



Australian Government  
Australian Skills Quality Authority

ASQA

# ASQA Annual Report 2023–24

Integrity ~ Quality ~ Innovation



The Australian Skills Quality Authority acknowledges the traditional owners and custodians of country throughout Australia and acknowledges their continuing connection to land, sea and community. We pay our respects to the people, the cultures and the elders past, present and emerging.

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## More information about ASQA

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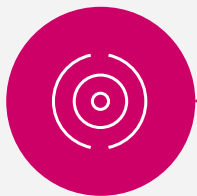
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# ASQA Annual Report 2023–24

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# Letter of transmittal

Wednesday 9 October 2024

The Hon Andrew Giles MP  
Minister for Skills and Training  
House of Representatives  
Parliament House  
Canberra ACT 2600

Dear Minister

I am pleased to present you with this Annual Report for the Australian Skills Quality Authority (ASQA) which covers the period 1 July 2023 to 30 June 2024.

As Australia's national vocational education and training (VET) regulator, ASQA is required under section 215(1) of the *National Vocational Education and Training Regulator Act 2011* (NVR Act) to prepare and give to the Minister for presentation to Parliament a report relating to the performance of the regulator's functions during the year.

This report has been prepared in accordance with section 46 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), section 215(1) of the NVR Act and Resource Management Guide 135 – Annual reports for non-corporate Commonwealth entities, as published by the Department of Finance.

Finally, as required by the Commonwealth Fraud and Corruption Control Framework, I certify that I am satisfied that ASQA has prepared fraud risk assessments and fraud control plans, has in place appropriate fraud prevention, detection, investigation, reporting and data collection procedures and processes to meet ASQA's specific needs, and has taken all reasonable measures to minimise the incidence of fraud, and to investigate and recover any proceeds of fraud against the Agency.

Yours sincerely



**Saxon Rice**  
**Chief Executive Officer**  
**Australian Skills Quality Authority**



# Chief Executive Officer's introduction

I am pleased to introduce ASQA's Annual Report for 2023–24.

This year we have been proactive in our stewardship as the national regulator, and have worked closely with policy agencies and the sector on a range of legislative and regulatory practice reforms. These reforms are about supporting the regulatory system to adapt to changing circumstances and risks and ensuring that it is fit-for-purpose and serves to improve outcomes for students and industry stakeholders.

A key focus of these reforms has been on upholding the integrity of the sector in the face of serious threats that have emerged since COVID, particularly around the delivery of training to international students and the harmful behaviour of some non-genuine providers.

In October 2023, we welcomed a government investment of \$33.3 million to implement a suite of measures over 4 years, commencing in 2023–2024, to strengthen ASQA's capacity to take action against illegal behaviour and non-genuine providers that threaten the integrity of VET.

We established the Integrity Unit and Tip-off line, which have increased our intelligence, analytic and investigative capacity to respond to VET integrity risks. This investment is also supporting an uplift in our legacy systems through staged digital reforms.

The enforcement and compliance activity of our Integrity Unit in 2023–24 has sent a clear message to the community that fraudulent and illegal behaviour will be taken seriously and acted upon. During this period, ASQA made 83 decisions to cancel registration in full or to not renew registration. Of these, 52 decisions were related to CRICOS providers.

Our implementation of strengthened Fit and Proper Person Requirements now extends these requirements beyond Chief Executive Officers (CEOs) and high managerial agents to any person who exercises a degree of control or influence over the management or direction of a Registered Training Organisation (RTO) – further safeguarding the sector.

We have matured our collaboration and networked intelligence and coordinated compliance efforts across government. As at 30 June 2024, more than 50% of our serious investigations were linked to multijurisdictional actions, such as the Fraud Fusion Taskforce and Operation Inglenook, which work to deter and disrupt criminal elements exploiting government programs and funding.

Through these actions we are protecting students from criminals who seek to exploit the VET system for their own gain.

In 2023–24, we also continued to monitor the sector for less serious, but still detrimental, breaches. We used the full range of our regulatory powers to identify and respond swiftly and effectively to risks relating to student wellbeing, inadequate or non-compliant training outcomes, and poor provider performance. These activities were guided by our Regulatory Risk Priorities, which are regularly reviewed to reflect changes in the sector.

Beyond our compliance activity, we are committed to educating the sector so that the more than 4,000 providers nationwide understand their obligations and proactively manage risks. Through this education, we have been helping providers to continuously improve and innovate to achieve optimal outcomes for their students.



A crucial component of the work we do at ASQA is the relationships we build across the sector, and we have seen a maturing of that collaboration in 2023–24. Our partnerships and engagement inform and enhance our regulatory approach. These stakeholders include the Australian Government, state and territory governments, other entities that form Australia’s VET regulatory framework, individual VET providers, peak body representatives of VET providers, industry and employers, students and the consumer protection network, and course owners and developers.

Through our active involvement across government – including through the Regulator Leadership Cohort – we have been learning from other regulators, ensuring that we remain at the forefront of discussions about regulatory best practice, and helping boost the status of regulation as a profession.

A strong VET sector is critical for Australia’s future. Each year, millions of students undertake vocational education and training to acquire the knowledge and skills they need for secure and rewarding careers. This, in turn, positions Australia as an economically prosperous and socially equitable nation.

We now find ourselves at a pivotal moment in the history of VET, and we are proud to be keeping pace with the challenges created by a complex and ever-changing environment. We have positioned ourselves well to empower, educate, and regulate the sector as we move into this next chapter, including the journey towards the implementation of revised Standards for RTOs which will assist in fostering world-class VET in this country.

I extend my sincere thanks to all ASQA employees for their dedication and professionalism throughout 2023–24. I thank the members of our National Vocational Education and Training Regulator Advisory Council for their effective advice and support. I also acknowledge the VET sector and our many stakeholders for their important and active contributions to ensuring quality VET and the integrity of national qualifications.



**Saxon Rice**  
**Chief Executive Officer**  
**Australian Skills Quality Authority**





# ASQA at a glance

## **ROLE**

*What we do*

Regulate Australia's national vocational education and training sector.

## **PURPOSE**

*Why we do it*

To ensure quality vocational education and training so that students, industry, governments and the community can have confidence in the integrity of national qualifications issued by training providers.

## **APPROACH**

*How we do it*

By conducting education, monitoring, compliance and enforcement activities that draw on intelligence and data and are based on analysis of risk and evidence.

## **OUTCOME**

*Intended result*

To deliver on our purpose by supporting, through effective regulation and stakeholder partnerships, the continuous improvement of the sector while addressing poor practice (including removing non-genuine providers).

## **BENEFITS**

*For stakeholders*

Community trust and confidence in VET.  
High-quality outcomes for students and their employers.  
Ability to make informed education choices.  
A strong VET sector with a culture of and reputation for integrity and excellence.

## **PRINCIPLES OF REGULATOR BEST PRACTICE<sup>1</sup>**

- Continuous improvement and building trust
- Risk-based and data-driven
- Collaboration and engagement

<sup>1</sup> As set out in the Department of Finance's Resource Management Guide for Regulator Performance (RMG 128).

# ASQA snapshot 2023–24

## Sector at a glance

### ASQA regulates

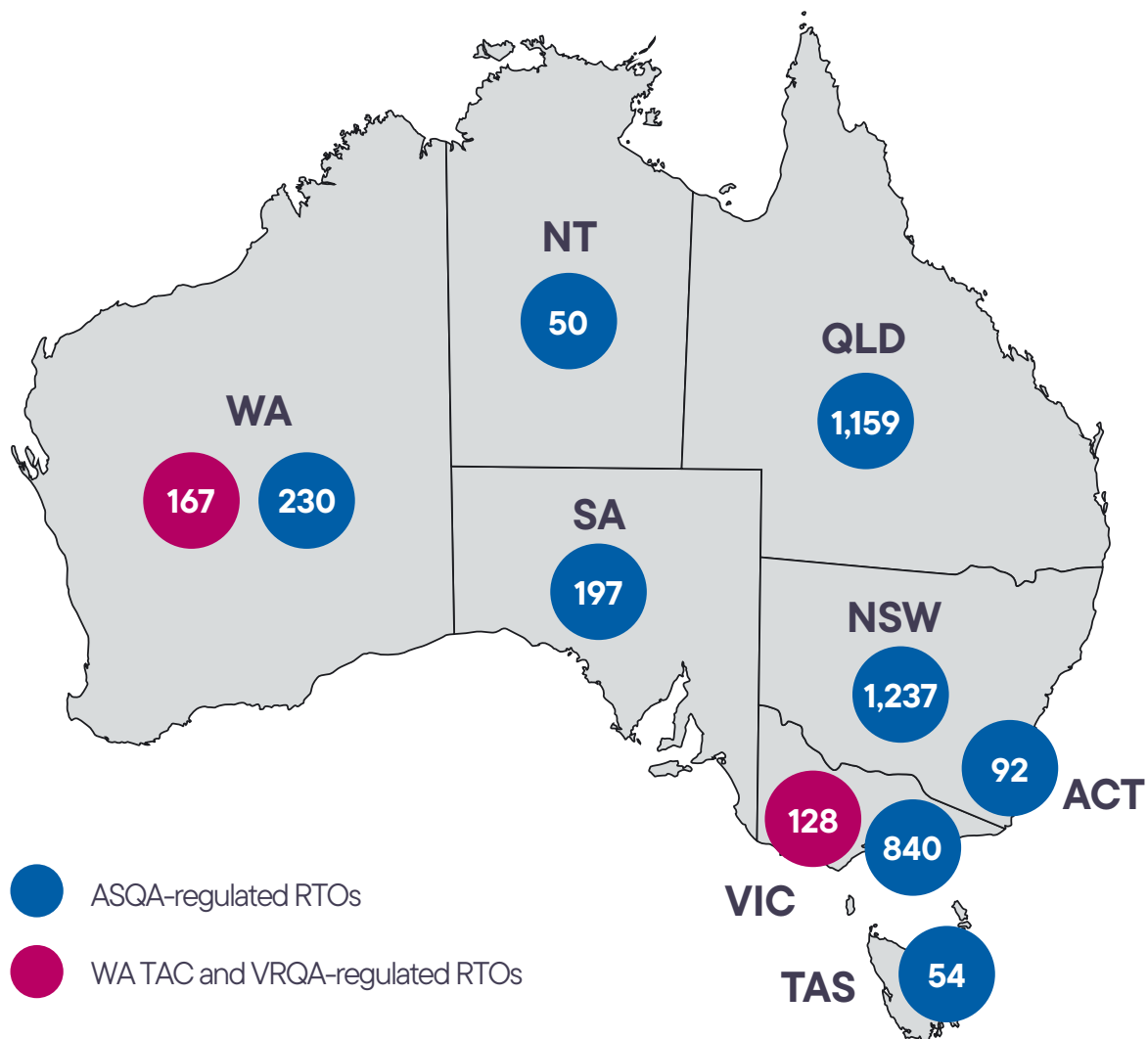
<b>3,938</b> total providers		<b>3,859</b> RTOs	+	<b>79</b> ELICOS-only providers
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### National RTO market

