ASQA survey of RTOs and stakeholders - 2016
Report of overall findings

SEPTEMBER 2016

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Executive summary

In July 2016, 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, analyse and report on the web surveys.

Data collection

The 2016 RTO and stakeholder web questionnaires were refined by both ASQA and ASR. In 2014, the Australian Bureau of Statistics Statistical Clearing House approved in principle the RTO survey for three years.

ASQA provided ASR with a full listing of all ASQA-regulated RTOs and course owners (n=3784) 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 1863 RTOs responded which was a sufficient sample to be statistically representative 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=435). 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 103 stakeholders responded which can be considered a strongly indicative sample.

Key findings

RTOs

The RTO questionnaire contained 125 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 91% of the rated items, two in three (66%) respondents selected *excellent* or *good* as their answer, and for 76% of items, 77% or more selected the e*xcellent* or *good* rating points. *Excellent* and *good* rating points together are considered positive responses (% positive).

The highest scoring items were about ASQA information (*Update* and fact sheets) as well as the ease of making payments. Compared with 2015, positive ratings increased for around half of the items, with the largest shifts observed around follow up and helpfulness of website information for some applications, the amount of information the website provides and the time to act on initial RTO applications. It must be noted that the 2015 survey resulted in many and large positive changes, so this is a considerable effort to improve on 2015 results in particular areas.

While in 2015 RTO respondents were more positive than in 2014 about the time it took ASQA to act on many types of applications, 2016 results showed a decline in perceptions about response times in many applications (excluding initial RTO applications). After a 2015 increase there was also a decline in scores for follow up assistance and clarity and ease of understanding application forms.

Importantly, three of the four overall items about ASQA's performance as a regulator declined slightly since 2015, after significant increases between 2015 and 2014.

Stakeholders

The stakeholder questionnaire contained 64 rated items which used a five point scale plus a number of multiple choice and open-ended questions. Of the rated items all but four items achieved 50% or more positive responses and 66% or rated items achieved 75% or more positive responses very similar to 2015. For stakeholders, ASQA information, particularly the *ASQA Update*, fact sheets, general directions, FAQs and the industry engagement team and staff rated highly. Stakeholders expressed concern about ASQA's consultation process, particularly in the areas of acting on stakeholder feedback and collaboration / engagement.

Stakeholders did not rate ASQA's overall performance as a regulator highly (59% positive), and this rating declined slightly since 2015.

Higher and lower scoring items

The two tables below display the 10 highest and lowest scoring items from the RTO and stakeholder surveys. The key theme for both RTOs and stakeholders in these items was accuracy / helpfulness and timeliness of information.

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

RTO HIGHER SCORING ITEMS	% +VE	STAKEHOLDER HIGHER SCORING ITEMS	% +VE
ASQA Update - The accuracy of the information n=1303	94.7	*ASQA Update* - Accuracy of information n=51	98.0
ASQA fact sheets - The accuracy of the information n=1522	94.3	Industry Engagement Team - Courtesy of team members n=35	97.1
Paying a fee or charge - The ease of making a payment n=1478	93.8	ASQA General Directions - Accuracy of information n=30	96.7
ASQA General Directions - The accuracy of the information n=995	93.7	*ASQA Update* - Ease of understanding information n=52	96.2
ASQA's webinars - The accuracy of the information n=391	93.6	ASQA staff - Respecting the privacy and confidentiality of organisations and individuals n=78	94.9
ASQAnet - The ease of access n=1123	93.1	ASQA fact sheets - Accuracy of information n=58	94.8
ASQA's website - The accuracy of materials n=1477	93.1	*ASQA Update* - Timeliness of information n=52	94.2
ASQA fact sheets - The timeliness of the information n=1541	93.0	ASQA *Update* - Helpfulness of information n=52	94.2
ASQA FAQs - The accuracy of the information n=1068	93.0	ASQA staff - Courtesy n=93	92.5
ASQA fact sheets - The helpfulness of the information n=1549	92.5	Face-to-face info sessions - Accuracy of information n=53	92.5

For RTOs the key theme in the lower scoring items was slow response time while for stakeholders it was collaboration.

% positive calculation excludes don't know / no answers

RTO LOWER SCORING SURVEY ITEM	% +VE	STAKEHOLDER LOWER SCORING SURVEY ITEM	% +VE
Reconsider decision - Any follow-up assistance that was required n=48	33.3	Consultation and communication - Acting on complaints received about training providers n=69	34.8
Reconsider decision - The time ASQA took to act on your application n=61	39.3	Consultation and communication - Minimising the effort to get an answer to a question n=75	44.0
Reconsider decision - The helpfulness of information about making these types of applications on ASQA's website n=57	47.4	Consultation and communication - Acting on stakeholder feedback n=73	45.2
Renewing CRICOS registration - The time ASQA took to act on the application n=33	51.5	Values - Collaboration with industry bodies, other industry regulators and peak associations n=89	47.2
Initial Course Accreditation - The time ASQA took to act on the application n=84	52.4	Consultation and communication - Effectively engaging with stakeholders such as my organisation n=96	52.1
Change scope CRICOS - The time ASQA took to act on the application n=123	53.7	Consultation and communication - Seeking feedback from stakeholders, such as my	52.1

RTO LOWER SCORING SURVEY ITEM	% +VE	STAKEHOLDER LOWER SCORING SURVEY ITEM	% +VE
		organisation, on issues that affect us n=94	
Renewing course accreditation - The time ASQA took to act on the application n=98	57.1	Consultation and communication - Providing sufficient contact information to contact / recontact an ASQA staff member if necessary n=89	55.1
Initial CRICOS registration - The time ASQA took to act on the application n=45	57.8	Values - Transparency in its regulatory decisions and activities n=87	55.2
Initial Course Accreditation - The information provided about the progress of application processing n=85	61.2	ASQA overall - Improving the quality of VET outcomes in Australia n=94	55.3
Renewing course accreditation - The information provided about the progress of application processing n=96	61.5	Consultation and communication - Providing timely, quality advice about the VET sector to my organisation n=83	56.6

Year comparisons

The RTO results were mixed: some scores increased since 2015 continued the positive trend that was observed in the 2014 survey while a considerable number of 2016 scores declined, although some were only slight and within the confidence interval (margin of error) of the survey.

Stakeholder results followed a similar pattern to RTOs with mixed results and many changes within the margin of error. Many information-related items improved slightly or stayed at similar levels to 2015 while consultation items declined. Consistent with last year, stakeholders rated ASQA's overall performance considerably lower than RTOs.

Open ended comments

Open ended comments revealed consistent themes that supported the quantitative results of the 2016 survey. Consistent with previous years, many commented positively about ASQA's activities and interactions and acknowledged ASQAs efforts at improving. Common themes for improvement were around the need for ASQA to enforce more strongly / the regulation of low quality RTOs, faster response times, more knowledgeable staff who can provide specific answers and a greater sense of collaboration and helpfulness. Keeping it simple was an underlying theme across many of the comments.

Conclusions

ASQA has continued to make improvements in customer service but the perception of slow response times in many activities continues to be an issue. RTOs and stakeholders have appreciated increased face-to-face contact with ASQA staff and continue to think highly of staff.

ASQA staff and the information it offers through many channels are well received.

Many RTOs acknowledge ASQA's effort in improving its interactions with them. Despite these improvements, customer service was still a recurring theme for improvement—most notably staff knowledge, the information provided by staff the desire for ASQA to provide case managers and more face-to-face workshops.

Consistent with previous years, many indicate that ASQA's role as a regulator could be further improved. This is supported in the qualitative comments about lack of dealing with low-quality RTOs.

Introduction

In July 2016, 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 form 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 2016 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 directly from audit participants. RTO respondents were clearly advised that audits were out of scope for the stakeholder survey, even though a number commented on audit issues in their 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
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=3784) 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=435). 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 one targeted reminder email to all non-responders in both surveys. Note that in 2015 non-respondents were sent three reminder emails. When answering, respondents were asked to focus on ASQA's performance in the 2015/2016 financial year. The RTO survey was live and in field from 18 July to 5 August 2016 and the Stakeholder survey from 18 July to 1 August 2016.

Data analysis

Results were analysed to produce percent positive scores (the sum of *excellent* and *good* proportional responses to a question) 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 to open-ended questions, 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 1863 RTOs responded to the survey generating a **response rate of 49%**. The sample is statistically representative of the RTO population at the 95% confidence level and the ±1.6% confidence interval (see note below explaining confidence interval and level). This is lower (more rigorous) than an acceptable scientific confidence interval, normally ±5%, and the market research acceptable confidence interval of ±10%.

A total of 103 stakeholders answered the survey achieving a **response rate of 24%.** The results for the stakeholder survey are representative at the 95% confidence level and ±8.5% 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 ±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 were 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 was similar to that in the equivalent population category.

The more populous states had confidence intervals lower ±5% (VIC, NSW and QLD). However the confidence intervals for the smaller states/territories such as Tasmania and the Northern Territory were 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
	Freq	*%*	*Freq*	*%*	*±%*
0 units	828	44.4	1726	45.6	2.5
1-10	670	36.0	1352	35.7	2.7
11-20	159	8.5	292	7.7	6.5
20+	190	10.2	364	9.6	4.9
No answer	16	0.9	50	1.3	
Total	**1863**	**100.0**	**3784**	**100.0**	**1.6**

RTO: Units on scope
% breakdown by population and sample
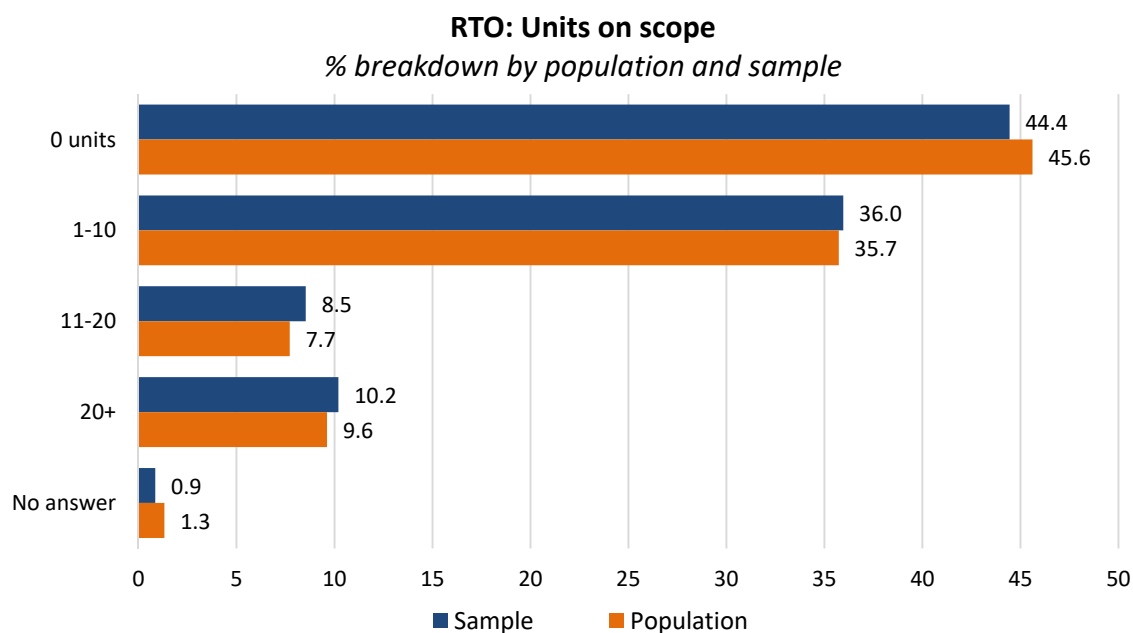
STATE	RESPONSE SAMPLE		RTO POPULATION		CONFIDENCE INTERVAL
	Freq	*%*	*Freq*	*%*	*± %*
ACT	63	3.4	125	3.3	8.7
NSW	602	32.3	1191	31.5	2.8
NT	27	1.4	47	1.2	12.4
QLD	510	27.4	1129	29.8	3.2
SA	121	6.5	225	5.9	6.1
TAS	44	2.4	76	2.0	9.7
VIC	377	20.2	777	20.5	3.6
WA	119	6.4	214	5.7	6.0
Total	**1863**	**100.0**	**3784**	**100.0**	**1.6**

RTO: State
% breakdown by population and sample
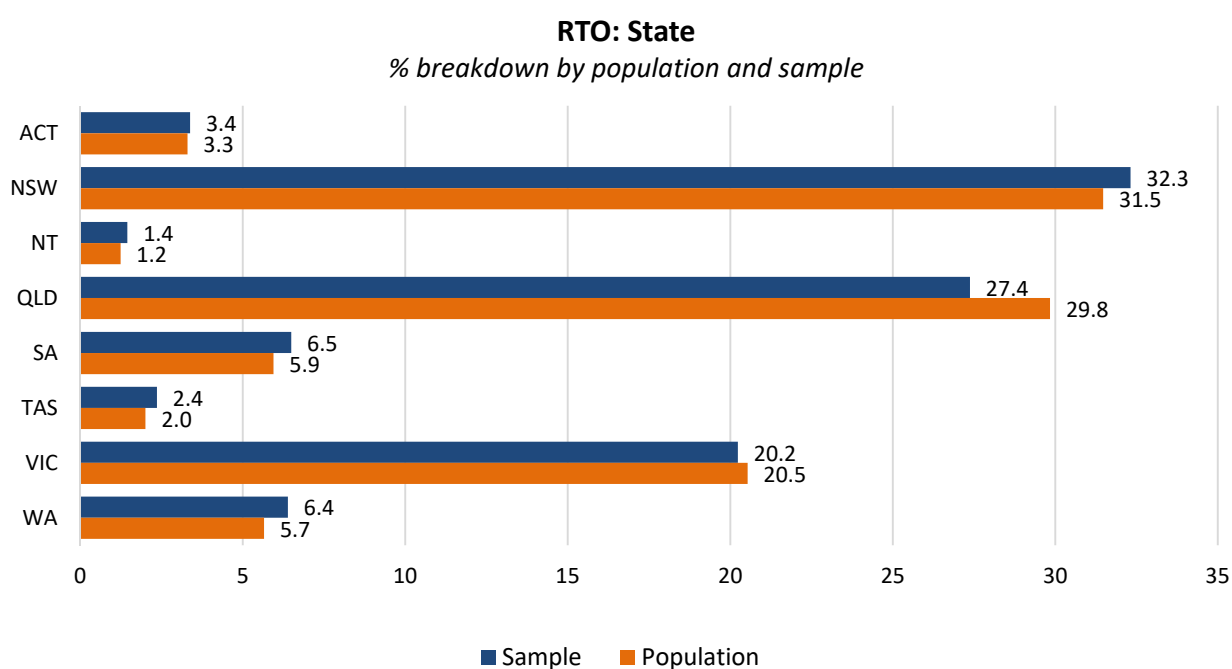
NUMBER OF UNIQUE STUDENT ENROLMENTS 2015/16	RESPONSE SAMPLE	
	Freq	*%*
More than 500	507	27.2
201-500	356	19.1
51-200	522	28.0
1-50	357	19.2
None	121	6.5
Total	**1863**	**100.0**

RTO: Number of students
% of respondents, n=1863
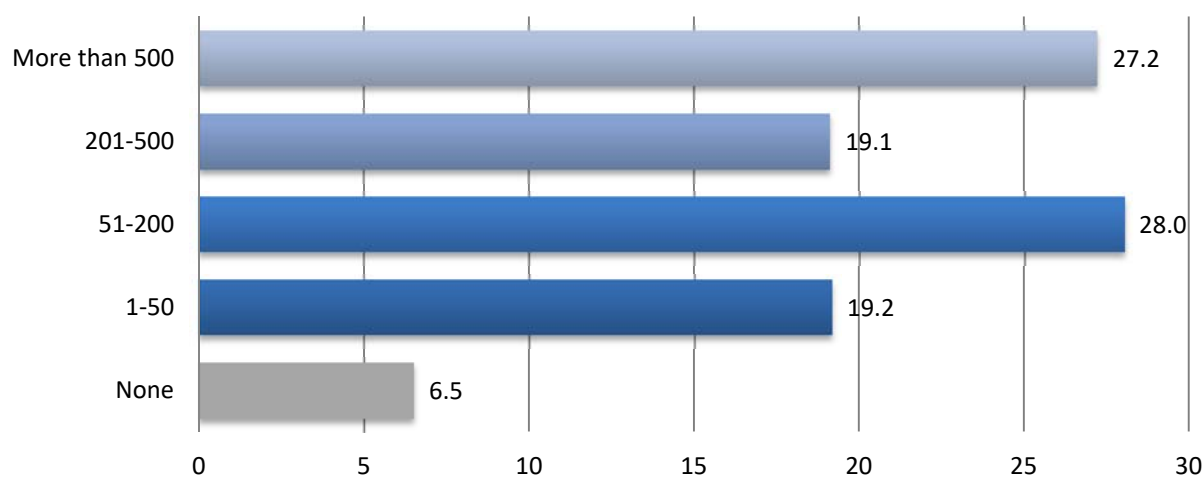
TYPE OF RTO	RESPONSE SAMPLE	
	Freq	*%*
Private training provider	1514	81.3
Community-based training provider	129	6.9
Enterprise training provider	108	5.8
Government owned / public training provider	71	3.8
VET accredited course owner	38	2.0
Other	3	0.2
Total	**1863**	**100.0**

RTO: Type of organisation
% of respondents, n=1863

Type of organisation	%
Private training provider	81.3
Community-based training provider	6.9
Enterprise training provider	5.8
Government owned / public training provider	3.8
VET accredited course owner	2.0
Other	0.2
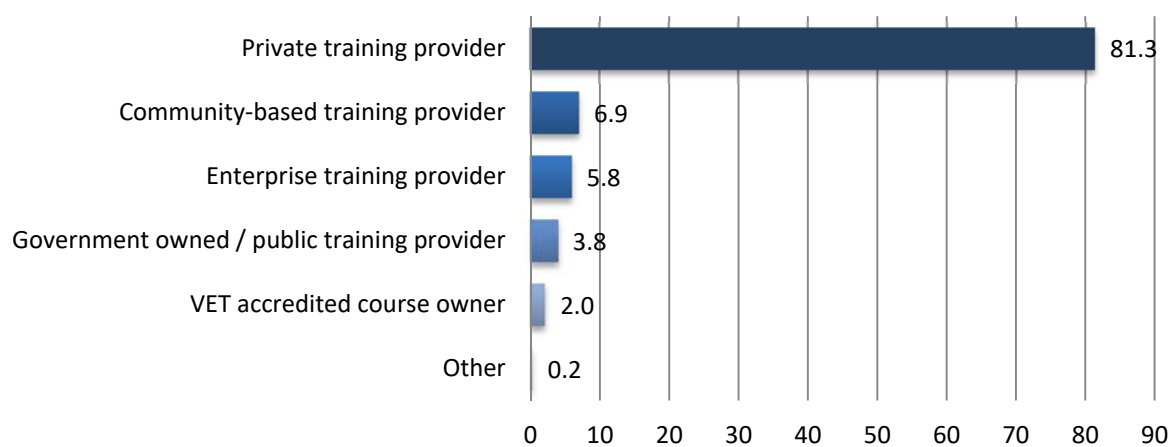
RTO key findings

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 most common themes within open-ended comments are included. The differences between years and RTO attribute sub-groups including state, units on scope and size are presented in following sections.
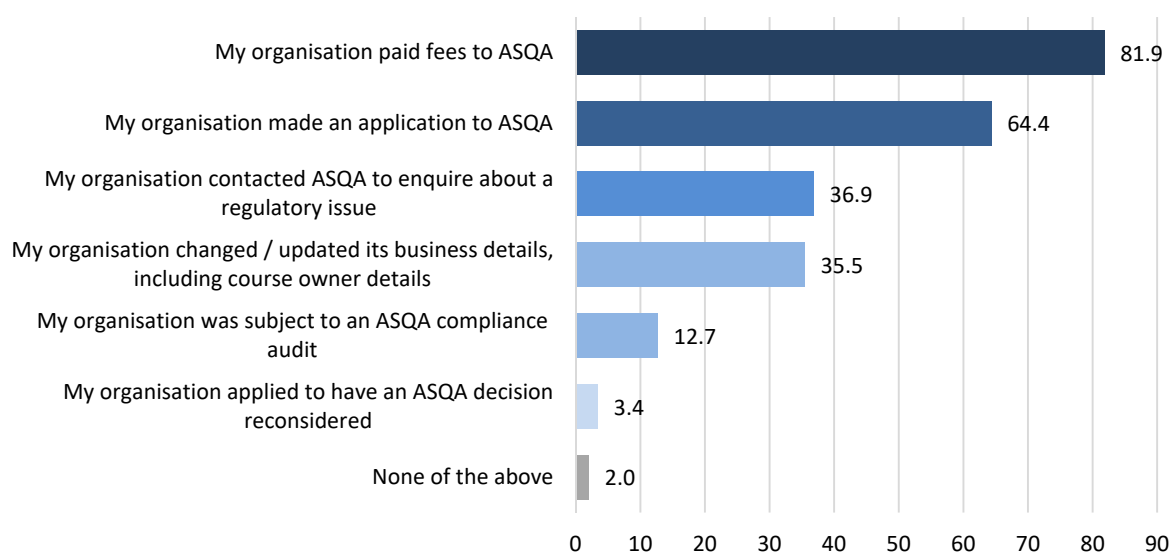
> For 91% of the 125 rated items, 66% of respondents selected *good* or *excellent* as their answers, while for 77% of rated items, 75% of respondents selected these positive rating points.

RTO: Regulatory interactions with ASQA

The chart below displays the types of regulatory interactions RTOs had with ASQA in 2015/2016. By far the two most common types of interactions were paying fees (81.9%) and making some type of application to ASQA (64.4%). Very few respondents indicated applying to ASQA to have a decision reconsidered (3.4%) and 12.7% indicated that they were subject to a compliance audit. Note that 2.0% indicated no interaction with ASQA in 2015/2016.

RTO: Types of interactions with ASQA in 2015/2016 about regulatory issues

Multiple answers allowed so total >100%; % based on n=1863

Interaction	%
My organisation paid fees to ASQA	81.9
My organisation made an application to ASQA	64.4
My organisation contacted ASQA to enquire about a regulatory issue	36.9
My organisation changed / updated its business details, including course owner details	35.5
My organisation was subject to an ASQA compliance audit	12.7
My organisation applied to have an ASQA decision reconsidered	3.4
None of the above	2.0

Respondents who had made an application to ASQA (n=1199) were then asked to specify the type of interaction their application related to. Seventy-eight percent of respondents indicated they had applied to change the scope of their RTO registration. Refer to the chart immediately below. 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 2015/2016
Multiple answers allowed so total >100%; % based on n=1199

Type of application	%
Change of scope of RTO registration	78.4
Renewal of RTO registration	33.4
Change of scope of CRICOS registration	10.3
Initial RTO registration	10.0
Renewal of course accreditation	8.4
Initial course accreditation	7.3
Accredited course amendment	5.0
Other	4.8
Initial CRICOS registration	3.8
Renewal of CRICOS registration	3.0
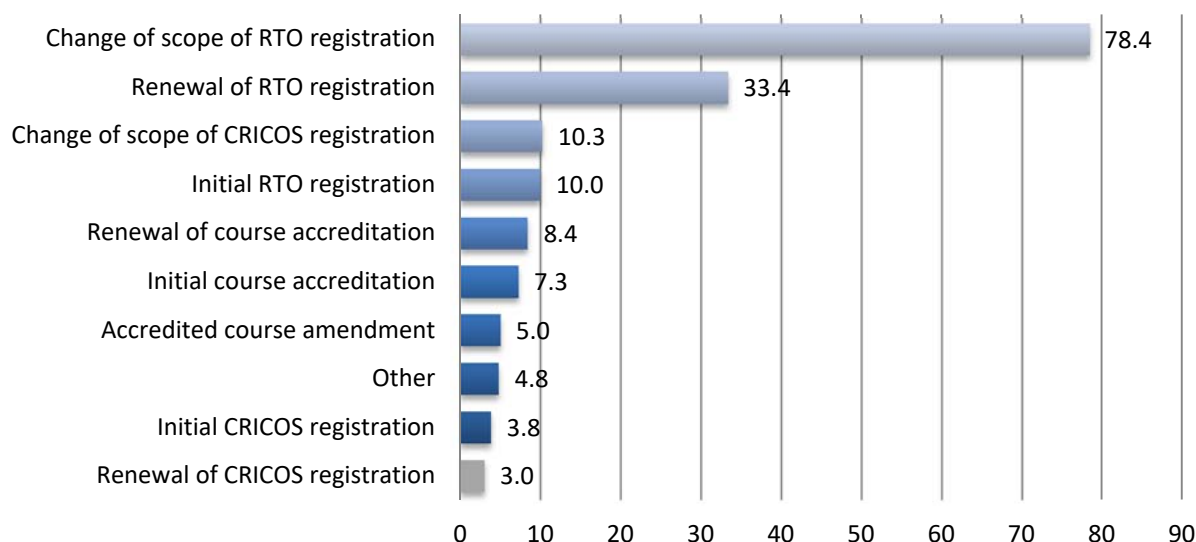
RTO: ASQA's performance during application interactions

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 51% with the majority rated 70% and higher. Refer to the table below. Renewing RTO registration was the highest performing *type* of application with all service elements scorings above 80%. ASQA's time to respond was the lowest scoring service element and it consistently scored below 70%. Applications with smaller sample numbers should be treated as indicative at best.

% positive excludes don't know / no answer

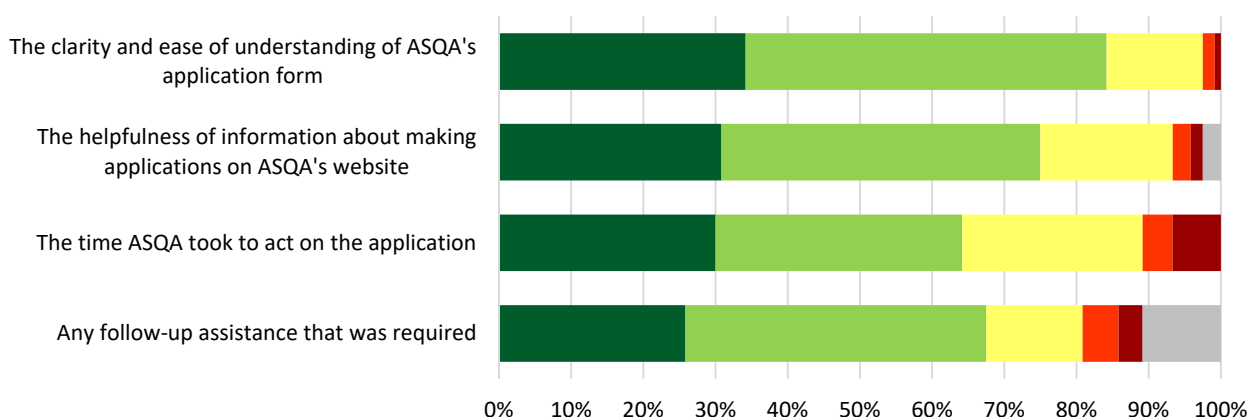| TYPE OF APPLICATION	Clarity of application form	Time ASQA took to act on app'n	Helpfulness of ASQA website re making app'n	Info about progress of app'n processing	Any follow-up assistance required	ASQA's evaluation report
Initial RTO Registration n=120	84.2	64.2	76.9	Not asked	75.7	Not asked
Initial Course Accreditation n=87	76.5	52.4	70.4	61.2	72.0	84.8
Initial CRICOS registration n=46	91.3	57.8	86.7	Not asked	71.4	Not asked
Renewing RTO registration n=400	89.2	82.4	85.6	Not asked	84.5	Not asked
Renewing course accreditation n=101	78.8	57.1	67.0	61.5	78.3	82.5
Renewing CRICOS registration n=36	76.5	51.5	75.8	Not asked	73.1	Not asked
Change scope RTO registration n=940	89.7	79.4	83.5	Not asked	81.7	Not asked
Course amendment n=60	77.4	73.1	76.5	75.5	81.4	86.0

TYPE OF APPLICATION	Clarity of 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
Change scope CRICOS n=123	74.8	53.7	71.1	Not asked	71.1	Not asked
Other applications n=58	79.3	71.4	70.7	Not asked	80.5	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*.
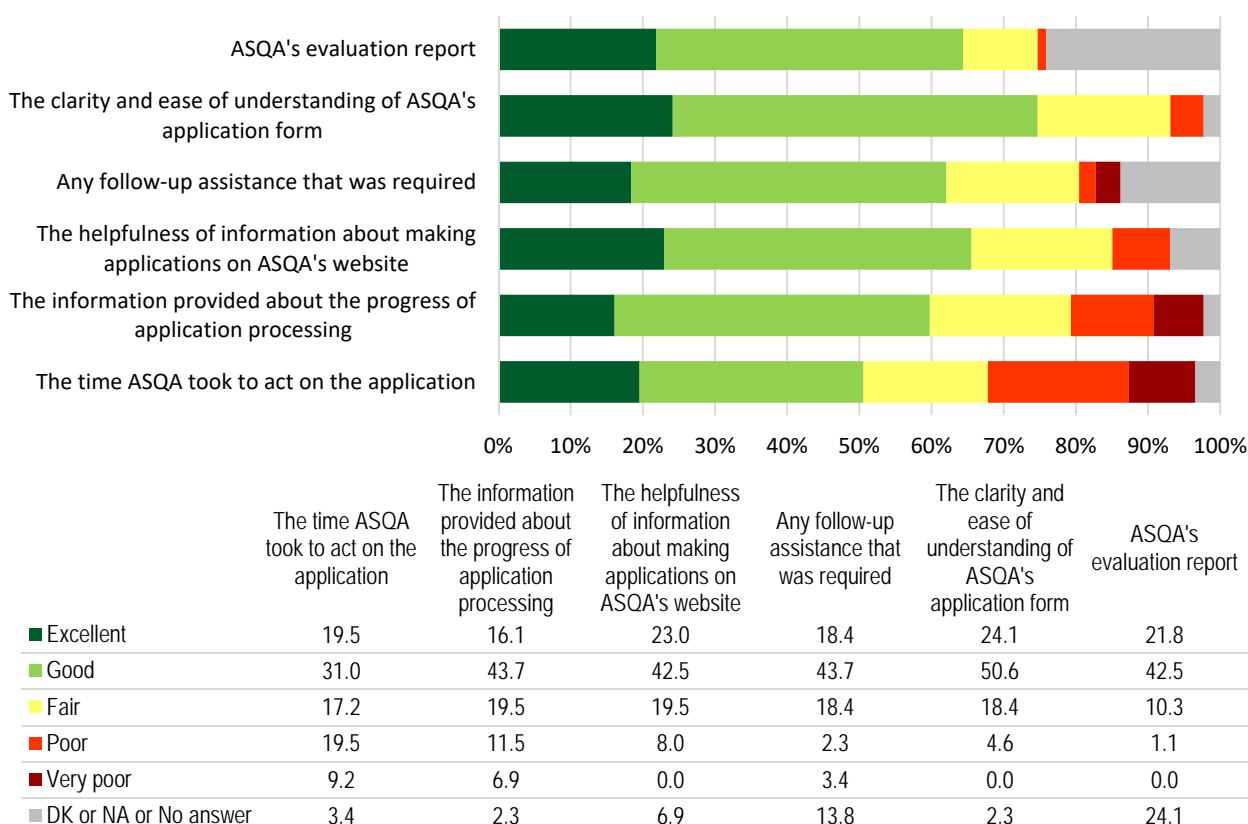
ASR believes the high proportion of *don't know* in the series of charts below for the item *Any follow up assistance that was required* may relate to a respondent's lack of experience with follow up, in other words, a respondent did not require any follow up regarding the application that they were commenting on. This could be interpreted positively: that everything was clear enough not to need follow up.

