

MEDIA RELEASE

Satisfaction with regulator's audit processes remains high

19 September 2014

The Australian Skills Quality Authority's (ASQA) latest site audit survey shows registered training organisations (RTOs) continue to express high satisfaction with auditing procedures and auditors.

ASQA Chief Commissioner Chris Robinson said the latest survey – the ninth conducted by the authority – was sent to RTOs who had a site audit finalised between 1 March and 31 May 2014.

"All RTOs regulated by ASQA are subject to an audit at least once every five years in order to assess their compliance with the National Standards, and the overwhelming majority of these audits are on-site at RTOs' premises," Mr Robinson said.

"As a modern and responsive regulator, ASQA is keen to identify ways to improve its audit processes so we can reduce the regulatory burden on RTOs but still identify poor providers, and conducting this survey is one way we receive feedback."

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

Communication prior to the site visit

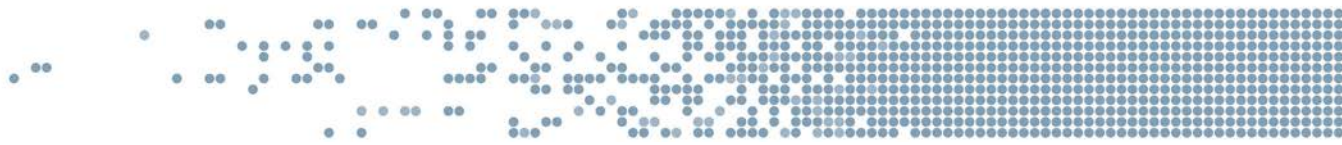
- 93% or more of the respondents report it was clear:
 - why the audit was being conducted
 - which standards were to be audited and
 - who the members of the audit team were
- 95% reported that the audit duration and process was clear.

The site visit

- 96% 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
- 91% 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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- 98% of respondents reported that they were informed on compliance issues as they were identified.

Audit team competencies

- 96% 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

- 92% 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

- 93% 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 Survey is currently underway with providers that have had audits finalised between 1 June and 30 August 2014 invited to participate.