

Verification of DESBT Audit Activity

RTO Code:		RTO Name:	
SAS Agreement(s):		Lead Auditor(s):	
RTO/SAS CEO:		SAS nominated audit coordinator:	
Date of audit opening meeting:		Date of audit closing meeting:	
Department documentation relevant to DESBT Supplier audits:	1. Skills for Queensland – Great training for quality jobs 2. Vocational Education and Training Skills Assure Supplier Agreements 3. Program Policy documents, Directives and Fact Sheets 4. Supplier Audit Evidence Requirements documents All documentation available online at: https://desbt.qld.gov.au/training		
Other relevant documentation	Legislation as referenced in departmental documentation.		

Opening meeting

Once audit fieldwork (i.e. student file review with supplier engagement and feedback) dates have been confirmed, an audit opening meeting is scheduled and conducted. At this time the lead auditor provides an overview of the audit process where the department will assess the organisation's compliance with its Vocational Education and Training (VET) Supplier Agreement/s with DESBT as nominated above.

Following this, the first request for evidence is sent. This stage of the audit requests governance documentation i.e. records that demonstrate the controls and assurance your organisation has in place to support compliance with Supplier Agreements. This is followed by a request for student records prior to fieldwork with the audit concluding at the closing meeting at the end of the fieldwork period.

Audit opening meeting overview	
Audit type and purpose	The Department of Employment, Small Business and Training (the Department) undertakes compliance audits against subsidised vocational education and training in Queensland including User Choice, Certificate 3 Guarantee and Higher Level Skills, to determine if the funded Supplier is satisfactorily addressing the requirements of its Agreement(s).
Overview and Objectives	The audit process examines compliance against the requirements outlined in: Clause 4 – Supplier's obligations of the VET SAS Agreement/s , with access to all required documentation and evidence governed by Clause 12.1 and Clause 12.3 .
Team	The names of the audit team were provided in order to allow any conflict of interest declarations and all members were introduced at the opening meeting.
Site or desk fieldwork arrangements	If fieldwork is conducted on site, it will occur at the site nominated by the Supplier. If required, the audit team may visit additional locations where training and assessment occurs. If fieldwork is conducted via a desk audit arrangement, it will occur at DESBT head office with all evidence provided prior to the audit commencement.

Evidence based process	<p>The fieldwork component of the audit process analyses the sufficiency and accuracy of evidence to support funding payments received from the Department and validates the effectiveness of systems and controls implemented by your organisation to address its compliance responsibilities for individual students and units of competency.</p> <p>The Supplier must ensure all required evidence is available during the audit fieldwork activity (and provided prior if any aspects are conducted via a desk audit arrangement). Required evidence is that which demonstrates compliance (and substantiates claims for payment made) in relation to the current Agreements with the Department, including all relevant Departmental documentation. Failure to comply is a breach of your obligations under the Agreement/s and can lead to an Event of Default.</p> <p>The audit team will provide verbal and/or written feedback as the audit progresses, and status updates highlighting (as applicable) areas of compliance, opportunities for improvement and non-compliances. Status updates will occur at least once daily during the fieldwork component.</p> <p>The Supplier will be asked to provide evidence prior to fieldwork as well as have the opportunity to provide evidence throughout the time of the audit fieldwork. However, following the closing fieldwork meeting there will be no further opportunity to provide additional evidence to demonstrate compliance and substantiate claims for payment made.</p> <p>As advised in writing prior to the fieldwork, the Supplier must not amend non-compliant AVETMISS data identified at this audit until formally and specifically requested to do so in either the audit report or as advised in writing by your Contract Manager. This does not affect any new claims made after the audit has commenced.</p> <p>The audit team may need to take copies of documentation, usually for moderation purposes. This is in accordance with the Agreements.</p>
Audio/video recording	<p>To assist with the reporting process, the audit team will record discussions on governance and internal controls as well as audit status updates to Supplier representatives during the fieldwork to ensure accuracy and detail of information discussed. The fieldwork closing meeting will also be recorded. The Supplier is encouraged to also make a recording at these times. The opening meeting may be audio recorded if all parties agree prior to the commencement of the meeting.</p> <p>The Department does not consent to recordings of any type outside of those listed above. If taken, any recording must not be shared or distributed either wholly or in part to any party outside of the Supplier's operations under the Agreement.</p>
Student files	<p>As identified on the student file request, the audit team may review additional student files not listed on the request.</p>
Report	<p>An audit report detailing an assessment of your organisation's assurance framework for managing your SAS Agreement/s as well as an analysis of your service delivery in accordance with the requirements of your Agreement/s and relevant policies and evidence requirements, will be forwarded to you following the audit.</p> <p>The audit findings are reviewed and moderated prior to a decision being made on the outcome of the audit and the completion of the audit report.</p> <p>The audit report is usually forwarded within 30 working days following the closing fieldwork meeting. The Supplier will be advised if more time is required to complete this process.</p>

