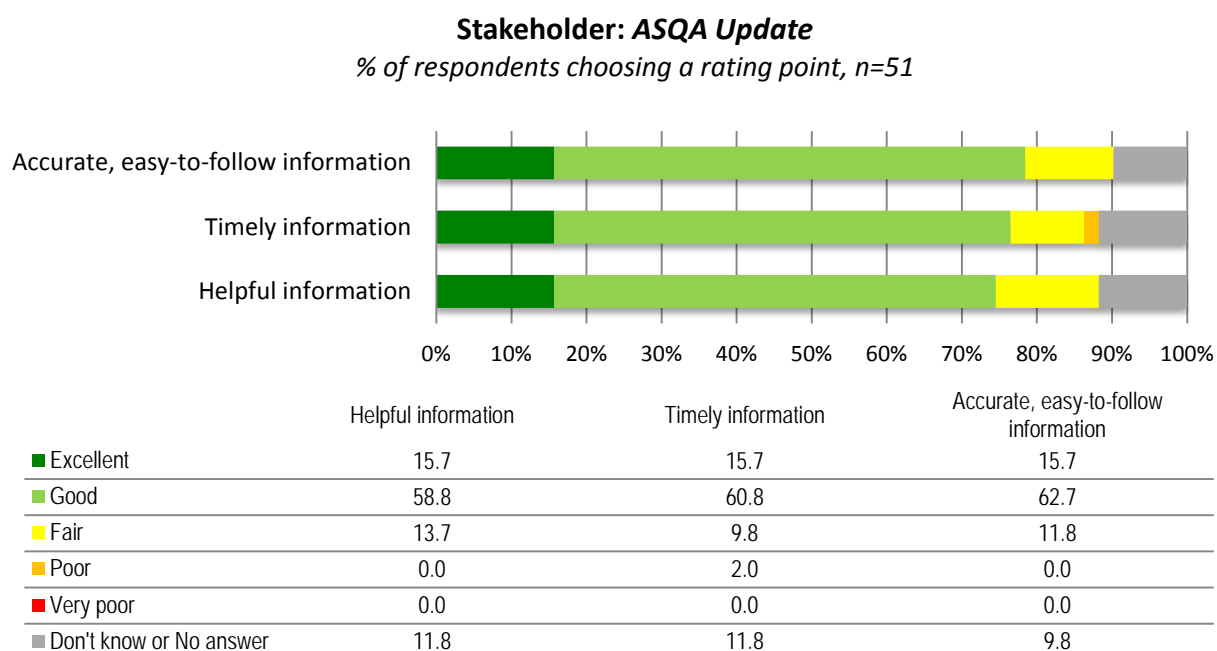


Stakeholder: ASQA Update

ASQA Update was very well rated, with all items achieving more than 84% positive.

% +ve excludes don't know / no answer

STAKEHOLDER: ASQA UPDATE	% +VE
Accurate, easy-to-follow information n=46	87.0
Timely information n=45	86.7
Helpful information n=45	84.4



Stakeholder: ASQA website

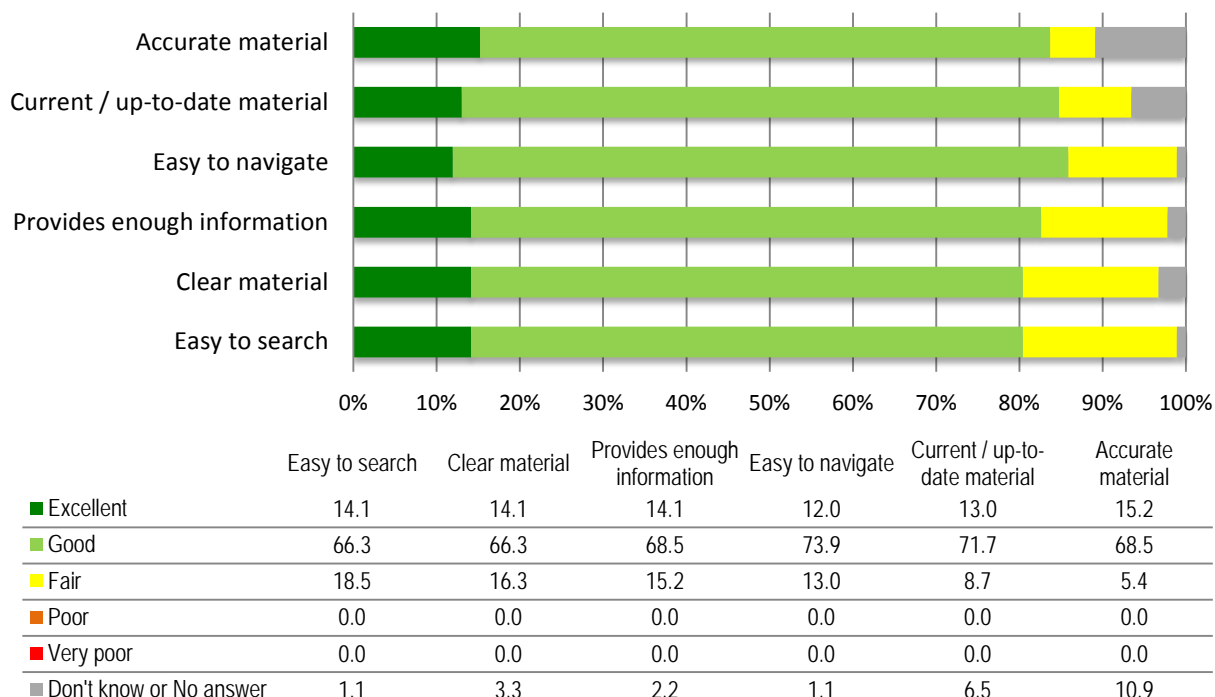
The ASQA website was the most commonly used communication channel. This year, all the items scored above the 80% positive level and there were no negative views. Searching remained the lowest scoring item, though at 81% it has dramatically improved since the 2014 survey.

% +ve excludes don't know / no answer

STAKEHOLDER: ASQA WEBSITE	% +VE
Accurate material n=82	93.9
Current / up-to-date material n=86	90.7
Easy to navigate n=91	86.8
Provides enough information n=90	84.4
Clear material n=89	83.1
Easy to search n=91	81.3

Stakeholder: ASQA website

% of respondents choosing a rating point, n=92



Stakeholder: Comments about ASQA website

Only 5 respondents offered comments about ASQA website. The key theme was around improving the search and navigation of the site.

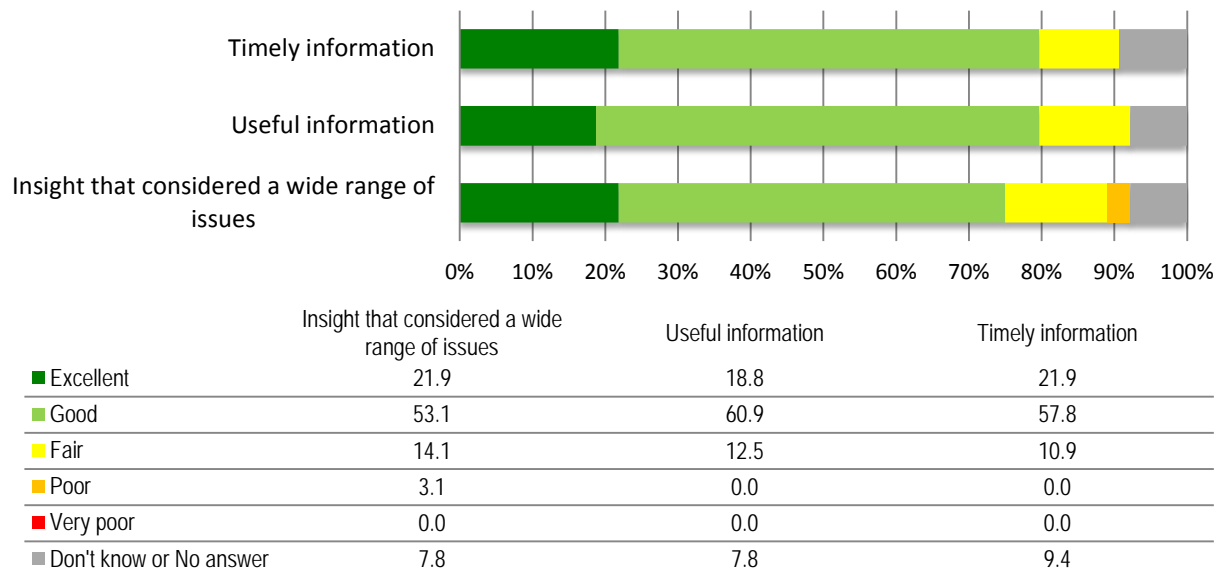
Stakeholder: Speech/presentation given by Commissioner or senior staff

This information channel was very well rated, with all items achieving more than 80% positive. *Insight that considered a wide range of issues* was the only item that received some negative responses.

