

# ASQA's Service Charter

1 July 2023



Australian Government  
Australian Skills Quality Authority

ASQA

(Working together)

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

Through our regulation and partnership with others, we ensure quality VET so that students, employers, the community and governments have confidence in the integrity of national qualifications issued by training providers.

## Who is this service charter for?

This service charter (charter) sets out our commitment to those who engage with us while performing our functions as the national regulator for VET, including:

- current and prospective providers where ASQA has legislative authority
- current and prospective course owners
- current and prospective students and the broader community

This charter acknowledges these different relationships, whilst committing to principles for responsible service.

The ASQA service charter sets out the most common interactions we have with you, what you can expect from us in responding and how quickly you can expect us to respond to your phone calls, complaints requests or applications.

## What you can expect from us

As a Commonwealth regulator, ASQA is committed to meeting the expectations outlined in the Regulator Performance Guide (the Guide) released in July 2021. The Guide applies to Commonwealth entities that perform regulatory functions and sets out expectations which are underpinned by the following three principles of regulator best practice:

- 1. continuous improvement and building trust:** We will adopt a whole-of-system perspective, continuously improving our performance, capability and culture to build trust and confidence in Australia's regulatory settings for VET.
- 2. risk-based and data-driven:** We will manage risks proportionately and maintain essential safeguards while minimising regulatory burden, and leveraging data and digital technology to support those we regulate to comply and continuously improve their capacity to provide VET.
- 3. collaboration and engagement:** We will be transparent and responsive communicators, implementing regulations in a modern and collaborative way.

This means we will serve the community through our functions with professionalism, integrity and respect to optimise the outcomes of actions.

## Our values and behaviours

In our dealings with you, you can expect us to observe the [Australian Public Sector \(APS\) Values](#), [ASQA Code of Practice](#) and [APS Code of Conduct](#) which highlight the importance of honesty and integrity, respect and courtesy, confidentiality and procedural fairness, competence and due care and diligence in carrying out our duties.

Our values drive the way we do our work because we believe they lead to quality outcomes for the VET sector and for best practice regulation. We put these values into practice through how we engage with you. We are:

- **committed to service** – through regulation and education we serve the community with energy and have competent staff who demonstrate professionalism through fair and impartial interactions and processes that reflect best practice and mutual respect.
- **accountable** – we work as a professional service and follow through on our commitment to deliver an improved stakeholder experience. Our decision-making will be transparent and we will communicate how and why we make our decisions. We welcome stakeholder feedback to help us improve our service offerings.
- **united and connected** – we recognise the diversity of our stakeholders and work together with them to uphold the integrity of our VET sector. We are dedicated to supporting the sector through providing risk-based regulation and resources that are transparent, person-centred and accessible to all.
- **collaborative** – we engage, consult and partner with stakeholders transparently to collectively identify and contribute to improving regulatory and service standard outcomes. We are committed to building stronger relationships with our stakeholders by actively seeking out opportunities to engage, consult and partner with others to improve our service offerings.
- **empowered and trusted** – we ensure our staff have the training, information and resources required to respond to sector needs and manage the responsibility entrusted to us, and we respect the confidentiality of your personal information and use it only in accordance with Australian law.
- **future orientated** – we value a culture of learning and continuous improvement and will strive to identify, respond and adapt to current and emerging challenges and opportunities in the sector.

ASQA's best practice approach to regulation, aligned with the commitments we make to delivering outcomes in accordance with our values, is reflected in the way we interact. ASQA engages in a wide variety of ways with a range of stakeholders, from individual verbal engagements with providers, to broader communications which provide transparency on our policies and practices and education to support entities to meet the Registered Training Organisation (RTO) standards and/or Education Services for Overseas Students (ESOS) framework requirements. Each of ASQA's engagements contributes to our reputation as a trusted regulator and is therefore important to understand.

One of the ways we can do this is through the use of a post-activity survey which provides ASQA with information on the quality of the services we provide. The aggregate results of this survey are analysed throughout the year to identify opportunities for continuous improvement in the qualitative aspects of our service commitments: clear, two-way communication delivered with respect by professionals with the expertise to engage and the desire to support continuous improvement.

## Your responsibilities

To help us provide you with a high level of service, we ask that you and/or consultants or others assisting you:

- cooperate with ASQA to facilitate the performance of our functions
- treat our staff with courtesy and respect
- provide us with accurate and complete information, in a manner and form requested by ASQA and in a timely and accessible way
- provide responses in accordance with your knowledge and experience, while also making it clear when a particular question or issue falls outside your field of knowledge
- declare if you have an actual or perceived conflict of interest that may impact on your role
- allow us, with the time set out in this charter, to respond to your request(s)
- contact us if you believe we have made an error or acted inappropriately

## Our service standards

We have obligations under the [National Vocational Education and Training Regulator Act 2011](#) (NVR Act) and [Standards for VET Regulators 2015](#) to develop good practice service standards that we must meet in performing our functions, are publicly available and implement a risk-based approach to regulation to reduce regulatory burden for providers. This is set out in ASQA's [Regulatory Risk Framework](#).