<b>3,859 (92.9%)</b> ASQA		<b>167 (4.02%)</b> WA TAC		<b>128 (3.08%)</b> VRQA
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### ASQA-regulated providers

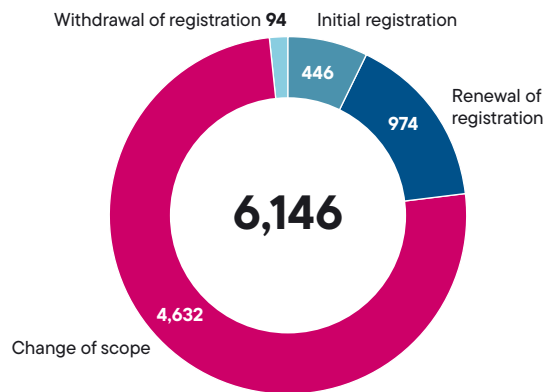
<b>2,936</b> NVR RTOs delivering VET to domestic students	<b>648</b> NVR RTOs and CRICOS delivering VET to domestic and overseas students
<b>275</b> NVR RTOs and CRICOS including ELICOS delivering VET to domestic and overseas students	<b>79</b> ELICOS-only delivering to overseas students



# Regulatory activities

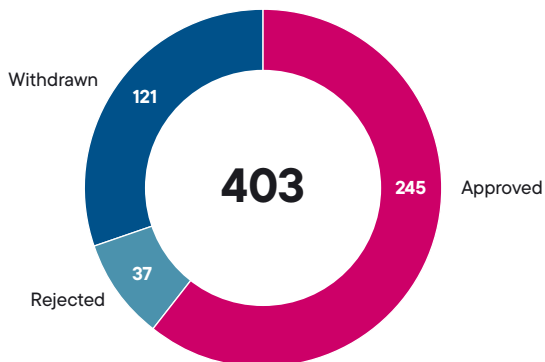
## 1. Registering providers and managing scope of registration

### Applications received

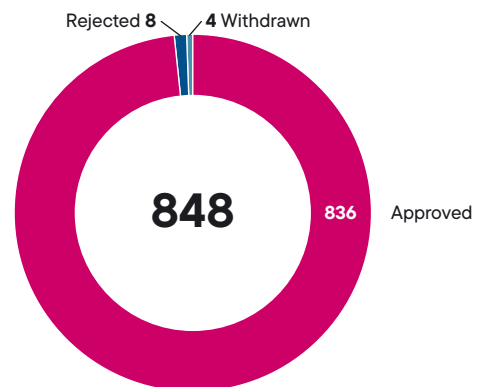


### Application outcomes<sup>2</sup>

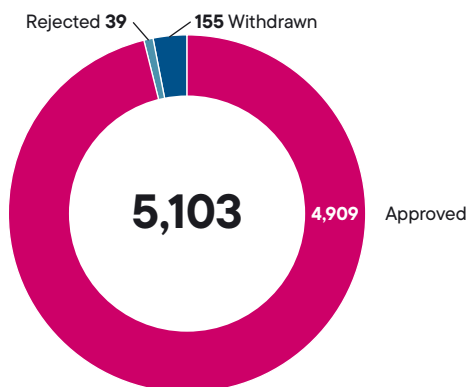
#### Initial registration



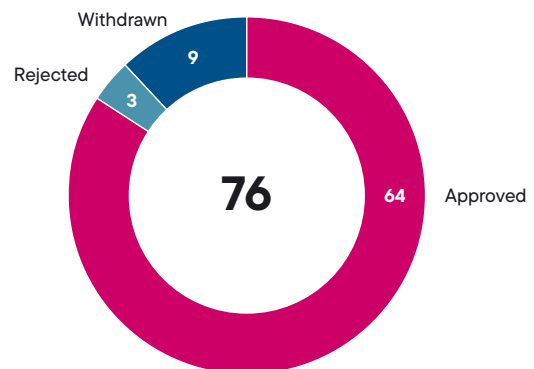
#### Renewal of registration



#### Change of scope



#### Withdrawal of registration

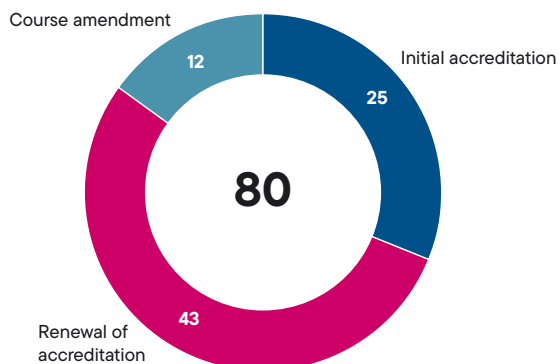


<sup>2</sup> The number of applications determined includes applications that were received (but not finalised) in the previous financial year.



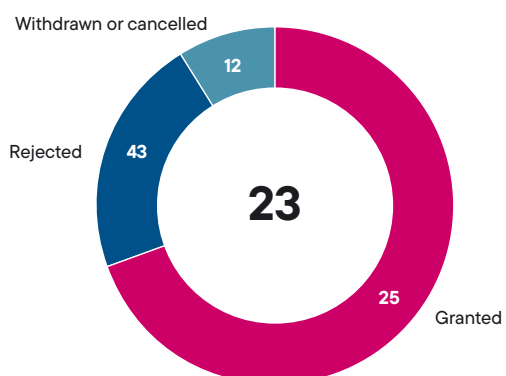
## 2. Accrediting courses

### Applications received

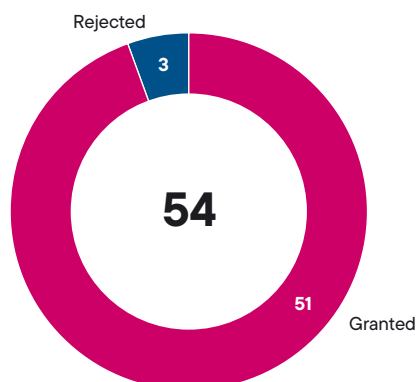


### Application outcomes<sup>3</sup>

#### Initial accreditation



#### Accreditation renewal



#### Course amendment



<sup>3</sup> The number of applications determined includes applications that were received (but not finalised) in the previous financial year.

### 3. Education and engagement

#### Enquiries received

**27,650**  
phone calls

**11,609**  
emails

**4,554**  
student record enquiries

#### Top enquiries from students

- Student records
- Complaints about providers
- Requests for information

#### Top enquiries from providers

- Applications
- asqanet
- VET Standards for RTOs 2015

### 4. Monitoring quality and compliance

#### Complaints and intelligence about providers

**384**  
complaints  
received

#### Top concerns

- Training, assessment or study support
- Marketing, student recruitment or enrolment processes
- The provider's general business operations

#### VET Tip-off line

**2,119**  
tip-offs  
received

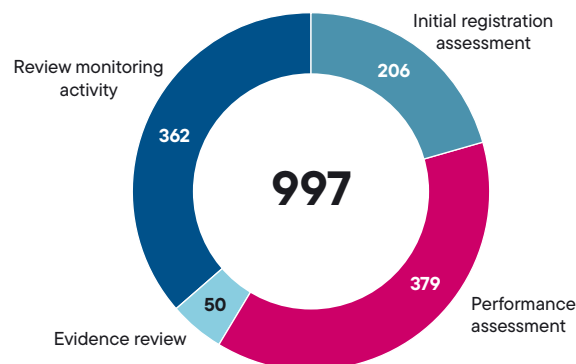
#### Top concerns

- Non-compliance
- Falsification of student records
- Academic cheating

#### Top risk priorities

- Academic integrity
- Governance through change
- International delivery

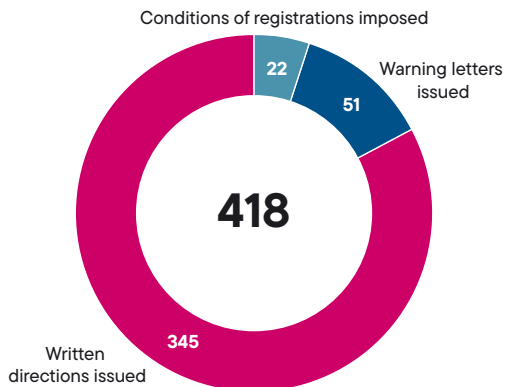
#### Completed assessment and monitoring activities of RTOs