Outcome	<p>Evidence of compliance</p> <p>If the audit does not identify any non-compliances, correspondence finalising the audit will be sent with the audit report. Please note that the audit report may also include information regarding improvement opportunities and areas of risk that should be considered in order to avoid future non-compliance.</p> <p>Evidence of non-compliance</p> <p>If the audit does identify any non-compliances, correspondence advising this and the possible outcomes will be sent with the audit report.</p> <p>It is expected that rectification of all non-compliances as well as the processes contributing to non-compliance must commence immediately following the closing meeting. Continued use of tools and practices that do not meet compliance requirements is not acceptable to the Department including for qualifications or units of competency that were not included in this audit sample but may have the same issues. However, no formal rectification response is required unless specifically requested.</p> <p>Evidence of non-compliance at audit with any aspect of the VET SAS Agreement/s, where claims for payment have been submitted and paid against units of competency examined, will constitute "Overpayment" as detailed within Clause 10.1 "Overpayments" of the VET SAS Agreement/s. In these instances, the Department may seek recovery of funds.</p> <p>Where non-compliance has been identified, it is considered a breach of your obligations under the Agreement/s and can lead to an Event of Default.</p> <p>Evidence of non-compliance at audit may also result in:</p> <ul style="list-style-type: none"> • referral to the Australian Skills Quality Authority (ASQA) and/or the Queensland Apprenticeship and Traineeship Office (QATO) and/or Operational Policy and Regional Assistance (OPRA) and/or Department regional offices and/or • a decision by authorised delegates of the Department to conduct further compliance monitoring or assurance activity in order to identify whether the Supplier is satisfactorily addressing areas of non-compliance and/or • other sanctions as advised by authorised delegates of the Department for breaches, in accordance with the VET SAS Agreement/s.
Report response	<p>The Supplier will have five working days following the receipt of the audit report to respond to factual errors within the audit report. Please note that this is not an opportunity to provide additional evidence that was not provided prior to the audit closing meeting.</p>
Evaluation	<p>The Supplier will have the opportunity to provide feedback regarding the DESBT audit process following receipt of the audit report. The provision of feedback assists with Departmental continuous improvement processes.</p>

Commencement of DESBT audit acknowledgement

I acknowledge that I was made aware of this document being available on the DESBT website and that information provided in the audit opening meeting overview was outlined by the lead auditor during the opening meeting. All information is understood and where necessary, clarification was sought regarding the audit process and the possible outcomes.

Name of RTO CEO and/or nominated representative:			
Signature		Date	
Additional meeting participants (including the audit team)			
Name	Position	Signature	
	Lead Auditor		
	Auditor		

Closing meeting

This meeting occurs at the completion of fieldwork (i.e. student file review with supplier engagement and feedback) which is the final stage of the evidence gathering aspect of the audit of your organisation's compliance with its Vocational Education and Training (VET) Supplier Agreement/s. The audit process commenced with the opening meeting, followed by an initial desk review of internal controls and assurance documentation, then fieldwork. It concludes at the end of the closing meeting.

Audit closing meeting overview											
Closing meeting	<p>At the closing meeting, with all key parties present, the following is outlined by the lead auditor.</p> <ol style="list-style-type: none"> 1. The scope and purpose of the audit conducted. 2. An overview of the process that has occurred. 3. Identification of areas of compliance and opportunities for improvement where this is relevant. 4. A summary of the non-compliances (if identified). This is an overview only as more detail and specific examples have been provided to staff of the Supplier as part of verbal feedback and status updates at least once a day during the fieldwork and will be outlined in the audit report. 5. Root causes and risks regarding compliance and/or non-compliance. 6. The audit outcomes as outlined in the Outcome section of the opening meeting overview. 7. Anticipated timeframes for the receipt of correspondence and the audit report. 8. The opportunity to respond to factual errors within the audit report within five working days of receipt. 9. The opportunity to provide feedback regarding the audit process. 10. The obligation of the Supplier to retain evidence required to demonstrate compliance as outlined in Department documentation. 										
User Choice - identified non-compliance areas	<table border="0"> <tr> <td><input type="checkbox"/> Administration</td><td><input type="checkbox"/> Training</td></tr> <tr> <td><input type="checkbox"/> Employer Resource Assessment</td><td><input type="checkbox"/> Assessment</td></tr> <tr> <td><input type="checkbox"/> On the Job Verification</td><td><input type="checkbox"/> AVETMISS reporting</td></tr> <tr> <td><input type="checkbox"/> Fees</td><td><input type="checkbox"/> NIL</td></tr> <tr> <td></td><td><input type="checkbox"/> Agreement not audited</td></tr> </table>	<input type="checkbox"/> Administration	<input type="checkbox"/> Training	<input type="checkbox"/> Employer Resource Assessment	<input type="checkbox"/> Assessment	<input type="checkbox"/> On the Job Verification	<input type="checkbox"/> AVETMISS reporting	<input type="checkbox"/> Fees	<input type="checkbox"/> NIL		<input type="checkbox"/> Agreement not audited
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Action as a result of audit outcome	<p>Once the audit report is finalised, where non-compliance has been identified, further action may be taken by the Department as a result of the audit findings.</p> <p>Possible further actions are outlined in the outcome section of the opening meeting overview and will be reiterated in the correspondence sent with the audit report.</p> <p>Decisions regarding further action that are made by authorised delegates of the Department and the resulting correspondence relating to this may occur up to six months following receipt of the audit report.</p>										

Completion of DESBT audit closing meeting acknowledgement

I acknowledge the information provided in the audit closing meeting overview, including a overview of non-compliances. All information is understood and where necessary, clarification was sought regarding the audit process and possible outcomes.

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Signature		Date	
Additional meeting participants (including the audit team)			
Name	Position	Signature	
	Lead Auditor		
	Auditor		