% +ve excludes don't know / no answer

STAKEHOLDER: SPEECH GIVEN BY COMMISSIONER OR SENIOR STAFF	% +VE
Timely information n=58	87.9
Useful information n=59	86.4
Insight that considered a wide range of issues n=59	81.4

Stakeholder: Speech by ASQA Commissioner or senior staff member % of respondents choosing a rating point, n=64



Stakeholder: Comments about speech/presentation given by Commissioner or senior staff

Only 9 respondents offered comments about ASQA fact sheets. The most common theme was around content – providing up to date & relevant information and case studies.

Stakeholder: Industry Engagement Team

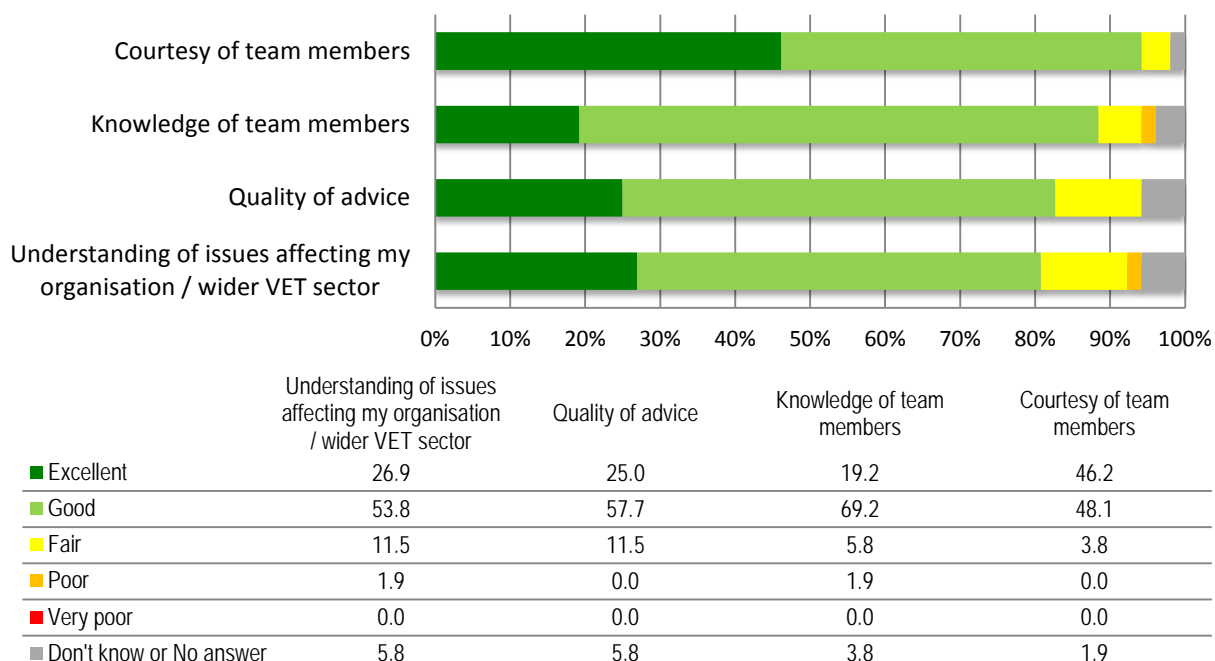
All items in the table below were very highly rated. Courtesy of team members in the Industry Engagement Team was one of the highest rated items in the stakeholder survey - as it was in previous years.

% +ve excludes don't know / no answer

STAKEHOLDER: INDUSTRY ENGAGEMENT TEAM	MEAN
Courtesy of team members n=51	96.1
Knowledge of team members n=50	92.0
Quality of advice n=49	87.8
Understanding of issues affecting my organisation / wider VET sector n=49	85.7

Stakeholder: ASQA industry engagement team

% of respondents choosing a rating point, n=52



Stakeholder: Comments about ASQA industry engagement team

Only seven respondents offered comments about ASQA fact sheets. Aside from respondents stating no improvement was needed, there were a couple of respondents stating they would like to receive feedback after lodging a complaint.

Stakeholder: ASQA overall

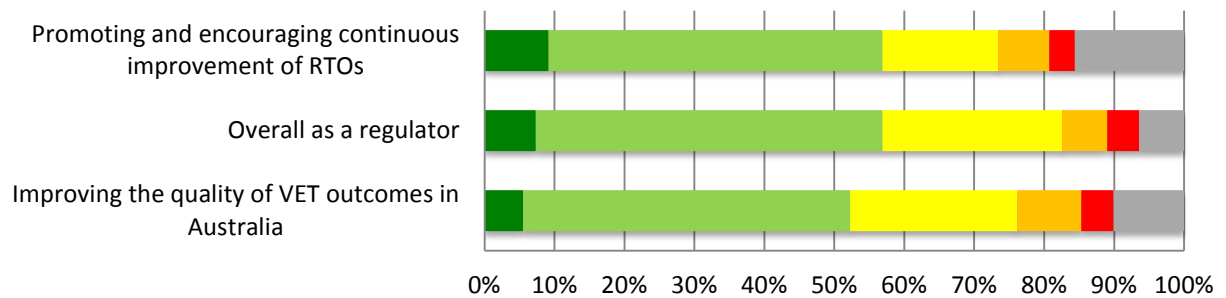
Respondents were asked three overall questions about ASQA's performance on the whole. Compared to 2014, there was a considerable improvement in stakeholders' perceptions of ASQA as a regulator. The largest improvement was for the item *Promoting and encouraging continuous improvement of RTOs*, where 67% rated the item positively (a +17% increase on 2014).

% +ve excludes don't know / no answer.

STAKEHOLDER: ASQA OVERALL	% +VE
Promoting and encouraging continuous improvement of RTOs n=92	67.4
Overall as a regulator n=102	60.8
Improving the quality of VET outcomes in Australia n=98	58.2

Stakeholder: ASQA overall

% of respondents choosing a rating point, n=109



	Improving the quality of VET outcomes in Australia	Overall as a regulator	Promoting and encouraging continuous improvement of RTOs
■ Excellent	5.5	7.3	9.2
■ Good	46.8	49.5	47.7
■ Fair	23.9	25.7	16.5
■ Poor	9.2	6.4	7.3
■ Very poor	4.6	4.6	3.7
■ Don't know or No answer	10.1	6.4	15.6

Stakeholder: What ASQA needs to improve

When asked what ASQA needed to improve, 54 respondents offered suggestions. The most commonly mentioned themes were:

- Faster and better action against dodgy RTOs / providers who are of low quality
- Auditing should be more proactive, effective, and consistent
- ASQA should respond and act on complaints and feedback
- Communication from ASQA needs to improve
- ASQA should provide feedback to RTOs.

Stakeholder: What ASQA does well and should continue doing

A total of 34 respondents commented on what ASQA does well. The four most commonly mentioned themes were:

- Quality of information provided
- Industry / regulator engagement
- Helpful and friendly staff / support
- Prompt action on complaints

Stakeholder year comparison

Keeping in mind the relatively small sample and the confidence interval of $\pm 7.5\%$ (the margin of error when reading any numbers relating to stakeholder results), the year comparison presented in the table below shows considerable positive shifts in some key areas, notably consultation / communication and overall performance as a regulator.

