Fact sheet—Compliance audit charges

The Australian Skills Quality Authority (ASQA) is the national regulator for the Australian vocational education and training (VET) sector.

ASQA’s functions include undertaking compliance audits of registered training organisations (RTOs).

This fact sheet explains the charges related to compliance audits.

What is the basis of these charges?

The National Vocational Education and Training Regulator (Charges) Act 2012, which commenced on 1 January 2013, requires ASQA to recover the costs and expenses it incurs in conducting compliance audits.

How is the amount of the charge determined?

The charge is currently set by the National Vocational Education and Training Regulator (Charges) Determination 2013 (No. 1).

Compliance audits are charged at the following rate:

- $275 per auditor per hour
- plus, if any part of the audit is conducted outside Australia, any additional reasonable expenses incurred by ASQA relating to that part of the audit.

The charge applies to time spent by ASQA on conducting the audit, preparing the audit report, analysing any response and other related business processes.

ASQA cannot provide an estimate of the cost of your audit in advance.

Currently, no charges apply to compliance audits conducted under the Education Services for Overseas Students Act 2000 (the ESOS Act).

When will my RTO be invoiced?

ASQA will invoice you when the audit is finalised.
What can I do if I disagree with the amount of a charge?

If you want to dispute the amount of a charge, you may submit a complaint to ASQA.

Your complaint will be dealt with through ASQA’s internal complaints process. It is important to note that the hourly rate for the compliance audit is fixed by the Determination and, as such, is not able to be varied by ASQA.

Any challenge to the hours claimed by ASQA in conducting the compliance audit must be supported by evidence that the claim is incorrect.

More information on making a complaint about ASQA is available at: [Complaints about ASQA](http://www.ombudsman.gov.au)

Alternatively, you can contact the Commonwealth Ombudsman for assistance in resolving the complaint: [http://www.ombudsman.gov.au](http://www.ombudsman.gov.au)

There may also be provision for you to apply under the Administrative Decisions (Judicial Review) Act 1977 to the Federal Court of Australia or the Federal Circuit Court of Australia for judicial review of a decision that ASQA has made. The Administrative Decisions (Judicial Review) Act 1977 can be accessed on the Federal Register of Legislation website at: [https://www.legislation.gov.au](https://www.legislation.gov.au)

More information

For more information, contact the ASQA Info line on 1300 701 801 or [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au).