RTO: Initial RTO registration
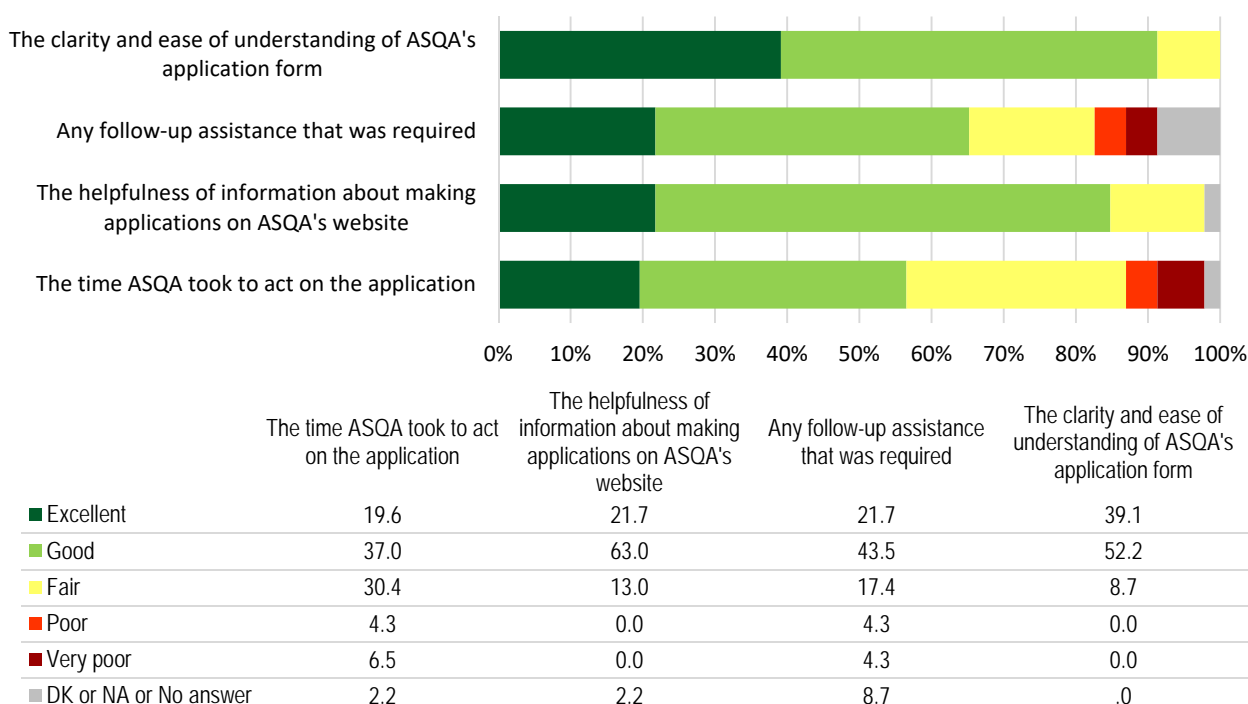*% of respondents choosing a rating point, n=120*

	Any follow-up assistance that was required	The time ASQA took to act on the application	The helpfulness of information about making applications on ASQA's website	The clarity and ease of understanding of ASQA's application form
■ Excellent	25.8	30.0	30.8	34.2
■ Good	41.7	34.2	44.2	50.0
■ Fair	13.3	25.0	18.3	13.3
■ Poor	5.0	4.2	2.5	1.7
■ Very poor	3.3	6.7	1.7	.8
■ DK or NA or No answer	10.8	0.0	2.5	0.0

RTO: Initial course accreditation
*% of respondents choosing a rating point, n=87*

	The time ASQA took to act on the application	The information provided about the progress of application processing	The helpfulness of information about making applications on ASQA's website	Any follow-up assistance that was required	The clarity and ease of understanding of ASQA's application form	ASQA's evaluation report
■ Excellent	19.5	16.1	23.0	18.4	24.1	21.8
■ Good	31.0	43.7	42.5	43.7	50.6	42.5
■ Fair	17.2	19.5	19.5	18.4	18.4	10.3
■ Poor	19.5	11.5	8.0	2.3	4.6	1.1
■ Very poor	9.2	6.9	0.0	3.4	0.0	0.0
■ DK or NA or No answer	3.4	2.3	6.9	13.8	2.3	24.1

RTO: Initial CRICOS registration
% of respondents choosing a rating point, n=46

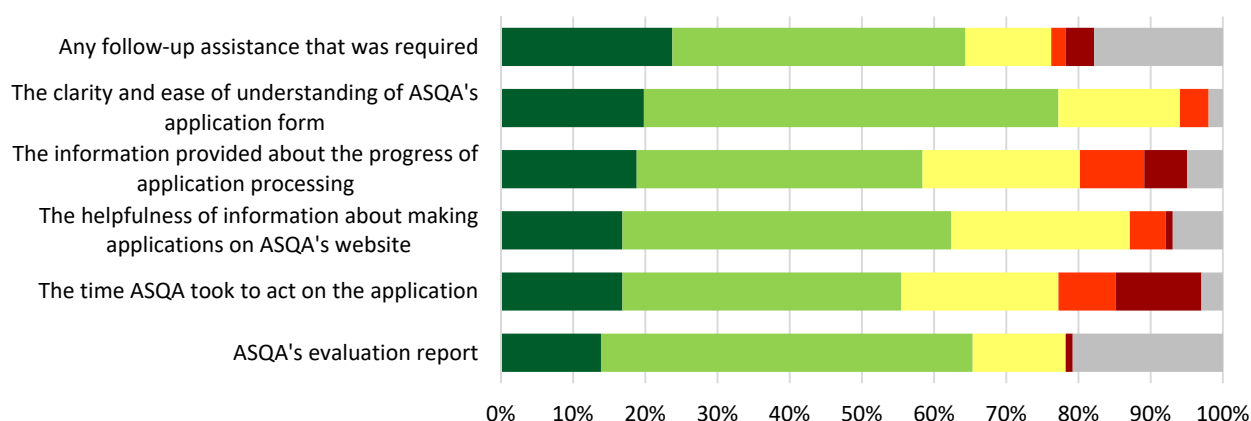|	The time ASQA took to act on the application	The helpfulness of information about making applications on ASQA's website	Any follow-up assistance that was required	The clarity and ease of understanding of ASQA's application form
■ Excellent	19.6	21.7	21.7	39.1
■ Good	37.0	63.0	43.5	52.2
■ Fair	30.4	13.0	17.4	8.7
■ Poor	4.3	0.0	4.3	0.0
■ Very poor	6.5	0.0	4.3	0.0
■ DK or NA or No answer	2.2	2.2	8.7	.0

RTO: Renew RTO registration
% of respondents choosing a rating point, n=400
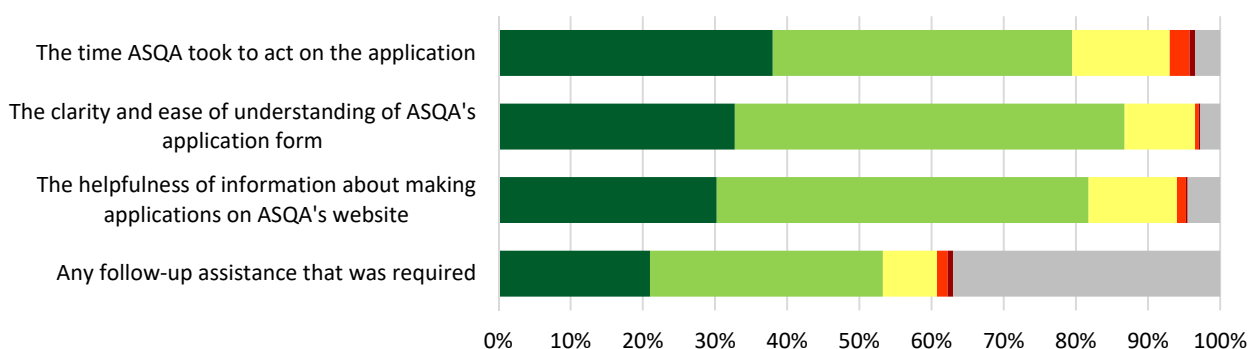
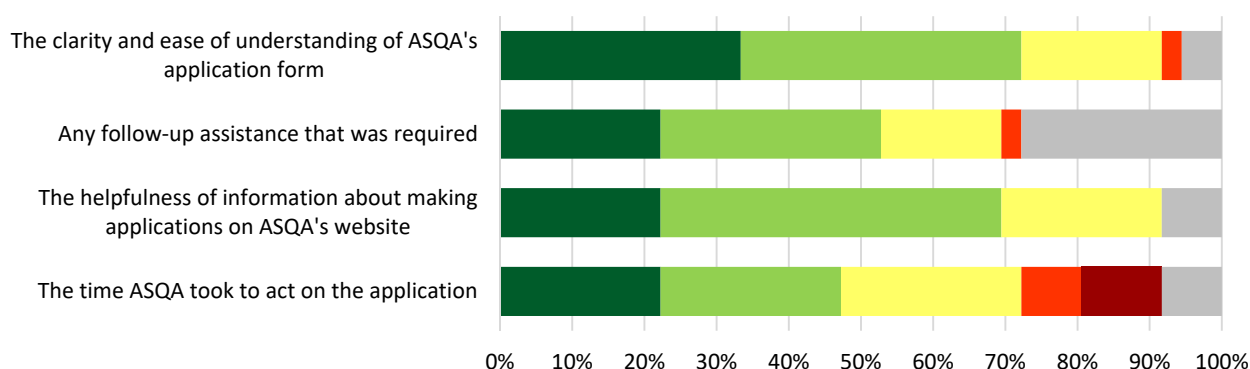|	Any follow-up assistance that was required	The helpfulness of information about making applications on ASQA's website	The clarity and ease of understanding of ASQA's application form	The time ASQA took to act on the application
■ Excellent	21.0	30.3	32.8	38.0
■ Good	32.3	51.5	54.0	41.5
■ Fair	7.5	12.3	9.8	13.5
■ Poor	1.5	1.3	.5	2.8
■ Very poor	.8	.3	.3	.8
■ DK or NA or No answer	37.0	4.5	2.8	3.5

RTO: Renew course accreditation
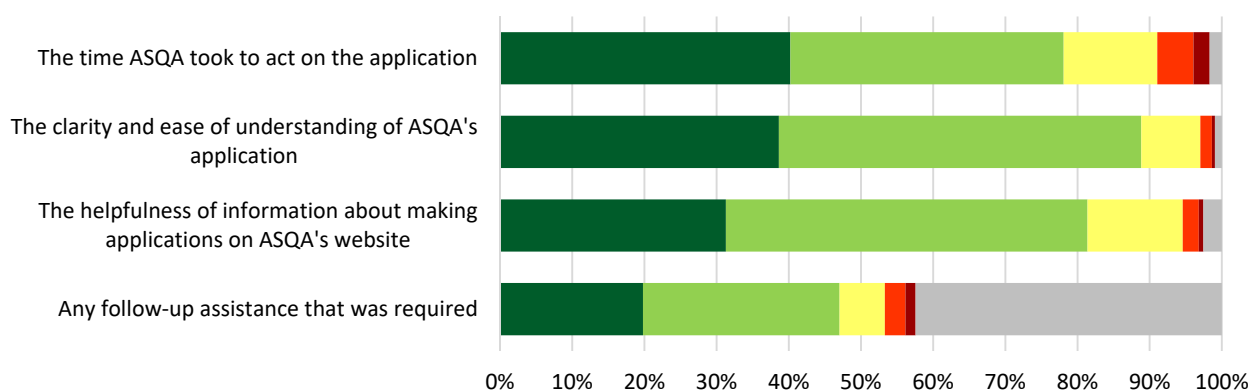### *% of respondents choosing a rating point, n=101*

	ASQA's evaluation report	The time ASQA took to act on the application	The helpfulness of information about making applications on ASQA's website	The information provided about the progress of application processing	The clarity and ease of understanding of ASQA's application form	Any follow-up assistance that was required
■ Excellent	13.9	16.8	16.8	18.8	19.8	23.8
■ Good	51.5	38.6	45.5	39.6	57.4	40.6
■ Fair	12.9	21.8	24.8	21.8	16.8	11.9
■ Poor	0.0	7.9	5.0	8.9	4.0	2.0
■ Very poor	1.0	11.9	1.0	5.9	0.0	4.0
■ DK or NA or No answer	20.8	3.0	6.9	5.0	2.0	17.8

RTO: Renew CRICOS registration
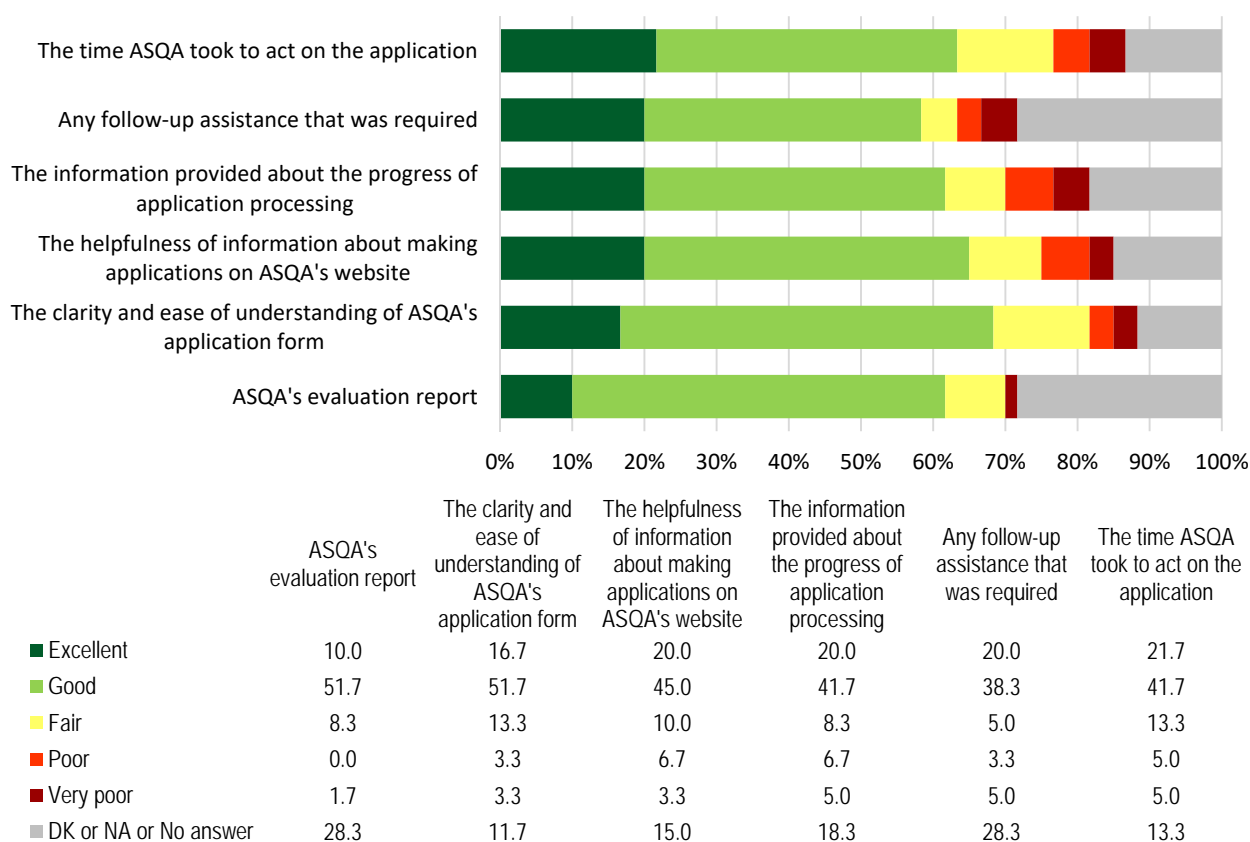### *% of respondents choosing a rating point, n=36*

	The time ASQA took to act on the application	The helpfulness of information about making applications on ASQA's website	Any follow-up assistance that was required	The clarity and ease of understanding of ASQA's application form
■ Excellent	22.2	22.2	22.2	33.3
■ Good	25.0	47.2	30.6	38.9
■ Fair	25.0	22.2	16.7	19.4
■ Poor	8.3	0.0	2.8	2.8
■ Very poor	11.1	0.0	0.0	0.0
■ DK or NA or No answer	8.3	8.3	27.8	5.6

RTO: Change scope RTO registration
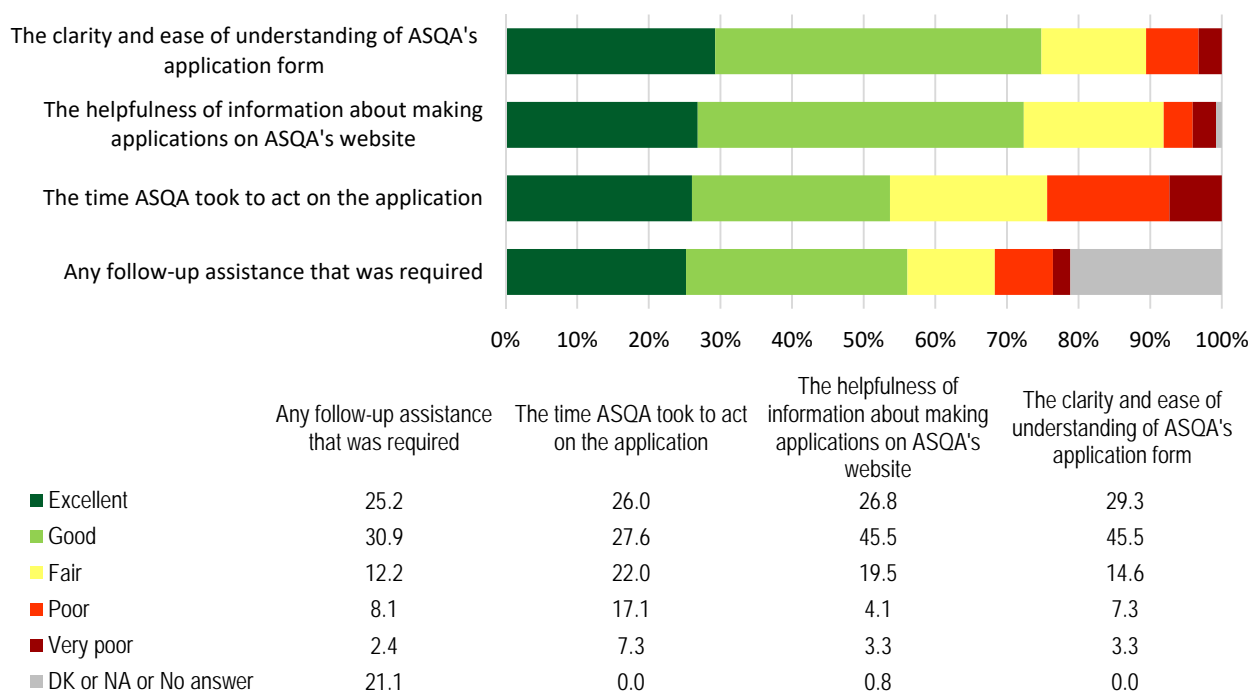### *% of respondents choosing a rating point, n=940*

	Any follow-up assistance that was required	The helpfulness of information about making applications on ASQA's website	The clarity and ease of understanding of ASQA's application	The time ASQA took to act on the application
■ Excellent	19.8	31.3	38.6	40.2
■ Good	27.2	50.1	50.2	37.9
■ Fair	6.3	13.2	8.2	13.0
■ Poor	2.9	2.2	1.6	5.0
■ Very poor	1.4	.6	.4	2.2
■ DK or NA or No answer	42.4	2.6	1.0	1.7

RTO: Amendment to accredited course
% of respondents choosing a rating point, n=60

	ASQA's evaluation report	The clarity and ease of understanding of ASQA's application form	The helpfulness of information about making applications on ASQA's website	The information provided about the progress of application processing	Any follow-up assistance that was required	The time ASQA took to act on the application
■ Excellent	10.0	16.7	20.0	20.0	20.0	21.7
■ Good	51.7	51.7	45.0	41.7	38.3	41.7
■ Fair	8.3	13.3	10.0	8.3	5.0	13.3
■ Poor	0.0	3.3	6.7	6.7	3.3	5.0
■ Very poor	1.7	3.3	3.3	5.0	5.0	5.0
■ DK or NA or No answer	28.3	11.7	15.0	18.3	28.3	13.3

RTO: Change scope CRICOS
% of respondents choosing a rating point, n=123

	Any follow-up assistance that was required	The time ASQA took to act on the application	The helpfulness of information about making applications on ASQA's website	The clarity and ease of understanding of ASQA's application form
■ Excellent	25.2	26.0	26.8	29.3
■ Good	30.9	27.6	45.5	45.5
■ Fair	12.2	22.0	19.5	14.6
■ Poor	8.1	17.1	4.1	7.3
■ Very poor	2.4	7.3	3.3	3.3
■ DK or NA or No answer	21.1	0.0	0.8	0.0

RTO: Other applications

% of respondents choosing a rating point, n=58
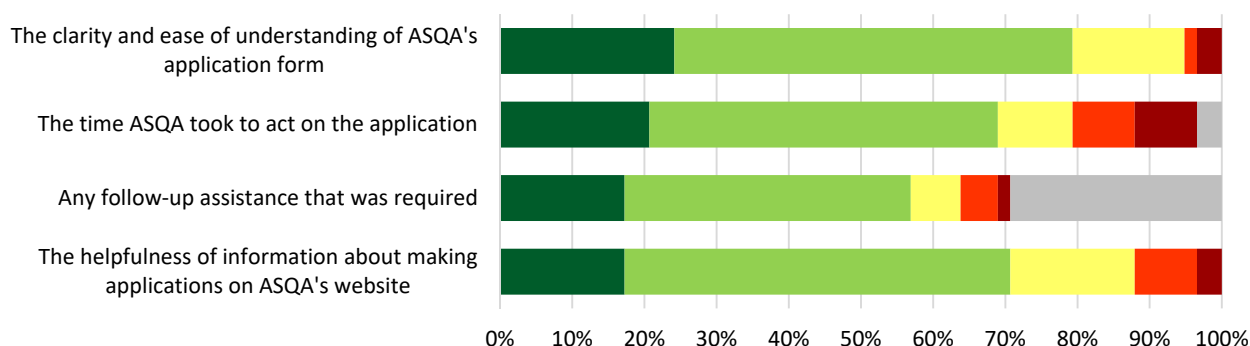
	The helpfulness of information about making applications on ASQA's website	Any follow-up assistance that was required	The time ASQA took to act on the application	The clarity and ease of understanding of ASQA's application form
■ Excellent	17.2	17.2	20.7	24.1
■ Good	53.4	39.7	48.3	55.2
■ Fair	17.2	6.9	10.3	15.5
■ Poor	8.6	5.2	8.6	1.7
■ Very poor	3.4	1.7	8.6	3.4
■ DK or NA or No answer	0.0	29.3	3.4	0.0

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. They are also similar to the results from the 2015 survey, 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=193	87.8
Objectivity n=197	86.7
Organisational skills n=195	86.6
Knowledge n=195	85.8

RTO: Accreditation assessor / team
% of respondents choosing a rating point, n=201

	Objectivity	Organisational skills	Knowledge	Professionalism
■ Excellent	24.4	25.9	27.4	30.3
■ Good	43.8	41.8	38.8	37.8
■ Fair	8.5	9.0	10.0	8.5
■ Poor	1.0	.5	.5	0.0
■ Very poor	1.0	1.0	.5	1.0
■ DK or NA or No answer	21.4	21.9	22.9	22.4
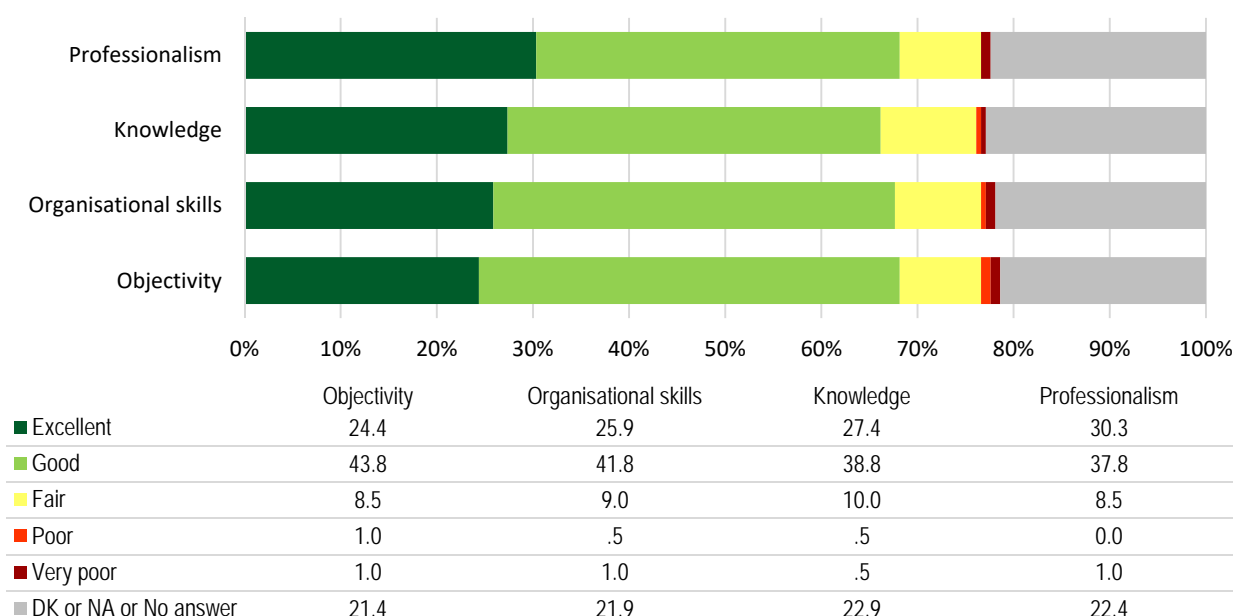
Respondents who had participated in accreditation assessment were then asked for suggested improvements to the course accreditation evaluation process. A total of 90 respondents provided valid answers and these have been multi-coded (a respondent could offer more than one idea). See the table below for common suggestions which focused on responsiveness and feedback about the progress of a submission, while a considerable portion indicated that no improvements were needed.

RTO: SUGGESTED CHANGES TO COURSE ACCREDITATION EVALUATION PROCESS n=90	FREQ	% OF COMMENTS
Very slow / be more timely	40	44.4
No improvements necessary / nothing / positive	23	25.6
More feedback about progress	16	17.8
Not enough information / more and clearer information	8	8.9
Simplify: it's a complex bureaucratic process	7	7.8
Be more willing to communicate / more personal contact	5	5.6

This same set of respondents was asked to offer any other comments about the course accreditation evaluation. Forty-seven respondents gave a valid answer and 57% of the comments were positive about ASQA staff or the process in general. A handful of comments were about the process being unclear/difficult and negative experiences with staff.
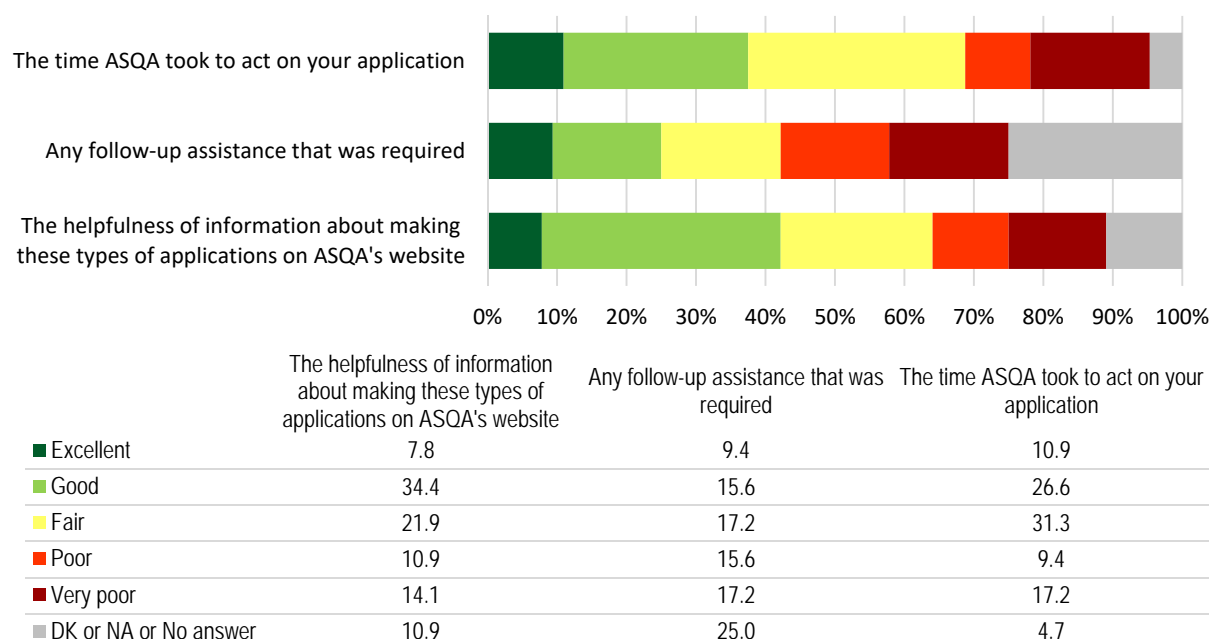
RTO: Application to have ASQA decision reconsidered

In relation to applying for reconsideration, RTOs were likely to be responding about a negative situation (that is, an adverse decision relating to their registration, such as suspension or cancellation), so it is not surprising that this was the lowest rated interaction type. All percent positive scores were below 50%. Scores for the website have increased by 7% in this topic since last year.

% positive excludes don't know / no answer

RTO: APPLICATION TO HAVE ASQA DECISION RECONSIDERED	2016 %+VE	2015 %+VE
Helpfulness of information about making these types of applications on ASQA's website n=57	47.4	40.4
The time ASQA took to act on your application n=61	39.3	43.1
Any follow up assistance that was required n=48	33.3	38.5

RTO: Apply to have ASQA decision reconsidered
% of respondents choosing a rating point, n=64

	The helpfulness of information about making these types of applications on ASQA's website	Any follow-up assistance that was required	The time ASQA took to act on your application
■ Excellent	7.8	9.4	10.9
■ Good	34.4	15.6	26.6
■ Fair	21.9	17.2	31.3
■ Poor	10.9	15.6	9.4
■ Very poor	14.1	17.2	17.2
■ DK or NA or No answer	10.9	25.0	4.7

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 and have all increased since 2015. Refer to the table below. The ease of making a payment was the highest rated dimension with a 94% positive score. Refer to the table below.