% positive excludes don't know / no answer

Yellow highlight indicates statistically significantly different at 95% confidence level

TOPIC	ITEM	2015 % +VE	2014 % +VE	\pm %
Consultation and communication	Acts on stakeholder feedback	54.1	33.3	20.8
Regulatory decisions	Applies consistent sanctions for similar breaches	64.6	47.1	17.5
Overall	Promoting and encouraging continuous improvement of RTOs	67.4	50.0	17.4
Consultation and communication	Seeks feedback from stakeholders, such as my organisation, on issues that affect you	62.7	46.5	16.2
ASQA's website	Easy to search	81.3	66.7	14.6
Consultation and communication	Acts on complaints received about training providers	43.9	30.3	13.6
ASQA's website	Easy to navigate	86.8	73.3	13.5
Consultation and communication	Acts on complaints received about its own performance	45.1	33.3	11.8
ASQA's website	Clear material	83.1	72.4	10.7
Consultation and communication	Provides timely information to the VET sector in general about changes to regulations / general directions	78.7	68.8	9.9
Overall	Overall as a regulator	60.8	51.3	9.5
ASQA's website	Current / up-to-date material	90.7	82.1	8.6
Regulatory decisions	Applies appropriate / proportional sanctions for non-compliant organisations within its jurisdiction	56.1	47.6	8.5
ASQA's website	Accurate material	93.9	85.7	8.2
Consultation and communication	Minimises the effort to get an answer to a question	59.1	51.3	7.8
ASQA's website	Provides enough information	84.4	76.7	7.7
Consultation and communication	Provides sufficient contact information so that I or my organisation can contact / recontact an ASQA staff member if necessary	69.2	61.7	7.5
Overall	Improving the quality of VET outcomes in Australia	58.2	51.4	6.8
Industry Engagement Team	Understanding of issues affecting my organisation / wider VET sector	85.7	81.0	4.7
Regulatory decisions	Provides timely and quality advice to my organisation on ASQA's regulatory activities	74.4	70.0	4.4

TOPIC	ITEM	2015 % +VE	2014 % +VE	± %
ASQA staff	Helpfulness	81.9	77.8	4.1
ASQA staff	Easy to understand	86.0	82.2	3.8
Speech or presentation	Timely information	87.9	84.6	3.3
ASQA staff	Returning messages promptly	76.3	73.3	3.0
ASQA Update	Timely information	86.7	84.2	2.5
Consultation and communication	Effectively engages with stakeholders such as my organisation	64.4	62.5	1.9
Speech or presentation	Useful information	86.4	84.6	1.8
Industry Engagement Team	Knowledge of team members	92.0	90.5	1.5
ASQA Update	Helpful information	84.4	84.2	0.2
Values	Demonstrates independence in its regulatory role	80.8	81.4	-0.6
Consultation and communication	Provides timely, quality advice about the VET sector to my organisation	65.6	67.4	-1.8
ASQA staff	Efficiency	73.7	75.6	-1.9
Values	Collaborates with industry bodies, other industry regulators and peak associations	61.1	63.6	-2.5
Industry Engagement Team	Quality of advice	87.8	90.5	-2.7
Speech or presentation	Insight that considered a wide range of issues	81.4	84.6	-3.2
ASQA staff	Respecting privacy & confidentiality of organisations & individuals	91.5	95.0	-3.5
Consultation and communication	Open to hearing concerns about the quality of VET outcomes	70.0	73.7	-3.7
Industry Engagement Team	Courtesy of team members	96.1	100.0	-3.9
ASQA staff	Courtesy	91.3	95.6	-4.3
ASQA staff	Impartiality	86.2	92.1	-5.9
Values	Is transparent in its regulatory decisions and activities	61.8	70.7	-8.9
Values	Demonstrates independence in providing advice to industry bodies	74.4	85.4	-11.0
VET regulatory reform	ASQA's VET regulatory reforms have reduced regulatory burden on training providers	74.3	Not asked	
Implementation of Standards for Registered Training Organisations 2015	Provided enough information to training providers about the new standards	87.1	Not asked	
Implementation of Standards for Registered Training Organisations 2015	Provided timely advice to training providers about the new standards	90.6	Not asked	

TOPIC	ITEM	2015 % +VE	2014 % +VE	± %
Implementation of Standards for Registered Training Organisations 2015	Provided accurate information on its website about the new standards	89.2	Not asked	
Implementation of Standards for Registered Training Organisations 2015	Provided adequate support to training providers if they had any questions or needed assistance of some kind	77.3	Not asked	
ASQA fact sheets	Timely information	97.1	Not asked	
ASQA fact sheets	Helpful information	98.5	Not asked	
ASQA fact sheets	Accurate, easy to follow information	94.0	Not asked	
ASQA FAQs	Timely information	95.8	Not asked	
ASQA FAQs	Helpful information	93.8	Not asked	
ASQA FAQs	Accurate, easy to follow information	89.6	Not asked	
ASQA's General Directions	Timely information	97.1	Not asked	
ASQA's General Directions	Helpful information	97.2	Not asked	
ASQA's General Directions	Accurate, easy-to-follow information	91.7	Not asked	
ASQA Update	Accurate, easy-to-follow information	87.0	Not asked	

RTO and stakeholder comparison

This section outlines the findings for comparable items in the RTO and stakeholder surveys—it compares the 32 items that were exactly the same in both surveys. See table below.

No statistical comparisons have been conducted on the two sets of data because the sample sizes are very different. At most 111 stakeholders and 2093 RTOs completed questions about consultation and communication, VET regulatory reform, new national standards for RTOs and ASQA's overall performance. For all other items, response numbers vary and were dependent on a respondents' indicated use of a particular service or channel.

In terms of any consultation and communication activity or channel, stakeholders and RTOs had similar results when considering the margins of error (confidence intervals) involved with the surveys. However, stakeholders tended to be less positive about ASQA's overall performance when compared with RTOs on the same questions.

% positive excludes don't know / no answer

TOPIC	ITEM	RTO % VE n=2093 max	STAKE- HOLDER % VE n=111 max
Consultation and communication	Provides timely information to the VET sector in general about changes to regulations / general directions	83.3	78.7
Consultation and communication	Minimises the effort to get an answer to a question	70.3	59.1
Consultation and communication	Provides sufficient contact information so that I or my organisation can contact / recontact an ASQA staff member if necessary	73.6	69.2
VET regulatory reform	Overall, ASQA's VET regulatory reforms have reduced the regulatory burden on my RTO	72.1	74.3
New National Standards for RTOs	Provided enough information to RTOs about the new standards	85.5	87.1
New National Standards for RTOs	Provided timely advice to RTOs about the new standards	86.2	90.6
New National Standards for RTOs	Provided accurate information on its website about the new standards	87.1	89.2
New National Standards for RTOs	Provided adequate support to RTOs if any questions or needed assistance of some kind	81.3	77.3
ASQA fact sheets	Timely information	93.1	97.1
ASQA fact sheets	Helpful information	93.3	98.5
ASQA fact sheets	Accurate, easy to follow information	90.1	94.0
ASQA FAQs	Timely information	90.4	95.8
ASQA FAQs	Helpful information	91.8	93.8
ASQA FAQs	Accurate, easy-to-follow information	89.4	89.6
ASQA General Directions	Timely information	92.0	97.1
ASQA General Directions	Helpful information	91.4	97.2
ASQA General Directions	Accurate, easy-to-follow information	88.6	91.7
ASQA Update	Timely information	93.2	86.7
ASQA Update	Helpful information	92.7	84.4