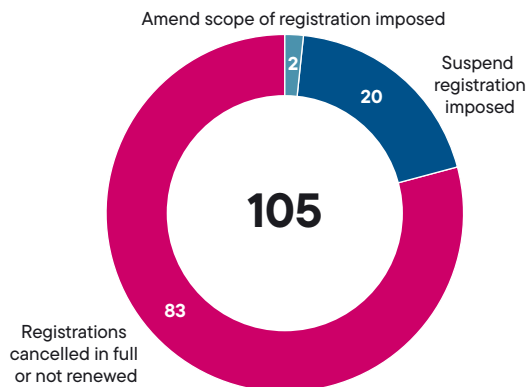


## 5. Taking compliance action

### Directing compliance

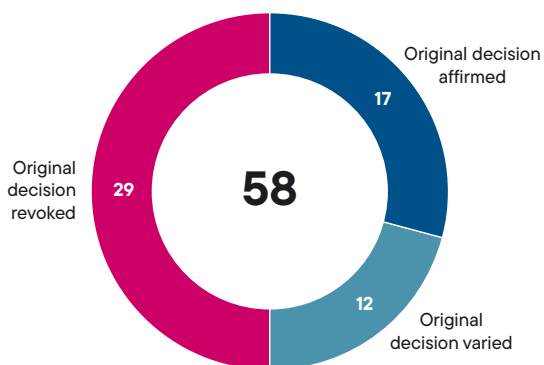


### Sanctions

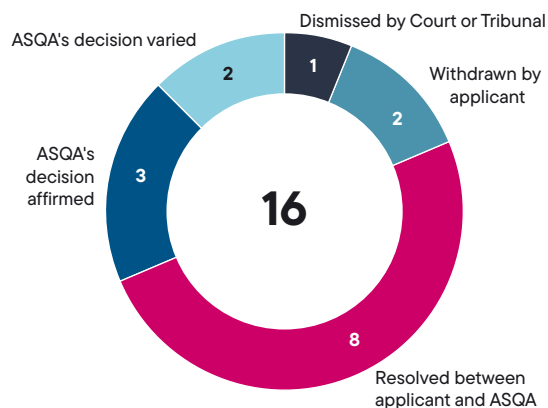


## 6. Procedural fairness and accountability

### Internal review outcomes



### External review outcomes









# 1. AGENCY OVERVIEW

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# About us

## Our purpose

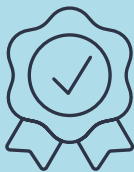
The purpose of ASQA is to ensure quality vocational education and training (VET) so that students, industry, governments and the community have confidence in the integrity of national qualifications issued by training providers. ASQA plays a key role in ensuring that Australians can experience the economic benefits that quality VET provides, by regulating the VET sector and partnering with stakeholders to continuously improve regulatory outcomes, consistent with government expectations of ASQA as a best-practice regulator.

Our work supports the Australian Government’s goal to boost the nation’s skills – for improved productivity, wage growth and economic development, as well as to support more equitable outcomes in employment opportunities for those who may be disadvantaged. VET contributes significantly to Australia’s economic, employment and social outcomes. Workers qualified through VET pathways play a key role in supplying applied learning and practical skills for roles that continue to be in demand and are in persistent shortage across Australia.

As the national regulator of the VET sector, our work is critical to ensuring that VET standards are met and that providers are capable of and committed to meeting their obligations.

## Our role and functions

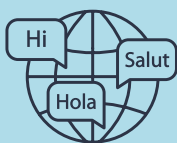
### We regulate providers that deliver:



VET qualifications and courses to students in Australia or offer Australian qualifications internationally.



VET courses to overseas students – approved on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to teach overseas students on student visas in Australia.



English Language Intensive Courses for Overseas Students (ELICOS) – approved on the CRICOS.



We regulate 3,859 (92.9%) RTOs, which comprise the national VET provider market. The remaining providers are regulated by the following state regulators:

- Western Australia Training Accreditation Council (WA TAC) – 167 providers (4.02%)
- Victorian Registration and Qualifications Authority (VRQA) – 128 providers (3.08%).

In addition, we regulate a further 79 ELICOS-only providers that are registered on the CRICOS.

ASQA's core activities are to:

- register providers of VET
- accredit courses that may be offered by registered training providers
- use data, intelligence and complaints to inform our regulatory priorities
- monitor the quality and compliance of services provided by registered providers
- take compliance action where registered providers are not meeting requirements
- conduct education programs and actively engage with our stakeholders
- exercise powers to detect and prosecute individuals or entities who create Statements of Attainment or who advertise as an RTO without a registration.

## Our legislation

ASQA operates within a framework of wider VET legislation, including:

- legislation establishing ASQA as the national VET regulator (*National Vocational Education and Training Regulator Act 2011* (NVETR Act))
- the VET Quality Framework of standards and requirements of providers
- the *Standards for VET Accredited Courses 2021*
- legislation relating to education services for overseas students, including:
  - the *Education Services for Overseas Students Act 2000* (ESOS Act)
  - the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*
  - the *ELICOS Standards 2018*.

Key legislation is listed in Appendix B of this report.



# Our Strategic Objectives

ASQA's Corporate Plan 2023–24 established our intention to drive performance through 5 Strategic Objectives. It highlighted the critical programs of work we set out to deliver, spanning both specific enterprise initiatives and our ongoing work as a regulator. These Strategic Objectives are set out below.

## ASQA's Strategic Objectives



1. Our regulatory approach promotes a culture of quality through self-assurance and continuous improvement



2. Our regulatory approach is best practice, integrated, risk-based and proportionate



3. Our regulatory approach is transparent and accountable



4. We engage, collaborate and partner with stakeholders to improve regulatory outcomes



5. ASQA's people and operations are supported and capable to deliver this plan and continuously improve

Our annual performance statements set out our performance against these objectives (see Chapter 2).



## Our values

At ASQA, our values set out below underpin our mindset and behaviour. They provide an important foundation from which we act to achieve our purpose and fulfil our role as the regulatory stewards of Australia's VET sector. Our values guide our decisions and actions – how we conduct ourselves and how we interact with each other and with our stakeholders. They describe the way we work together to enact our regulatory authority, according to our regulatory approach as outlined in our Regulatory Risk Framework and regulatory principles, policies, and practice guides.

Each ASQA staff member holds responsibility for bringing our values to life. Implementing our values means integrating them into our team plans and reflecting them in our individual annual performance agreements, to guide how we work to achieve our objectives and collectively contribute to ASQA's purpose. By actively championing our values and holding each other to account for putting them into practice, we embed them in ASQA's organisational culture.

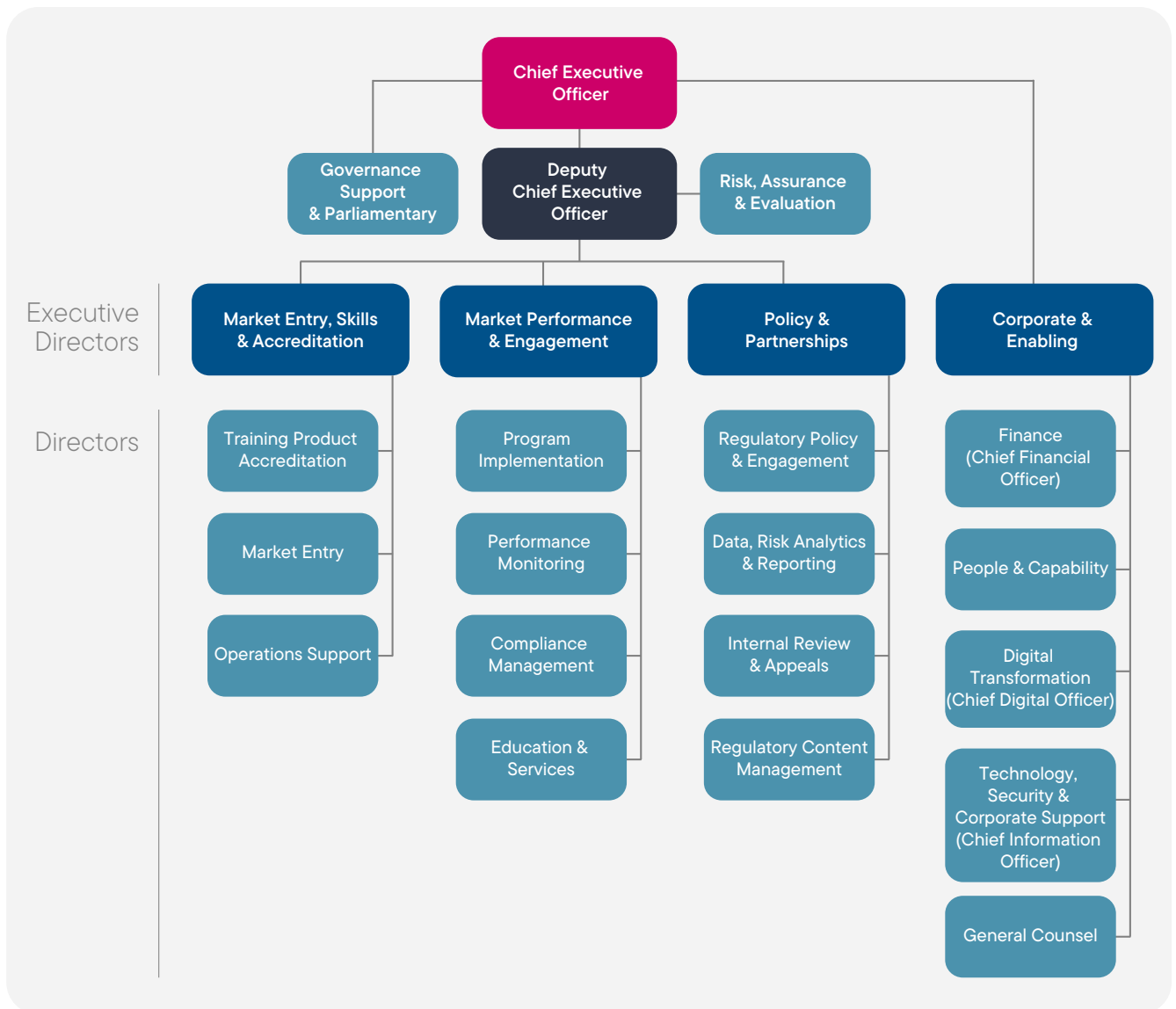
### ASQA's values



# Our structure

In 2023–24, we continued to optimise our structure, functions and powers. We aligned our intelligence, investigation and compliance resources to better respond to threats to the integrity of VET, and continued to build on our capacity to remain fit-for-purpose and effective in our regulation.

## Our organisational structure<sup>4</sup>



<sup>4</sup> This reflects ASQA's organisational structure as at 30 June 2024.



## Our senior leadership team

### Saxon Rice, Chief Executive Officer

Saxon Rice commenced as a Commissioner of ASQA on 16 April 2018, before being appointed as Chief Commissioner and CEO on 7 October 2019. Ms Rice was appointed CEO for a period of five years, from 1 January 2021, and was the Agency's Accountable Authority throughout the 2023–24 financial year.