% positive excludes don't know / no answer

RTO: PAYING A FEE OR CHARGE n=1525	2016 %+VE	2015 % +VE
Ease of making a payment n=1504	93.8	91.6
Options available to make a payment n=1473	92.4	89.8
Clarity of ASQA's invoice n=1478	92.0	89.9
Any follow up assistance that was required n=679	87.5	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 have been no need to follow up.
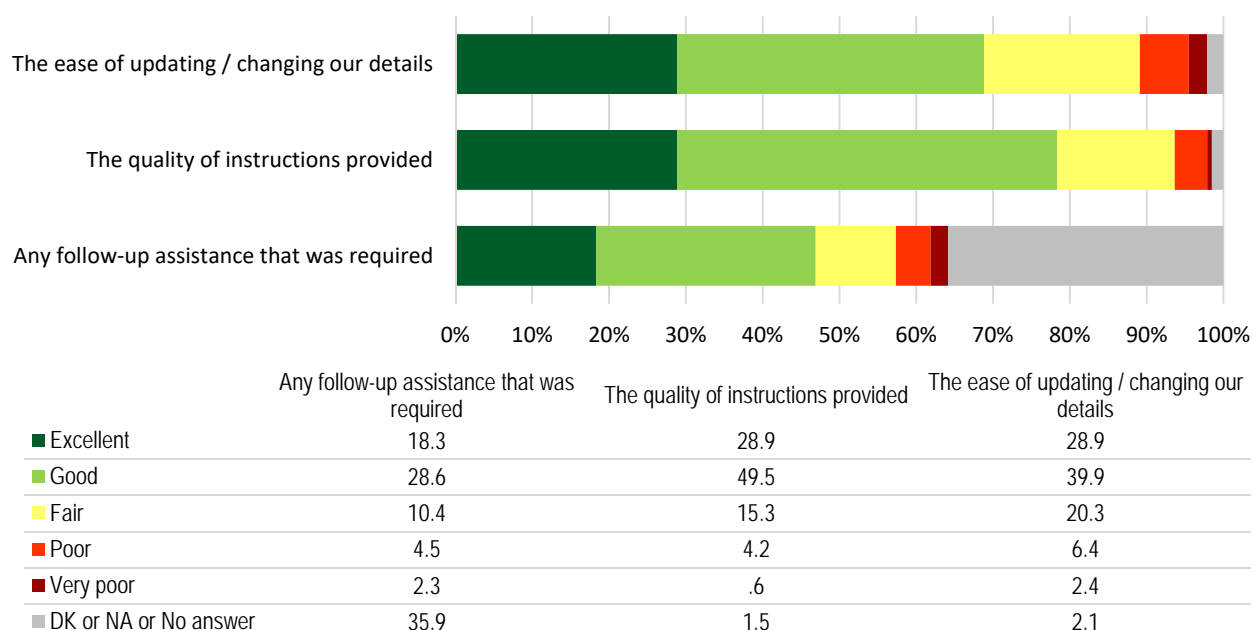
RTO: Paying a fee or charge
% of respondents choosing a rating point, n=1525

	Any follow-up assistance that was required	The options available to make a payment	The clarity of ASQA's invoice	The ease of making a payment
■ Excellent	16.7	40.1	41.7	43.2
■ Good	22.3	49.1	49.0	47.7
■ Fair	4.0	6.2	6.3	5.5
■ Poor	1.0	.7	1.3	.5
■ Very poor	.5	.4	.3	.1
■ DK or NA or No answer	55.5	3.4	1.4	3.1
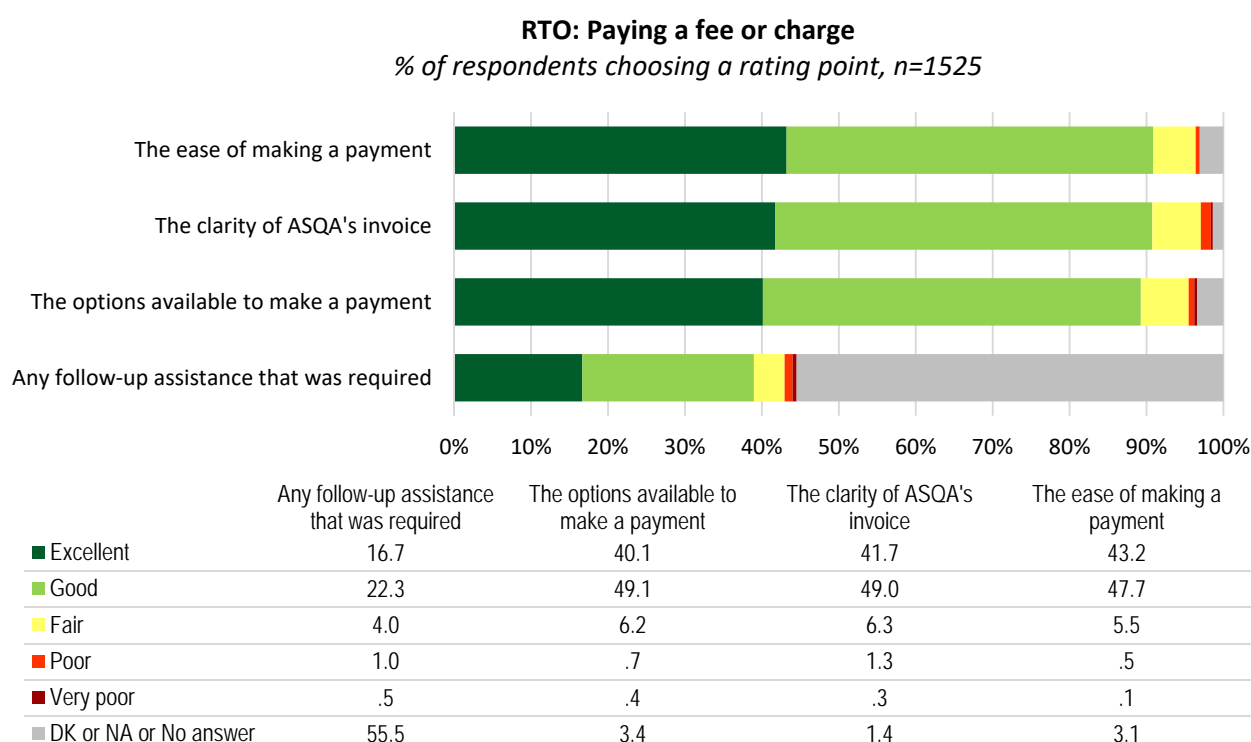
RTO: Changing or updating business details

The table below shows the percent positive scores for all aspects of changing or updating business details. Quality of instructions was the highest rated item in 2015 and 2016. Ease of updating details dropped to 70.3% between survey periods, representing a decline of 3.2%.

% positive excludes don't know / no answer

RTO: CHANGING OR UPDATING BUSINESS DETAILS	2016 % +VE	2015 % +VE
Quality of instructions provided n=651	79.6	79.4
Ease of updating / changing our details n=647	70.3	73.5
Any follow up assistance that was required n=424	73.1	72.5

RTO: Changing or updating business details
% of respondents choosing a rating point, n=661

	Any follow-up assistance that was required	The quality of instructions provided	The ease of updating / changing our details
■ Excellent	18.3	28.9	28.9
■ Good	28.6	49.5	39.9
■ Fair	10.4	15.3	20.3
■ Poor	4.5	4.2	6.4
■ Very poor	2.3	.6	2.4
■ DK or NA or No answer	35.9	1.5	2.1

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 about changes to regulations / general directions scored well. All scores for this topic have improved since 2015.

% positive excludes don't know / no answer

RTO: CONSULTATION AND COMMUNICATION	2016 % +VE	2015 % +VE
Provides timely information to the VET sector in general about changes to regulations / general directions n=1831	86.0	83.3
Provides sufficient contact information so that I or my organisation can contact / re-contact an ASQA staff member if necessary n=1783	75.1	73.6
Minimises the effort to get an answer to a question n= 1759	71.0	70.3

RTO: Consultation and communication
% of respondents choosing a rating point, n=1863

	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 information to the VET sector in general about changes to regulations / general directions
■ Excellent	19.2	25.9	30.8
■ Good	47.9	45.9	53.8
■ Fair	19.1	15.4	11.5
■ Poor	6.0	5.7	1.6
■ Very poor	2.3	2.7	.7
■ DK or NA or No answer	5.6	4.3	1.7

RTO: Comments about poorer performance in consultation / communication

Respondents who rated an area of consultation and communication as *fair*, *poor* or *very poor* were given the opportunity to explain their answer. A total of 534 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 2014 and 2015 surveys.

RTO: EXPLANATION FOR POOR OR FAIR RATING based on 631 responses	FREQ	% OF COMMENTS
Want a specific name to call / hard to find right person / want a case manager	143	26.8
Response too slow	128	24.0
Staff not helpful / vague / will not answer question	101	18.9
Information unclear / complex / hard to interpret / confusing / jargon	46	8.6
Conflicting advice given depending on who you talk to	42	7.9
Poor follow up on our enquiries / multiple submissions of same enquiry / no timeframe given	34	6.4
Just refer back to website / standards which is why I called in first place	33	6.2
Call centre says put it in email / ASQA only accepts email	25	4.7
Want to be able to check progress of enquiry / submission	23	4.3
Website hard to use / search / navigate	16	3.0
ASQA is improving / better than it used to be	10	1.9
Positive	9	1.7
Invoice / payment option issue / automatic invoice or receipt	8	1.5
Diff government departments should talk to each other / be less bureaucratic	6	1.1

RTO: Delegated regulatory authority

Items in this topic were presented to only RTOs that had been invited to apply for ASQA's delegated regulatory authority. Percent positive scores for the three items are presented below. All items scored above the 78% positive level and each item increased since the 2015 survey.

% positive excludes don't know / no answer

RTO: DELEGATED REGULATORY AUTHORITY	2016 % +VE	2015 % +VE
The clarity and ease of understanding of ASQA's letter inviting my organisation to apply for a delegated regulatory authority n=151	82.8	79.1
The helpfulness of ASQA's published information about delegated regulatory authority n=150	79.3	78.8
Any follow-up assistance that was required n=72	80.6	76.4

RTO: Delegated regulatory authority
% of respondents choosing a rating point, n=161 unless stated otherwise

	Any follow-up assistance that was required, n=87	The clarity and ease of understanding of ASQA's letter inviting my organisation to apply for a delegated regulatory authority	The helpfulness of ASQA's published information about delegated regulatory authority
■ Excellent	23.0	24.8	26.1
■ Good	43.7	52.8	47.8
■ Fair	9.2	13.7	14.3
■ Poor	4.6	1.9	3.7
■ Very poor	2.3	.6	1.2
■ DK or No answer	17.2	6.2	6.8

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

Respondents were asked to provide suggestions on how ASQA could improve the way it invites training providers to apply for delegation of regulatory authority. A total of 75 respondents provided suggestions. Almost 30% of respondents stated no changes were needed and there was positive sentiment in many of the comments and suggestions. The most common suggestion was around the need to provide more information and materials, particularly about the benefits to the business. A range of other suggestions were listed. See table below.

RTO: IMPROVEMENTS TO DELEGATED REGULATORY AUTHORITY INVITATIONS n=75	FREQ	% OF COMMENTS
No changes needed / all fine	22	29.3
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	15	20.0
Information ambiguous / unclear	11	14.7
Targeted at large commercial RTOs - not us / are there benefits to small providers / what are the benefits	9	12.0
Not aware of invitation / only recently received invitation	9	12.0

RTO: Being informed by ASQA

Respondents were asked to indicate how they preferred to be informed about compliance requirements. ASQA's website (79.6%) and digital newsletter (75.8%) were most commonly used. Refer to chart below. Open-ended comments indicated that other preferred methods were by phone, email, professional networks and SMS.

RTO: Preferred method of accessing information on compliance

Multiple answers allowed so total>100%; % based on n=1861

Method	%
ASQA website	79.6
ASQA Update - ASQA's digital newsletter	75.8
Fact sheets	72.1
Face-to-face workshops / briefings	50.5
Webinar/webcast	35.7
FAQs	34.7
Hard-copy or printable publications (such as the Users' Guide)	31.2
Online videos	20.6
Other	3.4
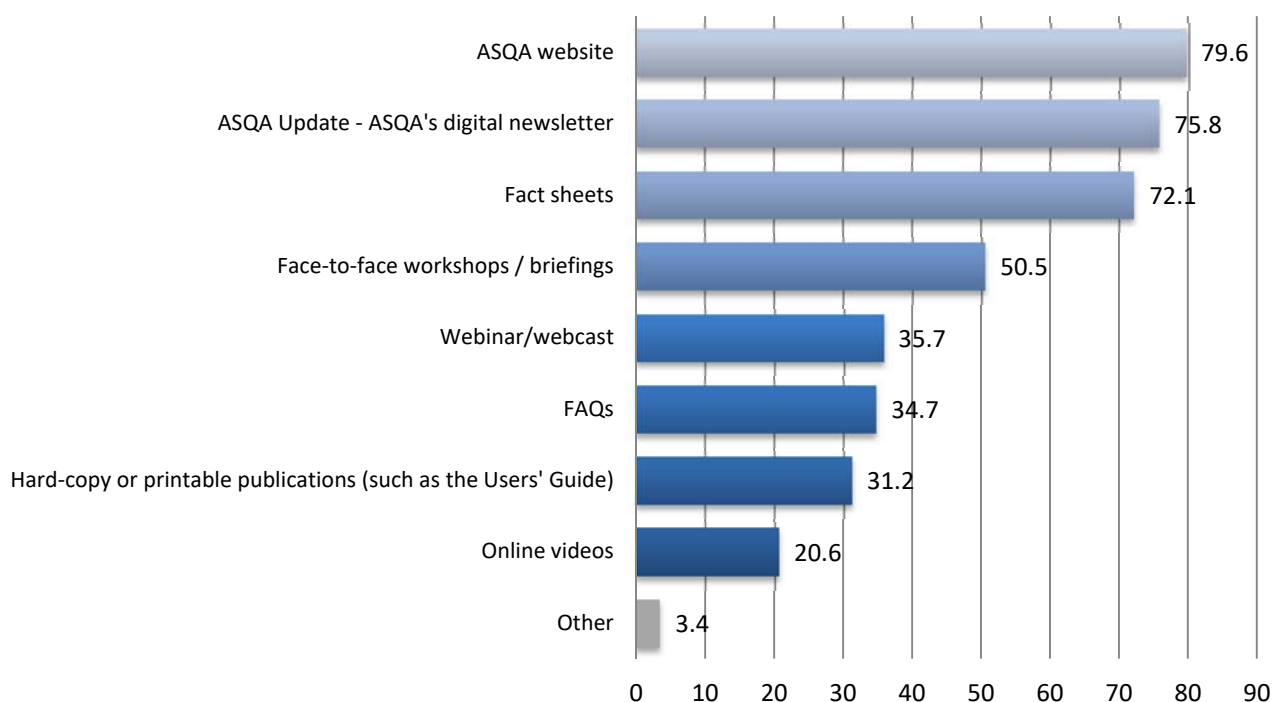
Respondents were then asked to indicate which of ASQA's channels of information they had used in the past 12 months. The majority of respondents used ASQA fact sheets (84%) and then ASQA's website (83%). ASQA Update is also a well-used channel (73%). ASQA presentations on Slideshare was the least used channel at 11%. Refer to the 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=1863
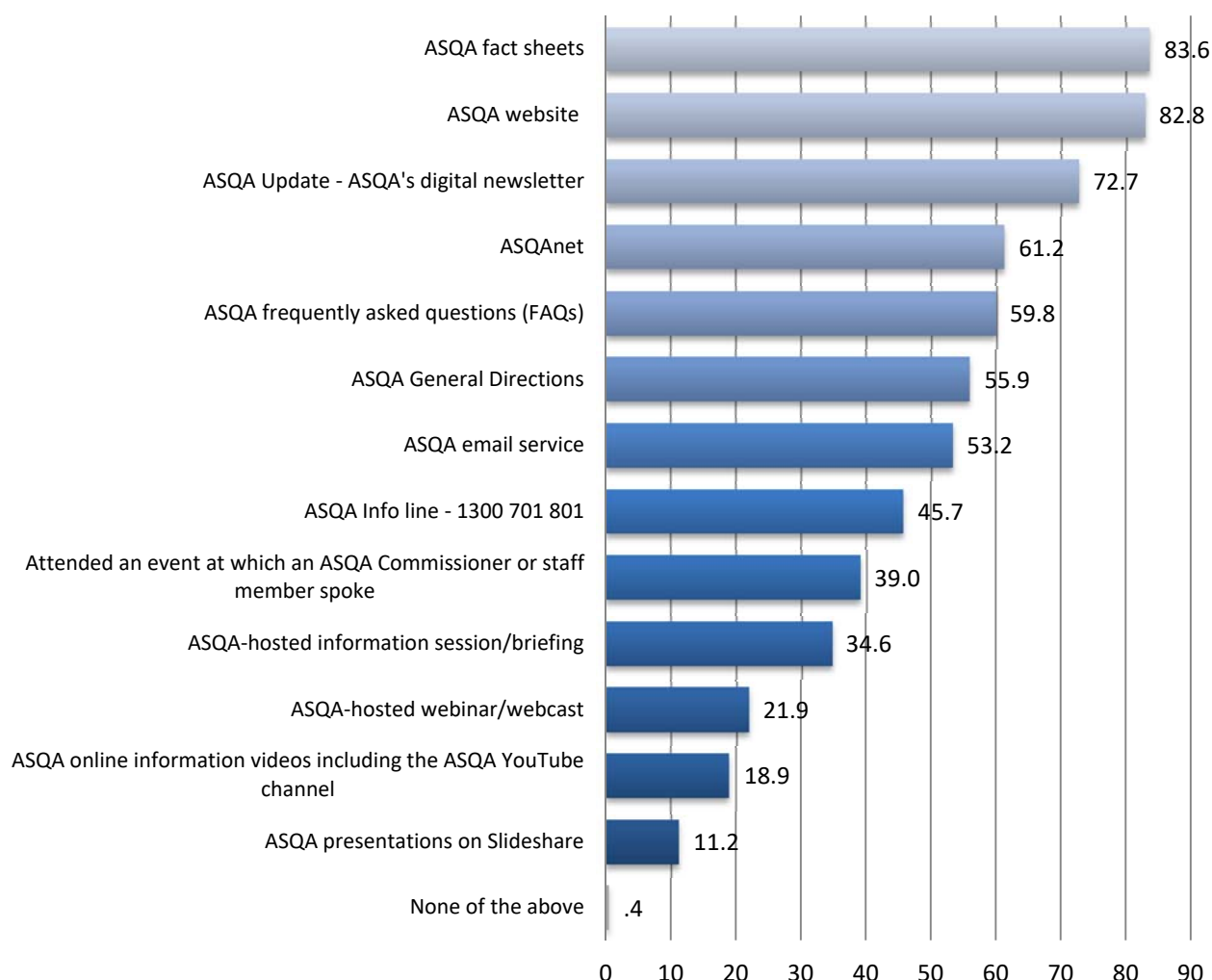
RTO: ASQA's fact sheets

A large majority of respondents had used ASQA's fact sheets (84%) in the previous 12 months. Three of the four rated items in this topic scored above 90% positive. The ease of understanding of the information decreased slightly between survey periods but within the confidence interval for interpreting results.

% positive excludes don't know / no answer

RTO: ASQA FACT SHEETS	2016 % +VE	2015 % +VE
The accuracy of the information n=1522	94.3	90.1
The timeliness of the information n=1541	93.0	93.1
The helpfulness of the information n=1549	92.5	93.3
The ease of understanding of the information n=1539	87.6	90.1

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

RTO: ASQA fact sheets
% of respondents choosing a rating point, n=1559

	The ease of understanding of the information	The timeliness of the information	The helpfulness of the information	The accuracy of the information
■ Excellent	25.8	28.4	29.8	33.4
■ Good	60.7	63.6	62.2	58.8
■ Fair	10.8	6.5	6.8	5.2
■ Poor	1.3	.4	.5	.2
■ Very poor	.1	.1	.1	.1
■ DK or No answer	1.3	1.2	0.6	2.4
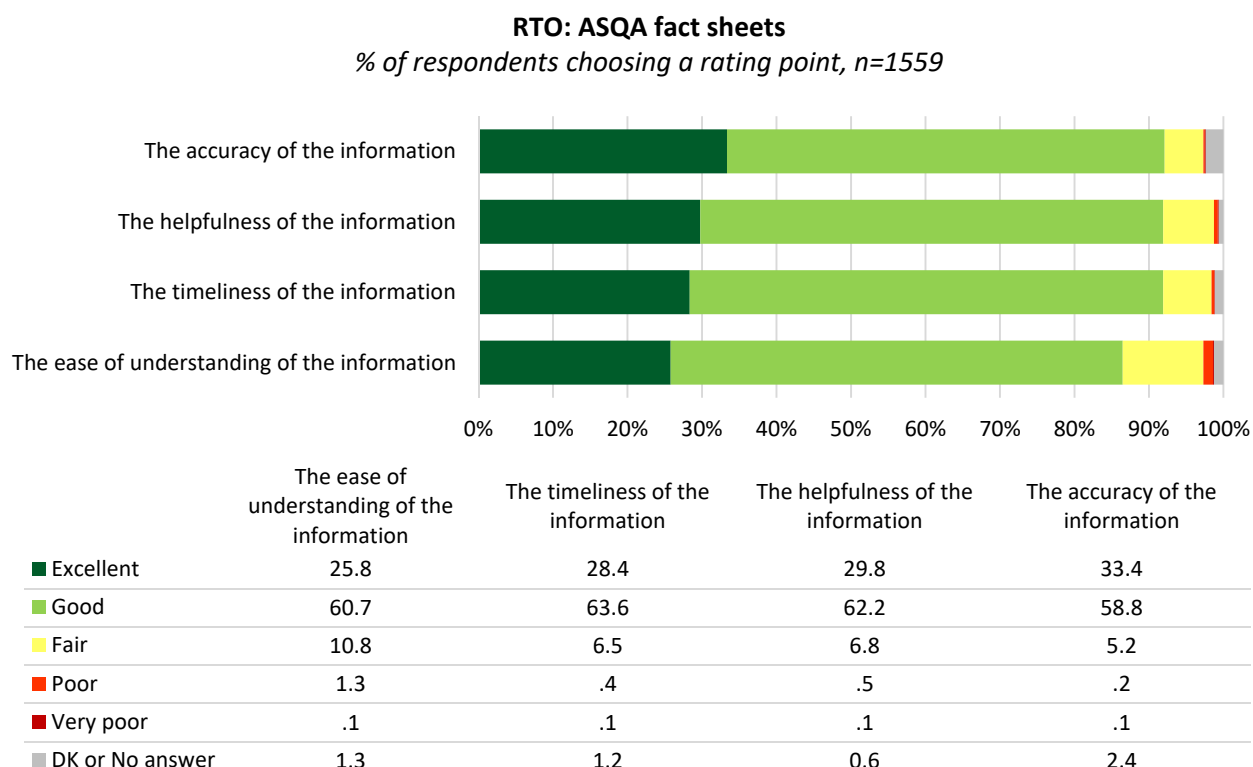
Fact sheet improvement suggestions

Respondents who indicated that they had received fact sheets were asked for improvement suggestions. A total of 352 respondents offered comments. Apart from being happy with the current format (30%), the key suggestion was to provide more examples (20%) and make fact sheets clearer and less complicated (12%).

RTO: FACT SHEET IMPROVEMENT SUGGESTIONS based on n=352	FREQ	% OF COMMENTS
Good / fine as is	106	30.1
More examples, details, flowcharts, case studies	70	19.9
Confusing / complex / make clearer	43	12.2
Too wordy / simplify language / use less jargon	34	9.7
More of them / more regularly	26	7.4
Send with Update / by email / send out critical information alert	25	7.1
Make them easier to find / index them	15	4.3
Be consistent with other channels	11	3.1
Get them out faster / earlier / at appropriate times	9	2.6

RTO: ASQA's FAQs

Approximately two-thirds of respondents had used ASQA's FAQs (60%) in the previous 12 months. All items scored above 85% positive. Refer to the table and chart below. Accuracy of information improved slightly between this year and last year's surveys.

% positive excludes don't know / no answer

RTO: ASQA FAQS	2016 % +VE	2015 % +VE
The accuracy of the information n=1068	93.0	89.4
The timeliness of the information n=1081	91.0	90.4
The helpfulness of the information n=1092	89.6	91.8
The ease of understanding of the information n=1086	87.1	89.4

RTO: ASQA's FAQs
% of respondents choosing a rating point, n=1115

	The ease of understanding of the information	The timeliness of the information	The helpfulness of the information	The accuracy of the information
■ Excellent	22.3	22.4	23.7	25.7
■ Good	62.5	65.8	64.0	63.4
■ Fair	11.1	8.2	9.2	6.3
■ Poor	1.2	.5	1.0	.4
■ Very poor	.3	.0	.0	.0
■ DK or No answer	2.6	3.0	2.1	4.2
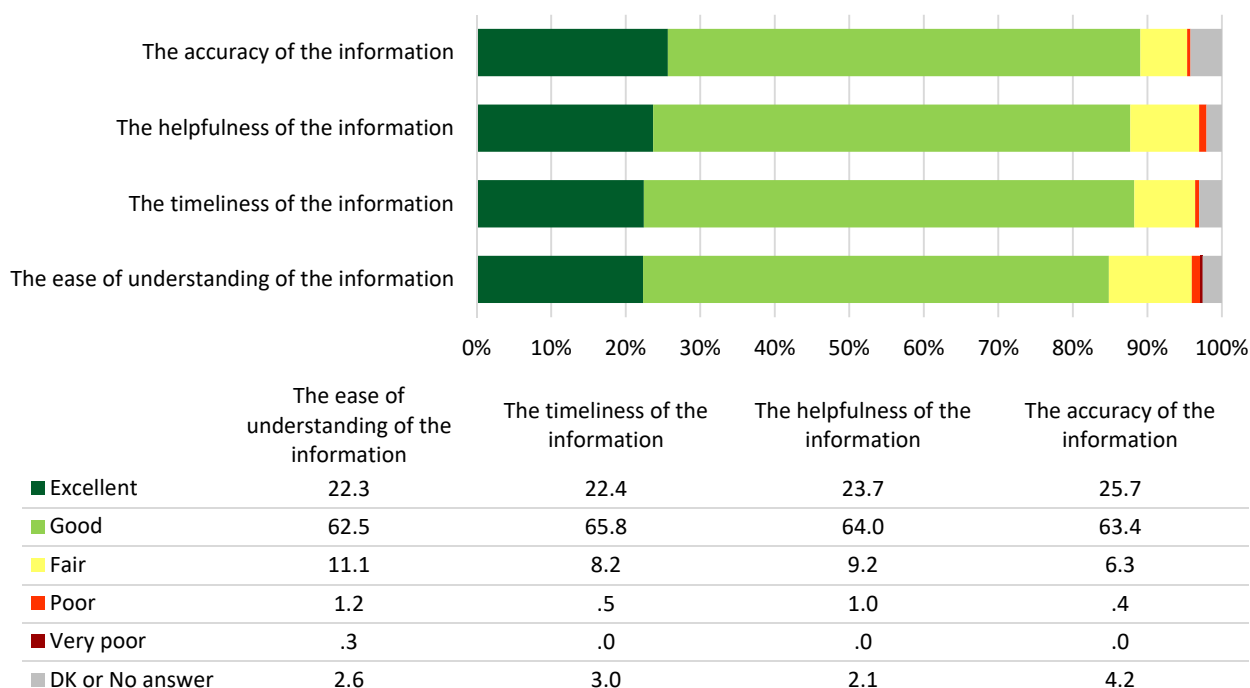
FAQs improvement suggestions

Respondents who indicated that they had used FAQs were asked for improvement suggestions. 172 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 add more questions and detail, provide more examples, scenarios and/or questions and to reduce ambiguity in the FAQs.

RTO: FAQs IMPROVEMENT SUGGESTIONS n=172	FREQ	% OF COMMENTS
Good / no improvement necessary	45	26.2
Add more questions / more detail / be more specific	20	11.6
More examples, scenarios, questions, including specific examples	18	10.5
Confusing / vague / ambiguous	18	10.5
Less wordy / bureaucratic / more user friendly / less jargon	11	6.4
Be consistent with other channels	11	6.4
More of them	10	5.8
Update frequently	8	4.7
Have better searching / suggest alternative key words	7	4.1
Tailor them to different types of RTOs	7	4.1

RTO: ASQA's General Directions

Fifty-six percent of respondents had used ASQA's general directions in the previous 12 months. The accuracy of information increased by 5% between survey periods while all other items remained at a very similar level.

% positive excludes don't know / no answer

RTO: ASQA GENERAL DIRECTIONS	2016 % +VE	2015 % +VE
The accuracy of the information n=995	93.7	88.6
The timeliness of the information n=1013	92.4	92.0
The helpfulness of the information n=1020	91.4	91.4
The ease of understanding of the information n=1010	87.6	88.6

RTO: ASQA's General Directions
% of respondents choosing a rating point, n=1042
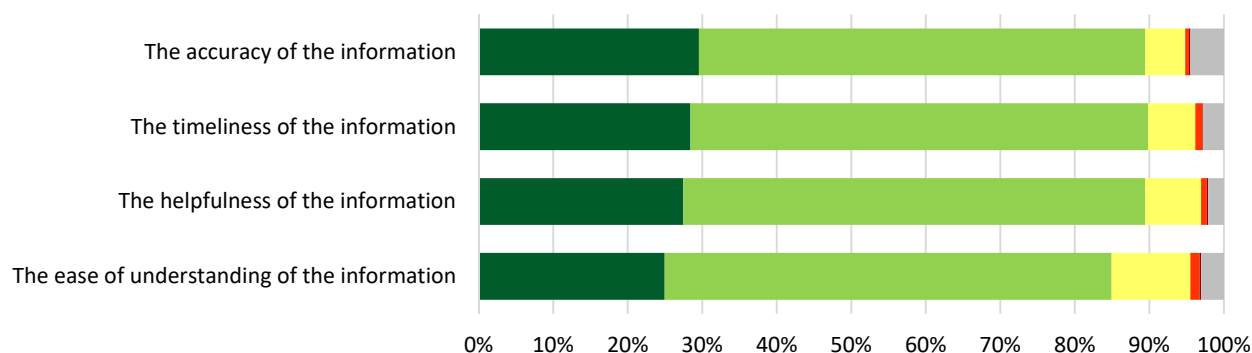
	The ease of understanding of the information	The helpfulness of the information	The timeliness of the information	The accuracy of the information
■ Excellent	25.0	27.4	28.4	29.6
■ Good	60.0	62.0	61.4	59.9
■ Fair	10.6	7.5	6.3	5.4
■ Poor	1.2	.8	1.0	.5
■ Very poor	.2	.2	.1	.2
■ DK or No answer	3.1	2.1	2.8	4.5

General Directions improvement suggestions

Respondents who stated they had used General Directions were asked to provide suggestions for improvement. From the 169 respondents who provided a response, around a third were happy with General Directions in their current form and offered no improvement suggestions. The most common improvement theme was the need for simple and easy to understand language and more clarity.

RTO: GENERAL DIRECTIONS IMPROVEMENT SUGGESTIONS n=169	FREQ	% OF COMMENTS
All good / happy with current format	45	26.6
Less wordy / bureaucratic / more user friendly / less jargon	26	15.4
Confusing / vague / ambiguous	21	12.4
Send alerts when they are put up / changed / email them to us	14	8.3
Include more examples, scenarios and templates	14	8.3
Add more questions / more detail / be more specific	12	7.1
Get them out faster / earlier / at appropriate times	8	4.7
Ensure they are up to date	5	3.0

RTO: ASQA Update

ASQA Update was very positively rated, with all items achieving above 90% positive. Accuracy of information achieved the highest score (95%) for this topic which was also an increase on the 2015 result.