TOPIC	ITEM	RTO % VE n=2093 max	STAKE- HOLDER % VE n=111 max
ASQA Update	Accurate, easy-to-follow information	90.7	87.0
ASQA's website	Easy to navigate	78.8	86.8
ASQA's website	Easy to search	75.6	81.3
ASQA's website	Provides enough information	82.9	84.4
ASQA's website	Clear material	82.2	83.1
ASQA's website	Accurate material	91.0	93.9
ASQA's website	Current / up-to-date material	90.3	90.7
ASQA's speeches/ presentations	Insight that considered a wide range of issues	81.8	87.9
ASQA's speeches/ presentations	Useful information	81.4	86.4
ASQA's speeches/ presentations	Timely / not dated information	87.8	81.4
ASQA overall	Improving the quality of VET outcomes in Australia	79.4	58.2
ASQA overall	Promoting and encouraging continuous improvement of RTOs	82.0	67.4
ASQA overall	Overall as a regulator	78.7	60.8

Conclusions

About RTO feedback

- Consistent with 2014 feedback, many RTOs commented on the improvement in ASQA's interactions and information, along with its willingness to listen. They appreciated the difference and want improvements to continue.
- RTO's perceptions of ASQA's customer service continued to improve, in particular its speed of response to nearly everything, its helpfulness and staff knowledge. It is worth noting that these themes were also commonly stated as suggestions for improvement.
- ASQA has continued to do well in disseminating useful and timely information, particularly in the form of fact sheets, FAQs and *ASQA Update*. RTOs are happy with the information they are given. However, there are still some suggestions for improvement in these areas: to be more specific like including examples or scenarios; to be easier to read through using clear and simple English; and to receive some pieces of information more frequently.
- The introduction of the new standards was well received, with many RTOs commenting positively on this in their verbatim responses and offering relatively high positive ratings.
- Website scores improved significantly, and this was supported by open-ended comments—with many noting the website has improved. Navigation / searching of the site could still benefit from even more improvement.
- RTOs' overall perception of ASQA's performance as a regulator has improved significantly – a great result. However, in comparisons with the other items, this item still scores relatively low, indicating, again, some room for improvement. Despite this, there is strong support for ASQA's role. A recurring theme in the open-ended responses was the need for ASQA to be even tougher: to remove all the dodgy and rogue operators from the VET sector.
- Many RTOs continued to state the need for a more personalised service, to have a stable ongoing relationship with an ASQA staff member/s. Adding to this, many ASQA staff were still giving general advice and were not prepared to be specific or definitive with advice. RTOs seek this guidance and a number have requested more face-to-face sessions, be they through social media or simply workshops / presentations.

About stakeholder feedback

- Given that the response sample was indicative only, conclusions can be indicative only, at best.
- Overall, stakeholder's survey results were positive, with many measures improving since last year's survey. The biggest positive shift was for ASQA's consultation and communication, with a significant improvement for ASQA acting on stakeholder feedback.
- Fact sheets, FAQs, ASQA's general directions and the Industry Engagement Team were strongly appreciated by stakeholders.
- Stakeholders rated ASQA's overall performance noticeably more positive.
- Of those who offered suggestions, the most common theme was for ASQA to step up as a regulator and act on poor performers in the VET sector—consistent with some RTOs' views.

Attachment 1: RTO and stakeholder year differences by topic

RTO differences by topic

Yellow indicates statistically significant difference at $p < 0.05$ level (95% confidence level).

% positive excludes don't know / no answer

TOPIC	ITEM	July 2015 % +VE	July 2014 % +VE	± %
Initial RTO Registration	Clarity of ASQA's application form (easy to understand)	81.6	70.6	10.9
Initial RTO Registration	The time ASQA took to act on the application	56.3	41.3	15.1
Initial RTO Registration	Helpfulness of information about making applications on ASQA's website	76.0	58.9	17.1
Initial RTO Registration	Any follow-up assistance that was required	70.6	61.9	8.7
Initial Course Accreditation	Clarity of ASQA's application form (easy to understand)	75.0	72.8	2.2
Initial Course Accreditation	The time ASQA took to act on the application	67.6	61.9	5.6
Initial Course Accreditation	Helpfulness of information about making applications on ASQA's website	69.4	62.7	6.7
Initial Course Accreditation	Information provided about the progress of application processing	67.6	64.8	2.8
Initial Course Accreditation	Any follow-up assistance that was required	83.6	65.5	18.1
Initial Course Accreditation	ASQA's evaluation report	76.8	74.2	2.6
Initial CRICOS registration	Clarity of ASQA's application form (easy to understand)	84.4	75.0	9.4
Initial CRICOS registration	The time ASQA took to act on the application	66.7	58.3	8.3
Initial CRICOS registration	Helpfulness of information about making applications on ASQA's website	75.0	73.9	1.1
Initial CRICOS registration	Any follow-up assistance that was required	66.7	75.0	-8.3
Renewing RTO registration	Clarity of ASQA's application form (easy to understand)	87.7	81.7	6.0
Renewing RTO registration	The time ASQA took to act on the application	82.5	68.0	14.5
Renewing RTO registration	Helpfulness of information about making applications on ASQA's website	83.2	71.1	12.1
Renewing RTO registration	Any follow-up assistance that was required	82.7	72.4	10.3
Renewing course accreditation	Clarity of ASQA's application form (easy to understand)	72.4	69.8	2.6
Renewing course accreditation	The time ASQA took to act on the application	67.0	62.3	4.7
Renewing course accreditation	Helpfulness of information about making applications on ASQA's website	67.9	59.6	8.2

TOPIC	ITEM	July 2015 % +VE	July 2014 % +VE	± %
Renewing course accreditation	Information provided about the progress of application processing	66.4	57.1	9.2
Renewing course accreditation	Any follow-up assistance that was required	75.8	64.6	11.2
Renewing course accreditation	ASQA's evaluation report	82.6	70.9	11.7
Renewing CRICOS registration	Clarity of ASQA's application form (easy to understand)	85.2	68.6	16.6
Renewing CRICOS registration	The time ASQA took to act on the application	79.7	52.7	27.0
Renewing CRICOS registration	Helpfulness of information about making applications on ASQA's website	81.4	61.7	19.6
Renewing CRICOS registration	Any follow-up assistance that was required	82.0	60.2	21.8
Change scope RTO registration	Clarity of ASQA's application form (easy to understand)	91.2	85.4	5.8
Change scope RTO registration	The time ASQA took to act on the application	87.3	76.5	10.7
Change scope RTO registration	Helpfulness of information about making applications on ASQA's website	85.9	74.4	11.5
Change scope RTO registration	Any follow-up assistance that was required	85.2	74.3	10.9
Course amendment	Clarity of ASQA's application form (easy to understand)	87.0	73.5	13.5
Course amendment	The time ASQA took to act on the application	76.8	71.1	5.7
Course amendment	Helpfulness of information about making applications on ASQA's website	82.8	65.4	17.4
Course amendment	Information provided about the progress of application processing	75.0	62.5	12.5
Course amendment	Any follow-up assistance that was required	78.9	67.7	11.2
Course amendment	ASQA's evaluation report	84.7	67.3	17.4
Accreditation Assessor	Objectivity	86.9	80.1	6.8
Accreditation Assessor	Knowledge	85.7	73.2	12.5
Accreditation Assessor	Organisational skills	87.3	77.5	9.8
Accreditation Assessor	Professionalism	90.6	79.5	11.1
Change scope CRICOS	Clarity of ASQA's application form (easy to understand)	78.7	72.4	6.3
Change scope CRICOS	The time ASQA took to act on the application	68.2	55.7	12.5
Change scope CRICOS	Helpfulness of information about making applications on ASQA's website	74.3	64.6	9.7
Change scope CRICOS	Any follow-up assistance that was required	77.6	64.8	12.8
Other applications	Clarity of ASQA's application form (easy to	75.9	85.3	-9.4