Ms Rice previously held a range of senior government, VET and management positions. She was Assistant Minister for Technical and Further Education in the Queensland Government from 2012 to 2015, and Chair of the then Ministerial Industry Commission responsible for industry engagement. She is a former Director of Global Business Development for an Australian employment services company, has served in a range of Senate Committee Secretariats, was a Member of the Administrative Appeals Tribunal (AAT) and is a Member and Graduate of the Australian Institute of Company Directors.

### Christina Bolger, Deputy Chief Executive Officer

Christina Bolger was appointed to the role of Deputy CEO in September 2020. Ms Bolger has previously held Senior Executive Service (SES) positions, in the Australian Public Service (APS) in policy, regulation and service delivery, with experience in a range of areas including health, aged care, and work health and safety (WHS). She has also served as an appointed member of the then Physiotherapist Registration Board of the ACT.

She holds a Bachelor of Applied Science (Physiotherapy), an Executive Masters in Public Administration (ANZSOG, ANU) and is a Member and Graduate of the Australian Institute of Company Directors.

### Denise Lowe-Carlus, Executive Director, Market Entry, Skills & Accreditation

Denise Lowe-Carlus joined ASQA in November 2020 following several years with the Aged Care Quality and Safety Commission (ACQSC). During 2023–24, she was responsible for ASQA's education and assurance of entry to market applications and accredited course training products.

Ms Lowe-Carlus has experience across the Commonwealth Government and ACT Government sectors. Her roles have included regulatory reform roles as well as policy development and program management and implementation.

### Fiona O'Brien, Executive Director, Policy & Partnerships

Fiona O'Brien was appointed to the role of Executive Director Policy and Partnerships in July 2023. During 2023–24, Ms O'Brien oversaw ASQA's regulatory policy advice including to support legislative reform, including amendments to the NVETR Act, engagement with peak sector bodies, data, risk analytics and reporting, internal review and appeals, and regulatory content management.

Prior to joining ASQA, Ms O'Brien held a range of Senior Executive positions in the APS, including policy development and implementation and corporate roles across the education, employment and workplace relations portfolios as well as with the Commonwealth Director of Public Prosecutions. She holds a Bachelor of Commerce.

### **Carmen Basilicata, Executive Director, Market Performance & Engagement**

Incorporating ASQA's Integrity Unit, the Market Performance & Engagement group is focussed on strengthening system integrity and protecting quality VET. As Executive Director, Ms Basilicata oversaw our intelligence, investigations and enforcements operations, which aim to prevent and detect threats to the integrity of VET and to deter and disrupt illegal behaviour and the exploitation of vulnerable students. She was also responsible for entry to the market as well as our Industry, State and Territory engagement and Course Accreditation functions.

Ms Basilicata has more than 15 years' experience in Federal Government, following a previous career in law. This legal background has given her a valuable foundation for developing sound regulatory competencies and a passion for the public value of regulation.

### **Ty Emerson, Executive Director, Corporate & Enabling**

Mr Emerson was responsible for leading ASQA's People and Capability, Finance, Property and Procurement, General Counsel, Digital Transformation and Information Technology functions. He was also ASQA's Diversity Champion, Privacy Champion and Chief Security Officer.

Mr Emerson has more than 15 years' experience as a Senior Executive in the APS, leading large and multidisciplinary teams across a broad range of strategy, governance, policy and corporate and enabling areas.







# Our key achievements in 2023–24

In 2023–24, we responded to government priorities and were proactive in monitoring market settings and provider behaviour to ensure that we were addressing risks of harm to the quality and integrity of VET.

The year was marked by ASQA's implementation of sentinel government reforms, introduced through the *National Vocational Education and Training Regulator Amendment (Strengthening Quality and Integrity in Vocational Education and Training No.1) Bill 2024*, as well as our regulatory response designed to target threats to the integrity of VET and to better protect vulnerable students.

To strengthen our regulatory capacity to improve integrity in the VET sector, the government announced funding, through a new policy proposal (NPP) measure, *Strengthening Quality Assurance in VET Sector*. ASQA received an investment of \$33.3 million to implement a suite of measures over 4 years, commencing in 2023–2024.

We established the Integrity Unit and Tip-off line, which increased our intelligence, analytic and investigative capacity to respond to VET integrity risks. The investment is also supporting an uplift in ASQA's legacy systems through staged digital reforms.

Across the sector we made full use of our regulatory powers to educate, detect and respond to risks relating to student wellbeing, inadequate or non-compliant training outcomes, and poor provider performance, as well as to proactively monitor the sector to identify and address low-quality training and practices.

ASQA also worked closely with the Department of Employment and Workplace Relations (DEWR) on finalising revised Standards for RTOs. These are designed to further enhance the ability of the sector to deliver quality outcomes for students and industry when they come into effect in 2025.

The effective implementation of these measures is supported by the maturation of ASQA's governance, regulatory culture and practice, and our ongoing digital modernisation to support better service delivery and a data-driven, streamlined and integrated approach to the work we do.

Service delivery has been a major focus in 2023–24, as we managed a large volume of applications, inquiries, and interactions while striving to improve performance against service standards. Despite challenges, we are making good progress and continuing our trajectory of improvement will remain a priority, supported by our enhanced digital capabilities and new ways of working.

We invested in collaboration, engagement and effective communication with all stakeholders. We recognise the impacts of change in the sector and working with stakeholders has been a key deliverable across our program of work in 2023–24.



## ASQA's Integrity Unit

Non-genuine providers who engage in fraudulent or illegal activity create unfair competition for legitimate VET businesses and industries, exploit vulnerable people, and increase pressure on the economy through undermining the immigration system. They also undermine the integrity of VET by enabling unqualified people entry into critical roles putting themselves, workplaces and the community at risk.

The Rapid Review into the Exploitation of Australia's Visa System (the Nixon Review), led by Christine Nixon AO, resulted in recommendations and initiatives that have strengthened ASQA's capacity and capability to respond to integrity risks.

In 2023–24, we supported the recommendations arising from that review by:

- establishing a dedicated Integrity Unit to identify and respond proactively to threats to the integrity of VET, and prevent and disrupt illegal behaviour and the exploitation of vulnerable students
- establishing a VET Tip-off line to provide a safe and confidential avenue for current and former students, staff and other potential whistleblowers to report, anonymously if they wish, alleged illegal and serious non-compliance activity
- conducting targeted compliance operations ('blitzes') focussed on the standards and conduct of CRICOS providers
- uplifting our digital and data systems to further bolster our capability to identify and respond proactively to risks.

Through our newly created Integrity Unit, we contributed intelligence about VET to support Operation Inglenook and continued to work and collaborate with partner agencies including the Fraud Fusion Taskforce and law enforcement to crack down on non-genuine providers and criminal conduct.

Our compliance blitzes have intensified monitoring and surveillance of potentially non-compliant providers – targeting CRICOS providers, with a focus on issues such as non-genuine providers ('ghost colleges' where student attendance and delivery locations are misrepresented), student recruitment practices, agent management, student protections, financial viability, and false and misleading marketing practices. These compliance blitzes have yielded valuable results for our enforcement activities.

With an increase in overseas students studying in Australia on a student visa, ASQA has been continuing to monitor sector performance and actively enforce compliance. At the end of June 2024, our Integrity Unit was actively managing a caseload of more than 170 matters of alleged serious non-compliance. These related to 140 providers; approximately 60% related to CRICOS providers.



# VET Tip-off line

The VET Tip-off line provides a valuable mechanism for students, staff, and the public to report potential issues, helping direct our intelligence efforts. Since its establishment in October 2023, the Tip-off line has provided a steady stream of high-quality leads, significantly bolstering ASQA's ability to detect bad provider behaviour and protect students. As of 30 June 2024, more than 62% of information received through the Tip-off line has led to actionable intelligence.

## Case study

### Risk-based and data-driven



## Establishing the VET Tip-off line

We established a VET Tip-off line to provide a safe and confidential avenue for current and former students, staff and other potential whistleblowers to report (anonymously if they wish) alleged illegal and serious non-compliance activity. This has greatly increased actionable intelligence to ASQA as a regulator.

When we receive a tip-off, we analyse the information provided, together with other intelligence we hold. We make an assessment about the appropriate regulatory response, taking into account a range of factors, including the nature of the concerns and potential or actual harm.

Tip-offs may overlap in identifying providers' potential non-compliance and the issues that they raise. For example, following multiple tip-offs about a provider's conduct ASQA undertook an unannounced site visit. During the visit, the provider was unable to produce attendance records and a subsequent audit by ASQA found evidence of serious non-compliance.

The non-compliance spanned across multiple facets of the organisation, including marketing and enrolment, training and assessment, adequacy of trainers and assessors, student progression, validation, engagement with third parties, and governance and quality assurance.

With no confidence in the provider's commitment and capability to deliver quality VET, ASQA issued a sanction to cancel the provider's registration.

In another case, information from a tip-off led to a criminal history check of a provider CEO. Charges were identified and the CEO was deemed to be in breach of 'Fit and Proper Person' requirements.

ASQA suspended the provider's registration so it could not enrol any further students pending a more substantial investigation. Further evidence was then obtained which resulted in the cancellation of the provider's registration. ASQA also shared information and evidence with another agency in relation to the alleged offences.

In its first 9 months of operation, the Tip-off line successfully delivered on its purpose to provide a safe and confidential avenue to anonymously report alleged non-compliance.

Many of the cases resulting from tip-offs have leveraged our crucial networks with other agencies to crack down on unlawful behaviour, protect students, and uphold the quality and integrity of VET.

## Legislative reforms to strengthen integrity

Legislative amendments introduced through the *National Vocational Education and Training Regulator Amendment (Strengthening Quality and Integrity in Vocational Education and Training No.1) Bill 2024* gave us greater powers to protect vulnerable students and take action against non-genuine providers.

We worked closely with DEWR to support these reforms, and with our Advisory Council to ensure our input aligns with desired policy outcomes.

New requirements also strengthened the Fit and Proper Person requirements under the NVETR Act. These changes provide us with increased powers to scrutinise those who are in the business of managing or operating RTOs. This includes supporting ASQA to make more informed assessments at market entry and in managing registration, through expanding the range of matters that can be considered in assessing whether those in management and operational positions in an RTO are fit and proper.