% positive excludes don't know / no answer

RTO: *ASQA UPDATE*	2016 % +VE	2015 % +VE
The accuracy of the information n=1303	94.7	90.7
The helpfulness of the information n=1330	92.5	92.7
The timeliness of the information n=1335	92.4	93.2
The ease of understanding of the information n=1324	90.9	90.7

The frequency distribution chart below shows the strong positive response for this channel with less than 1% selecting *poor* or *very poor* for each item.

RTO: *ASQA Update*

% of respondents choosing a rating point, n=1354

|	The ease of understanding of the information	The helpfulness of the information	The timeliness of the information	The accuracy of the information
■ Excellent	27.5	29.8	30.9	31.1
■ Good	61.3	61.0	60.2	60.0
■ Fair	8.2	6.6	6.6	4.7
■ Poor	.7	.7	.8	.4
■ Very poor	0.0	0.0	.1	.1
■ DK or No answer	2.2	1.8	1.4	3.8
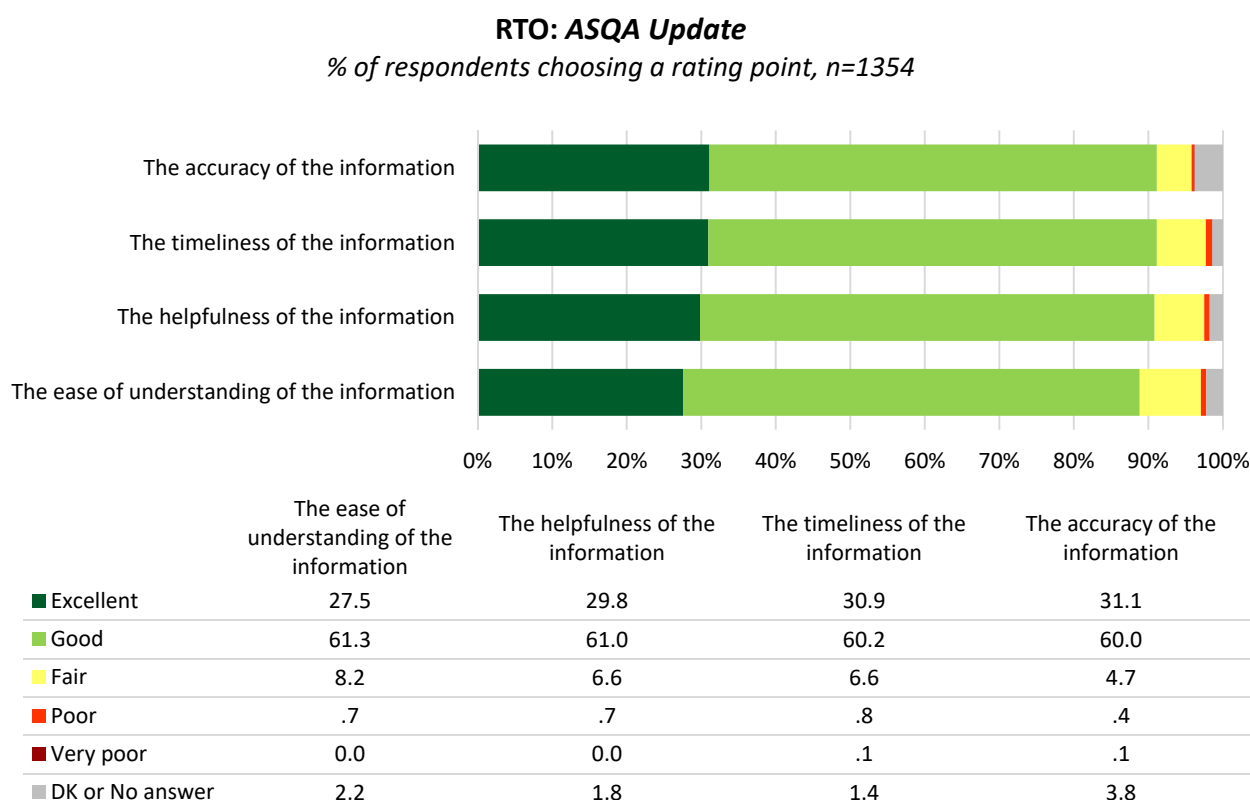
ASQA Update improvement suggestions

Respondents who indicated that they had received *ASQA Update* were asked for improvement suggestions. A total of 145 respondents offered comments. Apart from being happy with the current format, the key suggestion was to use clear, simple and easy to understand language and to alert RTOs by email when things change or when there is a new *Update*.

RTO: *ASQA UPDATE* IMPROVEMENT SUGGESTIONS n=145	FREQ	% OF COMMENTS
Good / no improvements required	59	40.7
Use simple English / less jargon	10	6.9
Send alerts when they are put up / changed / email them to us	9	6.2
Get them out faster / earlier / at appropriate times	8	5.5
Ensure they are up to date / updated more frequently	7	4.8
Tell us what we are doing right / best practice / ASQAs vision	7	4.8
Add more questions / more detail / be more specific	6	4.1

ASQA's online information videos

The % positive scores for this topic ranged from a high of 91% to a low of 86% with the largest increase since 2015 on the accuracy item.

% positive excludes don't know / no answer

RTO: ONLINE INFORMATION VIDEOS	2016 % +VE	2015 % +VE
The accuracy of the information n=319	91.2	85.9
The timeliness of the information n=318	89.6	89.7
The helpfulness of the information n=322	89.4	88.0
The ease of use (finding and playing ASQA videos) n=320	85.6	87.4

RTO: ASQA online information video
% of respondents choosing a rating point, n=353

	The timeliness of the information	The ease of use (finding and playing ASQA videos)	The helpfulness of the information	The accuracy of the information
■ Excellent	21.5	23.2	24.4	25.5
■ Good	59.2	54.4	57.2	56.9
■ Fair	8.5	11.6	8.5	6.8
■ Poor	.6	.8	.8	.8
■ Very poor	.3	.6	.3	.3
■ DK or No answer	9.9	9.3	8.8	9.6
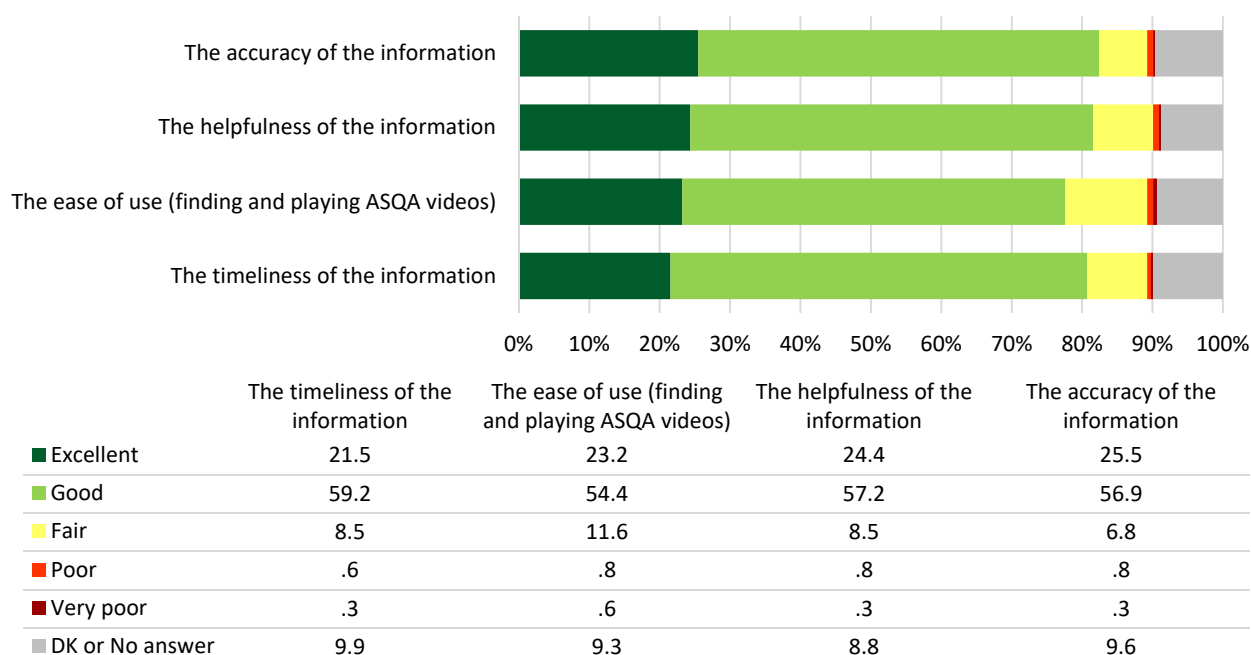
Online information video improvement suggestions

Thirty-eight respondents offered a suggestion about ASQA's online information videos and their most common suggestion for the update videos more frequently. This was one of the few channels was a positive comment was not the top rated theme.

RTO: ONLINE INFORMATION VIDEO IMPROVEMENT SUGGESTIONS n=38	FREQ	% OF COMMENTS
Ensure they are up to date / updated more frequently	11	28.9
All good / no improvement needed	5	13.2

RTO: ASQAnet

Ease of access and reliability of ASQAnet improved between survey periods. Percent positive scores ranged from a high of 93% to a low of 84% as seen in the table below.

% positive excludes don't know / no answer

RTO: ASQANET	2016 % +VE	2015 % +VE
Ease of access n=1123	93.1	91.9
Reliability n=1088	91.0	91.4
Ability to complete the task required n=1110	87.7	87.6
Ease of navigation n=1120	85.4	84.1
Clarity of instructions n=1113	83.9	82.5

There were few negative responses in the frequency distribution chart below.

RTO: ASQAnet
% of respondents choosing a rating point, n=1141

	The clarity of instructions	The ease of navigation	The ability to complete the task required	Reliability	The ease of access
■ Excellent	29.4	30.1	30.2	32.4	37.9
■ Good	52.5	53.6	55.1	54.3	53.7
■ Fair	13.3	11.9	10.1	8.0	5.7
■ Poor	2.0	2.3	1.5	.5	1.1
■ Very poor	.4	.2	.4	.1	0.0
■ DK or No answer	2.5	1.8	2.7	4.6	1.6
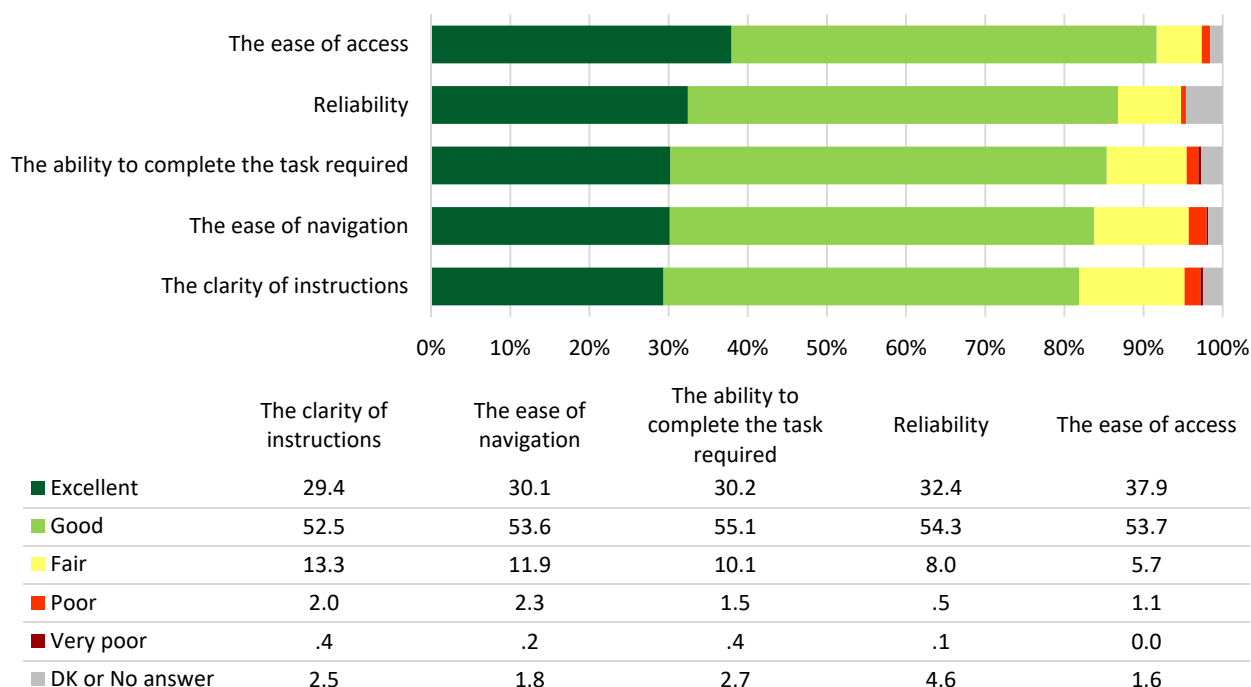
ASQAnet improvement suggestions

Of those respondents who had used ASQAnet, when asked how it could be improved, 217 respondents provided suggestions. Apart from positive comments, more common suggestions focused on ASQAnet needing to be more user friendly with improved navigation. A common theme regarding ASQAnet and ASQA's processes in general was being able to do more online, for example, update details, change email addresses, etc.

RTO: ASQAnet IMPROVEMENT SUGGESTIONS n=217	FREQ	% OF COMMENTS
Good / no improvements	56	25.8
Be more user friendly / not logical / simple issues like typos should be an easy fix	25	11.5
Navigation is clunky / menus not clear	20	9.2
Transition more forms online / should be used for more things	19	8.8
Would like to see all info first before filling in a form / overview of what is needed before starting the process	16	7.4
Need clearer instructions / more instructions	15	6.9
First time use / starting a new application / new task not intuitive	14	6.5
Hard to upload / upload clunky or slow / want to upload instead of send email	11	5.1
Technical enhancement / feature suggested	10	4.6
Update more frequently	5	2.3
Need for helpdesk/helpline	5	2.3

RTO: ASQA Info line

Respondents were asked to indicate how many times they had used the Info line in the 2015/2016 financial year. Most commonly, respondents indicated 3-10 times (58%) and 30% used it once or twice. This pattern of results for frequency of contact was almost identical to 2015 and 2014 results. Refer to the chart below.

RTO: Number of times ASQA Info line was contacted in 2015/2016
% of respondents, n=851
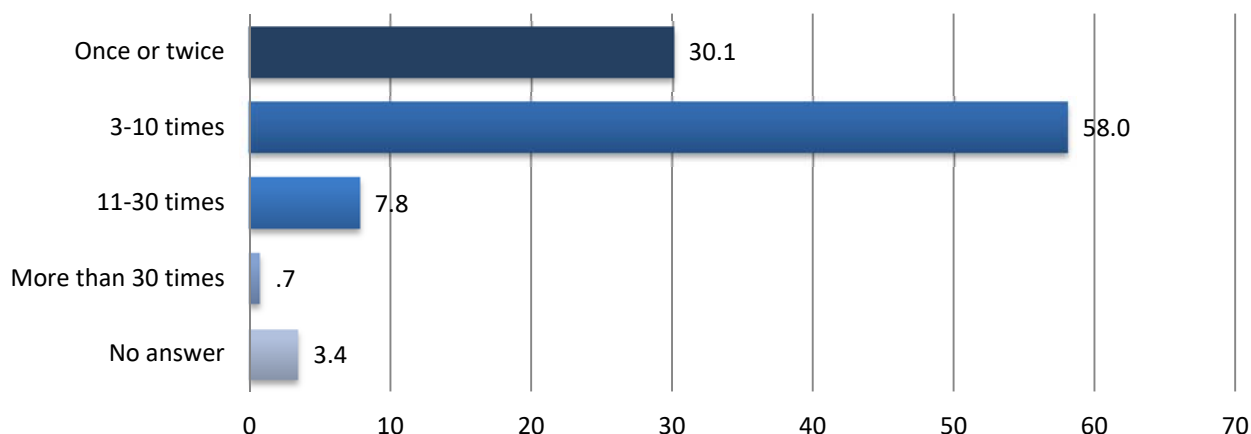
Similarly to previous year, the table below demonstrates that staff courtesy and speed of answering were rated highly, whereas getting complete answers and staff knowledge show some room for improvement both scoring below 75%.

% positive excludes don't know / no answer

RTO: ASQA INFO LINE	2016 % +VE	2015 % +VE
Courtesy of staff answering n=845	89.8	89.4
Speed of answering n=846	88.5	87.5
Knowledge of staff answering n=841	72.2	70.6
Complete answers (did not have to call back) n=845	71.1	71.7

RTO: ASQA Info line
% of respondents choosing a rating point, n=851
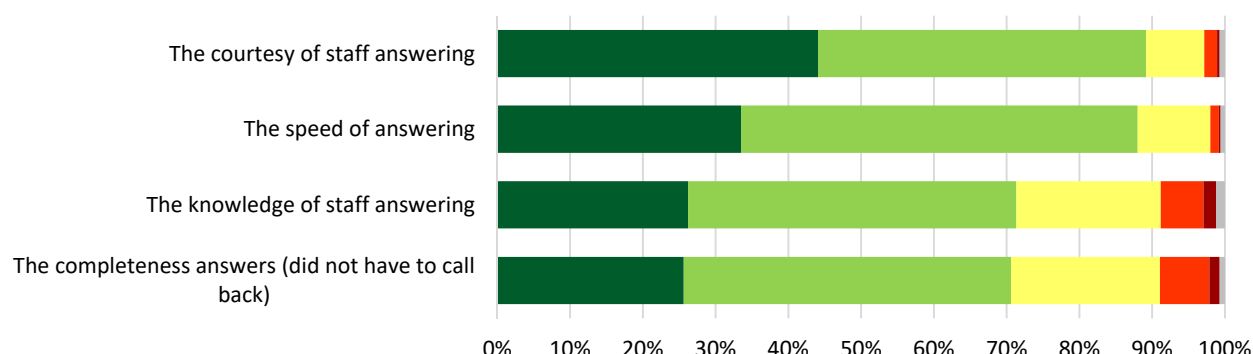
	The completeness answers (did not have to call back)	The knowledge of staff answering	The speed of answering	The courtesy of staff answering
■ Excellent	25.6	26.2	33.5	44.1
■ Good	45.0	45.1	54.5	45.1
■ Fair	20.4	19.9	10.0	8.0
■ Poor	6.8	5.9	1.2	1.8
■ Very poor	1.4	1.8	.2	.4
■ DK or No answer	0.7	1.2	0.6	0.7

Info line improvement suggestions

Respondents who indicated that they had contacted the *Info line* were asked for improvement suggestions. A total of 208 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 / being referred to the website or to email. These are the same themes for the same question in the 2015 survey.

RTO: INFO LINE SUGGESTED IMPROVEMENTS n=208	FREQ	% OF COMMENTS
Good / very improved service	53	25.5
Lack of knowledge / not helpful / not experts / poor understanding of RTOs / referred to someone else	31	14.9
Just referred to website / standards / reciting from book instead of clear answer / generic response	26	12.5
Told to email instead / not able to receive response over phone	24	11.5
Want to speak to an expert / person spoke to previously / case manager / dedicated person / reference number	16	7.7
Staff need training	12	5.8
Long waiting / response time	11	5.3
Conflicting advice from different staff members	10	4.8
Hard to get a (straight) answer / passed around / wait for call back / need for email follow up	8	3.8
Some staff good / others not so good	7	3.4
Poor attitude / service / phone manner	6	2.9

RTO: ASQA's email service

Most commonly (53%), RTOs used ASQA's email service 3-10 times in the last year while 35% used it once or twice in the same period.

RTO: Number of times ASQA email service was contacted in 2015/2016
% of respondents, n=992

Category	Value
Once or twice	35.2
3-10 times	53.3
11-30 times	8.3
More than 30 times	.4
No answer	2.8
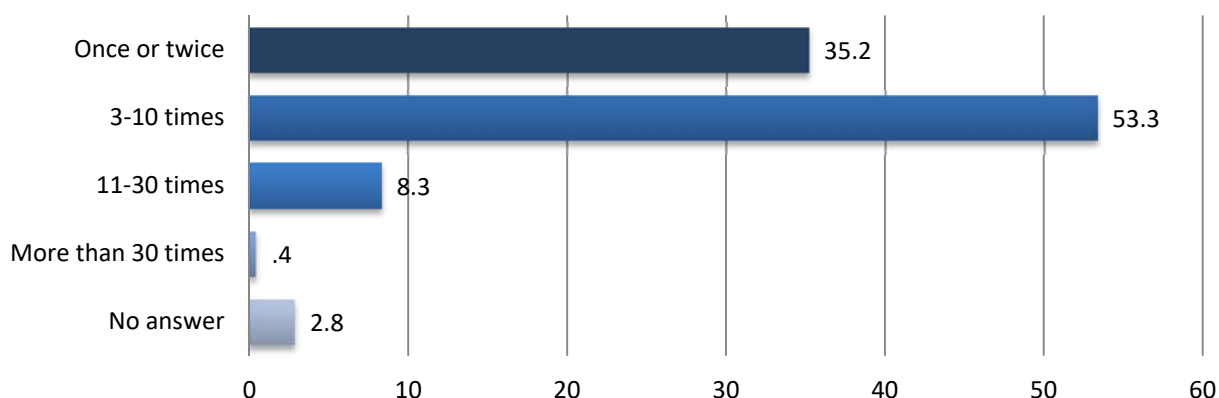
For the ASQA email service, % positive scores were relatively high for courtesy of staff answering (90%). Staff knowledge for the email service was higher when compared with the Info line, possibly because staff had more time to research and/or consider their answers when responding by email. Completeness of answers was once again the lowest scoring item for this topic at 72% in 2016 and 2015.

% positive excludes don't know / no answer

RTO: ASQA'S EMAIL SERVICE	2016 % +VE	2015 % +VE
Courtesy of staff answering n=960	90.6	90.1
Knowledge of staff answering n=953	78.0	76.8
Speed of answering n=975	76.6	75.0
Complete answers n=970	71.9	71.5

RTO: ASQA email service
% of respondents choosing a rating point, n=992
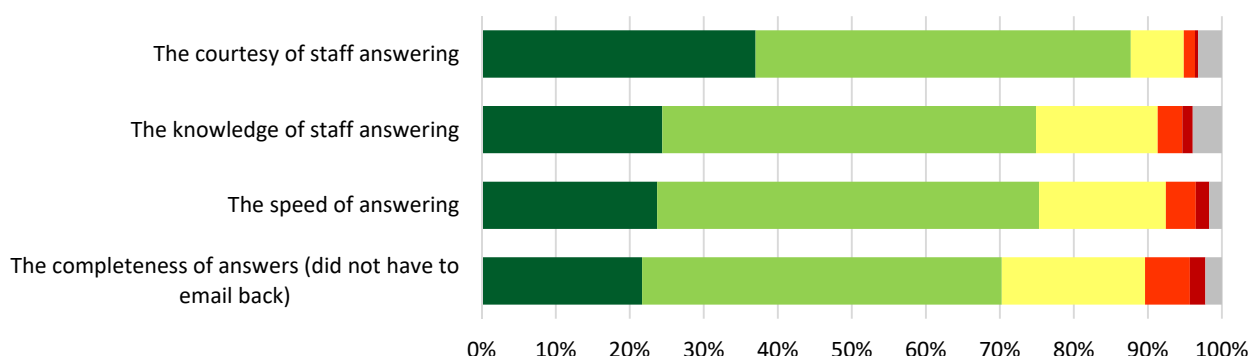
	The completeness of answers (did not have to email back)	The speed of answering	The knowledge of staff answering	The courtesy of staff answering
■ Excellent	21.7	23.7	24.4	37.0
■ Good	48.6	51.6	50.5	50.7
■ Fair	19.4	17.1	16.4	7.2
■ Poor	6.0	4.0	3.3	1.5
■ Very poor	2.1	1.8	1.4	.4
■ DK or No answer	2.2	1.7	3.9	3.2

Email service improvement suggestions

Respondents who indicated that they had contacted the email service were asked for improvement suggestions. A total of 220 respondents offered comments. The two most common improvement themes were the same as for the 2015 survey and similar to the improvements suggested for the Info line: faster turnaround and give specific, tailored advice, not a standard response or referral to the website.

RTO: EMAIL SERVICE SUGGESTED IMPROVEMENTS n=220	FREQ	% OF COMMENTS
Improve response time / provide a response / confirmation receiving email	74	33.6
Good / positive comment / no improvements	45	20.5
Don't refer to/copy website / Standards as the answer / cut and paste answers	41	18.6
Be more specific / unambiguous / helpful / don't offer standard/general answers / clear	27	12.3
Improve staff knowledge	9	4.1
Staff careful with answers / would like confirmation in email of what was discussed / accountability	8	3.6

RTO: ASQA's website

ASQA's website was used by 83% of respondents. Percent positive scores ranged from a high of 93% to a low of 78%, signifying a 15% variation between the highest and poorest performing items in the topic. High scoring items all achieved over 90% and related to accuracy, currency and amount of information. Lower scoring items related to ease of navigation and ease of searching. However, it should be noted that all items in this topic have increased since 2015 and this improvement was also noted in the open ended comments where a considerable proportion of respondents indicated that the website worked well and/or ASQA had improved in this area.

% positive excludes don't know / no answer

RTO: ASQA's WEBSITE	2016 % +VE	2015 % +VE
Accurate material n=1477	93.1	91.0
Current / up-to-date material n=11481	91.4	90.3
The amount of information it provides n=1520	91.4	82.9
Clarity of materials n=1514	84.6	82.2
Ease of navigation n=1529	82.7	78.8
Easy of searching n=1522	77.6	75.6

RTO: ASQA website
% of respondents choosing a rating point, n=1542

	Its ease of searching	The clarity of materials	Its ease of navigation	The currency / up-to-datedness of materials	The amount of information it provides	The accuracy of materials
Excellent	19.7	20.9	21.5	26.8	27.1	28.4
Good	56.9	62.1	60.5	60.9	63.0	60.8
Fair	18.5	13.5	15.2	7.3	7.4	6.0
Poor	3.3	1.3	1.8	.8	1.0	.5
Very poor	.3	.3	.1	.2	.1	.1
DK or No answer	1.3	1.8	0.8	4.0	1.4	4.2
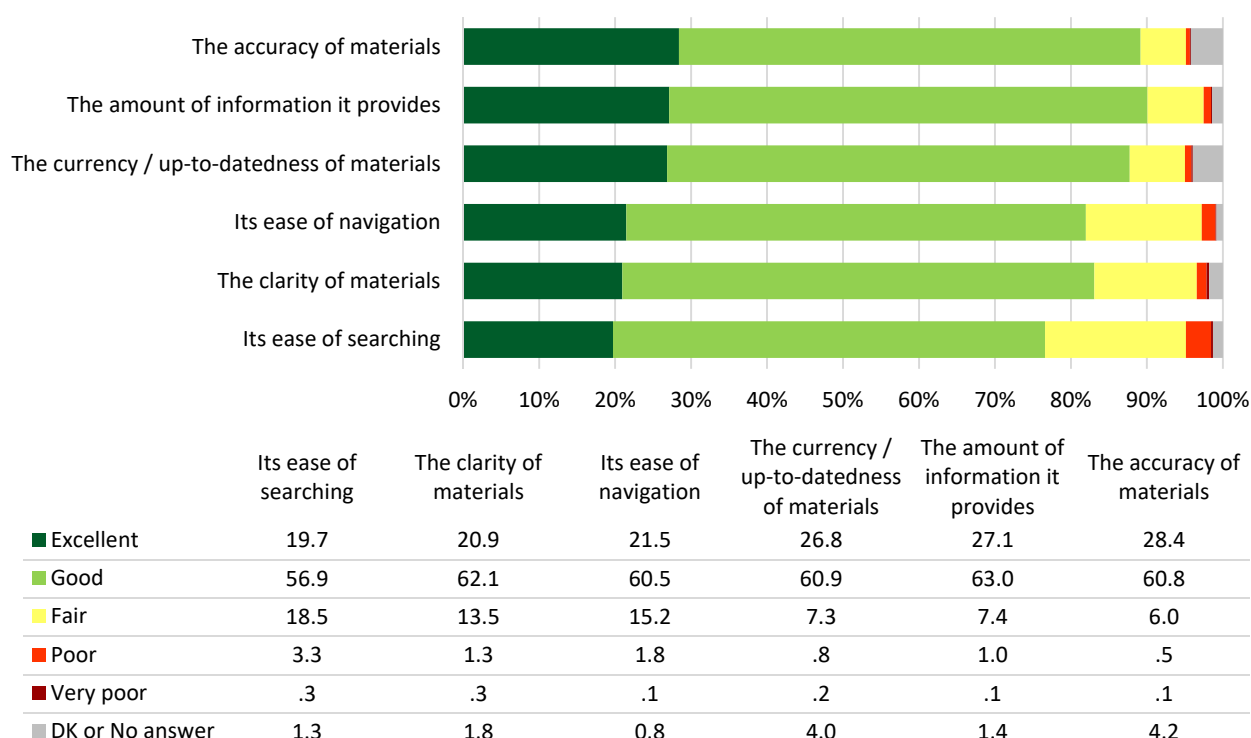
Website improvement suggestions

Respondents who indicated that they had used the website were asked for improvement suggestions. Of the 257 respondents who offered comments about the website, making it simple to use was the overriding theme. In particular, the navigation and search functions were key areas for improvement. There were also some suggestions about providing specific topical information under clear headings.

RTO: WEBSITE SUGGESTED IMPROVEMENTS n=257	FREQ	% OF COMMENTS
Make it easier to find things / improve navigation / abundance of information	79	30.7
Good / positive comment / improved	52	20.2
Make searching better / more key words / less (more accurate) search results	34	13.2
More information on specific issues or topics / provide clear information / comprehensive information / examples	17	6.6
Make it more user friendly / simpler	15	5.8
Make sure it is up to date / accurate	15	5.8
Wording / terms / definitions need to be clearer / simpler	11	4.3

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

All items rated above 80% in this topic. Insight that considered a wide range of issues improved by almost 3% from 2015 as shown in the table below.