TOPIC	ITEM	July 2015 % +VE	July 2014 % +VE	± %
	understand)			
Other applications	The time ASQA took to act on the application	77.8	77.4	0.4
Other applications	Helpfulness of information about making applications on ASQA's website	74.1	73.3	0.7
Other applications	Any follow-up assistance that was required	66.7	81.8	-15.2
Reconsider decision	The time ASQA took to act on your application	43.1	45.9	-2.8
Reconsider decision	Helpfulness of information about making these types of applications on ASQA's website	40.4	40.8	-0.5
Reconsider decision	Any follow-up assistance that was required	38.5	42.4	-3.9
Paying a fee or charge	Clarity of ASQA's invoice	89.9	86.8	3.1
Paying a fee or charge	Options available to make a payment	89.8	86.5	3.3
Paying a fee or charge	Ease of making a payment	91.6	88.8	2.8
Paying a fee or charge	Any follow-up assistance that was required	85.1	77.6	7.5
Changing / Updating details	Quality of instructions provided	79.4	74.9	4.5
Changing / Updating details	Ease of updating / changing our details	73.5	68.3	5.2
Changing / Updating details	Any follow-up assistance that was required	72.5	66.7	5.8
Consultation and communication	Provides timely information to the VET sector in general about changes to regulations / general directions	83.3	74.2	9.1
Consultation and communication	Minimises the effort to get an answer to a question	70.3	58.0	12.3
Consultation and communication	Provides sufficient contact information so that I or my organisation can contact / recontact an ASQA staff member if necessary	73.6	62.9	10.6
VET regulatory reform	Automatically updating an equivalent training package qualification has reduced regulatory burden for my RTO	92.7	-	
VET regulatory reform	Applying for re-registration without having to complete a financial viability assessment has reduced regulatory burden for my RTO	94.2	-	
VET regulatory reform	Paying a fee to ASQA that was the same as the previous year has reduced regulatory burden for my RTO	83.8	-	
VET regulatory reform	Having a delegated regulatory authority has reduced regulatory burden for my RTO	74.9	-	
VET regulatory reform	New and enhanced communications materials / events has reduced regulatory burden for my RTO	75.1	-	
VET regulatory reform	Overall, ASQA's VET regulatory reforms have reduced the regulatory burden on my RTO	72.1	-	

TOPIC	ITEM	July 2015 % +VE	July 2014 % +VE	± %
Delegated regulatory authority	ASQA's letter inviting my organisation to apply for a delegated regulatory authority was clear and easy to understand	79.1	-	
Delegated regulatory authority	Information published by ASQA about delegated regulatory authority was helpful	78.8	-	
Delegated regulatory authority	Follow-up assistance provided by ASQA was useful for my organisation	76.4	-	
New National Standards for RTOs	Provided enough information to my organisation about the new standards (through workshops, emails, website, guide, ASQA Update, etc)	85.5	-	
New National Standards for RTOs	Provided timely advice to my organisation about the new standards	86.2	-	
New National Standards for RTOs	Provided accurate information on its website about the new standards	87.1	-	
New National Standards for RTOs	Provided adequate support to my organisation if we had any questions or needed assistance of some kind	81.3	-	
ASQA fact sheets	Timely information	93.1	-	
ASQA fact sheets	Helpful information	93.3	-	
ASQA fact sheets	Accurate, easy to follow information	90.1	-	
ASQA FAQs	Timely information	90.4	-	
ASQA FAQs	Helpful information	91.8	-	
ASQA FAQs	Accurate, easy-to-follow information	89.4	-	
ASQA General Directions	Timely information	92.0	-	
ASQA General Directions	Helpful information	91.4	-	
ASQA General Directions	Accurate, easy-to-follow information	88.6	-	
ASQA Update	Timely information	93.2	88.2	5.0
ASQA Update	Helpful information	92.7	87.7	5.0
ASQA Update	Accurate, easy-to-follow information	90.7	-	
ASQA online info video's	Timely information	89.7	83.8	5.9
ASQA online info video's	Helpful information	88.0	-	
ASQA online info video's	Accurate, easy-to-understand information	85.9	-	
ASQA online info video's	Ease of use (finding and playing ASQA videos)	87.4	-	
ASQA net	Ease of access	91.9	89.0	2.9
ASQA net	Ease of navigation	84.1	82.3	1.7
ASQA net	Clarity of instructions	82.5	80.2	2.3
ASQA net	Ability to complete the task required	87.6	84.1	3.5
ASQA net	Reliability	91.4	-	
ASQA info line	Speed of answering	87.5	84.3	3.2
ASQA info line	Complete answers (did not have to call back)	71.7	61.2	10.5

TOPIC	ITEM	July 2015 % +VE	July 2014 % +VE	± %
ASQA info line	Knowledge of staff answering	70.6	61.9	8.7
ASQA info line	Courtesy of staff answering	89.4	82.5	6.9
ASQA's email service	Speed of answering	75.0	73.3	1.7
ASQA's email service	Complete answers (did not have to email back)	71.5	66.7	4.8
ASQA's email service	Knowledge of staff answering	76.8	73.3	3.4
ASQA's email service	Courtesy of staff answering	90.1	86.2	3.9
ASQA's website	Easy to navigate	78.8	74.4	4.4
ASQA's website	Easy to search	75.6	69.9	5.7
ASQA's website	Provides enough information	82.9	76.7	6.2
ASQA's website	Clear material	82.2	74.1	8.0
ASQA's website	Accurate material	91.0	86.3	4.7
ASQA's website	Current / up-to-date material	90.3	86.4	3.9
ASQA's speeches/ presentations	Insight that considered a wide range of issues	81.8	79.0	2.9
ASQA's speeches/ presentations	Useful information	81.4	80.1	1.3
ASQA's speeches/ presentations	Timely / not dated information	87.8	80.2	7.6
ASQA overall	Improving the quality of VET outcomes in Australia	79.4	67.6	11.8
ASQA overall	Promoting and encouraging continuous improvement of RTOs	82.0	70.1	12.0
ASQA overall	Overall as a regulator	78.7	68.0	10.7

Stakeholder differences by topic

Yellow indicates statistically significant difference at p<0.05 level (95% confidence level).

% positive excludes don't know / no answer

TOPIC	ITEM	2015 % +VE	2014 % +VE	± %
Values	Demonstrates independence in its regulatory role	80.8	81.4	-0.6
Values	Demonstrates independence in providing advice to industry bodies	74.4	85.4	-11.0
Values	Is transparent in its regulatory decisions and activities	61.8	70.7	-8.9
Values	Collaborates with industry bodies, other industry regulators and peak associations	61.1	63.6	-2.5
Consultation and communication	Seeks feedback from stakeholders, such as my organisation, on issues that affect you	62.7	46.5	16.2
Consultation and	Acts on stakeholder feedback	54.1	33.3	20.8

TOPIC	ITEM	2015 % +VE	2014 % +VE	± %
communication				
Consultation and communication	Acts on complaints received about its own performance	45.1	33.3	11.8
Consultation and communication	Acts on complaints received about training providers	43.9	30.3	13.6
Consultation and communication	Open to hearing concerns about the quality of VET outcomes	70.0	73.7	-3.7
Consultation and communication	Effectively engages with stakeholders such as my organisation	64.4	62.5	1.9
Consultation and communication	Provides timely information to the VET sector in general about changes to regulations / general directions	78.7	68.8	9.9
Consultation and communication	Minimises the effort to get an answer to a question	59.1	51.3	7.8
Consultation and communication	Provides sufficient contact information so that I or my organisation can contact / recontact an ASQA staff member if necessary	69.2	61.7	7.5
Consultation and communication	Provides timely, quality advice about the VET sector to my organisation	65.6	67.4	-1.8
Regulatory decisions	Applies appropriate / proportional sanctions for non-compliant organisations within its jurisdiction	56.1	47.6	8.5
Regulatory decisions	Applies consistent sanctions for similar breaches	64.6	47.1	17.5
Regulatory decisions	Provides timely and quality advice to my organisation on ASQA's regulatory activities	74.4	70.0	4.4
VET regulatory reform	ASQA's VET regulatory reforms have reduced regulatory burden on training providers	74.3	Not asked	Not asked
Implementation of Standards for Registered Training Organisations 2015	Provided enough information to training providers about the new standards	87.1	Not asked	Not asked
Implementation of Standards for Registered Training Organisations 2015	Provided timely advice to training providers about the new standards	90.6	Not asked	Not asked
Implementation of Standards for Registered Training Organisations 2015	Provided accurate information on its website about the new standards	89.2	Not asked	Not asked
Implementation of Standards for Registered Training Organisations 2015	Provided adequate support to training providers if they had any questions or needed assistance of some kind	77.3	Not asked	Not asked
ASQA staff	Courtesy	91.3	95.6	-4.3
ASQA staff	Helpfulness	81.9	77.8	4.1