The changes ensure we have the necessary tools to take swift action to:

- address integrity risks, including those posed by non-genuine RTOs
- ensure greater scrutiny of new RTOs
- ensure RTOs do not mislead students
- deter unscrupulous RTOs through increased penalties
- promote a quality VET sector that benefits students, employers and the community.

The amendments included:

- automatic lapsing of the registration of RTOs that have not delivered training and assessment for 12 months
- strengthened registration requirements that prevent new RTOs from expanding their scope of registration within the first 24 months of registration
- provision for the Minister for Skills and Training to direct ASQA not to accept or process initial registration applications for a period of up to 12 months
- provision for ASQA to consider the order in which it processes initial registration applications
- clearer provisions relating to false and misleading conduct, including advertising, of an RTO's operations
- a five-fold increase in maximum penalties
- extension of the period for ASQA to conduct internal reviews from 90 to 120 days.



## Lapsing of registration for dormant providers

In 2023–24 we implemented transitional provisions for a new measure that lapsed the registration of providers that delivered no training during the 2023 calendar year.

Integrity risks posed by dormant RTOs using their registration for non-genuine or fraudulent purposes, or those not demonstrating a genuine commitment to training delivery (as highlighted in the Braithwaite Review), were addressed by legislative amendments to enable the automatic lapse of an NVR RTO's registration. Where an NVR RTO has not delivered training and/or assessments for a period of 12 consecutive months, its registration will automatically lapse by force of law.

However, to ensure procedural fairness, all NVR RTOs are able to apply to ASQA for an extension to this 12-month period before their registration lapses. Where an NVR RTO is genuinely committed to providing training and assessment, and has legitimate, reasonable justification for not providing training or assessment, ASQA is able to grant an extension for a maximum of 12 months, after which no further extensions are available. If the RTO disagrees with ASQA's decision regarding the extension request, it may apply for reconsideration of the decision.

During quarter 4, we were focused on implementing the transitional provisions and engaged with approximately 400 providers who had not delivered training and/or assessment for a period of 12 months, or were suspected to have not delivered for 12 months. Of the cases where a provider applied for an extension of the measurement period, around 75% were approved. A number of providers did not request or were not granted an extension to their measurement period and therefore the registration of these providers lapsed on 1 July 2024. This will be reported in 2024–25 and is not covered in this report.

Note that the effect of the lapse on 1 July 2024 is that the last date of their registration was 30 June 2024.

We have published information relating to the application of the lapsing provision to provide clarity for providers. ASQA will continue to monitor compliance with this new requirement across 2024–25, including reminding the sector that an application must be submitted and approved by ASQA if the provider does not deliver across a 12-month period.



## Building sector capacity for continuous quality improvement

In 2023–24, we continued to support the sector in building its capacity for managing risks to quality and delivering continuous improvement and excellence in training outcomes. We continued working with DEWR to plan the implementation of revised Standards for RTOs in a way that supports provider self-assurance practices. This change will be supported by further enhancements to the way we engage with the sector on risk, including using education as a key regulatory tool.

We have provided clear communication on our expectations that providers comply with their obligations, and that they have mechanisms in place to ensure they are meeting and continuously improving outcomes under the Standards for RTOs at all times. Students, industry, the community and governments expect this also. It is a core part of a provider's business practice and is central to maintaining and improving quality VET.

Our education and engagement efforts have yielded positive results, and we have adopted a more structured approach to communication and engagement. This includes *ASQA IQ – Integrity and Quality in Focus*, which equips providers with the information they need to manage risk and ensure compliance. Meanwhile, our monthly *ASQA Update* communicates with a broader audience, building confidence in our regulatory outcomes and transparent approach.

In addition to these regular communications, we dispatch alerts that give providers timely information about risks and how to address them, supporting them in their operations.

We value our role in the VET system and support shared responsibility for sector's success with policy agencies, Jobs and Skills Australia, Jobs and Skills Councils, State and Territory and funding entities, industry regulators and other key stakeholders, including the ongoing work to harmonise our regulatory approach with the Tertiary Education Quality and Standards Agency (TEQSA) to support dual-sector providers.



## Case study

### Risk-based and data-driven



## Enforcing Fit and Proper Person requirements

ASQA is steadfast in enforcing Fit and Proper Person requirements to ensure that only individuals with the highest integrity operate in the VET sector.

One recent case involved the discovery that a part-owner of a provider in Melbourne was continuing to act as an Education and Migration Agent, despite assurances to the contrary.

Serious non-compliance issues were found at the provider, including in respect to their assessment system. The provider also continued to approve enrolments for a course with proposed end dates it would not be able to meet.

With students at risk, ASQA issued a sanction to cancel the provider's registration.

In another case, we investigated the ownership of a Sydney-based institute due to concerns the owner would not meet the Fit and Proper Person requirements. Despite a change in ownership during the investigation, our scrutiny revealed links to a previous provider convicted of breaching the NVETR Act.

These actions are just two examples from the past year that send a clear message from us as a regulator to the whole sector: that we do not tolerate conflicts of interest or practices that jeopardise student welfare.



# Our regulatory approach

ASQA is committed to best-practice regulation as outlined in the principles of regulator best practice in the Department of Finance Resource Management Guide for Regulator Performance (RMG 128):



**Continuous improvement and building trust:** Regulators adopt a whole-of-system perspective, continuously improving their performance, capability and culture to build trust and confidence in Australia's regulatory settings.



**Risk-based and data-driven:** Regulators manage risks proportionately and maintain essential safeguards, while minimising regulatory burden and leveraging data and digital technology to support those they regulate to comply and grow.



**Collaboration and engagement.** Regulators are transparent and responsive communicators, implementing regulations in a modern and collaborative way.

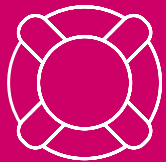




Our regulatory approach is underpinned by our [Regulatory Operating Model](#) and [Regulatory Risk Framework](#), and is characterised by:



Ensuring our monitoring, compliance, enforcement, and education activities make full use of intelligence and data so that the community can be confident that our activities are based on analysis of risk



Maintaining essential safeguards by responding adeptly to provider non-compliance and taking effective action, applying a range of compliance and enforcement activities proportionate to the level of harm



Using education as a key regulatory tool and providing feedback that enables regulated entities to take responsibility for meeting their obligations, and supports providers to address risks and monitor, evaluate and continuously improve VET outcomes.



# Our regulatory activity

## We register providers of VET

We assess applications for registration against criteria under our legislation to ensure that students, industry, governments, and the community can have confidence in the providers that we register.

### Initial registration as a provider

Our assessment of applicant organisations ensures they can comply with and remain compliant with legislative obligations. This includes ensuring they are adequately resourced to provide quality training and assessment and meet strengthened Fit and Proper Person requirements.

If criteria are met, we grant registration for a defined period – usually 2 years. This allows us to assess and manage risks to the sector and to seek assurance that newly registered providers are meeting requirements over this period.

If we find that the provider does not meet initial registration requirements, we communicate this to the provider. The provider has the opportunity to ask questions about our findings and respond. In some cases, non-compliance will be relatively minor and easily rectified.

When we register a provider, we publish and keep up-to-date information about that provider on official Australian Government websites, including the National Register for organisations approved to provide VET ([training.gov.au](https://training.gov.au)), and the CRICOS for organisations approved to provide VET or ELICOS courses to international students on a student visa ([cricos.education.gov.au](https://cricos.education.gov.au)).

When we reject an application, it is based on the extent and nature of the applicant not satisfying us that they have the capability and commitment to comply and continue to comply with the requirements of registration.

Of the 403 initial registration applications finalised in 2023–24, 245 were approved, 37 were rejected and 121 were withdrawn.

Of the 245 initial registration applications approved, the number of new providers that entered the sector included 117 RTOs approved to deliver to domestic students, 51 RTOs approved to deliver to domestic and overseas students, 3 providers approved to deliver English language training only, and 23 existing RTOs approved to deliver to overseas students.

### Registration renewal

When a registration renewal application is received, we assess whether the provider continues to meet the conditions of registration and remains committed to, and capable of, delivering training and/or assessment.

Under the *Standards for VET Regulators 2015*, ASQA is required to conduct a performance assessment (audit) of the provider within 2 years of initial registration to ensure we are satisfied the provider is complying with its regulatory obligations. In applying a risk-based approach to regulation, we consider a range of factors when determining whether to renew registration. This can include whether the provider has delivered quality training and/or assessment, that nominated personnel are continuing to meet Fit and Proper Person requirements, and that the provider remains financially viable. We consider the provider's commitment and capability, including the systems, governance and controls they have in place to continuously improve and ensure quality VET outcomes.



We also consider the provider's scope of registration, profile and risk indicators, and assess the level of assurance we have of recent performance. Where risks to the quality and integrity of VET are identified, we determine the most appropriate and proportionate level of response, including to suspend scope items or not renew the provider's registration if appropriate.

The number of applications ASQA receives for renewal of registration is driven by expiry dates for RTOs. As shown in Table 2, in 2023–24, we finalised 848 renewals of registration, 836 of which were approved, 8 were rejected, and 4 were withdrawn.

## Changes to scope of a provider's registration

Providers may apply to ASQA to add to or remove training products from their scope of registration. When an application to change scope of registration is made, we assess the application and apply a risk-based approach. This means that we will take into account a range of factors in deciding whether to grant a change of scope, including:

- whether the provider is expanding its scope into areas of training and assessment where we have identified specific risks and vulnerabilities through our Environmental Scan
- any information and intelligence about poor practices by the provider, or concerns about recent changes of ownership
- any regulatory activity already in progress in relation to the provider.

On 29 March 2024, the *National Vocational Education and Training Regulator Amendment (Strengthening Quality and Integrity in Vocational Education and Training No.1) Act 2024* was enacted. We are implementing new provisions that do not permit a provider to change the scope of their registration if they have been registered for less than 2 years. This will provide additional assurance and satisfy our level of confidence in the provider's commitment and capability to deliver quality VET before we approve a change in the scope of their registration.