Our service standards as set out below are applicable to interactions and applications from 1 July 2023. They set out the level of service you can expect when dealing with us under normal circumstances. An outcome is an answer or decision on the specific process to which the service standard relates. It may include referral for further action if risks are identified.

Service	Standard	Target
Applications for initial RTO registration and/or Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registration	• we will notify you whether your initial application for RTO and/or CRICOS (including ELICOS course(s)) registration is valid within <b>7 calendar days</b> after receipt of the lodgement fee.	80%
	• we will notify you of an assessment outcome within <b>90 calendar days</b> after receipt of the assessment fee.	60%
Applications for renewal and change of scope for current training providers	• renewal applications are finalised prior to your provider registrations expiry date.	90%
	• we will notify you of the outcome of your application to add or change your scope of registration within <b>28 calendar days</b> .	70%
Monitoring activities, including performance assessments (audits)	• we will notify you of the outcome of a performance assessment within <b>90 calendar days</b> from when we contact you to commence the assessment.	90%
Compliance management	• we will notify you of the outcome of an evidence assessment within <b>28 calendar days</b> from when we receive your evidence.	90%

Service	Standard	Target
Internal review of decisions we make	<ul style="list-style-type: none"> <li>we will notify you of the outcome within <b>90 calendar days</b> from receiving your valid application for internal review.</li> </ul>	100%
Course accreditation	<ul style="list-style-type: none"> <li>we will notify you whether your submission for VET course concept and/or Intention to Renew is valid within <b>7 calendar days</b> after receipt of the lodgement fee.</li> <li>we will notify you if a VET course concept/Intention to renew can proceed to course development within <b>30 calendar days</b>.</li> <li>we will notify you of the outcome of an application for a new course to be accredited within <b>120 calendar days</b> from receiving a valid application.</li> <li>we will notify you of the outcome of an application for renewal of an existing accredited courses within <b>60 calendar days</b> from receiving a valid application.</li> <li>we will notify you of the outcome of an application to amend a course within <b>28 calendar days</b> from receiving a valid application.</li> </ul>	80%
Responding to other enquiries	<ul style="list-style-type: none"> <li>we will answer telephone calls within <b>2 minutes</b>.</li> <li>answer written correspondence within <b>7 calendar days</b>.</li> </ul>	60% *
Complaints about us	<ul style="list-style-type: none"> <li>we will contact you within <b>7 calendar days</b> to discuss your complaint and seek to agree on a timeframe with you for us to provide a response, taking into account any further information to be provided to better understand and address the concerns and issues raised.</li> </ul>	90%

\* Service standard target will be subject to transition to new telephony system which will replace outdated system from October 2023

Further information relating to our processes and practices, including applications, monitoring activities and compliance management can be found on our [website](#).

## We acknowledge circumstances that may extend the resolution of a matter

Our response will always be proportionate to the level of assessed risk and particular circumstances that may mitigate or aggravate the matter. Applying this approach means that some matters may take longer than the normal timeframe. We will take all reasonable steps to ensure your matter is resolved within the target service standard set out in this charter. If we are unable to deal with your application or query within our target timeframe, we will:

- provide an interim response to inform you of our progress;
- review the progress of your matter and prioritise its resolution as quickly as possible; and
- where necessary, escalate your matter for consideration and decision by the appropriate decision-maker within ASQA.

## Our commitment to continuous improvement

We are committed to monitoring, evaluating, and year on year improving our performance against this charter and our service standards. In the context of an increased volume of applications over recent years, ASQA is implementing measures to deal with current work on hand as well as a planned program of digital enhancements. This will further support ASQA's regulatory operations to meet service standards by reducing manual processing and streamline our interactions with regulated providers through the redesign of internal systems.

We value feedback on the quality of our services and seek this in a number of ways, including:

- asking those who engage with us about their experience;
- having open communication channels; and
- reviewing and analysing information from surveys and complaints.

We use the feedback we receive to continuously improve and publish information on how we are performing; to demonstrate our commitment to transparent management, accountability for results, and efficient and effective regulation which is best practice and supported by our cost recovery model.

Our service standards have been developed in partnership with key stakeholders. We welcome your feedback on the effectiveness of this charter and the feedback we provide. We report on our performance against our service standards on our website as well as in our annual reports.

If you would like to offer us feedback on our service (positive, negative or otherwise) please:

- call us on 1300 701 801 between 9:00AM and 7:00PM (eastern time), Monday to Friday (excluding public holidays)
- email us on [feedback@asqa.gov.au](mailto:feedback@asqa.gov.au)
- complete our [online enquiry form](#); or
- post your correspondence to our mailing address: GPO Box 9928, Brisbane QLD 4001.

If you require additional support, for:

- translation or interpreting services, call 131 450; or
- the National Relay Service on 1800 555 660 or SMS 0416 001 350.

If you want to know more about sharing your feedback or concerns, the following link provides more detail: [Providing feedback or complaints about ASQA.](#)

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