TOPIC	ITEM	2015 % +VE	2014 % +VE	± %
ASQA staff	Efficiency	73.7	75.6	-1.9
ASQA staff	Respecting privacy & confidentiality of organisations & individuals	91.5	95.0	-3.5
ASQA staff	Impartiality	86.2	92.1	-5.9
ASQA staff	Returning messages promptly	76.3	73.3	3.0
ASQA staff	Easy to understand	86.0	82.2	3.8
ASQA fact sheets	Timely information	97.1	Not asked	Not asked
ASQA fact sheets	Helpful information	98.5	Not asked	Not asked
ASQA fact sheets	Accurate, easy to follow information	94.0	Not asked	Not asked
ASQA FAQs	Timely information	95.8	Not asked	Not asked
ASQA FAQs	Helpful information	93.8	Not asked	Not asked
ASQA FAQs	Accurate, easy to follow information	89.6	Not asked	Not asked
ASQA's General Directions	Timely information	97.1	Not asked	Not asked
ASQA's General Directions	Helpful information	97.2	Not asked	Not asked
ASQA's General Directions	Accurate, easy-to-follow information	91.7	Not asked	Not asked
ASQA Update	Timely information	86.7	84.2	2.5
ASQA Update	Helpful information	84.4	84.2	0.2
ASQA Update	Accurate, easy-to-follow information	87.0	-	-
ASQA's website	Easy to navigate	86.8	73.3	13.5
ASQA's website	Easy to search	81.3	66.7	14.6
ASQA's website	Provides enough information	84.4	76.7	7.7
ASQA's website	Clear material	83.1	72.4	10.7
ASQA's website	Accurate material	93.9	85.7	8.2
ASQA's website	Current / up-to-date material	90.7	82.1	8.6
Speech or presentation	Timely information	87.9	84.6	3.3
Speech or presentation	Useful information	86.4	84.6	1.8
Speech or presentation	Insight that considered a wide range of issues	81.4	84.6	-3.2
Industry Engagement Team	Understanding of issues affecting my organisation / wider VET sector	85.7	81.0	4.7
Industry Engagement Team	Quality of advice	87.8	90.5	-2.7

TOPIC	ITEM	2015 % +VE	2014 % +VE	± %
Industry Engagement Team	Knowledge of team members	92.0	90.5	1.5
Industry Engagement Team	Courtesy of team members	96.1	100.0	-3.9
Overall	Improving the quality of VET outcomes in Australia	58.2	51.4	6.8
Overall	Promoting and encouraging continuous improvement of RTOs	67.4	50.0	17.4
Overall	Overall as a regulator	60.8	51.3	9.5

Attachment 2: questionnaires used in web surveys

This attachment includes both the RTO and Stakeholder surveys.

ASQA Registered Training Organisations, other providers and course owners survey 2015

Welcome

As part of its annual reporting requirements, the Australian Skills Quality Authority (ASQA) is required to collect stakeholder feedback to help improve its activities and ways of operating. ASQA has engaged Australian Survey Research (ASR) to collect feedback on its behalf.

As a training provider or course owner regulated by ASQA, your organisation is invited to provide feedback from the perspective of your organisation named **#%LegalCompanyName%#**.

Your participation in this survey is not compulsory. However, any feedback which you provide will help contribute to continuous improvement in ASQA's regulatory operations.

The survey will take around 10 minutes to complete. Please **complete by opening of business 27 July, 2015**.

When answering all questions, please refer to the just completed financial year - 1 July 2014 to 30 June 2015.

Because the questions cover a range of topics and interactions, you or your organisation may need to involve a number of people for your answers. The link to the questionnaire is an organisational link which can be passed from person to person. However, keep in mind that once the questionnaire is finalised (submitted), the link will no longer work. ASR can reactivate the link at your request.

ASQA audits are out of scope for this survey. Separately, ASQA collects feedback from organisations that have been audited. Please exclude any reference to audits from your answers.

Your answers are confidential. ASR will provide a summary of results to ASQA and at no time will ASQA look at your individual answers.

Hints for answering

- If you get interrupted while answering, please click on the Return later link at the bottom right of a page.
- When you return using your unique link in your invitation email, you will be returned to the last page you saved.
- Clicking on Next at the bottom of a screen will save your answers and move you to the next page.
- Clicking on Previous at the bottom of a screen will return you to the previous page. Please use this to go backwards rather than using the back button on your browser as this will take you out of the questionnaire completely.

If you have any technical questions about the survey please contact Australian Survey Research on (03) 9578 5211 or tollfree on 1800 068 489 or asqasurvey@aussurveys.com. If you have any questions about the survey scope, concept or rationale, please contact Scott Chandler on 07 3223 1040 or scott.chandler@asqa.gov.au.

This survey has been approved by the Australian Government Statistical Clearing House. The approval number is 02333 -- 02. You may phone the Statistical Clearing House on (02) 6252 5285 to verify the approval number.
Click on Next below to display the first questions.

Interacting with ASQA as a training provider or course owner

Which best describes you or your organisation?

Government owned / public training provider

Private training provider

Enterprise training provider

Community-based training provider

VET accredited course owner

Other Please specify _____

Approximately how many unique student enrolments did your organisation have across all the different Australian Qualification Framework (AQF) training programs you offered during the 2014-2015 financial year?

Programs could include short courses, day courses, full qualification programs, etc.

None

1-50

51-200

201-500

More than 500

What types of interactions did your organisation have with ASQA in 2014/15 **about regulatory issues**?

Select all that apply

My organisation made an application to ASQA (applications include registering as a new training provider, applying to accredit a new course, renewing a registration or course accreditation or changing / amending the scope of an existing registration or course)

My organisation was subject to an ASQA compliance audit *Note: ASQA audits are out of scope for this survey. ASQA collects feedback from organisations that have been audited separately. Please exclude any reference to audits from your answers.*

My organisation applied to have an ASQA decision reconsidered

My organisation paid fees to ASQA

My organisation changed / updated its business details, including course owner details

My organisation contacted ASQA to enquire about a regulatory issue

None of the above

Type/s of application

What type of application did your organisation make to ASQA in 2014/15?

Select all that apply

Initial RTO registration

Initial course accreditation

Initial CRICOS registration

Renewal of RTO registration

Renewal of course accreditation

Renewal of CRICOS registration

Change of scope of RTO registration
 Accredited course amendment
 Change of scope of CRICOS registration
 Other Please specify _____

ASQA's interaction with you

When applying for your initial RTO registration, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
Clarity of ASQA's application form (easy to understand)						
The time ASQA took to act on the application						
Helpfulness of information about making applications on ASQA's website						
Any follow-up assistance that was required						

When applying for your initial course accreditation, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
Clarity of ASQA's application form (easy to understand)						
The time ASQA took to act on the application						
Helpfulness of information about making applications on ASQA's website						
Information provided about the progress of application processing						
Any follow-up assistance that was required						
ASQA's evaluation report						

When applying for your initial CRICOS registration, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
Clarity of ASQA's application form (easy to understand)						
The time ASQA took to act on the application						
Helpfulness of information about making applications on ASQA's website						
Any follow-up assistance that was required						

When renewing your RTO registration, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
Clarity of ASQA's application form (easy to understand)						
The time ASQA took to act on the application						
Helpfulness of information about making applications on ASQA's website						
Any follow-up assistance that was required						

When renewing your course accreditation, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
Clarity of ASQA's application form (easy to understand)						
The time ASQA took to act on the application						
Helpfulness of information about making applications on ASQA's						

website						
Information provided about the progress of application processing						
Any follow-up assistance that was required						
ASQA's evaluation report						

When renewing your CRICOS registration, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
Clarity of ASQA's application form (easy to understand)						
The time ASQA took to act on the application						
Helpfulness of information about making applications on ASQA's website						
Any follow-up assistance that was required						

When applying to change the scope of your RTO registration, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
Clarity of ASQA's application form (easy to understand)						
The time ASQA took to act on the application						
Helpfulness of information about making applications on ASQA's website						
Any follow-up assistance that was required						

When applying for an amendment to an accredited course, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
Clarity of ASQA's application form (easy to understand)						
The time ASQA took to act on the application						
Helpfulness of information about making applications on ASQA's website						
Information provided about the progress of application processing						
Any follow-up assistance that was required						
ASQA's evaluation report						

In relation to course accreditation, please rate ASQA's Accreditation Assessor / team on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
Objectivity						
Knowledge						
Organisational skills						
Professionalism						

If you could change any aspect of the course accreditation evaluation process, what are your suggestions?