As shown in Table 2, in 2023–24, ASQA finalised 5,103 change of scope applications. 4,909 of these were approved, 39 were rejected, and 155 were withdrawn.

## Provider closures when registration is withdrawn or expires

Providers may exit the market in a number of ways. Providers may apply to ASQA to have their registration withdrawn, let their registration period expire, or we may cancel their registration if we consider the provider has not met its regulatory obligations.

All providers have an obligation to report their delivery activity (known as Total VET activity) to the National Centre for Vocational Education Research (NCVER) at least annually. This ensures that enrolled students have up-to-date records of the competencies they have achieved. Students will need to provide evidence of the competencies they have achieved to transfer and continue the rest of their training at another provider if they have not yet completed their qualification when their provider closes. ASQA uses a range of regulatory tools to ensure that providers meet their regulatory obligations upon closure. This includes submitting final outcome data to NCVER so that students' Unique Student Identifiers are accurate for study completed, and working collaboratively with the Tuition Protection Service to protect and support international students on student visas affected by a provider closure.

Table 1: Applications received 2021–22 – 2023–24

Applications received	2021–22	2022–23	2023–24
Initial registration	356	461	446
Renewal of registration	636	724	974
Change of scope	6,901	5,628	4,632
Withdrawal of registration	82	109	94
<b>Total</b>	<b>7,975</b>	<b>6,922</b>	<b>6,146</b>

Table 2: Application outcomes 2021–22 – 2023–24

Application type	Decision	2021–22	2022–23	2023–24
Initial registration	Approved	145	279	245
	Rejected	69	42	37
	Withdrawn	122	84	121
	<b>Total</b>	<b>336</b>	<b>405</b>	<b>403</b>
Renewal of registration	Approved	471	695	836
	Rejected	8	18	8
	Withdrawn	13	13	4
	<b>Total</b>	<b>492</b>	<b>726</b>	<b>848</b>
Change of scope	Approved	6,276	5,550	4,909
	Rejected	40	41	39
	Withdrawn	276	192	155
	<b>Total</b>	<b>6,592</b>	<b>5,783</b>	<b>5,103</b>
Withdrawal of registration	Approved	68	95	64
	Rejected	0	2	3
	Withdrawn	8	17	9
	<b>Total</b>	<b>76</b>	<b>114</b>	<b>76</b>
<b>Total</b>		<b>7,497</b>	<b>7,028</b>	<b>6,430</b>



If a provider chooses not to renew its registration, its registration will expire. ASQA contacts these providers to understand their intention and ensure all obligations are met as they leave the market. We have strengthened the information we provide to students in the event their training provider closes while they are still completing their training. Wherever possible, we also engage with providers prior to closure to ensure they are aware of their obligations under the Standards.

In 2024 new lapsing provisions came into effect whereby a provider will have their registration lapsed if they have not delivered training and/or assessment for a period of 12 months. Due to the implementation of these requirements, a number of providers had their registration lapse on 1 July 2024. The effect of the lapse is that the last date of their registration was 30 June 2024. This is acknowledged in the higher volume of providers listed in Table 3 for 2023-24.

In 2023-24, there were 168 registrations that expired or lapsed.

Table 3: Registration expiries, 2021-22 – 2023-24

Registration expiries	2021-22	2022-23	2023-24	Total
CRICOS	8	7	6	24
VET	29	53	162	253
<b>Total</b>	<b>37</b>	<b>60</b>	<b>168</b>	<b>277</b>



## Case study

### Continuous improvement and building trust



## Ensuring a genuine commitment to training delivery

Integrity risks posed by dormant RTOs using their registration for non-genuine or fraudulent purposes, or those not demonstrating a genuine commitment to training delivery are addressed by legislative amendments to enable the automatic lapse of an NVR RTO's registration. Where an NVR RTO has not delivered training and/or assessments for a period of 12 consecutive months, its registration will automatically lapse by force of law. These new provisions build greater trust in the system that only those providers genuinely committed to deliver training and/or assessment remain registered.

In implementing transitional arrangements for the new provisions ASQA was risk-based and proportionate. Consider the case of a provider who had been dormant since 2020. We contacted them to notify them of the potential consequences of their inactivity. Despite being offered the opportunity to demonstrate their intent to recommence training, they failed to provide compelling evidence in support of this. Consequently, their registration lapsed.

In another case, a provider had undergone a change in ownership and was yet to deliver training under the new management. We received a request to extend the measurement period. When contacted by ASQA they provided evidence that satisfied us that training delivery was imminent. We granted the extension with the caveat that they were on notice to ensure that delivery commenced in the specified period.

In another instance, a provider initially reported inactivity, triggering the lapsing provisions. However, subsequent investigation revealed that they had, in fact, been actively delivering training. While their registration remained intact, ASQA issued a warning letter emphasising compliance with reporting requirements.

In each of these cases, ASQA provided clear information and placed the onus on provider accountability. The transparent application of lapsing provisions further promotes understanding of ASQA's expectations in meeting RTO registration requirements.



# We accredit courses that may be offered by RTOs

On application, ASQA accredits courses to be listed on the National Register to meet established industry, enterprise, educational, legislative or community needs, where these needs are not met by nationally endorsed training packages.

ASQA has a two-step course accreditation application process:

1. Course concept for ASQA to determine whether a proposed course is both necessary and eligible for accreditation
2. Course application for ASQA to determine whether the proposed course meets the Standards for VET Accredited Courses.

Accredited courses are nationally recognised training products and comprise short skill set courses through to qualifications from Certificate I to Graduate Diploma.

As at 30 June 2024, there are 669 VET accredited courses listed on the National Register. ASQA regulates 435 (65%), VRQA regulates 163 (24%) and WA TAC regulates 71 (11%).

We coordinate this function in collaboration with national bodies responsible for the development and endorsement of training packages. We also list all courses, and the providers approved to deliver them, on the National Register.

A course may be accredited for up to 5 years. During that time, training packages may have developed new units of competency, skill sets or qualifications since the course was accredited, which may impact whether the course remains necessary.

A course owner is required to apply to ASQA and meet specified criteria and evidence of a continued industry or community need if they are seeking to renew accreditation.

In 2023–24, ASQA received 25 requests to accredit a new VET course. 21 requests were assessed during this period, and 16 of these requests were granted. 51 courses were also re-accredited and 10 were amended.

**Table 4: Course accreditation applications received 2021–22 – 2023–24**

Applications received	2021–22	2022–23	2023–24
Initial accreditation	47	25	25
Renewal of accreditation	94	48	43
Course amendment	30	19	12
<b>Total</b>	<b>171</b>	<b>92</b>	<b>80</b>

Table 5: Course accreditation application outcomes 2021–22 – 2023–24

Application type	Decision	2021–22	2022–23	2023–24
Initial accreditation	Granted	32	28	16
	Rejected	6	7	5
	Withdrawn or cancelled	0	0	2
	<b>Total</b>	<b>38</b>	<b>35</b>	<b>23</b>
Renewal of accreditation	Granted	89	49	51
	Rejected	3	0	3
	Withdrawn or cancelled	3	0	0
	<b>Total</b>	<b>95</b>	<b>49</b>	<b>54</b>
Course amendment	Granted	0	8	10
	Rejected	0	0	0
	Withdrawn or cancelled	0	1	1
	<b>Total</b>	<b>0</b>	<b>9</b>	<b>11</b>
<b>Total</b>		<b>133</b>	<b>93</b>	<b>88</b>

## We monitor the quality and compliance of services provided by registered providers

Our compliance monitoring activities are undertaken at provider and systemic levels to ensure we effectively target risks. We actively review data, intelligence and information obtained through a variety of sources – including complaints, material change notifications and our Annual Declaration on Compliance (ADC) – and we use a range of activities to monitor provider performance and compliance.

### Complaints and intelligence regarding provider compliance

ASQA receives complaints and intelligence about provider practices from a range of stakeholders – including students and staff of providers, industry, and government agencies. Stakeholders can raise concerns with ASQA on a wide range of issues, including the quality of training received, consumer-related matters, and grievances relating to administrative processes.

While ASQA is not a complaint-handling body, we engage with the complainants whenever possible. Providers that are the subject of a complaint receive a notification from ASQA, and we may request additional information or assurance, as well as escalate regulatory activity where appropriate.



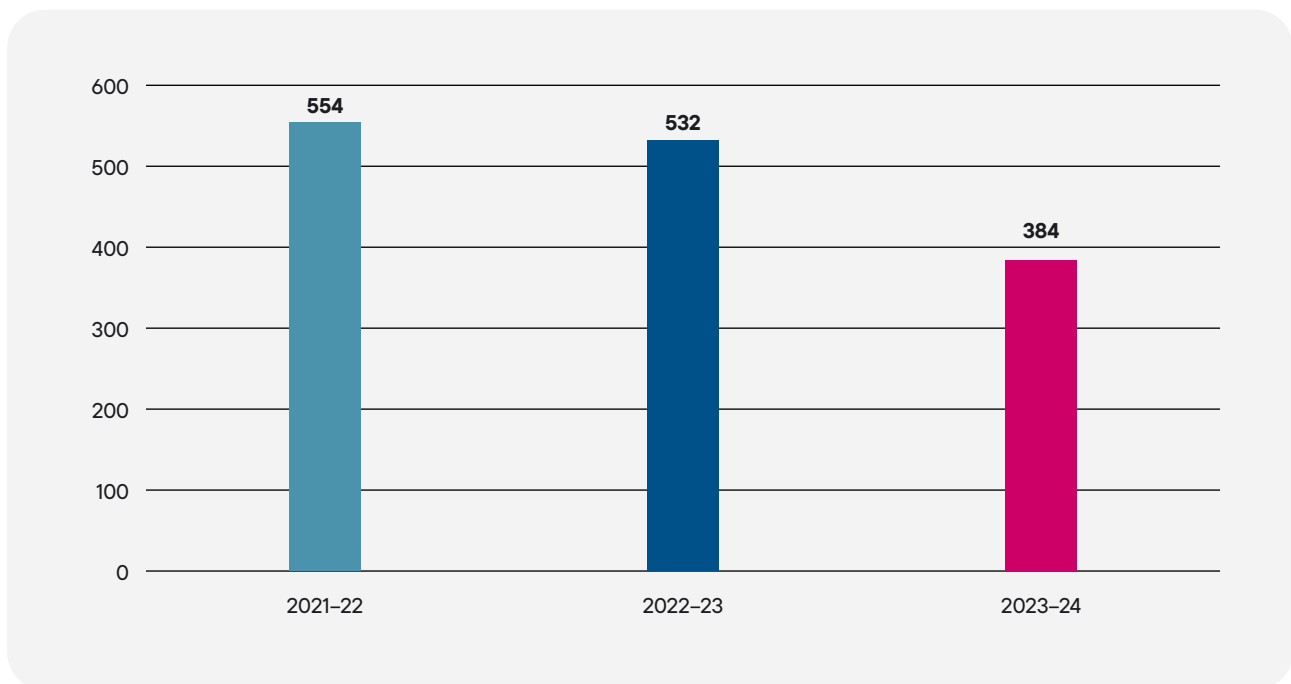


As shown in Figure 1, in 2023–24, ASQA received 384 complaints regarding concerns about provider compliance, a 32% reduction in the number of complaints received compared to the previous financial year. This reduction in complaints received needs to be offset with the introduction of ASQA's Tip-off line through which we received over 2,000 tip-offs relating to provider concerns in the period between 4 October 2023 and 30 June 2024.