% positive excludes don't know / no answer

RTO: SPEECH / PRESENTATION	2016 % +VE	2015 % +VE
The currency / up to datedness of the information n=692	87.7	87.8
Insight that considered a wide range of issues n=696	84.5	81.8
The usefulness of the information n=695	82.3	81.4

RTO: Speech by ASQA Commissioner or senior staff member
% of respondents choosing a rating point, n=727

	Insight that considered a wide range of issues	The usefulness of the information	The currency / up to datedness of the information
■ Excellent	25.4	27.1	32.7
■ Good	55.4	51.6	50.8
■ Fair	12.1	14.2	9.5
■ Poor	2.2	2.2	1.7
■ Very poor	.6	.6	.6
■ DK or No answer	4.3	4.4	4.8
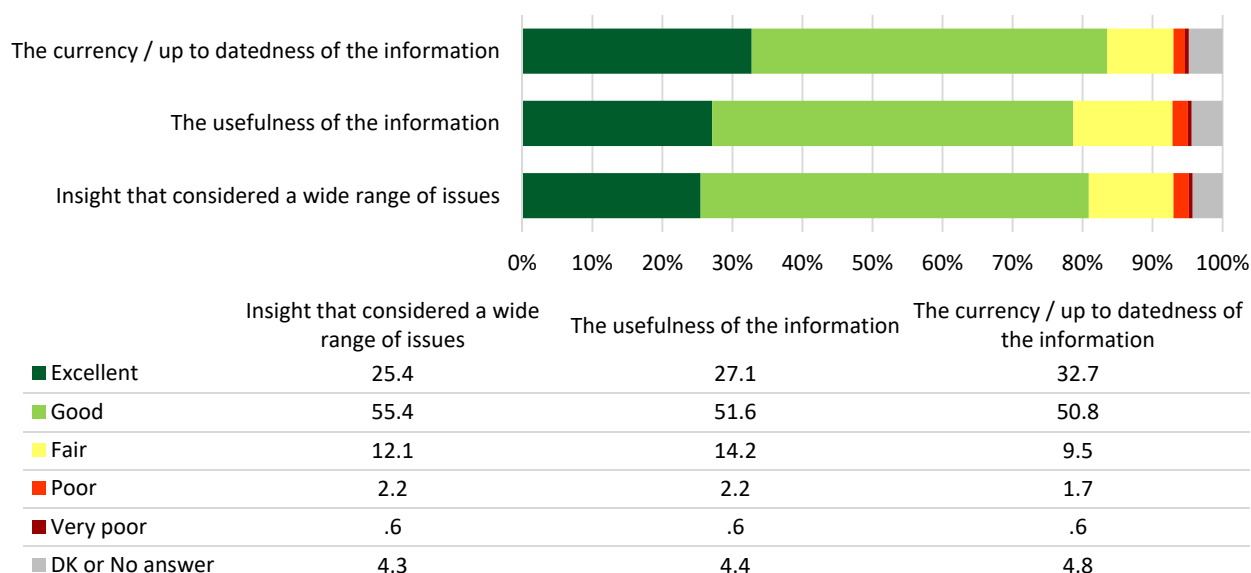
ASQA speech improvement suggestions

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 common improvement suggestions were around style of delivery in that respondents wanted a more engaging presentation. Across the survey qualitative analysis indicates that respondents want more face to face interactions of every type and that ideally these interactions should be tailored to specific audiences.

RTO: SPEECH / PRESENTATION SUGGESTED IMPROVEMENTS n=176	FREQ	% OF COMMENTS
Poor presentation skills / Poor or boring delivery / don't read slides / don't be patronising	35	22.4
Good / positive comment / improved	33	21.2
Want more / more regular / more in regional areas	18	11.5
Consider audience level / be more tailored/relevant / address hard issues	14	9.0
Presenters to answer questions / be more knowledgeable / better prepared	14	9.0
Be more interactive / have more / longer Q&A	10	6.4
Nothing new learned / already heard before or read before	8	5.1
Use examples / case studies / be more specific	7	4.5
Mixed experiences - some are good, some bad	6	3.8

RTO: ASQA's face to face information sessions

Face to face information sessions was a new topic in 2016. All items scored above 80% positive--a good result for this activity. Refer to the table below. RTOs have asked for more personal contact and the activity appears to have helped meet their needs.

RTO: ASQA'S FACE TO FACE INFO SESSIONS	2016 % +VE
The accuracy of the information n=621	89.7
The timeliness of the information n=633	87.2
The knowledge of the presenters n=630	86.8
The ease of understanding of the information n=634	86.3
The range of topics covered/discussed n=635	85.7
The helpfulness of the information n=634	83.0

RTO: Face to face information session/briefing
% of respondents choosing a rating point, n=645
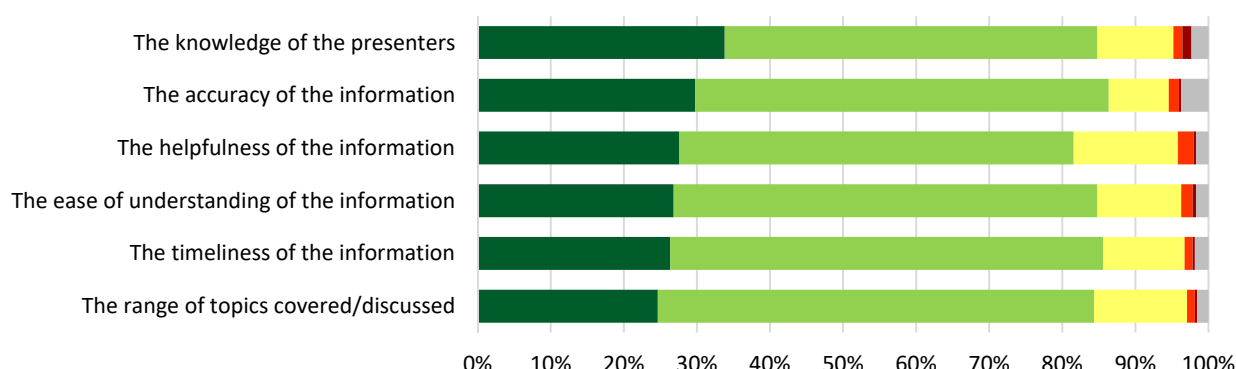
	The range of topics covered/discussed	The timeliness of the information	The ease of understanding of the information	The helpfulness of the information	The accuracy of the information	The knowledge of the presenters
■ Excellent	24.7	26.4	26.8	27.6	29.8	33.8
■ Good	59.7	59.2	58.0	54.0	56.6	51.0
■ Fair	12.7	11.2	11.5	14.3	8.2	10.4
■ Poor	1.1	1.1	1.6	2.2	1.4	1.2
■ Very poor	.3	.3	.5	.3	.3	1.2
■ DK or No answer	1.6	1.9	1.7	1.7	3.7	2.3

ASQA face to face information session / briefing improvement suggestions

A total of 185 respondents offered commentary about ASQA's face to face information sessions. Suggested improvements included having presenters that were well prepared and engaging, having more sessions especially in regional and rural areas and for sessions to be targeted or tailored to different audiences.

RTO: ASQA's FACE TO FACE INFO SESSIONS SUGGESTED IMPROVEMENTS n=185	FREQ	% OF COMMENTS
Presenter needs to be well prepared / engaging / knowledgeable	63	34.1
Want more of them, more frequently, especially in regional and rural areas	31	16.8
List topics beforehand / not all topics relevant / need bigger range of topics / comments around content / do not re read what is in the *Update* / better targeted sessions	28	15.1
Good / positive comment	24	13.0
Improvements to Q&A time / answers / question didn't get through / answered / provide list of questions & answers after by email	24	13.0

Webinar / webcast hosted by ASQA

Webinar / webcasts hosted by ASQA was a new topic in 2016. All items scored above 80% positive, and three items scored of 90% positive--another positive achievement for a new communication channel.

RTO: WEBINAR / WEBCAST HOSTED BY ASQA n=408	2016 % +VE
The accuracy of the information n=391	93.6
The knowledge of the presenters n=396	91.7
The timeliness of the information n=394	91.6
The helpfulness of the information n=397	89.2
The ease of understanding of the information n=393	88.0
The technical aspects of the webinar/webcast n=390	83.1

RTO: Webinar/webcast hosted by ASQA

% of respondents choosing a rating point, n=408

	The technical aspects of the webinar/webcast	The timeliness of the information	The ease of understanding of the information	The helpfulness of the information	The accuracy of the information	The knowledge of the presenters
Excellent	24.3	25.5	26.7	27.2	29.7	32.6
Good	55.1	63.0	58.1	59.6	60.0	56.4
Fair	13.2	7.4	10.3	8.8	5.6	7.1
Poor	2.5	.5	1.0	1.2	.2	.7
Very poor	.5	.2	.2	.5	.2	.2
DK or No answer	4.4	3.4	3.7	2.7	4.2	2.9

RTO: Comments about ASQA's webinars / webcasts

A total of 76 respondents offered a comment regarding webinars / webcasts. A quarter of respondents had technical difficulty with webinars/ webcasts including difficulty accessing them, trouble with sounds, lagging etc. A number of respondents wanted more webinar / webcasts.

RTO: ASQA'S WEBINARS / WEBCASTS SUGGESTED IMPROVEMENTS n=76	FREQ	% OF COMMENTS
Technology / connectivity /login issues	19	25.0
Want more webinars	15	19.7
Good / positive comment	13	17.1
Presenter needs to be well prepared / engaging / knowledgeable	10	13.2
List topics beforehand / not all topics relevant / need bigger range of topics / comments around content	8	10.5
Improvements to Q&A time / answers / question didn't get through / answered / provide list of questions & answers after by email	7	9.2
Would like them to be more interactive / engaging	6	7.9

RTO: General 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 171 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, to be more approachable and to streamline processes including removing duplication where possible.

RTO: ASQA's INFORMATION SYSTEMS OR SERVICE CHANNEL SUGGESTED IMPROVEMENTS n=171	FREQ	% OF COMMENTS
Positive / lot of improvement	94	55.0
More personal contact like case manager / workshops including in regional areas	8	4.7
Be more approachable / consider the RTO's perspective	8	4.7
Streamline processes	8	4.7
Website issue	6	3.5

RTO: ASQA overall

There were two new items in the overall section in 2016: respondents were asked to rate ASQA's engagement with the regulated community and to rate ASQA's contribution to the quality of Australia's VET and ELICOS providers.

Topic scores ranged from a high of 81% to a low of 71%, representing a 10% variation. The highest scoring item was *ASQA's regulatory work contributes to the quality of Australia's VET and ELICOS providers* while the lowest rated item, a new item for 2016, *Engagement with the regulated community,* was the lowest rated items for the topic. Open ended comments indicated that a number of RTOs desire greater consultation and collaboration with ASQA.

When compared with 2015 survey results, 2016 results indicate a slight decrease in percent positive scores for the three comparable items, two of which are within the survey's margin of error. Refer to the table below.

RTO: OVERALL	2016 % +VE	2015 % +VE
ASQA's regulatory work contributes to the quality of Australia's VET and ELICOS providers n=1816*	81.2	NA
Promoting and encouraging continuous improvement of RTOs n=1843	79.5	82.0
Overall as a regulator n=1786	77.0	78.7
Improving the quality of VET outcomes in Australia n=1825	75.9	79.4
Engagement with the regulated community n=1786	70.6	NA

*This item was asked with the following rating scale: Strongly agree, Agree, Partially aggree/disagree, Disagree, Strongly disagree

ASQA's regulatory work contributes to the quality of Australia's VET and ELICOS providers
% of respondents choosing a rating point, n=1862

Strongly agree: 31.0 | Agree: 48.2 | Partially agree / disagree: 14.1 | Disagree: 3.4 | Strongly disagree: .9 | DK or No answer: 2.5

Legend: ■ Strongly agree ■ Agree ■ Partially agree / disagree ■ Disagree ■ Strongly disagree ■ DK or No answer
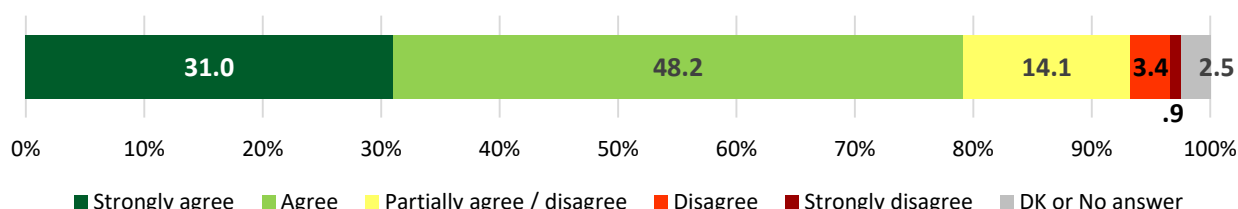
RTO: ASQA overall
% of respondents choosing a rating point, n=1862
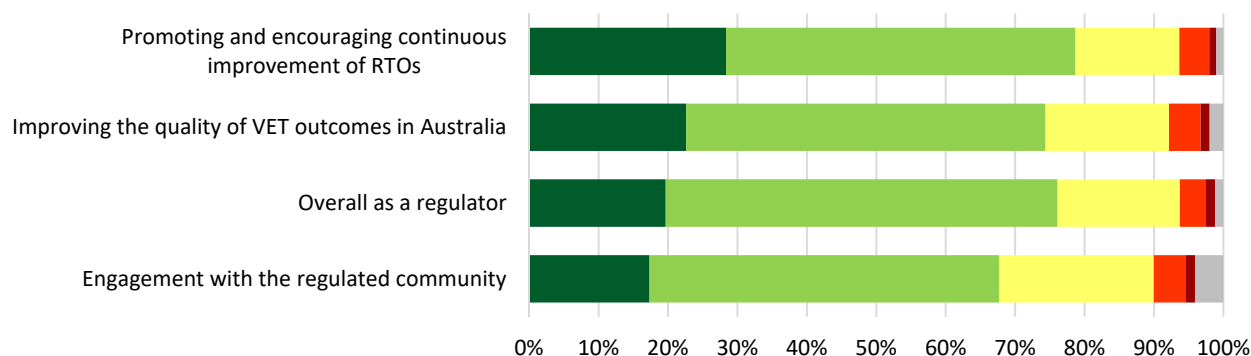
	Engagement with the regulated community	Overall as a regulator	Improving the quality of VET outcomes in Australia	Promoting and encouraging continuous improvement of RTOs
■ Excellent	17.3	19.7	22.6	28.4
■ Good	50.4	56.4	51.8	50.3
■ Fair	22.2	17.6	17.8	15.0
■ Poor	4.6	3.8	4.6	4.3
■ Very poor	1.4	1.3	1.3	1.0
■ DK or No answer	4.1	1.2	2.0	1.0

RTO: What ASQA needs to improve

A total of 820 respondents provided suggestions about what ASQA could do to improve. Refer to the table below for common themes from over 565 randomly selected comments. The most common suggestion for improvement was around the theme of ASQA enforcing regulations more strongly and removing low quality RTOs that are causing reputational damage to the industry at large. This included addressing the issues related to VET fee help. The next most common was for ASQA to visibly focus on the quality of training outcomes rather than the ability to accurately complete paperwork – a recurring theme from several previous surveys. Third most commonly, respondents wanted a better and stronger relationship with ASQA; they want ASQA to take a more supportive and collaborative approach.

RTO: WHAT ASQA NEEDS TO IMPROVE based on n=550	FREQ	% OF COMMENTS
Enforce more strongly / remove dodgy, shonky, rogue RTOs - it reduces reputation of VET sector / including VET fee help	158	28.0
Increase focus on quality training outcomes and continuous improvement instead of paperwork and procedures	84	14.9
Consult more and better with RTOS / have more RTO input to decisions / follow up on advice given / improve communication	72	12.7
Audit-related - focus on outcomes not just paperwork, consistency of approach	46	8.1
Reduce regulatory burden even more particularly for small RTOs	45	8.0
Improve response times to emails, phone, applications and provide timeframes as well as progress	44	7.8
More F2F interactions in general especially more face-to-face workshops particularly in regional areas /	39	6.9
Positive feedback / no changes needed	34	6.0
Be clearer in standards, expectations and provide more templates / standard forms / more transparent	33	5.8
One size does not fit all / consider different models and types of RTOs / be more flexible in accommodating different situations	30	5.3

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

A total of 747 respondents offered suggestions about what ASQA does well. The most commonly mentioned themes are listed below from a randomly selected sample of 535 comments. There were many different suggestions but communication flow and ASQA's regulation including monitoring of compliance and dealing with low quality RTOs were the most common themes. Of note, several respondents indicated that the *User Guide to the Standards* was one of the best and most valuable documents that ASQA has produced recently.

RTO: WHAT ASQA DOES WELL based on n=535	FREQ	% OF COMMENTS
Good communication of information	92	17.2
Regulation including monitoring for compliance, dealing with dodgy RTOs	88	16.4
Focuses on quality, setting a high standard and continuous improvement of VET sector	80	15.0
Keep up the good work / keep improving	65	12.1
Improved relationship with RTO's, supporting RTOs	59	11.0
Customer service including helpful, courteous and knowledgeable staff	51	9.5
Produces useful, consistent, accurate and accessible information	49	9.2

RTO: WHAT ASQA DOES WELL based on n=535	FREQ	% OF COMMENTS
Keeps us up to date / provides timely information	44	8.2
Website	36	6.7
Publications (fact sheets, user guides, FAQs)	35	6.5
More face to face sessions, webinars and presentations wanted	34	6.4

RTO year comparison

RTO's perception of ASQA's performance, improved in many areas over the last 12 months and a number of these improvements were statistically significant, particularly around the accuracy of information provided, the website and making payments. Also note that there was a slightly change of wording in 2016 for the *accuracy of information* item used for many activities. In 2015 this was presented as *accurate, easy to follow information*. This change may have accounted for some of the score increases between the two survey periods.

At the same time, there were a considerable number of items that had lower scores in 2016 than in 2015. Notable among these items were ASQA's overall performance, time to respond / act on applications, helpfulness of information and follow-up assistance.

Continuing a theme in 2015 survey results, some 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.

So the year comparison shows a mixed result: many changes with a considerable proportion being small; many positive changes in some areas like provision of information, but also declines in other areas particularly around staff helpfulness and turnaround times for applications.

The table below shows comparable items between 2016 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 2016	2016 % +VE	2015 % +VE	± %
Other applications	Any follow-up assistance that was required	41	80.5	66.7	13.8
Initial CRICOS registration	The helpfulness of information about making applications on ASQA's website	45	86.7	75.0	11.7
ASQA's website	The amount of information it provides	1520	91.4	82.9	8.5
Initial Course Accreditation	ASQA's evaluation report	66	84.8	76.8	8.0
Initial RTO Registration	The time ASQA took to act on the application	120	64.2	56.3	7.9
Reconsider decision	The helpfulness of information about making these types of applications on ASQA's website	57	47.4	40.4	7.0
Initial CRICOS registration	The clarity and ease of understanding of ASQA's application form	46	91.3	84.4	6.9

TOPIC	ITEM	Count 2016	2016 % +VE	2015 % +VE	± %
Renewing course accreditation	The clarity and ease of understanding of ASQA's application form	99	78.8	72.4	6.4
ASQA online information videos	The accuracy of the information	319	91.2	85.9	5.3
Initial RTO Registration	Any follow-up assistance that was required	107	75.7	70.6	5.1
ASQA General Directions	The accuracy of the information	995	93.7	88.6	5.1
Initial CRICOS registration	Any follow-up assistance that was required	42	71.4	66.7	4.7
ASQA fact sheets	The accuracy of the information	1522	94.3	90.1	4.2
Delegated regulatory authority	Any follow-up assistance that was required	72	80.6	76.4	4.2
ASQA Updates	The accuracy of the information	1303	94.7	90.7	4.0
ASQA's website	Its ease of navigation	1529	82.7	78.8	3.9
Delegated regulatory authority	The clarity and ease of understanding of ASQA's letter inviting my organisation to apply for a delegated regulatory authority	151	82.8	79.1	3.7
ASQA FAQs	The accuracy of the information	1068	93.0	89.4	3.6
Other applications	The clarity and ease of understanding of ASQA's application form	58	79.3	75.9	3.4
Consultation and communication	Provides timely information to the VET sector in general about changes to regulations / general directions	1831	86.0	83.3	2.7
ASQA's speeches/ presentations	Insight that considered a wide range of issues	696	84.5	81.8	2.7
Paying a fee or charge	The options available to make a payment	1473	92.4	89.8	2.6
Initial RTO Registration	The clarity and ease of understanding of ASQA's application form	120	84.2	81.6	2.6
Renewing course accreditation	Any follow-up assistance that was required	83	78.3	75.8	2.5
Course amendment	Any follow-up assistance that was required	43	81.4	78.9	2.5
ASQA's website	The clarity of materials	1514	84.6	82.2	2.4
Renewing RTO registration	The helpfulness of information about making applications on ASQA's website	382	85.6	83.2	2.4
Paying a fee or charge	Any follow-up assistance that was required	679	87.5	85.1	2.4
Paying a fee or charge	The ease of making a payment	1478	93.8	91.6	2.2
Paying a fee or charge	The clarity of ASQA's invoice	1504	92.0	89.9	2.1

TOPIC	ITEM	Count 2016	2016 % +VE	2015 % +VE	± %
ASQA's website	The accuracy of materials	1477	93.1	91.0	2.1
ASQA's website	Its ease of searching	1522	77.6	75.6	2.0
Renewing RTO registration	Any follow-up assistance that was required	252	84.5	82.7	1.8
ASQA's email service	The speed of answering	975	76.6	75.0	1.6
ASQA Info line	The knowledge of staff answering	841	72.2	70.6	1.6
Renewing RTO registration	The clarity and ease of understanding of ASQA's application form	389	89.2	87.7	1.5
Consultation and communication	Provides sufficient contact information to contact / recontact an ASQA staff member if necessary	1783	75.1	73.6	1.5
Initial Course Accreditation	The clarity and ease of understanding of ASQA's application form	85	76.5	75.0	1.5
ASQA online information videos	The helpfulness of the information	322	89.4	88.0	1.4
ASQAnet	The clarity of instructions	1113	83.9	82.5	1.4
Course amendment	ASQA's evaluation report	43	86.0	84.7	1.3
ASQAnet	The ease of navigation	1120	85.4	84.1	1.3
ASQAnet	The ease of access	1123	93.1	91.9	1.2
ASQA's email service	The knowledge of staff answering	953	78.0	76.8	1.2
ASQA's website	The currency / up-to-datedness of materials	1481	91.4	90.3	1.1
ASQA Info line	The speed of answering	846	88.5	87.5	1.0
Initial Course Accreditation	The helpfulness of information about making applications on ASQA's website	81	70.4	69.4	1.0
Initial RTO Registration	The helpfulness of information about making applications on ASQA's website	117	76.9	76.0	0.9
ASQA's speeches/ presentations	The usefulness of the information	695	82.3	81.4	0.9
Consultation and communication	Minimises the effort to get an answer to a question	1759	71.0	70.3	0.7
ASQA FAQs	The timeliness of the information	1081	91.0	90.4	0.6
Changing / Updating details	Any follow-up assistance that was required	424	73.1	72.5	0.6
Delegated regulatory authority	The helpfulness of ASQA's published information about delegated regulatory authority	150	79.3	78.8	0.5
ASQA's email service	The courtesy of staff answering	960	90.6	90.1	0.5

TOPIC	ITEM	Count 2016	2016 % +VE	2015 % +VE	± %
Course amendment	The information provided about the progress of application processing	49	75.5	75.0	0.5
ASQA Info line	The courtesy of staff answering	845	89.8	89.4	0.4
ASQA General Directions	The timeliness of the information	1013	92.4	92.0	0.4
ASQA's email service	The completeness of answers (did not have to email back)	970	71.9	72	0.4
Changing / Updating details	The quality of instructions provided	651	79.6	79.4	0.2
ASQA Updates	The ease of understanding of the information	1324	90.9	90.7	0.2
ASQAnet	The ability to complete the task required	1110	87.7	87.6	0.1
Accreditation Assessor	Knowledge	195	85.8	85.7	0.1
ASQA General Directions	The helpfulness of the information	1020	91.4	91.4	0.0
ASQA online information videos	The timeliness of the information	318	89.6	89.7	-0.1
ASQA's speeches/ presentations	The currency / up to datedness of the information	692	87.7	87.8	-0.1
Renewing course accreditation	ASQA's evaluation report	80	82.5	82.6	-0.1
ASQA fact sheets	The timeliness of the information	1541	93.0	93.1	-0.1
Renewing RTO registration	The time ASQA took to act on the application	386	82.4	82.5	-0.1
Accreditation Assessor	Objectivity	197	86.7	86.9	-0.2
ASQA Updates	The helpfulness of the information	1330	92.5	92.7	-0.2
ASQAnet	Reliability	1088	91.0	91.4	-0.4
ASQA Info line	The completeness answers (did not have to call back)	845	71.1	71.7	-0.6
Accreditation Assessor	Organisational skills	195	86.6	87.3	-0.7
ASQA Updates	The timeliness of the information	1335	92.4	93.2	-0.8
ASQA fact sheets	The helpfulness of the information	1549	92.5	93.3	-0.8
Renewing course accreditation	The helpfulness of information about making applications on ASQA's website	94	67.0	67.9	-0.9
ASQA General Directions	The ease of understanding of the information	1010	87.6	88.6	-1.0
Change scope CRICOS	The helpfulness of information about making applications on ASQA's website	122	73.0	74.3	-1.3

TOPIC	ITEM	Count 2016	2016 % +VE	2015 % +VE	± %
Change scope RTO registration	The clarity and ease of understanding of ASQA's application	931	89.7	91.2	-1.5
ASQA overall	Overall as a regulator	1840	77.0	78.7	-1.7
ASQA online information videos	The ease of use (finding and playing ASQA videos)	320	85.6	87.4	-1.8
ASQA FAQs	The helpfulness of the information	1092	89.6	91.8	-2.2
ASQA FAQs	The ease of understanding of the information	1086	87.1	89.4	-2.3
Change scope RTO registration	The helpfulness of information about making applications on ASQA's website	916	83.5	85.9	-2.4
ASQA overall	Promoting and encouraging continuous improvement of RTOs	1843	79.5	82.0	-2.5
ASQA fact sheets	The ease of understanding of the information	1539	87.6	90.1	-2.5
Accreditation Assessor	Professionalism	193	87.8	90.6	-2.8
Changing / Updating details	The ease of updating / changing our details	647	70.3	73.5	-3.2
Other applications	The helpfulness of information about making applications on ASQA's website	58	70.7	74.1	-3.4
Change scope RTO registration	Any follow-up assistance that was required	541	81.7	85.2	-3.5
ASQA overall	Improving the quality of VET outcomes in Australia	1825	75.9	79.4	-3.5
Course amendment	The time ASQA took to act on the application	52	73.1	76.8	-3.7
Reconsider decision	The time ASQA took to act on your application	61	39.3	43.1	-3.8
Change scope CRICOS	The clarity and ease of understanding of ASQA's application form	123	74.8	78.7	-3.9
Renewing course accreditation	The information provided about the progress of application processing	96	61.5	66.4	-4.9
Reconsider decision	Any follow-up assistance that was required	48	33.3	38.5	-5.2
Renewing CRICOS registration	The helpfulness of information about making applications on ASQA's website	33	75.8	81.4	-5.6
Course amendment	The helpfulness of information about making applications on ASQA's website	51	76.5	82.8	-6.3
Other applications	The time ASQA took to act on the application	56	71.4	77.8	-6.4
Initial Course Accreditation	The information provided about the progress of application processing	85	61.2	67.6	-6.4
Change scope CRICOS	Any follow-up assistance that was required	97	71.1	77.6	-6.5

TOPIC	ITEM	Count 2016	2016 % +VE	2015 % +VE	± %
Change scope RTO registration	The time ASQA took to act on the application	924	79.4	87.3	-7.9
Renewing CRICOS registration	The clarity and ease of understanding of ASQA's application form	34	76.5	85.2	-8.7
Initial CRICOS registration	The time ASQA took to act on the application	45	57.8	66.7	-8.9
Renewing CRICOS registration	Any follow-up assistance that was required	26	73.1	82.0	-8.9
Course amendment	The clarity and ease of understanding of ASQA's application form	53	77.4	87.0	-9.6
Renewing course accreditation	The time ASQA took to act on the application	98	57.1	67.0	-9.9
Initial Course Accreditation	Any follow-up assistance that was required	75	72.0	83.6	-11.6
Change scope CRICOS	The time ASQA took to act on the application	123	53.7	68.2	-14.5
Initial Course Accreditation	The time ASQA took to act on the application	84	52.4	67.6	-15.2
Renewing CRICOS registration	The time ASQA took to act on the application	33	51.5	79.7	-28.2

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. Attribute results were analysed using independent samples t test or analysis of variance (ANOVA).

Across the three attributes of number of enrolments, state and units, there were only 25 statistically significant different scores across all the 125 rated items in the survey. This considerable lack of difference indicates that RTOs have fairly consistent interactions with ASQA irrespective of location or size—and this is a good result.

The 14 items in the table below were different when analysed by number of unique student enrolments. The *None* category is significantly less positive across many items, with positive ratings tending to increase for these items as number of student enrolments increase. However there are some notable exceptions to this. Larger RTOs are considerably less positive than other sized RTOs about ASQA's helpfulness when reconsidering a decision and minimising the effort to get answers to questions.

% positive excludes don't know / no answer
Yellow highlight indicates statistically significantly different at 95% confidence level

SIGNIFICANTLY DIFFERENT ITEMS	NUMBER OF UNIQUE STUDENT ENROLMENTS %+VE				
TOPIC / ITEM	None	1-50	51-200	201-500	500+
Renewing RTO registration - Any follow-up assistance that was required	90.9	73.7	90.7	76.0	88.5
Change scope CRICOS - The helpfulness of information about making applications on ASQA's website	50.0	57.9	86.8	78.8	60.0
Reconsider decision - The helpfulness of information about making these types of applications on ASQA's website	85.7	20.0	69.2	54.5	25.0
Consultation and communication - Minimises the effort to get an answer to a question	72.4	71.1	75.7	71.6	65.6
ASQA fact sheets - The timeliness of the information	85.9	91.7	94.6	94.0	92.9
ASQA FAQs - The timeliness of the information	78.6	91.6	91.9	92.1	92.0
ASQA FAQs - The helpfulness of the information	77.5	90.3	89.7	91.0	90.8
ASQA FAQs - The ease of understanding of the information	77.1	85.7	85.5	89.4	90.2
ASQA Updates - The helpfulness of the information	83.1	94.3	93.4	91.4	92.9
ASQA Updates - The accuracy of the information	87.3	96.2	95.1	93.9	95.3
ASQA Updates - The ease of understanding of the information	77.8	93.4	91.5	89.4	92.1
ASQA online information videos - The accuracy of the information	77.3	85.3	93.5	96.2	94.0
ASQA's webinars - The ease of understanding of the information	77.8	91.7	80.6	92.8	90.5
ASQA's webinars - The technical aspects of the webinar/webcast	84.2	83.6	72.9	88.4	86.9

The six items in the table below were statistically significantly different when analysed by state. When conducting significance testing, ACT, NT, SA, TAS and WA results were combined, as the sample sizes for these states were very small compared with the remaining, larger states. However, in the table below, all state/territory results are shown. The sample sizes are very small for some cells, even after combining, so these results should be treated with caution.

Within the significantly different items, NSW mostly had higher scores, while Queensland had lower scores for three of the six items and had the highest score for one item. Five of the six items related to applications and most of these to RTO registration.

SIGNIFICANTLY DIFFERENT ITEMS	STATE % +VE							
TOPIC / ITEM	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Initial RTO registration - The helpfulness of information about making applications on ASQA's website	0.0	92.1	100.0	77.8	50.0	100.0	71.9	16.7
Renewing RTO registration - The clarity and ease of understanding of ASQA's application form	91.7	90.7	66.7	94.5	78.9	58.3	87.1	89.5
Change scope RTO registration - The time ASQA took to act on the application	85.2	84.6	75.0	72.3	86.0	66.7	80.7	75.8
Change scope RTO registration - The helpfulness of information about making applications on ASQA's website	81.5	87.9	81.3	80.2	82.8	58.3	85.4	81.7
Change scope CRICOS - The clarity and ease of understanding of ASQA's application form	100.0	91.7	0.0	52.2	87.5	0.0	74.4	58.3
ASQA's website - The clarity of materials	82.4	87.7	81.0	81.4	87.1	63.9	87.0	82.5

Five items were different when analysed by units of scope. The group of 11-20 units is significantly less positive on ASQA's time to act on RTO renewal and any follow up assistance required in this area.

