



**Australian Government**  
**Australian Skills Quality Authority**

## Fact Sheet— ASQA’s student-centred audit approach

In 2016, ASQA established a student-centred audit approach to provide a greater focus on the student experience and the practices of RTOs. This fact sheet sets out how this approach will affect your training provider during the audit process. Under the student-centred audit approach:

- your audit will be structured around your practices and behaviours in relation to five key phases of the student experience—marketing and recruitment; enrolment; support and progression; training and assessment; and completion
- the depth and scope of your audit will be customised for your training provider and will be informed by your compliance history and detailed risk intelligence
- ASQA will seek your cooperation in gaining input to your audit from your current and former students via interviews and a survey
- where non-compliances are identified you may be expected to take remedial action to address the impact the non-compliance may have caused to students.

You can find more information on how ASQA’s student-centred audit approach was developed, and how the revised approach supports improved vocational education and training (VET) sector quality, at [www.asqa.gov.au/audit](http://www.asqa.gov.au/audit)

### How will ASQA customise the audit process?

ASQA will use our risk intelligence database and other information to determine the focus and scope of audit for each training provider.

As part of your audit, ASQA may analyse:

- information from current and past complaints
- your training provider’s compliance history
- any relevant media reports
- enrolment and profile data
- your funding sources and amount of Government funding, and
- intelligence from other regulators and agencies.

ASQA's audit evidence gathering will also include gathering data about your training provider's practices in relation to certain key activities (such as marketing and enrolment) from websites and social media.

When conducting the audit, ASQA will also look at your use of any brokers or third-party arrangements. ASQA might seek this information in a variety of ways—for example, through research, by issuing a request to your training provider, or by issuing a notice that compels your training provider to provide relevant information.

ASQA will also seek input from some or all of your students through methods that may include student surveys and interviews. ASQA will then use this intelligence to determine:

- the 'depth' of the audit (this may include how long the audit is scheduled to take), and
- which qualifications and phases of the student experience will be the focus of the audit.

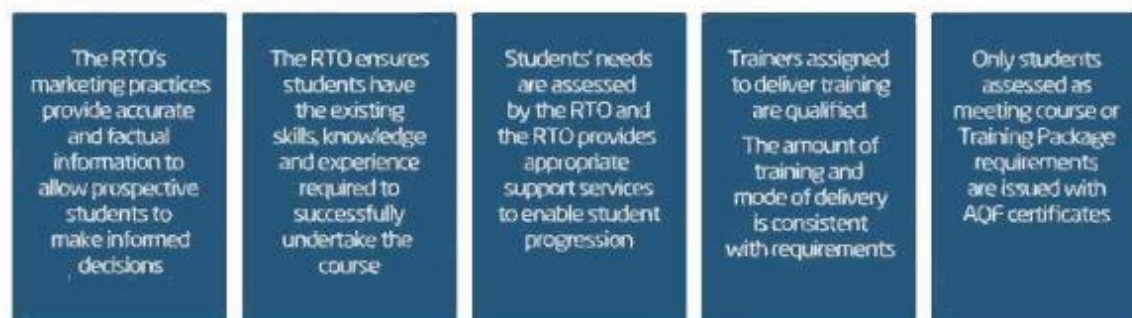
## What are the key phases of the student experience?

Your audit will be structured around your training provider's practices and behaviours in relation to the phases of the student experience shown below. Your auditor will determine the standards and qualifications to be audited which may be amended if required during the audit process. As a registered training organisation you are required to meet all the requirements of the VET Quality Framework, including all *Standards for Registered Training Organisations (RTOs) 2015*.

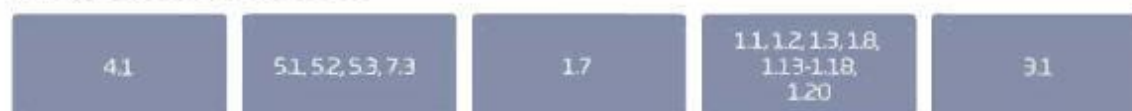
### Key phases of the student experience



### Examples of RTO practices/behaviours



### Primary Standards for RTOs 2015





## More information?

Visit [www.asqa.gov.au/audit](http://www.asqa.gov.au/audit) or contact [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au) for more information.