At the end of 2023–24, the top 3 categories of concern raised by complainants were:

- Training, assessment or study support
- Marketing, student recruitment or enrolment processes
- The provider's general business operations.

Figure 1: Provider complaints/cases received, 2021–22 – 2023–24



In addition to complaints, we draw on data and intelligence from many sources and use this data to understand risks to the quality of VET. These sources include:

- strategic review of priority areas for regulatory focus
- provider enrolments and completions data
- issues raised by consumers, employers or the community about a VET provider or other entity
- referrals, data and information from other government bodies and regulators
- ADC, quality indicator and activity data, surveys and applications
- performance information collected during assessments and other monitoring activities such as surveys, as well as requests for information
- information collected through investigative powers under the legislation
- engagement with the VET sector (including through our Provider Roundtable and Stakeholder Liaison Group (SLG) meetings)
- engagement with industry and employers.

ASQA actively engages with other regulators and licensing bodies, state training authorities, and VET regulators in non-referring states to understand risk, address non-compliance, and promote quality VET.

In this reporting period, stakeholder consultations were finalised with 21 key stakeholder groups via semi-structured interviews. The groups comprised representatives from other government agencies and organisations, including:

- regulatory partners
- funding bodies and state training authorities
- ASQA's Provider Roundtable members
- provider and sector peak bodies
- consumer and student advocacy groups
- NCVET
- other agencies such as Jobs and Skills Australia and Australian Bureau of Statistics
- the media and other open sources.

ASQA's internal teams, and research and data from ASQA intelligence holdings, also contribute to our environmental scan.

These activities are essential for ensuring our regulatory approaches and strategies are well-informed and take account of the current and emerging environment, to direct our regulatory effort towards areas of greatest risk in ASQA's Regulatory Risk Priorities.

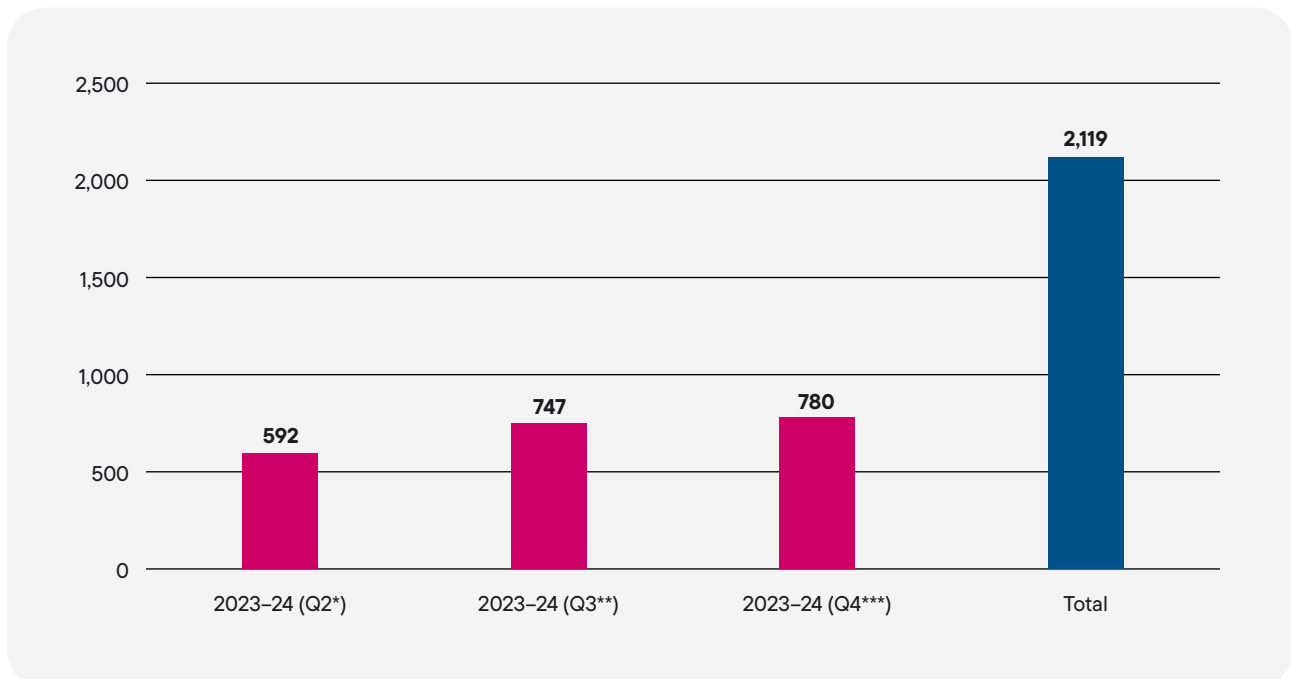
Further, we collaborated with the Fraud Fusion Taskforce and Australian Border Force (ABF), as well as with other regulators through Operation Inglenook, on a range of intelligence and compliance activities. Together we planned and contributed to surveillance and monitoring activities, including where concerns have been raised around international students and provider practices.

## VET Tip-offs

As shown in Figure 2, between the Tip-off line's establishment on 4 October 2023 and 30 June 2024, we received a total of 2,119 tip-offs. The top 3 categories raised by stakeholders related to non-compliance, falsification of student records and academic cheating. The top 3 regulatory risk priorities that were reflected by tip-offs received from stakeholders were academic integrity, governance through change, and international delivery.



Figure 2: VET Tip-offs received, 2023–24 (Q2\*) – 2023–24 (Q4\*\*\*)



\* 4 October 2023 – 31 December 2023 \*\*1 January 2024 – 31 March 2024 \*\*\*1 April 2024 – 30 June 2024

## Assessment and compliance monitoring activities

ASQA undertakes a range of performance assessment and compliance monitoring activities depending on the nature of the identified risk, the provider's capability and commitment to delivering quality VET, as well as any other relevant circumstances. These activities include:

- undertaking surveys (of students and/or other stakeholders)
- interviewing providers, students, trainers/assessors and/or other provider personnel
- requesting data and documents from providers and/or documents from other government entities
- site visits to provider premises
- performance assessments.

A performance assessment is undertaken in response to risk-based intelligence and/or in situations where further assessment is warranted following consideration of a registration or change of scope application. The assessor gathers relevant evidence to inform an assessment of performance against the Standards or legislative requirements. Findings are captured in a report, which informs our decisions in relation to the most appropriate regulatory response when non-compliance is identified.

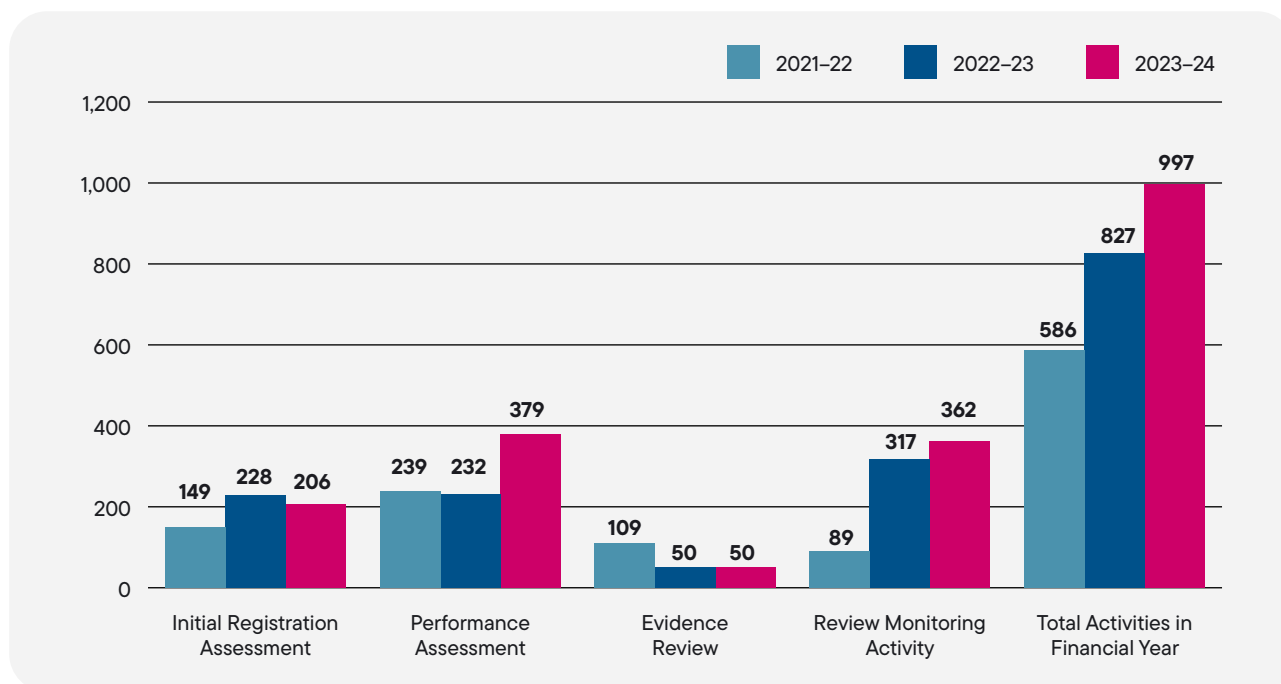
In 2023–24, we undertook 379 performance assessments, of which 229 (60%) resulted in a finding of non-compliance. Of these, 134 (59%) providers subsequently satisfied ASQA that they had addressed the issues of concern and returned to compliance.