Please provide any other comments you may have about the conduct of your course accreditation evaluation.

When applying to change the scope of your CRICOS registration, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
Clarity of ASQA's application form (easy to understand)						
The time ASQA took to act on the application						
Helpfulness of information about making applications on ASQA's website						
Any follow-up assistance that was required						

When making your other application, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
Clarity of ASQA's application form (easy to understand)						
The time ASQA took to act on the application						
Helpfulness of information about making applications on ASQA's website						
Any follow-up assistance that was required						

When applying to have an ASQA decision reconsidered, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
The time ASQA took to act on your application						
Helpfulness of information about making these types of applications on ASQA's website						
Any follow-up assistance that was required						

In paying a fee or charge, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
Clarity of ASQA's invoice						
Options available to make a payment						
Ease of making a payment						
Any follow-up assistance that was required						

When changing or updating your organisation's business details or your course owner details, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
Quality of instructions provided						
Ease of updating / changing our details						
Any follow-up assistance that was required						

Consultation and communication

Please rate ASQA's performance on each of the following items:

	Excellent	Good	Fair	Poor	Very poor	Don't know / not applicable
Provides timely information to the VET sector in general about changes to regulations / general directions						
Minimises the effort to get an answer to a question						
Provides sufficient contact information so that I or my organisation can contact / recontact an ASQA staff member if necessary						

You indicated in one or more of your answers to the consultation and communication questions that ASQA's performance was poor or very poor. Please provide a brief explanation of why you rated ASQA's performance as poor or very poor.

VET regulatory reform

In 2014-15, ASQA implemented a number of initiatives aimed at reducing the regulatory and financial burden on the training providers it regulates. These initiatives included:

- Automatic updates of equivalent training package qualifications without applications and payment of fees to ASQA
- Ceasing financial viability assessments as a requirement for re-registering existing RTOs
- No increase in ASQA's fees for the foreseeable future
- A new delegated regulatory authority for high-performing RTOs to add to their scope of registration without an application or fee to ASQA
- Enhanced guidance and information to assist providers in complying with the required national standards.

Please rate ASQA's VET regulatory reform activities:

	Strongly agree	Agree	Partially agree / disagree	Disagree	Strong disagree	Don't know	Not applicable
Automatically updating an equivalent training package qualification has reduced regulatory burden for my RTO							
Applying for re-registration without having to complete a financial viability assessment has reduced regulatory burden for my RTO							
Paying a fee to ASQA that was the same as the previous year has reduced regulatory burden for my RTO							
Having a delegated regulatory authority has reduced regulatory burden for my RTO							
New and enhanced communications materials/events has reduced regulatory burden for my RTO							
Overall, ASQA's VET regulatory reforms have reduced the regulatory burden on my RTO							

Delegated regulatory authority

In relation to the invitation to apply for a delegated regulatory authority, please rate ASQA on the following aspects:

	Strongly agree	Agree	Partially agree / disagree	Disagree	Strong disagree	Don't know
ASQA's letter inviting my organisation to apply for a delegated regulatory authority was clear and easy to understand						
Information published by ASQA about delegated regulatory authority was helpful						
Follow-up assistance provided by ASQA was useful for my organisation						

Specifically, how can ASQA improve the way it invites training providers to apply for a delegation of regulatory authority?

Implementation of the Standards for Registered Training Organisations 2015

In 2014/15, the new national standards for RTOs were announced and implemented (from 1 January 2015 for prospective RTOs and 1 April 2015 for existing RTOs). ASQA published a variety of resources (Users' Guide, FAQs, etc) and hosted information sessions to assist training providers to understand the new standards.

Please rate ASQA on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Provided enough information to my organisation about the new standards (through workshops, emails, website, guide, ASQA)						

Updates, etc)									
Provided timely advice to my organisation about the new standards									
Provided accurate information on its website about the new standards									
Provided adequate support to my organisation if we had any questions or needed assistance of some kind									

Being informed by ASQA

What are your preferred ways of getting information on ASQA's compliance requirements?

Select all that apply

ASQA website

ASQA Update - ASQA's digital newsletter

Fact sheets

FAQs

Hard-copy or printable publications (such as the Users' Guide)

Online videos

Face-to-face workshops

Other

Please specify

During the 2014/15 financial year, please indicate which of the following you have used.

Select all that apply

ASQA fact sheets

ASQA frequently asked questions (FAQs)

ASQA General Directions

ASQA Update - ASQA's digital newsletter

ASQA online information videos including the ASQA YouTube channel

ASQA website <http://www.asqa.gov.au>

ASQAnet

ASQA Info line - 1300 701 801

ASQA email service - enquiries@asqa.gov.au

ASQA presentations on Slideshare

Attended an event at which an ASQA Commissioner or staff member spoke

None of the above

Performance ratings

Please rate ASQA's fact sheets on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Timely information						
Helpful information						
Accurate, easy to follow information						

Specifically, how could ASQA improve its fact sheets?

Please rate ASQA's FAQs on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Timely information						
Helpful information						
Accurate, easy-to-follow information						

Specifically, how could ASQA improve its FAQs?

Please rate ASQA's General Directions on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Timely information						
Helpful information						
Accurate, easy-to-follow information						

Specifically, how could ASQA improve its General Directions?

Please rate *ASQA Update* on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Timely information						
Helpful information						
Accurate, easy-to-follow information						

Specifically, how could ASQA *Update* improve?

Please rate ASQA's online information videos on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Timely information						
Helpful information						
Accurate, easy-to-understand information						
Ease of use (finding and playing ASQA videos)						

Specifically, how could ASQA improve its online information videos?

Please rate ASQAnet on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Ease of access						
Ease of navigation						
Clarity of instructions						
Ability to complete the task required						
Reliability						

Specifically, how could ASQAnet improve?

Approximately, how many times in the 2014/2015 financial year have you contacted the ASQA Info line (1300 701 801)?

Once or twice

3-10 times

11-30 times

More than 30 times

What information did you have difficulty finding which resulted in you calling the Info Line?

Please rate ASQA's Info line on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Speed of answering						
Complete answers (did not have to call back)						
Knowledge of staff answering						
Courtesy of staff answering						

Specifically, how could ASQA Info line improve?

Approximately, how many times in the 2014/2015 financial year have you used the ASQA email service (enquiries@asqa.gov.au)?

Once or twice

3-10 times

11-30 times

More than 30 times

What information did you have difficulty finding which resulted in you calling the email service?

Please rate ASQA's email service on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Speed of answering						
Complete answers (did not have to email back)						
Knowledge of staff answering						
Courtesy of staff answering						

Specifically, how could ASQA's email service improve?

Please rate ASQA's website on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Easy to navigate						
Easy to search						
Provides enough information						
Clear material						
Accurate material						
Current / up-to-date material						

Specifically, how could ASQA's website improve?

Please rate speeches / presentations given by the ASQA Commissioner or senior staff member on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Insight that considered a wide range of issues						
Useful information						
Timely / not dated information						

Specifically, how could ASQA's staff member speeches or presentation improve?

Any comments about ASQA's information, systems or service channels?

Overall

Thinking of all its activities, please rate ASQA' performance on each of the following items.