SIGNIFICANTLY DIFFERENT ITEMS	NUMBER OF UNITS % +VE			
TOPIC / ITEM	0 units	1-10	11-20	20+
Renewing RTO registration - The time ASQA took to act on the application	82.7	83.1	65.7	92.3
Renewing RTO registration - Any follow-up assistance that was required	87.2	85.4	64.3	91.7
Delegated regulatory authority - Any follow-up assistance that was required	63.6	89.7	100.0	70.0
ASQA Info line - The courtesy of staff answering	85.8	93.8	93.5	90.9
ASQA's face-to-face info sessions - The knowledge of the presenters	85.4	91.5	84.0	80.0

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.

When interpreting any of the stakeholder findings, the overall small sample size should be kept in mind. In some cases, only a handful of people have provided a response and so results should be treated as indicative only.

> 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 in proportions from 2015.

Stakeholder: Interacting with ASQA

Within the stakeholder group surveyed, in the last 12 months 43% had interacted with the Industry Engagement Team and over a third had interacted with Regulatory Operations (37%). See chart below. Note that 17% indicated that they had no interaction.

Stakeholder: Areas of ASQA dealt with in the last 12 months
Multiple answers allowed so total >100%: % based on n=103

Area	%
Industry Engagement Team	42.7
Regulatory Operations	36.9
Commissioners	30.1
Complaints and Investigations	28.2
Strategic reviews	18.4
Governance, Policy and Quality Unit	17.5
None of the above	16.5
Other	4.9
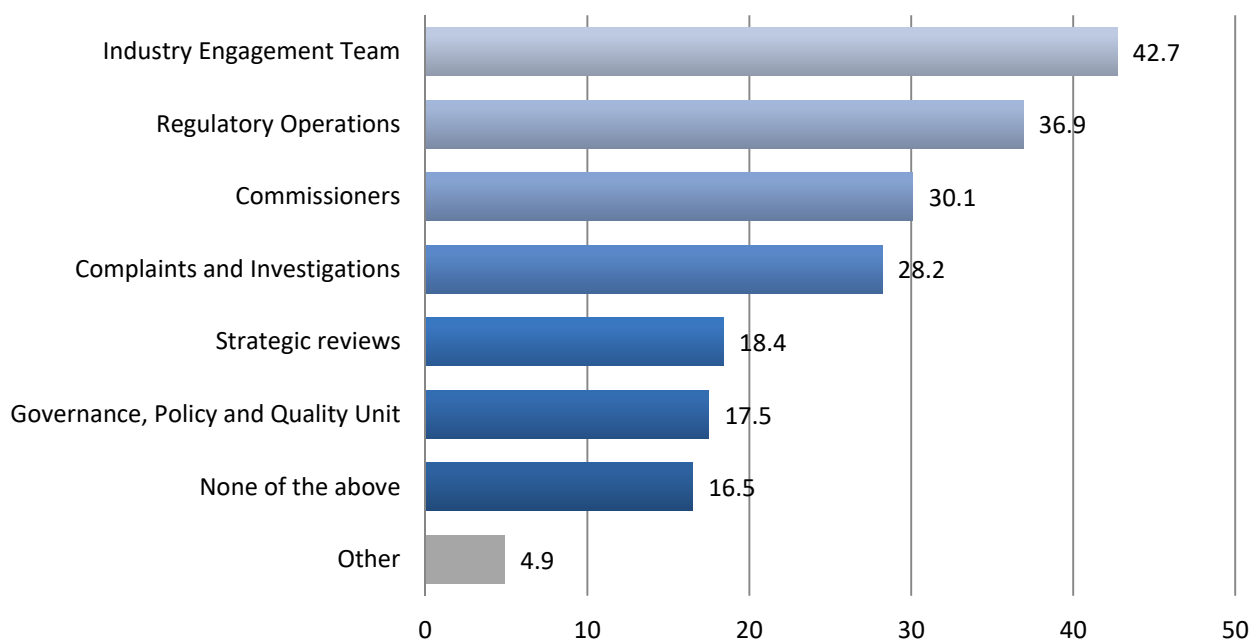
Stakeholder: Staff demonstration of ASQA's values

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 80%. Collaboration and transparency were the lowest rated values, also in the same position as in previous years, with collaboration scoring less than 50% positive. Transparency and collaboration in particular have declined since 2015.

% +ve excludes don't know / no answer

STAKEHOLDER: ASQA's VALUES	2016 % +VE	2015 % +VE
Demonstrates independence in its regulatory role n=89	79.8	80.8
Demonstrates independence in providing advice to industry bodies n=88	71.6	74.4
Is transparent in its regulatory decisions and activities n=87	55.2	61.8
Collaborates with industry bodies, other industry regulators and peak associations n=89	47.2	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 14% and 16% of respondents indicated they *did not know* or did not answer the question. This may be because 11% of stakeholders responding had very little personal interaction with ASQA.

Stakeholder: ASQA's demonstration of its values
% of respondents choosing a rating point, n=103

	Collaboration with industry bodies, other industry regulators and peak associations	Transparency in its regulatory decisions and activities	Independence in providing advice to government agencies	Independence in its regulatory role
Excellent	11.7	3.9	12.6	17.5
Good	29.1	42.7	48.5	51.5
Fair	31.1	27.2	19.4	15.5
Poor	9.7	7.8	3.9	1.9
Very poor	4.9	2.9	1.0	0.0
Don't know or No answer	13.6	15.5	14.6	13.6
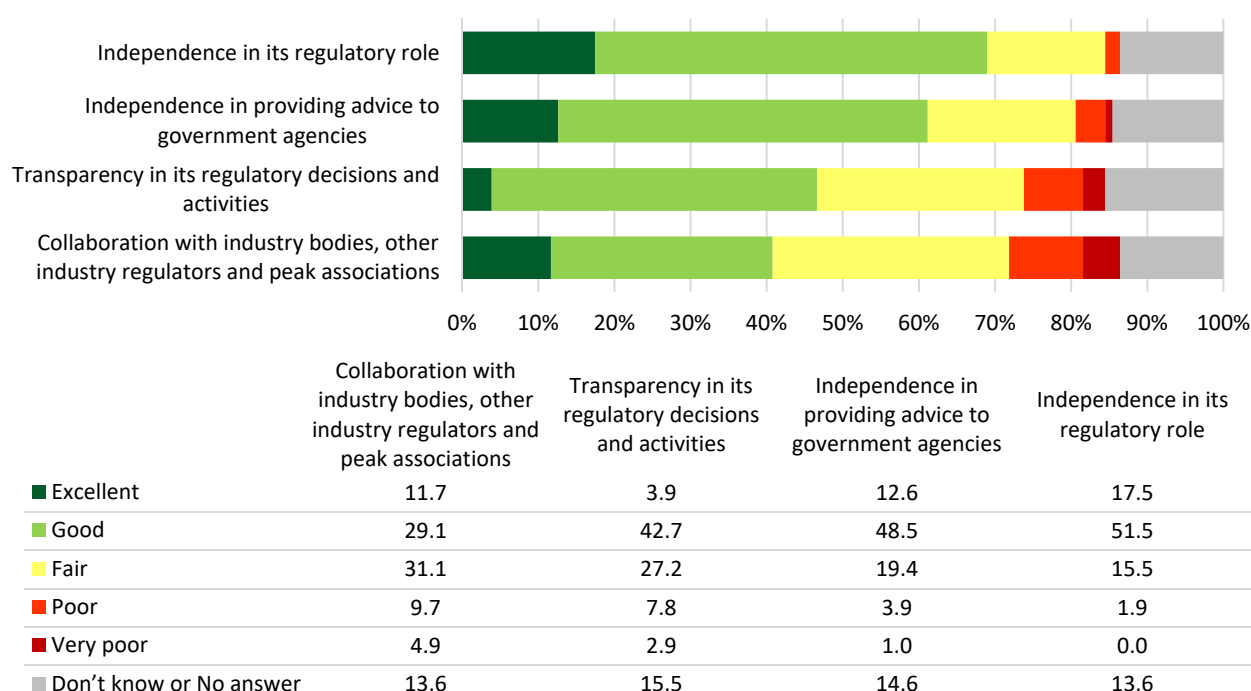
Stakeholder: ASQA staff attributes

Similar to 2015, all items in the topic scored well, that is, above 75% positive—an excellent result. Respecting privacy/confidentiality and courtesy remained the highest scoring items for this topic and were amongst the highest scoring items of the entire stakeholder survey. Efficiency was the lowest scoring item in the topic in both 2015 and 2016. Refer to the table below.

% +ve excludes don't know / no answer

STAKEHOLDER: ASQA STAFF	2016 % +VE	2015 % +VE
Respecting the privacy and confidentiality of organisations and individuals n=78	94.9	91.5
Courtesy n=93	92.5	91.3
Impartiality n=82	89.0	86.2
Easy to understand n=91	79.0	86.0
Helpfulness n=91	85.7	81.9
Returning messages promptly n=82	78.0	76.3
Efficiency n=85	75.3	73.7

The frequency distribution chart below shows a strong positive response to most items—with negative scores less than 7% for all of the seven items. 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 2015/16 period.

Stakeholder: ASQA staff
% of respondents choosing an answer, n=103

	Efficiency	Returning messages promptly	Ease of understanding	Helpfulness	Impartiality	Courtesy	Respecting the privacy and confidentiality of organisations and individuals
■ Excellent	15.5	12.6	11.7	22.3	20.4	32.0	27.2
■ Good	46.6	49.5	58.3	53.4	50.5	51.5	44.7
■ Fair	16.5	11.7	16.5	5.8	5.8	5.8	3.9
■ Poor	3.9	2.9	1.9	6.8	1.9	1.0	0.0
■ Very poor	0.0	2.9	0.0	0.0	1.0	0.0	0.0
■ Don't know or No answer	17.5	20.4	11.7	11.7	20.4	9.7	24.3

Stakeholder: Comments about ASQA staff

A total of 21 respondents offered comments about ASQA staff. The most common themes were:

- Hard to communicate with / one way flow of communication
- ASQA responds slowly to feedback/complaints if at all
- Be more proactive as an organisation.

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, minimising the effort to get an answer and complaints, and for this survey, these are very low positive scores. Refer to the table below.

% +ve excludes don't know / no answer

STAKEHOLDER: CONSULTATION AND COMMUNICATION n=111	2016 % +VE	2015 % +VE
Provides timely information to the VET sector in general about changes to regulations / general directions n=78	69.2	78.7
Open to hearing concerns about the quality of VET outcomes n=79	68.4	70.0
Acts on complaints received about its own performance n=35	57.1	45.1
Provides timely, quality advice about the VET sector to my organisation n=83	56.3	65.6
Provides sufficient contact information so that I or my organisation can contact / recontact an ASQA staff member if necessary n=89	55.1	69.2
Effectively engages with stakeholders such as my organisation n=96	52.1	64.4
Seeks feedback from stakeholders, such as my organisation, on issues that affect you n=94	52.1	62.7
Acts on stakeholder feedback n=73	45.2	54.1
Minimises the effort to get an answer to a question n=75	44.0	59.1
Acts on complaints received about training providers n=69	34.8	43.9

The chart below displays the frequency distribution for answers within this topic. Views for individual items vary and indicate that RTOs have quite different opinions about ASQA. 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 66%. 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 52% of respondents indicated that ASQA had effectively engaged with their organisation and had sought feedback, while a smaller proportion (45%) 54% indicated that ASQA had acted on their feedback—all results with considerable room for improvement. However, all of these items also had a notable proportion of positive responses.

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

Stakeholder: Consultation and communication
% of respondents choosing a rating point, n=103
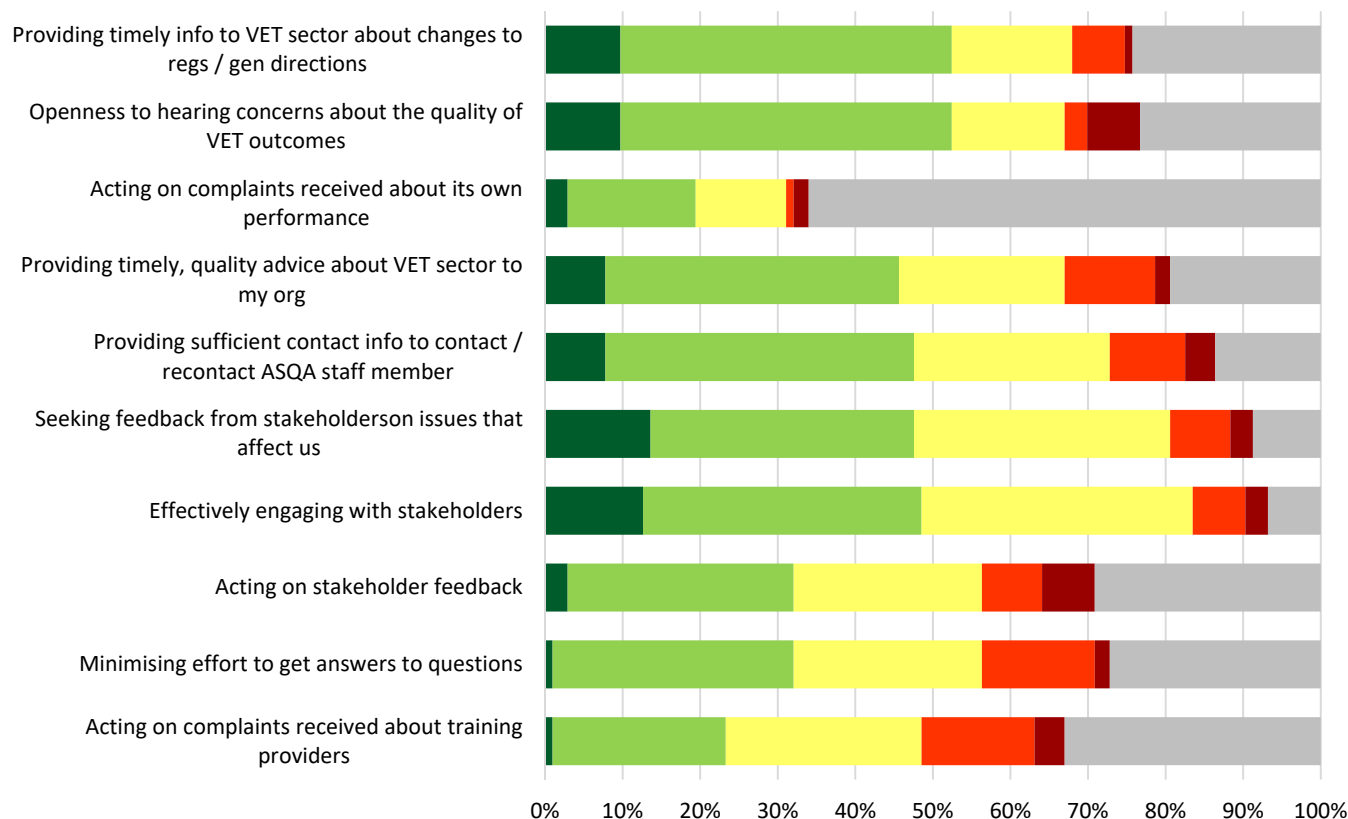
	Acting on complaints received about training providers	Minimising effort to get answers to questions	Acting on stakeholder feedback	Effectively engaging with stakeholders	Seeking feedback from stakeholders on issues that affect us	Providing sufficient contact info to contact / recontact ASQA staff member	Providing timely, quality advice about VET sector to my org	Acting on complaints received about its own performance	Openness to hearing concerns about the quality of VET outcomes	Providing timely info to VET sector about changes to regs / gen directions
■ Excellent	1.0	1.0	2.9	12.6	13.6	7.8	7.8	2.9	9.7	9.7
■ Good	22.3	31.1	29.1	35.9	34.0	39.8	37.9	16.5	42.7	42.7
■ Fair	25.2	24.3	24.3	35.0	33.0	25.2	21.4	11.7	14.6	15.5
■ Poor	14.6	14.6	7.8	6.8	7.8	9.7	11.7	1.0	2.9	6.8
■ Very poor	3.9	1.9	6.8	2.9	2.9	3.9	1.9	1.9	6.8	1.0
■ Don't know / not applicable	33.0	27.2	29.1	6.8	8.7	13.6	19.4	66.0	23.3	24.3

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 59 respondents chose to answer. Almost all respondents who provided a response indicated slow response was an issue for ASQA. Commonly mentioned themes included:

- No or slow response / not timely / poor response - especially re complaint
- Consultation is one way / inflexible
- Hard to access / communicate with relevant person
- Communication reactive not proactive.

Stakeholder: Regulatory decisions

Similar to last year's results, the three items within the topic of regulatory decisions had different results. *Applying consistent sanctions for similar breaches* scored much more positively than the other two items. The score 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	2016 % +VE	2015 % +VE
Applies consistent sanctions for similar breaches n=43	79.1	64.6
Provides timely and quality advice to my organisation on ASQA's regulatory activities n=79	62.0	74.4
Applies appropriate / proportional sanctions for non-compliant organisations within its jurisdiction n=52	59.6	56.1

Stakeholders: Regulatory decisions
% of respondents choosing a rating point, n=103

	Applying appropriate / proportional sanctions for non-compliant organisations within its jurisdiction	Applying consistent sanctions for similar breaches	Providing timely and quality advice to my organisation on ASQA's regulatory activities
■ Excellent	2.9	2.9	8.7
■ Good	27.2	30.1	38.8
■ Fair	12.6	5.8	19.4
■ Poor	5.8	1.9	5.8
■ Very poor	1.9	1.0	3.9
■ Don't know or No answer	49.5	58.3	23.3
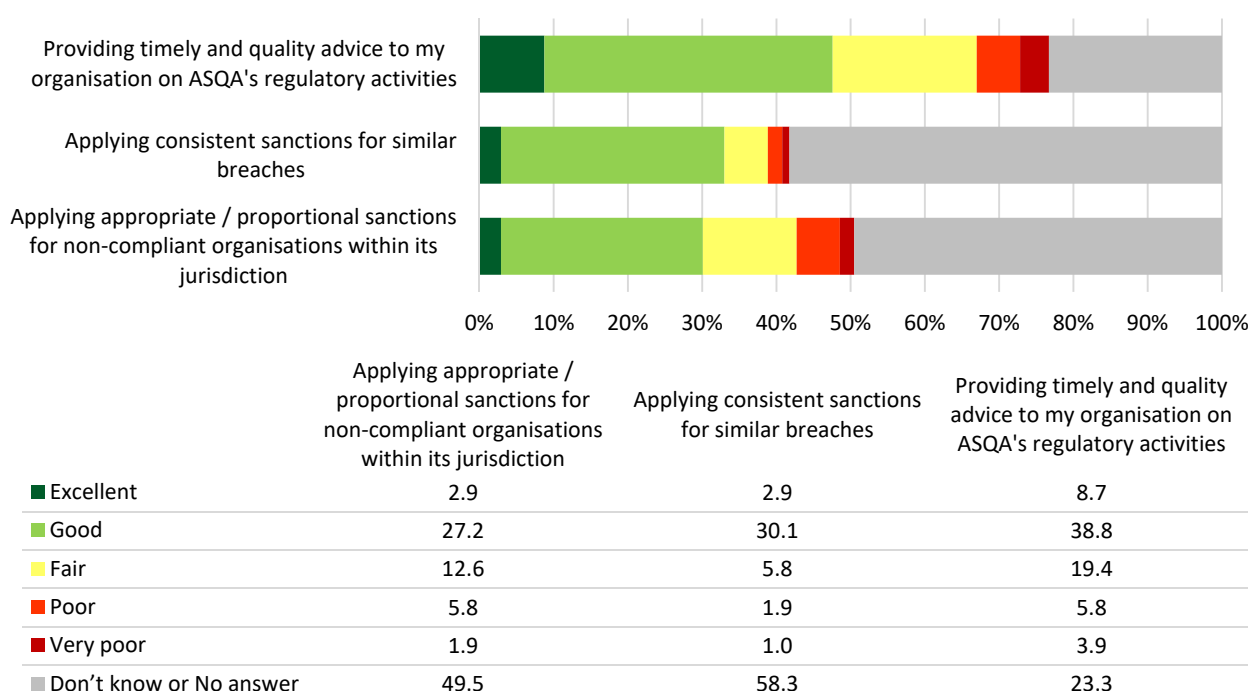
Stakeholder: Comments on regulatory decisions

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 30 respondents offered explanations. The three most commonly mentioned themes were:

- Hard to communicate and collaborate with / one way flow of information
- ASQA isn't a real threat when dealing with dodgy RTOs
- ASQA should provide information about regulatory decisions / slow information flow.

Stakeholder: Being informed about ASQA

Stakeholders were asked to indicate which information channels they had used in the 2015/2016 financial year. This year indicates stakeholder use of a wide spread of channels with the most used channel the ASQA website (73%), then followed by ASQA speaker / event (65%) and then ASQA fact sheets (57%). Refer to chart below. The least commonly used channel was ASQA General Directions at 30%. Note that 6% indicated that they had used no channels in the previous year.

Stakeholder: ASQA information channels used
% of respondents choosing an answer, n=103
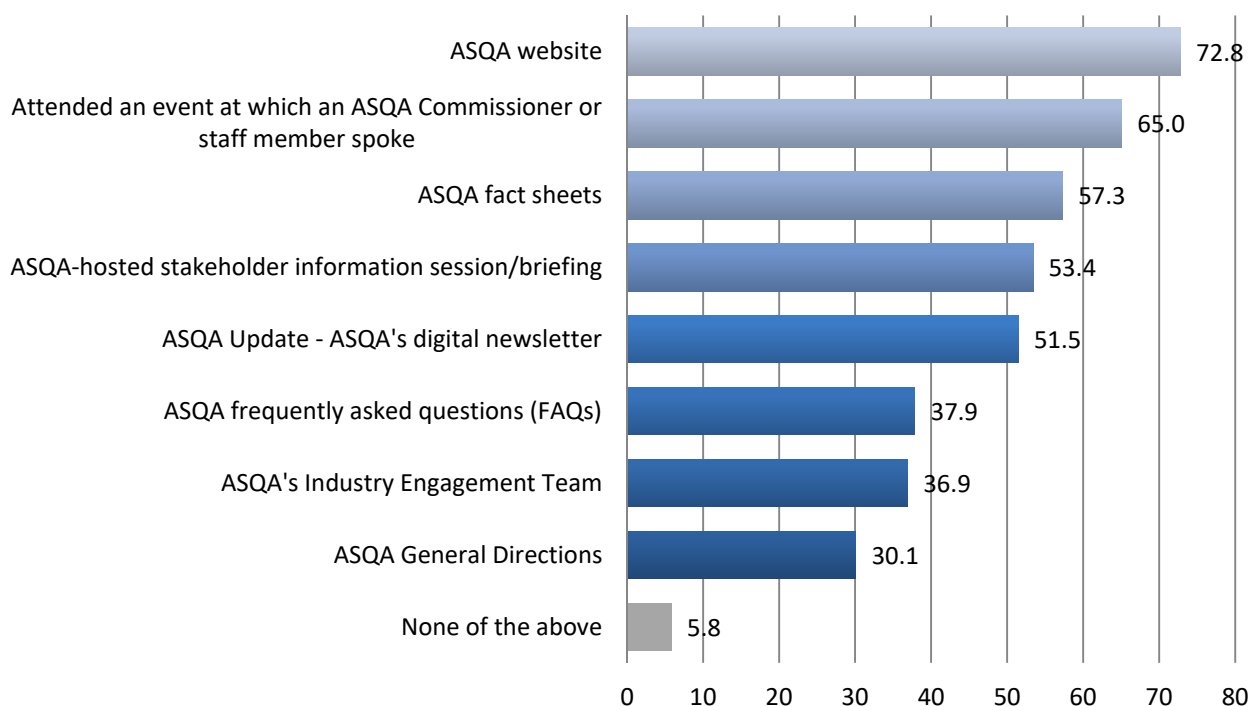
Respondents who indicated they used a particular method were given the opportunity to rate various aspects of the channel. The following series of tables and charts displays the results for each channel. The sample sizes for each of the channels is small and so all results should be interpreted with 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	2016 % +VE	2015 % +VE
Accuracy of information n=58	94.8	94.0
Timely information n=57	91.2	97.1
Helpful information n=58	87.9	98.5
Ease of understanding information n=58	82.8	94.0

The frequency distribution below demonstrates a strongly positive response with only timeliness receiving one negative response.

Stakeholder: ASQA's fact sheets

% of respondents choosing a rating point, n=59

	Ease of understanding information	Helpfulness of information	Timeliness of information	Accuracy of information
■ Excellent	13.6	13.6	16.9	22.0
■ Good	67.8	72.9	71.2	71.2
■ Fair	16.9	11.9	6.8	5.1
■ Poor	0.0	0.0	1.7	0.0
■ Very poor	0.0	0.0	0.0	0.0
■ Don't know or No answer	1.7	1.7	3.4	1.7
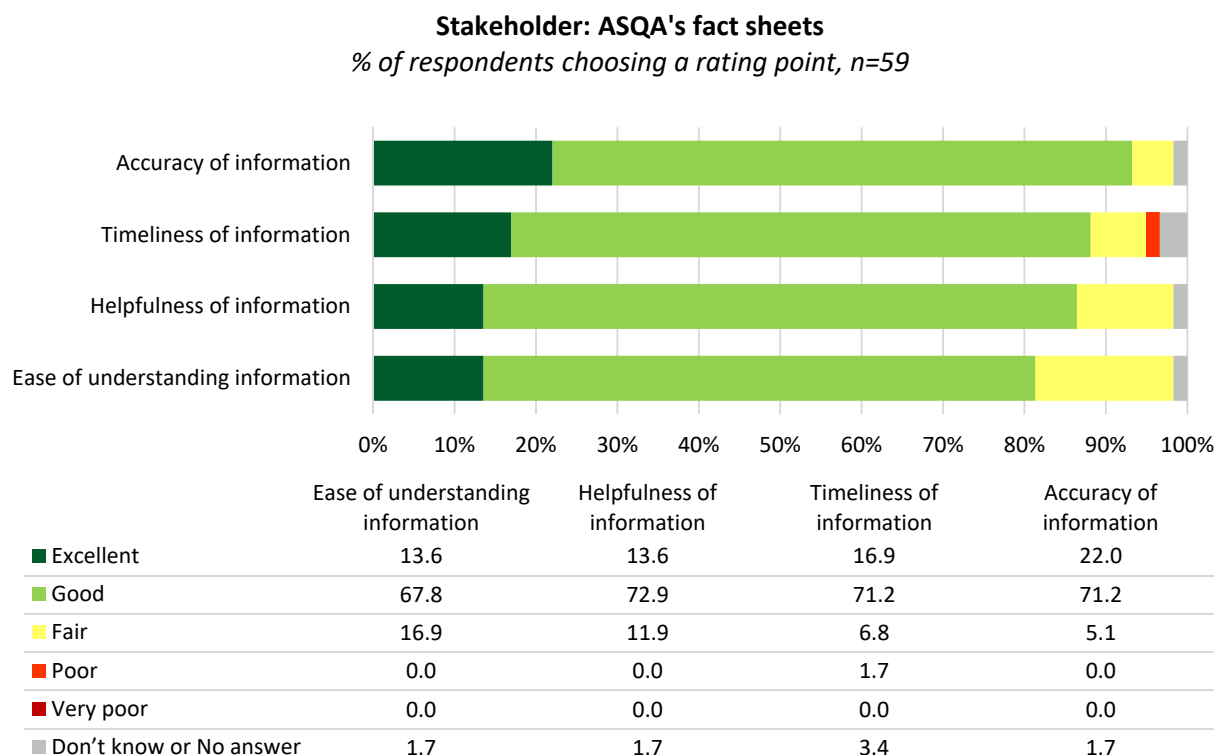
Stakeholder: Comments about ASQA fact sheets

Ten respondents offered comments about ASQA fact sheets. They would like Fact Sheets to be easier to understand with simpler language and to have more examples.

Stakeholder: ASQA FAQs

The table below shows that all aspects of FAQs scored well but helpfulness and timeliness of information declined since 2015.

% +ve excludes don't know / no answer

STAKEHOLDER: ASQA FAQS	2016 % +VE	2015 % +VE
Helpfulness of information n=38	89.5	93.8
Accuracy of information n=38	86.8	89.6
Timeliness of information n=37	86.5	95.8
Ease of understanding information n=38	84.2	89.6

Stakeholder: ASQA FAQs
% of respondents choosing an answer, n=39

	Ease of understanding information	Timeliness of information	Accuracy of information	Helpfulness of information
Excellent	15.4	17.9	23.1	17.9
Good	66.7	64.1	61.5	69.2
Fair	12.8	7.7	10.3	10.3
Poor	2.6	5.1	2.6	0.0
Very poor	0.0	0.0	0.0	0.0
Don't know	2.6	5.1	2.6	2.6
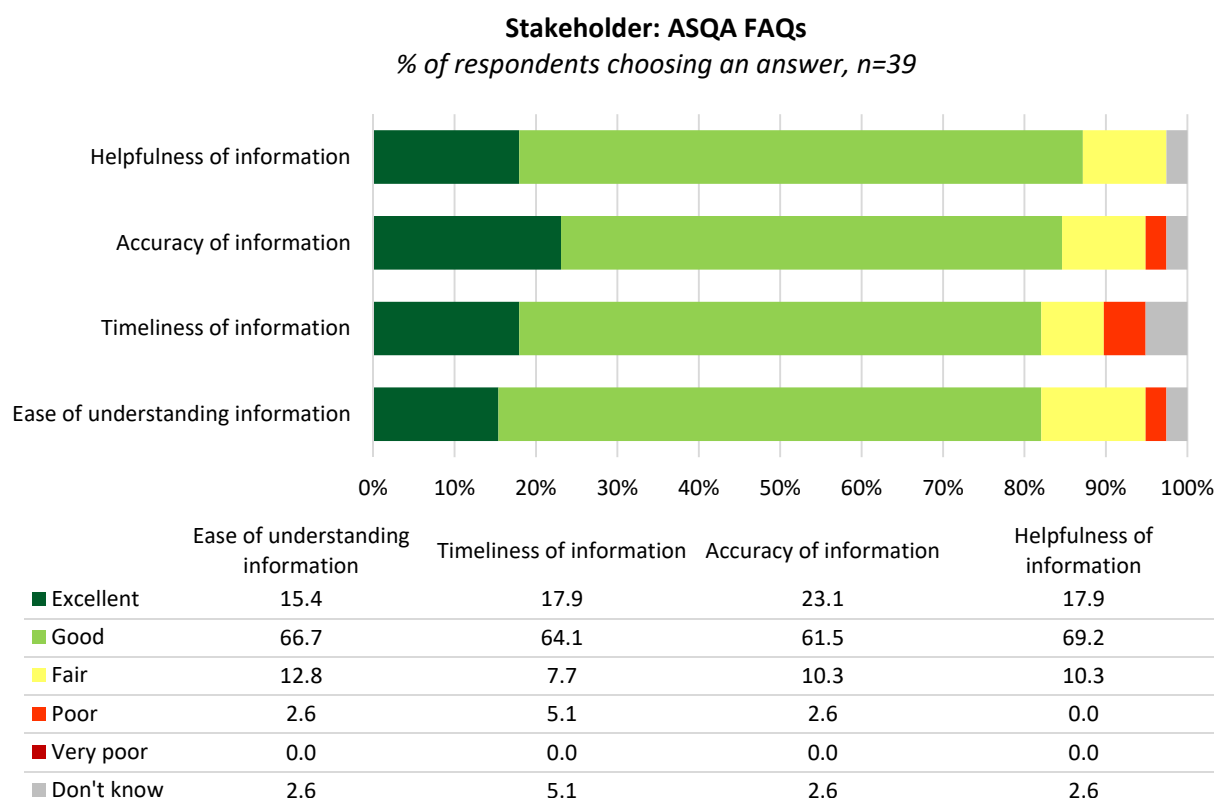
Stakeholder: Comments about ASQA FAQs

Only six respondents provided a comment. Suggestions for improvement included keeping FAQs more up to date, making them easier to find and using simpler language.

