

# MEDIA RELEASE

## Training providers satisfied with regulator's audit process

28 May 2014

Registered training organisations (RTOs) subject to a site audit by the national regulator, the Australian Skills Quality Authority (ASQA), continue to express satisfaction with the process.

Acting ASQA Chief Commissioner Dr Dianne Orr today released the findings of the latest round of the survey, which invited RTOs that had a site audit finalised between December 1, 2013 and February 28, 2014 to have their say.

“ASQA is committed to reducing the regulatory burden on the training providers it regulates, so it undertakes surveys like this to identify ways its audit policies and procedures can be enhanced,” Dr Orr said.

“What our site audit surveys have consistently told us is that providers are satisfied with the way ASQA auditors are doing their job, and that is good news.

“However, there’s always room for improvement and ASQA also takes note of the feedback that was not so positive as well.”

The following is a summary of the survey results across the five survey question categories:

### Communication prior to the site visit

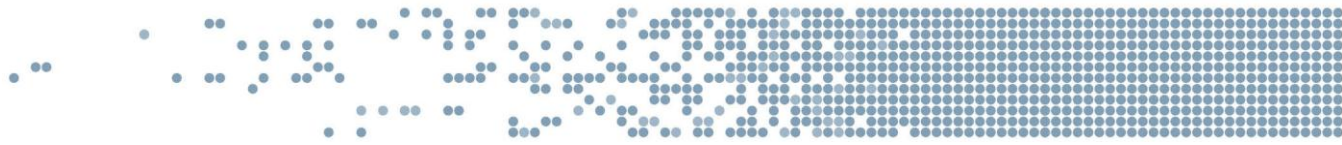
- 88% or more of the respondents report it was clear:
  - why the audit was being conducted
  - which standards were to be audited and
  - who the members of the audit team were
- 97% reported that the audit duration and process was clear.

### The site visit

- 98% or more of the respondents reported:
  - that the audit purpose, scope and process were discussed at the opening meeting
  - their organisation had the opportunity to provide information about its operations and
  - the auditor outlined the main observations and audit findings
- 94% of the respondents who reported a change to the audit plan reported that their organisation was kept informed of the changes and the reasons for the changes
- 93% reported their organisation was given sufficient opportunity to provide evidence during the audit and

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- 95% of respondents reported that they were informed on compliance issues as they were identified.

### **Audit team competencies**

- 95% or more of the respondents agreed or strongly agreed that they found the audit team to be objective, well-organised and knowledgeable.

### **The audit report**

- 91% or more of the respondents that indicated the audit report identified non-compliance said that the audit report was clear and sufficiently detailed to enable their organisation to understand any gaps and rectification requirements and that it was clear when further evidence of compliance was due and how to provide it.

### **Transparency of the audit process**

- 92% of respondents reported their organisation was very satisfied or satisfied with the fairness and transparency of the audit process.

The next round of the Site Audit Surveys will start soon with providers that have had audits finalised between March 1 and May 31 2014 to receive invitations to participate.

#ends#