	Excellent	Good	Fair	Poor	Very poor	Don't know
Improving the quality of VET outcomes in Australia						
Promoting and encouraging continuous improvement of RTOs						
Overall as a regulator						

Please offer your overall ideas about these two questions.

What does ASQA need to improve?

What does ASQA do well that it should continue doing?

ASQA Stakeholder Survey 2015

Welcome

As part of its annual reporting requirements, the Australian Skills Quality Authority (ASQA) is required to collect stakeholder feedback to help improve its activities and ways of operating. ASQA has engaged Australian Survey Research (ASR) to collect feedback on its behalf.

The following types of stakeholders are being invited to give feedback:

- Industry bodies (including Industry Skills Councils)
- Industry regulators
- Employer peak bodies
- Employee associations
- Professional associations
- Government departments and agencies responsible for vocational education and training and English language training.

The survey will take approximately 10 minutes to complete. Please **complete by opening of business 2 September, 2015**.

When answering all questions, please refer to the just completed financial year - 1 July 2014 to 30 June 2015.

Your answers are confidential. ASR will provide a summary of results to ASQA and at no time will ASQA look at your individual answers.

Hints for answering

- If you get interrupted while answering, please click on the Return later link at the bottom right of a page.
- When you return using your unique link in your invitation email, you will be returned to the last page you saved.
- Clicking on Next at the bottom of a page will save your answers and move you to the next page.
- Clicking on Previous at the bottom of a page will return you to the previous page. Please use this to go backwards rather than using the back button on your browser as this will take you out of the questionnaire completely.

If you have any technical questions about the survey please contact Australian Survey Research on (03) 9578 5211 or 1800 068 489 or asqasurvey@aussurveys.com. If you have any questions about the survey scope, concept or rationale, please contact Scott Chandler on 07 3223 1040 or scott.chandler@asqa.gov.au.

This survey has been approved by the Australian Government Statistical Clearing House. The approval number is 02333 -- 02. You may phone the Statistical Clearing House on (02) 6252 5285 to verify the approval number.

Click on Next below to display the first questions.

Interacting with ASQA as a stakeholder in the vocational education and training sector

Which areas of ASQA have you, personally, dealt with in the last 12 months?

You can select more than one area.

- Complaints and Investigations
- Industry Engagement Team
- Strategic reviews
- Governance, Policy and Quality Unit
- Commissioners
- Other
- None of the above

Please rate ASQA as a whole on how well it demonstrates each of its values.

	Excellent	Good	Fair	Poor	Very poor	Don't know
Demonstrates independence in its regulatory role						

Demonstrates independence in providing advice to industry bodies such as industry skills councils, other regulators and peak associations						
Is transparent in its regulatory decisions and activities						
Collaborates with industry bodies, other industry regulators and peak associations						

Consultation and communication

Please rate ASQA's performance on each of the following items.

	Excellent	Good	Fair	Poor	Very poor	Don't know / not applicable
Seeks feedback from stakeholders, such as my organisation, on issues that affect you						
Acts on stakeholder feedback						
Acts on complaints received about its own performance						
Acts on complaints received about training providers						
Open to hearing concerns about the quality of VET outcomes						
Effectively engages with stakeholders such as my organisation						
Provides timely information to the VET sector in general about changes to regulations / general directions						
Minimises the effort to get an answer to a question						
Provides sufficient contact information so that I or my organisation can contact / recontact an ASQA staff member if necessary						
Provides timely, quality advice about the VET sector to my organisation						

You indicated in one or more of your answers above that ASQA's performance was fair, poor or very poor. Please indicate why have chosen this answer/s.

Regulatory decisions

Please rate ASQA's performance on each of the following items.

The below questions make reference to sanctions. For more information on sanctions please [click here](#).

	Excellent	Good	Fair	Poor	Very poor	Don't know
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Applies appropriate / proportional sanctions for non-compliant organisations within its jurisdiction						
Applies consistent sanctions for similar breaches						
Provides timely and quality advice to my organisation on ASQA's regulatory activities						

You indicated in one or more of your answers above that ASQA's performance was fair, poor or very poor. Please indicate why

VET regulatory reform

In 2014-15, ASQA implemented a number of initiatives aimed at reducing the regulatory and financial burden on the training providers it regulates. These initiatives included:

- Automatic updates of equivalent training package qualifications without applications and payment of fees to ASQA
- Ceasing financial viability assessments as a requirement for re-registering existing RTOs
- No increase in ASQA's fees for the foreseeable future
- A new delegated regulatory authority for high-performing RTOs to add to their scope of registration without an application or fee to ASQA
- Enhanced guidance and information to assist providers in complying with the required national standards.

	Strongly agree	Agree	Partially agree / disagree	Disagree	Strongly disagree	Don't know	Not applicable
From your point of view as a stakeholder, how much do you agree that ASQA's VET regulatory reforms have reduced regulatory burden on training providers?							

Implementation of the Standards for Registered Training Organisations 2015

In 2014-15, the new national Standards for RTOs were announced and implemented (from 1 January 2015 for prospective RTOs and 1 April 2015 for existing RTOs). ASQA published a variety of resources (Users' Guide, FAQs, fact sheets) and hosted information sessions to assist training providers to understand the new Standards.

From your point of view as a stakeholder, please rate ASQA on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Provided enough information to training providers about the new standards (through workshops, emails, website, guide, <i>ASQA Updates</i> , etc)						
Provided timely advice to training providers about the new standards						
Provided accurate information on its website about the new standards						
Provided adequate support to training providers if they had any questions or needed assistance of some kind						

ASQA staff

Please rate ASQA staff, in general, on each of the following aspects.

	Excellent	Good	Fair	Poor	Very poor	Don't know
Courtesy						
Helpfulness						
Efficiency						
Respecting the privacy and confidentiality of organisations and individuals						
Impartiality						
Returning messages promptly						
Easy to understand						

You rated some aspect of ASQA's staff as fair, poor or very poor. Please indicate why you have chosen this answer/s.

Being informed about ASQA

During the 2014/15 financial year, please indicate which of the following you have used.

Select all that apply

ASQA fact sheets

ASQA frequently asked questions (FAQs)

ASQA General Directions

ASQA Update - ASQA's digital newsletter

ASQA website <http://www.asqa.gov.au>

Attended an event at which an ASQA Commissioner or staff member spoke

ASQA's Industry Engagement Team

None of the above

Performance ratings

Please rate ASQA's fact sheets on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Timely information						
Helpful information						
Accurate, easy to follow information						

Specifically, how can ASQA improve its fact sheets?

Please rate ASQA's FAQs on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Timely information						
Helpful information						
Accurate, easy to follow information						

Specifically, how can ASQA improve its FAQs?

Please rate ASQA's General Directions on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Timely information						
Helpful information						
Accurate, easy-to-follow information						

Specifically, how can ASQA improve its General Directions?

Please rate *ASQA Update* on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Timely information						
Helpful information						
Accurate, easy-to-follow information						

Specifically, how can ASQA improve *ASQA Update*?

Please rate ASQA's website on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Easy to navigate						
Easy to search						
Provides enough information						
Clear material						
Accurate material						
Current / up-to-date material						

Specifically, how could ASQA improve its website?

Please rate the speech / presentation given by the ASQA Commissioner or senior staff member on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Timely information						
Useful information						
Insight that considered a wide range of issues						

Specifically, how could ASQA improve its staff's speeches or presentations?

Please rate ASQA's Industry Engagement Team on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Understanding of issues affecting my organisation / wider VET sector						
Quality of advice						
Knowledge of team members						
Courtesy of team members						

Specifically, how could ASQA improve the service that its Industry Engagement Team provides you?

Any other comments about ASQA's information, systems or service channels?

Overall

Thinking of all its activities, please rate ASQA's performance on each of the following items.

	Excellent	Good	Fair	Poor	Very poor	Don't know
Improving the quality of VET outcomes in Australia						
Promoting and encouraging continuous improvement of RTOs						
Overall as a regulator						

Please offer your overall ideas about these two questions.

What does ASQA need to improve?

What does ASQA do well that it should continue doing?