Stakeholder: ASQA's General Directions

Although only a proportion of stakeholders used ASQA's General Directions they scored very positively. Refer to table and chart below. Only two respondents provided a comment about the General Directions and the comments were about making the General Directions clearer with simpler language and providing templates.

% +ve excludes don't know / no answer

STAKEHOLDER: GENERAL DIRECTIONS n=30	2016 % +VE	2015 % +VE
Accuracy of information	96.7	91.7
Timeliness of information	90.0	97.1
Helpfulness of information	90.0	97.2
Ease of understanding information	90.0	91.7

Stakeholder: ASQA's General Directions
% of respondents choosing an answer, n=31

	Helpfulness of information	Ease of understanding information	Timeliness of information	Accuracy of information
■ Excellent	12.9	12.9	16.1	19.4
■ Good	74.2	74.2	71.0	74.2
■ Fair	6.5	6.5	9.7	3.2
■ Poor	3.2	3.2	0.0	0.0
■ Very poor	0.0	0.0	0.0	0.0
■ Don't know	3.2	3.2	3.2	3.2
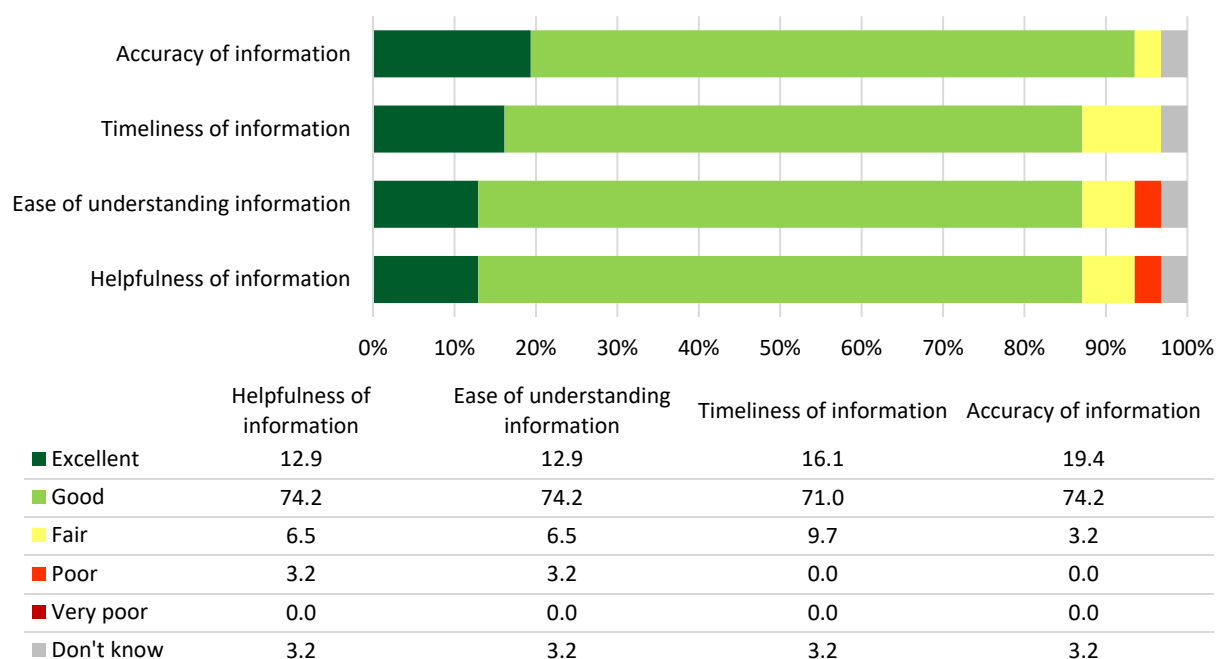
Stakeholder: ASQA Update

ASQA Update scored very positively and much more positively than in 2015. Refer to table and chart below. Only two respondents provided commentary regarding ASQA updates. Suggestions included providing an email alert about *Updates* being issued and making the *Updates* more frequent.

% +ve excludes don't know / no answer

STAKEHOLDER: ASQA UPDATE	2016 % +VE	2015 % +VE
Accuracy of information n=51	98.0	87.0
Ease of understanding information n=52	96.2	87.0
Timeliness of information n=52	94.2	86.7
Helpfulness of information n=52	94.2	84.4

Stakeholder: *ASQA Update*
% of respondents choosing a rating point, n=53

	Timeliness of information	Helpfulness of information	Ease of understanding information	Accuracy of information
■ Excellent	11.3	11.3	9.4	13.2
■ Good	81.1	81.1	84.9	81.1
■ Fair	5.7	5.7	3.8	1.9
■ Poor	0.0	0.0	0.0	0.0
■ Very poor	0.0	0.0	0.0	0.0
■ Don't know or No answer	1.9	1.9	1.9	3.8
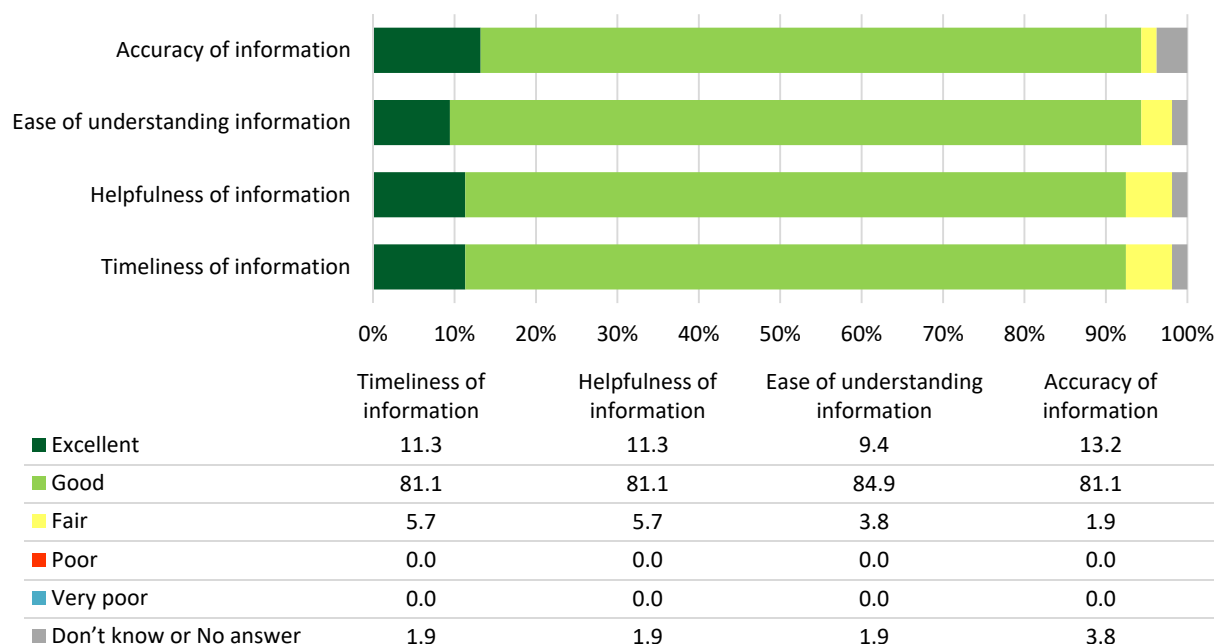
Stakeholder: ASQA website

The ASQA website was the most commonly used communication channel and accuracy and currency of material scored very positively. However there was a considerable decline in some aspects compared with 2015. Searching improved considerably from 2014 to 2015 and has returned to the 2014 level. In part, this may be because Google searching sets a standard that all other search engines find hard to emulate. Refer to table and chart below.

% +ve excludes don't know / no answer

STAKEHOLDER: ASQA WEBSITE	2016 % +VE	2015 % +VE
Accuracy of materials n=65	92.3	93.9
Currency / up-to-datedness of material n=64	87.5	90.7
Providing enough information n=71	77.5	84.4
Clarity of materials n=70	74.3	83.1
Ease of navigation n=71	73.2	86.8
Ease of searching n=72	72.2	81.3

Stakeholder: ASQA website
% of respondents choosing a rating point, n=75

	Ease of searching	Ease of navigation	Clarity of materials	Providing enough information	Currency / up-to-datedness of material	Accuracy of materials
■ Excellent	9.3	4.0	12.0	6.7	10.7	17.3
■ Good	60.0	65.3	57.3	66.7	64.0	62.7
■ Fair	18.7	20.0	22.7	17.3	9.3	6.7
■ Poor	6.7	4.0	1.3	4.0	1.3	0.0
■ Very poor	1.3	1.3	0.0	0.0	0.0	0.0
■ Don't know or No answer	4.0	5.3	6.7	5.3	14.7	13.3
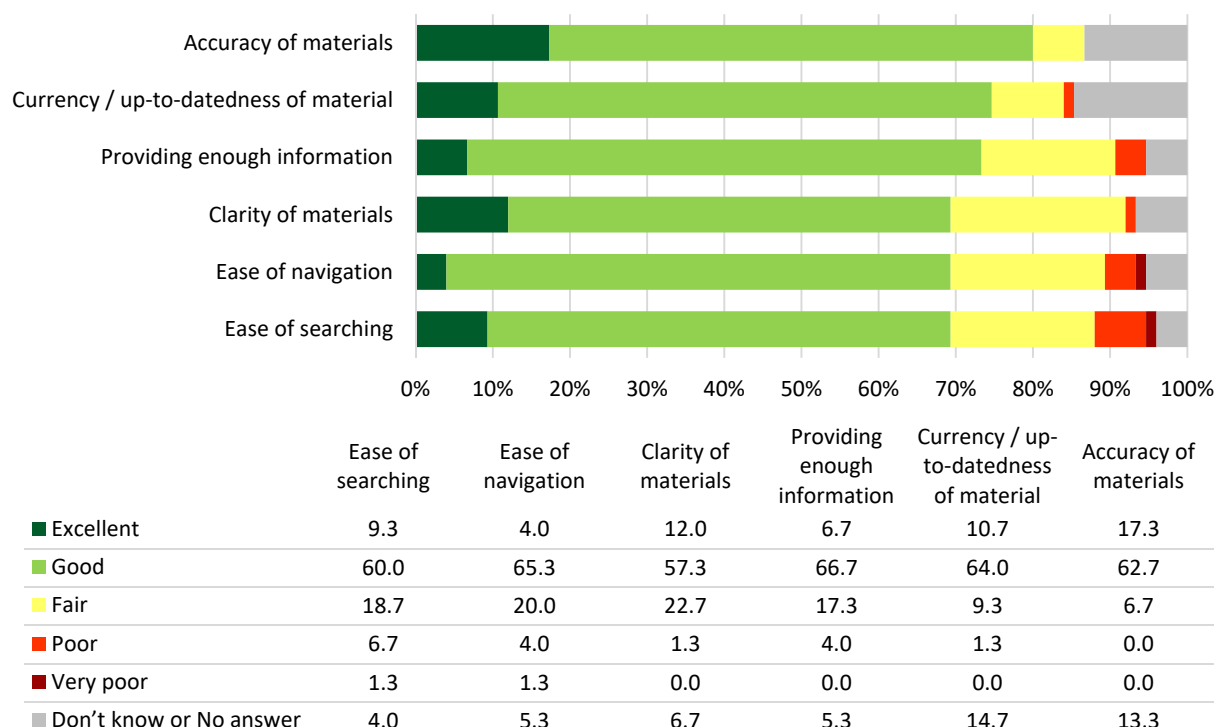
Stakeholder: Comments about ASQA website

Fourteen respondents offered comments about ASQA website. The key themes were around improving the search and navigation functionality of the site and providing a subscription service that would automate important alerts and notices.

Stakeholder: Speech/presentation given by Commissioner or senior staff

This information channel was very well rated, with all items achieving more than 80% positive. At a topic level this was a similar result to 2015.

% +ve excludes don't know / no answer

SPEECH GIVEN BY COMMISSIONER OR SENIOR STAFF	2016 % +VE	2015 % +VE
Currency / up-to-datedness of information n=66	86.4	87.9
Insight that considered a wide range of issues n=67	85.1	81.4
Usefulness of information n=67	82.1	86.4

Stakeholder: Speech by ASQA Commissioner or senior staff member
% of respondents choosing a rating point, n=67
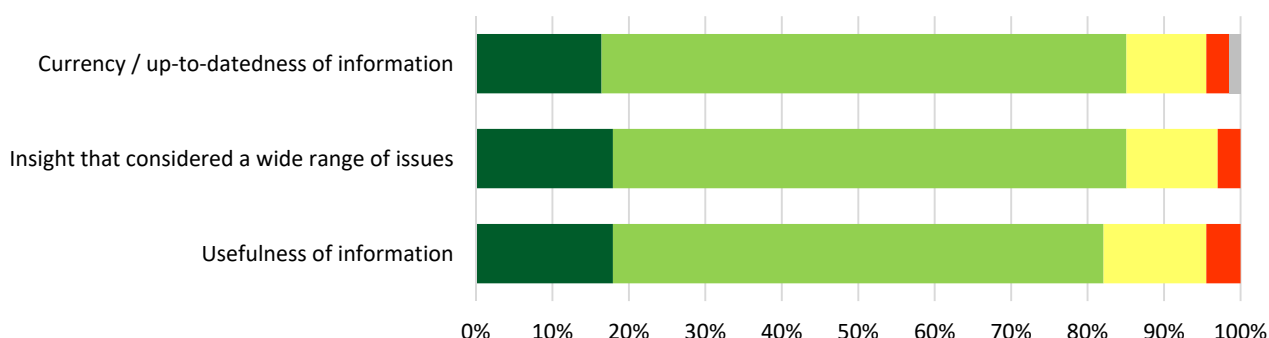
	Usefulness of information	Insight that considered a wide range of issues	Currency / up-to-datedness of information
■ Excellent	17.9	17.9	16.4
■ Good	64.2	67.2	68.7
■ Fair	13.4	11.9	10.4
■ Poor	4.5	3.0	3.0
■ Very poor	0.0	0.0	0.0
■ Don't know or No answer	0.0	0.0	1.5

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

Thirteen respondents offered comments about ASQA speeches by the Commissioner or senior staff. The most common theme was about using best practice examples and hearing good news stories and reducing the repetition between speeches and other forms of communication.

Stakeholder: Industry engagement team

Although only a proportion of stakeholders answered about the industry engagement team, all items in the table below scored positively. Courtesy of team members was one of the highest rated items in the stakeholder survey--as it was in previous years. However all items but courtesy declined since 2015.

% +ve excludes don't know / no answer

STAKEHOLDER: INDUSTRY ENGAGEMENT TEAM	2016 % +VE	2015 % +VE
Courtesy of team members n=35	97.1	96.1
Quality of advice n=36	83.3	87.8
Knowledge of team members n=36	80.6	92.0
Understanding of issues affecting my organisation / wider VET sector n=38	78.9	85.7

Stakeholder: ASQA industry engagement team
% of respondents choosing a rating point, n=38
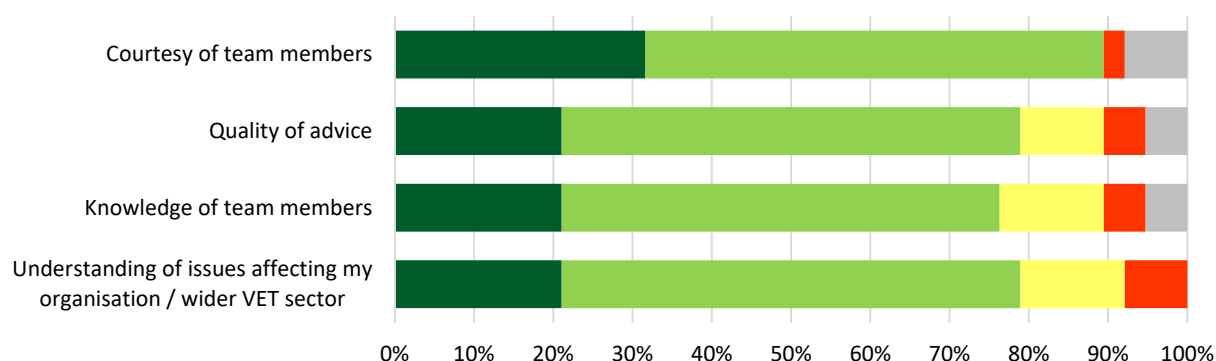
	Understanding of issues affecting my organisation / wider VET sector	Knowledge of team members	Quality of advice	Courtesy of team members
Excellent	21.1	21.1	21.1	31.6
Good	57.9	55.3	57.9	57.9
Fair	13.2	13.2	10.5	0.0
Poor	7.9	5.3	5.3	2.6
Very poor	0.0	0.0	0.0	0.0
Don't know or No answer	0.0	5.3	5.3	7.9

Stakeholder: Comments about ASQA industry engagement team

Twelve respondents offered comments about ASQA industry engagement team. Almost half of them suggested that the team needed more breadth of and/or more operational knowledge.

Stakeholder: ASQA face to face information sessions / briefings

This was a new channel in 2016 and scored well on all dimensions, as it did with RTOs. Refer to table and chart below.

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

STAKEHOLDER: ASQA FACE TO FACE INFO SESSIONS / BRIEFINGS	2016 % +VE
Accuracy of information n=53	92.5
Knowledge of presenters n=53	90.6
Range of topics covered/discussed n=55	87.3
Ease of understanding information n=54	87.0
Timeliness of information n=55	85.5
Helpfulness information n=55	83.6

Stakeholder: ASQA face to face information sessions / briefings

% of respondents choosing a rating point, n=55
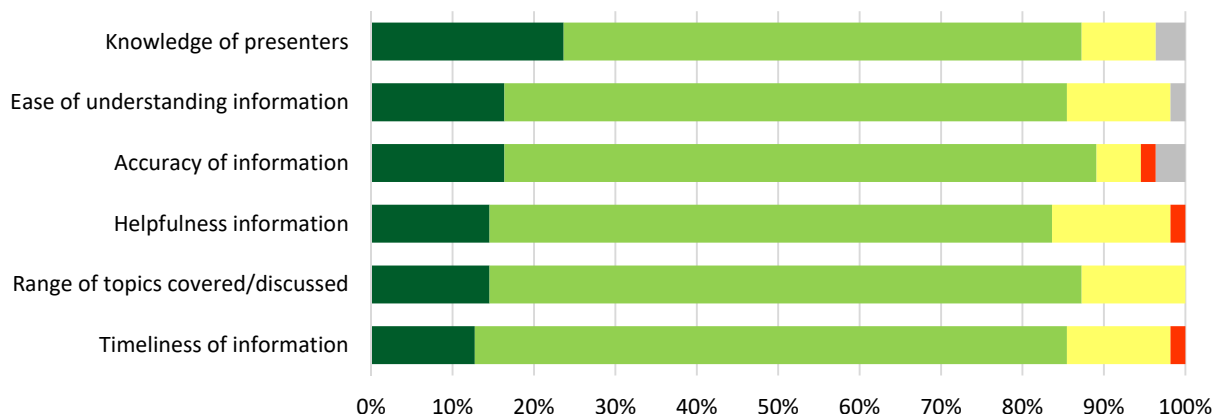
	Timeliness of information	Range of topics covered/discussed	Helpfulness information	Accuracy of information	Ease of understanding information	Knowledge of presenters
■ Excellent	12.7	14.5	14.5	16.4	16.4	23.6
■ Good	72.7	72.7	69.1	72.7	69.1	63.6
■ Fair	12.7	12.7	14.5	5.5	12.7	9.1
■ Poor	1.8	0.0	1.8	1.8	0.0	0.0
■ Very poor	0.0	0.0	0.0	0.0	0.0	0.0
■ Don't know or No answer	0.0	0.0	0.0	3.6	1.8	3.6

Stakeholder: Comments about ASQA face to face information sessions

Nine respondents offered comments about ASQA's face to face information sessions. Suggestions were varied and included making sessions less dry and more engaging, using best practice examples and improving the knowledge of presenters.

Stakeholder: General comments about information systems

Ten respondents provided further feedback about ASQA's communications and information systems. Suggestions included making the website more user friendly and intuitive and to continue to communicate with stakeholders. Stakeholder appreciate communication received directly from ASQA.

Stakeholder: ASQA overall

Stakeholders were asked five questions about ASQA's sector-wide performance. Compared with 2015 (where possible), there was a decline in stakeholders' perceptions of ASQA as a regulator. The largest decline was for the item *Promoting and encouraging continuous improvement of RTOs.* In 2015 this item improved considerably from 2014. However, a higher proportion of respondents (77%) agree that ASQA's regulatory work made a positive contribution to VET and ELICOS providers. Refer to the table and charts below.

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

STAKEHOLDER: ASQA OVERALL	2016 % +VE	2015 % +VE
ASQA's regulatory work contributes to the quality of Australia's VET and ELICOS providers	76.8	NA
Engagement with the regulated community n=93	63.4	NA
Overall as a regulator n=94	58.5	60.8
Promoting and encouraging continuous improvement of registered training organisations (RTOs) n=91	57.1	67.4
Improving the quality of VET outcomes in Australia n=94	55.3	58.2

Stakeholder: ASQA's regulatory work contributes to the quality of Australia's VET

Stakeholder: ASQA overall

% of respondents choosing a rating point, n=103
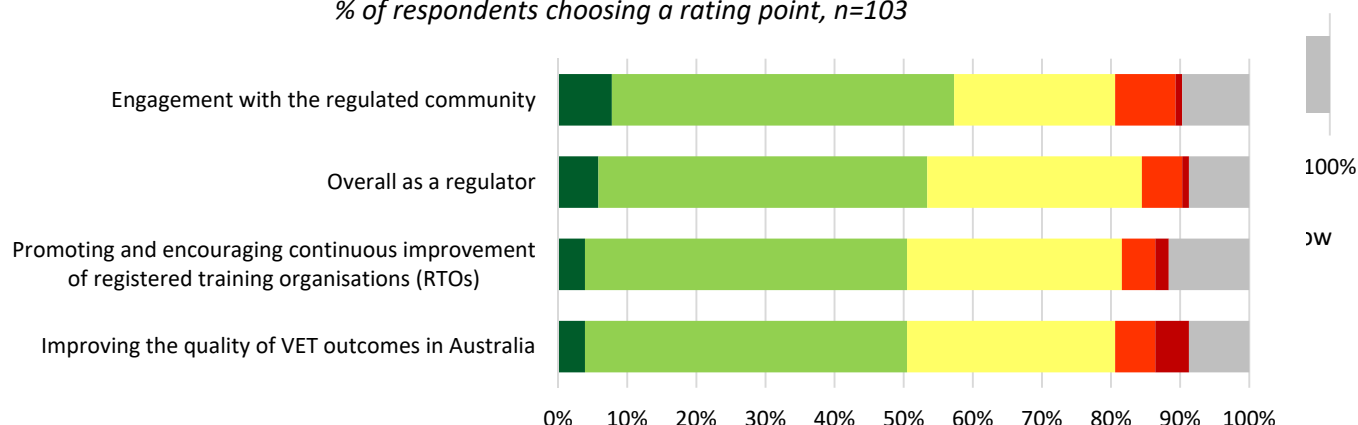
	Improving the quality of VET outcomes in Australia	Promoting and encouraging continuous improvement of registered training organisations (RTOs)	Overall as a regulator	Engagement with the regulated community
■ Excellent	3.9	3.9	5.8	7.8
■ Good	46.6	46.6	47.6	49.5
■ Fair	30.1	31.1	31.1	23.3
■ Poor	5.8	4.9	5.8	8.7
■ Very poor	4.9	1.9	1.0	1.0
■ Don't know	8.7	11.7	8.7	9.7

Stakeholder: What ASQA needs to improve

When asked what ASQA needed to improve, 49 respondents offered suggestions. The most commonly mentioned themes were:

- Faster and better action against low quality RTOs / providers
- Communication from ASQA needs to be improved / greater industry engagement
- Look at what other regulators are doing/ lobby for change to mandate so it can do a better job
- Employ industry experts / improve industry "grass roots" knowledge
- Improve transparency about decision making and approach.

Stakeholder: What ASQA does well and should continue doing

A total of 38 respondents commented on what ASQA does well. The five most commonly mentioned themes were:

- Engaging staff / quality staff
- Website and resources are good
- ASQA has an effective vision
- Availability / timeliness of information is good
- Good at collaborating with other stakeholders.

Stakeholder year comparison

Keeping in mind the relatively small sample and the confidence interval of ±8.5% (the margin of error when reading any numbers relating to stakeholder results), the year comparison presented in the table below shows positive shifts in some key areas, and a considerable number of negative shifts in other areas.

Notable increases since 2015 were around applying consistent sanctions, *ASQA Update* and ASQA staff. Notable declines for the same period were around stakeholder consultation and communication in general, promoting continuous improvement, aspects of the ASQA website and helpfulness of information provided.

% positive excludes don't know / no answer
<mark>Yellow</mark> *highlight indicates statistically significantly different at 95% confidence level*

TOPIC	ITEM	2016 % +VE	2015 % +VE	± %
Regulatory decisions	Applying consistent sanctions for similar breaches	79.1	64.6	14.5
Consultation and communication	Acting on complaints received about its own performance	57.1	45.1	12.0
ASQA *Update*	Accuracy of information	98.0	87.0	11.0
ASQA *Update*	Helpfulness of information	94.2	84.4	9.8
ASQA *Update*	Ease of understanding information	96.2	87.0	9.2
ASQA *Update*	Timeliness of information	94.2	86.7	7.5
ASQA's General Directions	Accuracy of information	96.7	91.7	5.0
ASQA staff	Helpfulness	85.7	81.9	3.8
Speech or presentation	Insight that considered a wide range of issues	85.1	81.4	3.7
Regulatory decisions	Applying appropriate / proportional sanctions for non-compliant organisations within its jurisdiction	59.6	56.1	3.5
ASQA staff	Respecting the privacy and confidentiality of organisations and individuals	94.9	91.5	3.4
ASQA staff	Impartiality	89.0	86.2	2.8
ASQA staff	Returning messages promptly	78.0	76.3	1.7
ASQA staff	Efficiency	75.3	73.7	1.6
ASQA staff	Courtesy	92.5	91.3	1.2
Industry Engagement Team	Courtesy of team members	97.1	96.1	1.0
Factsheets	Accuracy of information	94.8	94.0	0.8
Values	Independence in its regulatory role	79.8	80.8	-1.0
Speech or presentation	Currency / up-to-datedness of information	86.4	87.9	-1.5
ASQA's website	Accuracy of materials	92.3	93.9	-1.6
Consultation and communication	Openness to hearing concerns about the quality of VET outcomes	68.4	70.0	-1.6
ASQA's General Directions	Ease of understanding information	90.0	91.7	-1.7
Overall	Overall as a regulator	58.5	60.8	-2.3
ASQA FAQs	Accuracy of information	86.8	89.6	-2.8
Values	Independence in providing advice to government agencies, industry bodies	71.6	74.4	-2.8
Overall	Improving the quality of VET outcomes in Australia	55.3	58.2	-2.9

TOPIC	ITEM	2016 % +VE	2015 % +VE	± %
ASQA's website	Currency / up-to-datedness of material	87.5	90.7	-3.2
Speech or presentation	Usefulness of information	82.1	86.4	-4.3
ASQA FAQs	Helpfulness of information	89.5	93.8	-4.3
Industry Engagement Team	Quality of advice	83.3	87.8	-4.5
ASQA FAQs	Ease of understanding information	84.2	89.6	-5.4
Factsheets	Timeliness of information	91.2	97.1	-5.9
Values	Transparency in its regulatory decisions and activities	55.2	61.8	-6.6
Industry Engagement Team	Understanding of issues affecting my organisation / wider VET sector	78.9	85.7	-6.8
ASQA staff	Ease of understanding	79.1	86.0	-6.9
ASQA's website	Providing enough information	77.5	84.4	-6.9
ASQA's General Directions	Timeliness of information	90.0	97.1	-7.1
ASQA's General Directions	Helpfulness of information	90.0	97.2	-7.2
ASQA's website	Clarity of materials	74.3	83.1	-8.8
Consultation and communication	Acting on stakeholder feedback	45.2	54.1	-8.9
Consultation and communication	Providing timely, quality advice about the VET sector to my organisation	56.6	65.6	-9.0
ASQA's website	Ease of searching	72.2	81.3	-9.1
Consultation and communication	Acting on complaints received about training providers	34.8	43.9	-9.1
ASQA FAQs	Timeliness of information	86.5	95.8	-9.3
Consultation and communication	Providing timely information to the VET sector in general about changes to regulations / general directions	69.2	78.7	-9.5
Overall	Promoting and encouraging continuous improvement of registered training organisations	57.1	67.4	-10.3
Factsheets	Helpfulness of information	87.9	98.5	-10.6
Consultation and communication	Seeking feedback from stakeholders, such as my organisation, on issues that affect us	52.1	62.7	-10.6
Factsheets	Ease of understanding information	82.8	94.0	-11.2
Industry Engagement Team	Knowledge of team members	80.6	92.0	-11.4
Consultation and communication	Effectively engaging with stakeholders such as my organisation	52.1	64.4	-12.3
Regulatory decisions	Providing timely and quality advice to my organisation on ASQA's regulatory activities	62.0	74.4	-12.4
ASQA's website	Ease of navigation	73.2	86.8	-13.6
Values	Collaboration with industry bodies, other industry regulators and peak associations	47.2	61.1	-13.9
Consultation and communication	Providing sufficient contact information to contact / recontact an ASQA staff member if necessary	55.1	69.2	-14.1
Consultation and communication	Minimising the effort to get an answer to a question	44.0	59.1	-15.1

RTO and stakeholder comparison

This section outlines the findings for comparable items in the RTO and stakeholder surveys—it compares the 39 items that were exactly the same in both surveys. Refer to the table below.

No statistical comparisons were conducted on the two sets of data because the sample sizes were very different. At most 95 stakeholders and 1843 RTOs completed questions about consultation and communication and ASQA's overall performance. For all other items, response numbers varied as they were dependent on respondents' indicated use of a particular service or channel.

In terms of any information channel, stakeholders and RTOs had similar results when considering the margins of error (confidence intervals) involved with both surveys. However, RTOs tended to be more positive about ASQA's website and much more positive than stakeholders about comparable consultation and communication items as well as ASQA's overall performance.

% positive excludes don't know / no answer

TOPIC	ITEM	RTO % VE n=1843 max	STAKEHOLDER % VE n=95 max
ASQA fact sheets	The timeliness of the information	93.0	91.2
ASQA fact sheets	The helpfulness of the information	92.5	87.9
ASQA fact sheets	The accuracy of the information	94.3	94.8
ASQA fact sheets	The ease of understanding of the information	87.6	82.8
ASQA FAQs	The timeliness of the information	91.0	86.5
ASQA FAQs	The helpfulness of the information	89.6	89.5
ASQA FAQs	The accuracy of the information	93.0	86.8
ASQA FAQs	The ease of understanding of the information	87.1	84.2
ASQA General Directions	The timeliness of the information	92.4	90.0
ASQA General Directions	The helpfulness of the information	91.4	90.0
ASQA General Directions	The accuracy of the information	93.7	96.7
ASQA General Directions	The ease of understanding of the information	87.6	90.0
ASQA Updates	The timeliness of the information	92.4	94.2
ASQA Updates	The helpfulness of the information	92.5	94.2
ASQA Updates	The accuracy of the information	94.7	98.0
ASQA Updates	The ease of understanding of the information	90.9	96.2
ASQA's website	Its ease of navigation	82.7	73.2
ASQA's website	Its ease of searching	77.6	72.2
ASQA's website	The amount of information it provides	91.4	77.5
ASQA's website	The clarity of materials	84.6	74.3
ASQA's website	The accuracy of materials	93.1	92.3
ASQA's website	The currency / up-to-datedness of materials	91.4	87.5
ASQA overall	ASQA's regulatory work contributes to the quality of Australia's VET and ELICOS providers	81.2	76.8
ASQA overall	Improving the quality of VET outcomes in Australia	75.9	55.3
ASQA overall	Promoting and encouraging continuous improvement of RTOs	79.5	57.1
ASQA overall	Engagement with the regulated community	70.6	63.4

TOPIC	ITEM	RTO % VE n=1843 max	STAKEHOLDER % VE n=95 max
ASQA overall	Overall as a regulator	77.0	58.5
ASQA's face-to-face info sessions	The range of topics covered/discussed	85.7	87.3
ASQA's face-to-face info sessions	The timeliness of the information	87.2	85.5
ASQA's face-to-face info sessions	The helpfulness of the information	83.0	83.6
ASQA's face-to-face info sessions	The accuracy of the information	89.7	92.5
ASQA's face-to-face info sessions	The ease of understanding of the information	86.3	87.0
ASQA's face-to-face info sessions	The knowledge of the presenters	86.8	90.6
ASQA's speeches/ presentations	Insight that considered a wide range of issues	84.5	85.1
ASQA's speeches/ presentations	The usefulness of the information	82.3	82.1
ASQA's speeches/ presentations	The currency / up to datedness of the information	87.7	86.4
Consultation and communication	Provides timely information to the VET sector in general about changes to regulations / general directions	86.0	69.2
Consultation and communication	Minimises the effort to get an answer to a question	71.0	44.0
Consultation and communication	Provides sufficient contact information to contact / recontact an ASQA staff member if necessary	75.1	55.1

Conclusions

About RTO feedback

- Overall, many items scored highly.

- 2016 results are mixed: there are positive increases in many areas, slight declines in areas that need to increase (like overall performance scores) and considerable declines in some areas that improved in 2015.

- RTOs appear to be somewhat divided in their perceptions: many are very positive about ASQA appreciating its improvement efforts, while a slightly smaller number are quite negative, particularly around action regarding lower quality RTOs. This appears to be an issue that could be affecting overall perceptions of ASQA.

- ASQA's information, and the various channels through which it is offered, is appreciated by a large majority. Both RTOs and stakeholders like personal and face to face contact that is offered through newer channels. Some want information to be simpler, easier to use / understand and to be more specific. These are not new themes.

- While some want no changes to ASQA's interactions with RTOs, while others want speed of response to improve and for staff to be more knowledgeable and to offer more specific guidance. Where change was desired, *keeping it simple* was an underlying theme.

- RTOs want a helpful and collaborative relationship with ASQA, ideally through the provision of case management or similar, and consequently they are positive about new channels which focus on face to face / personal presentations.

About stakeholder feedback

- Given that the response sample was small, conclusions can be indicative only, at best.

- Overall, stakeholder's survey results were positive, with some measures improving since last year's survey, particularly applying regulatory decisions and aspects of many communication channels.

- *ASQA Update*, fact sheets, FAQs, ASQA's general directions and the Industry Engagement Team were strongly appreciated by stakeholders.

- Stakeholders rated ASQA's overall performance more negatively than in 2015 and rated ASQA low on its collaboration with them.

- Of those who offered suggestions, the most common theme was for ASQA to act on poor performers in the VET sector as well as to engage with the industry more—a recurring theme from previous surveys.

Attachment 1: RTO and stakeholder year differences by topic

RTO differences by topic

% positive excludes don't know / no answer
<mark>Yellow</mark> *highlight indicates statistically significantly different at 95% confidence level*
NA indicates not asked in 2015

TOPIC	ITEM	2016 % +VE	2015 % +VE	± %
Initial RTO Registration	The clarity and ease of understanding of ASQA's application form	84.2	81.6	2.6
Initial RTO Registration	The time ASQA took to act on the application	64.2	56.3	7.9
Initial RTO Registration	The helpfulness of information about making applications on ASQA's website	76.9	76.0	0.9
Initial RTO Registration	Any follow-up assistance that was required	75.7	70.6	5.1
Initial Course Accreditation	The clarity and ease of understanding of ASQA's application form	76.5	75.0	1.5
Initial Course Accreditation	The time ASQA took to act on the application	<mark>52.4</mark>	67.6	-15.2
Initial Course Accreditation	The helpfulness of information about making applications on ASQA's website	70.4	69.4	0.9
Initial Course Accreditation	The information provided about the progress of application processing	61.2	67.6	-6.4
Initial Course Accreditation	Any follow-up assistance that was required	72.0	83.6	-11.6
Initial Course Accreditation	ASQA's evaluation report	84.8	76.8	8.1
Initial CRICOS registration	The clarity and ease of understanding of ASQA's application form	91.3	84.4	6.9
Initial CRICOS registration	The time ASQA took to act on the application	57.8	66.7	-8.9
Initial CRICOS registration	The helpfulness of information about making applications on ASQA's website	86.7	75.0	11.7
Initial CRICOS registration	Any follow-up assistance that was required	71.4	66.7	4.8
Renewing RTO registration	The clarity and ease of understanding of ASQA's application form	89.2	87.7	1.5
Renewing RTO registration	The time ASQA took to act on the application	82.4	82.5	-0.1
Renewing RTO registration	The helpfulness of information about making applications on ASQA's website	85.6	83.2	2.4
Renewing RTO registration	Any follow-up assistance that was required	84.5	82.7	1.8
Renewing course accreditation	The clarity and ease of understanding of ASQA's application form	78.8	72.4	6.4
Renewing course accreditation	The time ASQA took to act on the application	57.1	67.0	-9.8
Renewing course accreditation	The helpfulness of information about making applications on ASQA's website	67.0	67.9	-0.8
Renewing course accreditation	The information provided about the progress of application processing	61.5	66.4	-4.9
Renewing course accreditation	Any follow-up assistance that was required	78.3	75.8	2.5
Renewing course accreditation	ASQA's evaluation report	82.5	82.6	-0.1
Renewing CRICOS registration	The clarity and ease of understanding of ASQA's application form	76.5	85.2	-8.8
Renewing CRICOS registration	The time ASQA took to act on the application	<mark>51.5</mark>	79.7	-28.1

TOPIC	ITEM	2016 % +VE	2015 % +VE	± %
Renewing CRICOS registration	The helpfulness of information about making applications on ASQA's website	75.8	81.4	-5.6
Renewing CRICOS registration	Any follow-up assistance that was required	73.1	82.0	-8.9
Change scope RTO registration	The clarity and ease of understanding of ASQA's application	89.7	91.2	-1.5
Change scope RTO registration	The time ASQA took to act on the application	79.4	87.3	-7.8
Change scope RTO registration	The helpfulness of information about making applications on ASQA's website	83.5	85.9	-2.4
Change scope RTO registration	Any follow-up assistance that was required	81.7	85.2	-3.5
Course amendment	The clarity and ease of understanding of ASQA's application form	77.4	87.0	-9.6
Course amendment	The time ASQA took to act on the application	73.1	76.8	-3.7
Course amendment	The helpfulness of information about making applications on ASQA's website	76.5	82.8	-6.3
Course amendment	The information provided about the progress of application processing	75.5	75.0	0.5
Course amendment	Any follow-up assistance that was required	81.4	78.9	2.4
Course amendment	ASQA's evaluation report	86.0	84.7	1.3
Accreditation Assessor	Objectivity	86.7	86.9	-0.2
Accreditation Assessor	Knowledge	85.8	85.7	0.1
Accreditation Assessor	Organisational skills	86.6	87.3	-0.7
Accreditation Assessor	Professionalism	87.8	90.6	-2.8
Change scope CRICOS	The clarity and ease of understanding of ASQA's application form	74.8	78.7	-3.9
Change scope CRICOS	The time ASQA took to act on the application	53.7	68.2	-14.6
Change scope CRICOS	The helpfulness of information about making applications on ASQA's website	73.0	74.3	-1.3
Change scope CRICOS	Any follow-up assistance that was required	71.1	77.6	-6.5
Other applications	The clarity and ease of understanding of ASQA's application form	79.3	75.9	3.4
Other applications	The time ASQA took to act on the application	71.4	77.8	-6.3
Other applications	The helpfulness of information about making applications on ASQA's website	70.7	74.1	-3.4
Other applications	Any follow-up assistance that was required	80.5	66.7	13.8
Reconsider decision	The time ASQA took to act on your application	39.3	43.1	-3.8
Reconsider decision	The helpfulness of information about making these types of applications on ASQA's website	47.4	40.4	7.0
Reconsider decision	Any follow-up assistance that was required	33.3	38.5	-5.1
Paying a fee or charge	The clarity of ASQA's invoice	92.0	89.9	2.2
Paying a fee or charge	The options available to make a payment	92.4	89.8	2.6
Paying a fee or charge	The ease of making a payment	93.8	91.6	2.2
Paying a fee or charge	Any follow-up assistance that was required	87.5	85.1	2.4
Changing / Updating details	The quality of instructions provided	79.6	79.4	0.2
Changing / Updating details	The ease of updating / changing our details	70.3	73.5	-3.2
Changing / Updating details	Any follow-up assistance that was required	73.1	72.5	0.6

TOPIC	ITEM	2016 % +VE	2015 % +VE	± %
Consultation and communication	Provides timely information to the VET sector in general about changes to regulations / general directions	86.0	83.3	2.7
Consultation and communication	Minimises the effort to get an answer to a question	71.0	70.3	0.7
Consultation and communication	Provides sufficient contact information so that I or my organisation can contact / recontact an ASQA staff member if necessary	75.1	73.6	1.5
Delegated regulatory authority	The clarity and ease of understanding of ASQA's letter inviting my organisation to apply for a delegated regulatory authority	82.8	79.1	3.7
Delegated regulatory authority	The helpfulness of ASQA's published information about delegated regulatory authority	79.3	78.8	0.6
Delegated regulatory authority	Any follow-up assistance that was required	80.6	76.4	4.1
ASQA fact sheets	The timeliness of the information	93.0	93.1	-0.1
ASQA fact sheets	The helpfulness of the information	92.5	93.3	-0.8
ASQA fact sheets	The accuracy of the information	94.3	90.1	4.2
ASQA fact sheets	The ease of understanding of the information	87.6	90.1	-2.5
ASQA FAQs	The timeliness of the information	91.0	90.4	0.7
ASQA FAQs	The helpfulness of the information	89.6	91.8	-2.2
ASQA FAQs	The accuracy of the information	93.0	89.4	3.6
ASQA FAQs	The ease of understanding of the information	87.1	89.4	-2.3
ASQA General Directions	The timeliness of the information	92.4	92.0	0.4
ASQA General Directions	The helpfulness of the information	91.4	91.4	0.0
ASQA General Directions	The accuracy of the information	93.7	88.6	5.0
ASQA General Directions	The ease of understanding of the information	87.6	88.6	-1.0
ASQA Updates	The timeliness of the information	92.4	93.2	-0.8
ASQA Updates	The helpfulness of the information	92.5	92.7	-0.2
ASQA Updates	The accuracy of the information	94.7	90.7	4.0
ASQA Updates	The ease of understanding of the information	90.9	90.7	0.1
ASQA online information videos	The timeliness of the information	89.6	89.7	-0.1
ASQA online information videos	The helpfulness of the information	89.4	88.0	1.4
ASQA online information videos	The accuracy of the information	91.2	85.9	5.4
ASQA online information videos	The ease of use (finding and playing ASQA videos)	85.6	87.4	-1.7
ASQAnet	The ease of access	93.1	91.9	1.3
ASQAnet	The ease of navigation	85.4	84.1	1.3
ASQAnet	The clarity of instructions	83.9	82.5	1.4
ASQAnet	The ability to complete the task required	87.7	87.6	0.1
ASQAnet	Reliability	91.0	91.4	-0.4
ASQA Info line	The speed of answering	88.5	87.5	1.0
ASQA Info line	The completeness answers (did not have to call back)	71.1	71.7	-0.6
ASQA Info line	The knowledge of staff answering	72.2	70.6	1.6
ASQA Info line	The courtesy of staff answering	89.8	89.4	0.4

TOPIC	ITEM	2016 % +VE	2015 % +VE	± %
ASQA's email service	The speed of answering	76.6	75.0	1.6
ASQA's email service	The completeness of answers (did not have to email back)	71.9	71	0.4
ASQA's email service	The knowledge of staff answering	78.0	76.8	1.2
ASQA's email service	The courtesy of staff answering	90.6	90.1	0.5
ASQA's website	Its ease of navigation	82.7	78.8	3.9
ASQA's website	Its ease of searching	77.6	75.6	2.0
ASQA's website	The amount of information it provides	91.4	82.9	8.5
ASQA's website	The clarity of materials	84.6	82.2	2.4
ASQA's website	The accuracy of materials	93.1	91.0	2.1
ASQA's website	The currency / up-to-datedness of materials	91.4	90.3	1.1
ASQA's speeches/ presentations	Insight that considered a wide range of issues	84.5	81.8	2.6
ASQA's speeches/ presentations	The usefulness of the information	82.3	81.4	0.9
ASQA's speeches/ presentations	The currency / up to datedness of the information	87.7	87.8	-0.1
ASQA's face-to-face info sessions	The range of topics covered/discussed	85.7	NA	
ASQA's face-to-face info sessions	The timeliness of the information	87.2	NA	
ASQA's face-to-face info sessions	The helpfulness of the information	83.0	NA	
ASQA's face-to-face info sessions	The accuracy of the information	89.7	NA	
ASQA's face-to-face info sessions	The ease of understanding of the information	86.3	NA	
ASQA's face-to-face info sessions	The knowledge of the presenters	86.8	NA	
ASQA's webinars	The timeliness of the information	91.6	NA	
ASQA's webinars	The helpfulness of the information	89.2	NA	
ASQA's webinars	The accuracy of the information	93.6	NA	
ASQA's webinars	The ease of understanding of the information	88.0	NA	
ASQA's webinars	The knowledge of the presenters	91.7	NA	
ASQA's webinars	The technical aspects of the webinar/webcast	83.1	NA	
ASQA overall	ASQA's regulatory work contributes to the quality of Australia's VET and ELICOS providers	81.2	NA	
ASQA overall	Improving the quality of VET outcomes in Australia	75.9	79.4	-3.5
ASQA overall	Promoting and encouraging continuous improvement of RTOs	79.5	82.0	-2.5
ASQA overall	Engagement with the regulated community	70.6	NA	
ASQA overall	Overall as a regulator	77.0	78.7	-1.7

Stakeholder differences by topic

% positive excludes don't know / no answer
<mark>Yellow</mark> *highlight indicates statistically significantly different at 95% confidence level*
NA indicates not asked in 2015

TOPIC	ITEM	2016 % +VE	2015 % +VE	± %
Values	Independence in its regulatory role	79.8	80.8	-1.0
Values	Independence in providing advice to government agencies, industry bodies such as service skills organisations, other regulators and peak associations	71.6	74.4	-2.8
Values	Transparency in its regulatory decisions and activities	55.2	61.8	-6.6
Values	Collaboration with industry bodies, other industry regulators and peak associations	47.2	61.1	-13.9
Consultation and communication	Seeking feedback from stakeholders, such as my organisation, on issues that affect us	52.1	62.7	-10.6
Consultation and communication	Acting on stakeholder feedback	45.2	54.1	-8.9
Consultation and communication	Acting on complaints received about its own performance	57.1	45.1	12.0
Consultation and communication	Acting on complaints received about training providers	34.8	43.9	-9.1
Consultation and communication	Openness to hearing concerns about the quality of VET outcomes	68.4	70.0	-1.6
Consultation and communication	Effectively engaging with stakeholders such as my organisation	52.1	64.4	-12.3
Consultation and communication	Providing timely information to the VET sector in general about changes to regulations / general directions	69.2	78.7	-9.5
Consultation and communication	Minimising the effort to get an answer to a question	44.0	59.1	-15.1
Consultation and communication	Providing sufficient contact information so that I or my organisation can contact / recontact an ASQA staff member if necessary	<mark>55.1</mark>	69.2	-14.1
Consultation and communication	Providing timely, quality advice about the VET sector to my organisation	56.6	65.6	-9.0
Regulatory decisions	Applying appropriate / proportional sanctions for non-compliant organisations within its jurisdiction	59.6	56.1	3.5
Regulatory decisions	Applying consistent sanctions for similar breaches	79.1	64.6	14.5
Regulatory decisions	Providing timely and quality advice to my organisation on ASQA's regulatory activities	62.0	74.4	-12.4
ASQA staff	Courtesy	92.5	91.3	1.2
ASQA staff	Helpfulness	85.7	81.9	3.8
ASQA staff	Efficiency	75.3	73.7	1.6
ASQA staff	Respecting the privacy and confidentiality of organisations and individuals	94.9	91.5	3.4
ASQA staff	Impartiality	89.0	86.2	2.8
ASQA staff	Returning messages promptly	78.0	76.3	1.7
ASQA staff	Ease of understanding	79.1	86.0	-6.9
ASQA fact sheets	Timeliness of information	91.2	97.1	-5.9

TOPIC	ITEM	2016 % +VE	2015 % +VE	± %
ASQA fact sheets	Helpfulness of information	87.9	98.5	-10.6
ASQA fact sheets	Accuracy of information	94.8	94.0	0.8
ASQA fact sheets	Ease of understanding information	82.8	94.0	-11.2
ASQA FAQs	Timeliness of information	86.5	95.8	-9.3
ASQA FAQs	Helpfulness of information	89.5	93.8	-4.3
ASQA FAQs	Accuracy of information	86.8	89.6	-2.8
ASQA FAQs	Ease of understanding information	84.2	89.6	-5.4
ASQA General Directions	Timeliness of information	90.0	97.1	-7.1
ASQA General Directions	Helpfulness of information	90.0	97.2	-7.2
ASQA General Directions	Accuracy of information	96.7	91.7	5.0
ASQA General Directions	Ease of understanding information	90.0	91.7	-1.7
ASQA Update	Timeliness of information	94.2	86.7	7.5
ASQA Update	Helpfulness of information	94.2	84.4	9.8
ASQA Update	Accuracy of information	98.0	87.0	11.0
ASQA Update	Ease of understanding information	96.2	87.0	9.2
ASQA's website	Ease of navigation	73.2	86.8	-13.6
ASQA's website	Ease of searching	72.2	81.3	-9.1
ASQA's website	Providing enough information	77.5	84.4	-6.9
ASQA's website	Clarity of materials	74.3	83.1	-8.8
ASQA's website	Accuracy of materials	92.3	93.9	-1.6
ASQA's website	Currency / up-to-datedness of material	87.5	90.7	-3.2
Speech or presentation	Insight that considered a wide range of issues	85.1	81.4	3.7
Speech or presentation	Usefulness of information	82.1	86.4	-4.3
Speech or presentation	Currency / up-to-datedness of information	86.4	87.9	-1.5
Industry Engagement Team	Understanding of issues affecting my organisation / wider VET sector	78.9	85.7	-6.8
Industry Engagement Team	Quality of advice	83.3	87.8	-4.5
Industry Engagement Team	Knowledge of team members	80.6	92.0	-11.4
Industry Engagement Team	Courtesy of team members	97.1	96.1	1.0
Face-to-face info sessions	Range of topics covered/discussed	87.3	NA	
Face-to-face info sessions	Timeliness of information	85.5	NA	
Face-to-face info sessions	Helpfulness information	83.6	NA	
Face-to-face info sessions	Accuracy of information	92.5	NA	

TOPIC	ITEM	2016 % +VE	2015 % +VE	± %
Face-to-face info sessions	Ease of understanding information	87.0	NA	
Face-to-face info sessions	Knowledge of presenters	90.6	NA	
ASQA overall	ASQA's regulatory work contributes to the quality of Australia's VET and ELICOS providers	76.8	NA	
ASQA overall	Improving the quality of VET outcomes in Australia	55.3	58.2	-2.9
ASQA overall	Promoting and encouraging continuous improvement of registered training organisations (RTOs)	57.1	67.4	-10.3
ASQA overall	Engagement with the regulated community	63.4	NA	
ASQA overall	Overall as a regulator	58.5	60.8	-2.3

Attachment 2: Questionnaires used in web surveys

This attachment includes both the RTO and Stakeholder surveys.

Data Dictionary: ASQA RTO Survey 2016
Survey ID: 2152
Created: 7/10/2016

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 2015-2016 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 2015/16 **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 2015/16?
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
The clarity and ease of understanding of ASQA's application form	○	○	○	○	○	○
The time ASQA took to act on the application	○	○	○	○	○	○
The 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
The clarity and ease of understanding of ASQA's application form	○	○	○	○	○	○
The time ASQA took to act on the application	○	○	○	○	○	○
The helpfulness of information about making applications on ASQA's website	○	○	○	○	○	○
The 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
The clarity and ease of understanding of ASQA's application form	○	○	○	○	○	○

The time ASQA took to act on the application	○	○	○	○	○
The 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
The clarity and ease of understanding of ASQA's application form	○	○	○	○	○	○
The time ASQA took to act on the application	○	○	○	○	○	○
The 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
The clarity and ease of understanding of ASQA's application form	○	○	○	○	○	○
The time ASQA took to act on the application	○	○	○	○	○	○
The helpfulness of information about making applications on ASQA's website	○	○	○	○	○	○
The 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
The clarity and ease of understanding of ASQA's application form	○	○	○	○	○	○
The time ASQA took to act on the application	○	○	○	○	○	○
The 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
The clarity and ease of understanding of ASQA's application	○	○	○	○	○	○
The time ASQA took to act on the application	○	○	○	○	○	○
The 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
The clarity and ease of understanding of ASQA's application form	○	○	○	○	○	○
The time ASQA took to act on the application	○	○	○	○	○	○
The helpfulness of information about making applications on ASQA's website	○	○	○	○	○	○
The 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
The clarity and ease of understanding of ASQA's application form	○	○	○	○	○	○
The time ASQA took to act on the application	○	○	○	○	○	○
The 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
The clarity and ease of understanding of ASQA's application form	○	○	○	○	○	○
The time ASQA took to act on the application	○	○	○	○	○	○
The 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	○	○	○	○	○	○
The 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
The clarity of ASQA's invoice	○	○	○	○	○	○
The options available to make a payment	○	○	○	○	○	○
The 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
The quality of instructions provided	○	○	○	○	○	○
The 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 fair, poor or very poor. Please indicate why you have chosen this answer/s.

[   ]

VET regulatory reform - delete

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 the last 12 months ASQA invited your organisation to apply for a delegated regulatory authority. Please rate ASQA's performance on each of the following items:

	Excellent	Good	Fair	Poor	Very poor	Don't know	Not applicable
The clarity and ease of understanding of ASQA's letter inviting my organisation to apply for a delegated regulatory authority	○	○	○	○	○	○	○
The helpfulness of ASQA's published information about delegated regulatory authority	○	○	○	○	○	○	○
Any follow-up assistance that was required	○	○	○	○	○	○	○

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

[ ]

DELETE- Implementation of the Standards for Registered Training Organisations 2016

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)

☐ Webinar/webcast

☐ Online videos

☐ Face-to-face workshops /briefings

☐ Other

    Please specify

    [   ]

During the 2015/16 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

☐ ASQA-hosted webinar/webcast

☐ ASQA-hosted information session/briefing

☐ 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
The **timeliness** of the information	○	○	○	○	○	○
The **helpfulness** of the information	○	○	○	○	○	○
The **accuracy** of the information	○	○	○	○	○	○
The **ease of understanding** of the 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
The **timeliness** of the information	○	○	○	○	○	○
The **helpfulness** of the information	○	○	○	○	○	○
The **accuracy** of the information	○	○	○	○	○	○
The **ease of understanding** of the 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
The **timeliness** of the information	○	○	○	○	○	○
The **helpfulness** of the information	○	○	○	○	○	○
The **accuracy** of the information	○	○	○	○	○	○
The **ease of understanding** of the 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
The **timeliness** of the information	○	○	○	○	○	○
The **helpfulness** of the information	○	○	○	○	○	○
The **accuracy** of the information	○	○	○	○	○	○
	○	○	○	○	○	○

The **ease of understanding** of the 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
The **timeliness** of the information	○	○	○	○	○	○
The **helpfulness** of the information	○	○	○	○	○	○
The **accuracy** of the information	○	○	○	○	○	○
The **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
The ease of **access**	○	○	○	○	○	○
The ease of **navigation**	○	○	○	○	○	○
The clarity of **instructions**	○	○	○	○	○	○
The ability to complete the task required	○	○	○	○	○	○
Reliability	○	○	○	○	○	○

Specifically, how could ASQAnet improve?

Approximately, how many times in the 2015/2016 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
The **speed** of answering	○	○	○	○	○	○
The **completeness** answers (did not have to call back)	○	○	○	○	○	○
The **knowledge** of staff answering	○	○	○	○	○	○
The **courtesy** of staff answering	○	○	○	○	○	○

Specifically, how could ASQA Info line improve?

[   ]

Approximately, how many times in the 2015/2016 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
The **speed** of answering	○	○	○	○	○	○
The **completeness of answers** (did not have to email back)	○	○	○	○	○	○
The **knowledge** of staff answering	○	○	○	○	○	○
The **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
Its ease of **navigation**	○	○	○	○	○	○
Its ease of **searching**	○	○	○	○	○	○
The amount of information it provides	○	○	○	○	○	○
The **clarity** of materials	○	○	○	○	○	○
The **accuracy** of materials	○	○	○	○	○	○
The **currency / up-to-datedness** of materials	○	○	○	○	○	○

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	○	○	○	○	○	○
The **usefulness** of the information	○	○	○	○	○	○
The **currency / up to datedness** of the information	○	○	○	○	○	○

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

Please rate face-to-face information sessions/briefings hosted by ASQA on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
The **range** of topics covered/discussed	○	○	○	○	○	○
The **timeliness** of the information	○	○	○	○	○	○
The **helpfulness** of the information	○	○	○	○	○	○
The **accuracy** of the information	○	○	○	○	○	○
The **ease of understanding** of the information	○	○	○	○	○	○
The **knowledge** of the presenters	○	○	○	○	○	○

Specifically, how could ASQA improve its information sessions/briefings?

Please rate webinars/webcasts hosted by ASQA on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
The **timeliness** of the information	○	○	○	○	○	○
The **helpfulness** of the information	○	○	○	○	○	○
The **accuracy** of the information	○	○	○	○	○	○
The **ease of understanding** of the information	○	○	○	○	○	○
The **knowledge** of the presenters	○	○	○	○	○	○
The **technical** aspects of the webinar/webcast (ie: vision/sound quality	○	○	○	○	○	○

Specifically, how could ASQA improve its webinar/webcasts?

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

Overall

From your point of view as a training provider, how much do you agree with the following item

	Strongly agree	Agree	Partially agree / disagree	Disagree	Strongly disagree	Don't know
ASQA's regulatory work contributes to the quality of Australia's VET and ELICOS providers	○	○	○	○	○	○

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	○	○	○	○	○	○
Engagement with the regulated community	○	○	○	○	○	○
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?

Data Dictionary: ASQA Stakeholder Survey 2016

Survey ID: 2153
Created: 7/10/2016

Interacting with ASQA as a stakeholder in the VET sector

Which areas of ASQA have you, personally, dealt with in the last 12 months?
You can select more than one area.

☐ Regulatory Operations (state-based multidisciplinary teams responsible for the scrutiny of training providers)

☐ 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
Independence in its regulatory role	○	○	○	○	○	○
Independence in providing advice to government agencies, industry bodies such as service skills organisations, other regulators and peak associations	○	○	○	○	○	○
Transparency in its regulatory decisions and activities	○	○	○	○	○	○
Collaboration 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
Seeking feedback from stakeholders, such as my organisation, on issues that affect us	○	○	○	○	○	○
Acting on stakeholder feedback	○	○	○	○	○	○
Acting on complaints received about its own performance	○	○	○	○	○	○
Acting on complaints received about training providers	○	○	○	○	○	○
Openness to hearing concerns about the quality of VET outcomes	○	○	○	○	○	○

	Excellent	Good	Fair	Poor	Very poor	Don't know
Effectively engaging with stakeholders such as my organisation	○	○	○	○	○	○
Providing timely information to the VET sector in general about changes to regulations / general directions	○	○	○	○	○	○
Minimising the effort to get an answer to a question	○	○	○	○	○	○
Providing sufficient contact information so that I or my organisation can contact / recontact an ASQA staff member if necessary	○	○	○	○	○	○
Providing 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 you 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
Applying appropriate / proportional sanctions for non-compliant organisations within its jurisdiction	○	○	○	○	○	○
Applying consistent sanctions for similar breaches	○	○	○	○	○	○
Providing 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 you have chosen this answer/s.

[   ]

VET regulatory reform - hide

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	Strong 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?	○	○	○	○	○	○	○

Hide- 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, *ASQA Updates*, 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	○	○	○	○	○	○
Ease of understanding	○	○	○	○	○	○

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 2015/16 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
- ☐ ASQA-hosted stakeholder information session/briefing
- ☐ 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
Timeliness of information	○	○	○	○	○	○
Helpfulness of information	○	○	○	○	○	○
Accuracy of information	○	○	○	○	○	○
Ease of understanding 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
Timeliness of information	○	○	○	○	○	○
Helpfulness of information	○	○	○	○	○	○
Accuracy of information	○	○	○	○	○	○
Ease of understanding 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

	Excellent	Good	Fair	Poor	Very poor	Don't know
Timeliness of information	○	○	○	○	○	○
Helpfulness of information	○	○	○	○	○	○
Accuracy of information	○	○	○	○	○	○
Ease of understanding 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
Timeliness of information	○	○	○	○	○	○
Helpfulness of information	○	○	○	○	○	○
Accuracy of information	○	○	○	○	○	○
Ease of understanding 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
Ease of **navigation**	○	○	○	○	○	○
Ease of **searching**	○	○	○	○	○	○
Providing **enough** information	○	○	○	○	○	○
Clarity of materials	○	○	○	○	○	○
Accuracy of materials	○	○	○	○	○	○
Currency / up-to-datedness of 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
Insight that considered a wide range of issues	○	○	○	○	○	○
Usefulness of information	○	○	○	○	○	○
Currency) / up-to-datedness of information	○	○	○	○	○	○

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?

Please rate the face-to-face information sessions/briefings hosted by ASQA on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Range of topics covered/discussed	○	○	○	○	○	○
Timeliness of information	○	○	○	○	○	○
Helpfulness information	○	○	○	○	○	○
Accuracy of information	○	○	○	○	○	○
Ease of understanding information	○	○	○	○	○	○
Knowledge of presenters	○	○	○	○	○	○

Specifically, how could ASQA improve its information sessions/briefings?

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

Overall

From your point of view as a stakeholder, how much do you agree with the following item?

	Strongly agree	Agree	Partially agree / disagree	Disagree	Strongly disagree	Don't know
ASQA's regulatory work contributes to the quality of Australia's VET and ELICOS providers	○	○	○	○	○	○

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 registered training organisations (RTOs)	○	○	○	○	○	○
Engagement with the regulated community	○	○	○	○	○	○
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?