When we conduct a performance assessment of a registered provider, a sample of products, applicable standards and broader compliance obligations are tested. The performance assessment is scoped depending on systemic and provider-specific risk factors. In 2023–24, the most commonly sampled standards related to: implementing, monitoring and evaluating training and assessment strategies and practices (1.1 and 1.2), conducting effective assessment (1.8), and employing skilled trainers and assessors (1.13 and 1.16).

The most common areas of non-compliance were: implementing, monitoring and evaluating training and assessment strategies and practices (1.1), providing supervision of trainers where needed (1.2), conducting effective assessment (1.8), and employing skilled trainers and assessors (1.13).

As part of the 362 review monitoring activities undertaken in 2023–24, we undertook 156 site visits of CRICOS providers and issued 192 letters to providers reminding them of their reporting obligations under section 19 of the ESOS Act as part of an Early Intervention Strategy.

Figure 3: Assessment and monitoring activities completed, 2021–22 – 2023–24



## Investigations

We draw on our investigative capability and functions to:

- undertake preliminary surveillance and information collection activities
- investigate serious issues of non-compliance
- investigate and prosecute the conduct of individuals, unregistered entities, and registered providers who breach their legislative obligations.

Our investigations also support collaboration across government, including through a coordinated effort with law enforcement agencies and other regulators, to disrupt threats related to the integrity and quality of the VET sector.

ASQA's Investigations and Enforcement team are actively managing more than 170 serious matters, including in relation to the conduct of 140 providers. Of these:

- approximately 60% relate to providers that deliver training to international students
- more than 70% relate to alleged fraud, including bogus qualifications, cash for qualifications, fabrication of assessments and evidence, non-genuine providers ('ghost colleges'), funding fraud and visa/migration risks
- more than 50% are linked to multijurisdictional actions such as Operation Inglenook, the Fraud Fusion Taskforce, and the disruption of criminal networks.



ASQA's active caseload also includes 30 investigations into multiple registered and unregistered providers and individuals for potential breaches of the NVR or ESOS Acts, including 7 which are under consideration for warning letters/infringement notices. Matters under active investigation include:

- allegations of false and/or misleading advertising
- issuing statements of attainment and qualifications without being registered to do so
- using false qualifications and/or statements of attainment
- a range of other allegations relating to fraud.

We used coercive powers to respond to a range of situations. In 2023–24, we:

- issued 1 attendance notice under section 116 of the ESOS Act
- issued 2 notices compelling all reasonable assistance with an investigation under section 140 of the NVR Act
- issued 1 request for information under section 26 of the NVR Act
- issued 17 requests to disclose information or produce documents under section 62 of the NVR Act
- issued 2 enforcement warrants under section 86 of the NVR Act.

The two warrant activities conducted were related to a non-registered training provider and a VET/CRICOS-registered provider. Both warrants were conducted with the assistance of other agencies and these investigations are ongoing. ASQA has also issued 2 infringement notices for marketing offences related to advertising or offering a VET course without identifying the issuer of the VET qualification or statement of attainment.

In 2023–34, ASQA continued to work collaboratively with other agencies to detect and disrupt the practices of non-genuine providers, including:

- Fraud Fusion Taskforce
- National Disability Insurance Agency
- Australian Criminal Intelligence Commission
- Australian Border Force
- Australian Federal Police
- Federal Department of Home Affairs
- Federal Department of Education (VET Student Loans Compliance Branch)
- NSW Building Commission
- Training Services NSW
- NSW Organised Crime Squad
- Victorian Department of Jobs, Skills, Industry and Regions
- Victorian Building Authority
- Fair Work Ombudsman
- State and Territory law enforcement agencies.

ASQA actively shares and requests information with the above agencies as part of our regulatory program of work. We also coordinate our work to assist a number of these agencies with their investigations and/or in exercising their powers or functions.



## Case study

### Collaboration and engagement



## Working together across government to crack down on illegal conduct

When government agencies work together they are able to network their intelligence holdings and enhance operational capability in ways that can more effectively target criminal networks. ASQA's work with the Australian Border Force and the Department of Home Affairs has enabled us to more effectively target serious non-compliance and illegal conduct within the VET sector. The following cases illustrate the power of cross-agency collaboration – and the proactive role we have played in whole-of-government efforts to shut down bad actors across the country.

In one case, an Australian Border Force field compliance visit linked a CRICOS provider to the sex industry. ASQA's subsequent investigation found breaches of the ESOS Act, leading to a suspension notice that prevented further student enrolments.

This high level of cooperation between the Australian Border Force, Department of Home Affairs and ASQA was facilitated through an inter-agency fusion team focused on identifying criminals who seek to exploit visa programs, as well as victims of trafficking or modern slavery practices.

In another case, the Department of Home Affairs shared intelligence with ASQA regarding concerns about students switching their enrolment from one provider to another within months of a temporary visa being granted.

ASQA found issues of serious non-compliance, including in relation to marketing and enrolment, training and assessment, facilities and equipment, management of third parties/education agents, governance and systems, student protections and reporting obligations.

ASQA issued a sanction to cancel the provider's registration and reject its renewal application.

In the case of another college – this one based in Queensland – ASQA received intelligence through the National Training Complaints Hotline and ASQA's VET Tip-off line. The provider was accused of fraudulent conduct and exploiting Australia's temporary visa system.

ASQA commenced a formal investigation in relation to two potential offences in collaboration with the Australian Border Force and the Department of Home Affairs.

The investigation into the provider also identified serious non-compliance in a whole range of areas. Specifically, issues were found with the validity of student assessment activities which were recorded as being completed on days when classes were not scheduled or students were not in attendance.

ASQA issued a notice of intent to cancel the provider's registration and is engaging with the Commonwealth Director of Public Prosecutions regarding the potential charges.



# We take compliance action where registered providers are not meeting requirements

Our response to non-compliance is proportionate to the seriousness of the issues identified, as well as the extent of the provider's commitment and capability to delivering quality VET and ensuring sustained compliance. We apply a range of regulatory tools to encourage, direct or enforce compliance with the legislative requirements. These tools and measures are used individually or together to respond in a way that is risk-based and proportionate. Our approach to compliance and enforcement is set out in our [Regulatory Practice Guide: Approach to Compliance](#).

## Agreements to rectify non-compliance

In cases where a provider demonstrates a commitment and capability to address non-compliance, ASQA may offer an Agreement to Rectify (ATR).

The ATR:

- describes the actions the provider proposes to address the non-compliance
- describes the way they will provide evidence of the return to compliance
- sets out the timeframes for completion of agreed actions.

In 2023–24, 33 providers entered into an ATR within an agreed timeframe. ASQA is currently supporting these providers through the ATR process. 33 ATRs for providers were also finalised in this period, of which 25 returned to compliance.



Figure 4: Agreements to rectify – entered into, 2021–22 – 2023–24

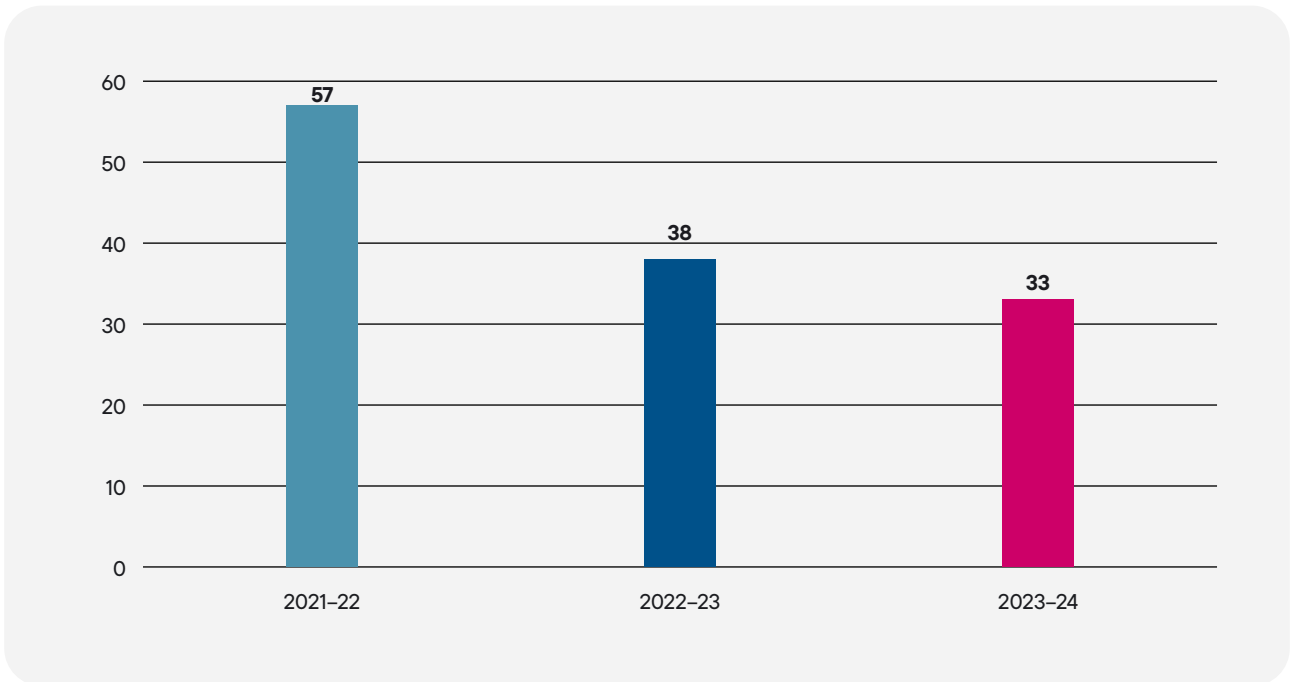
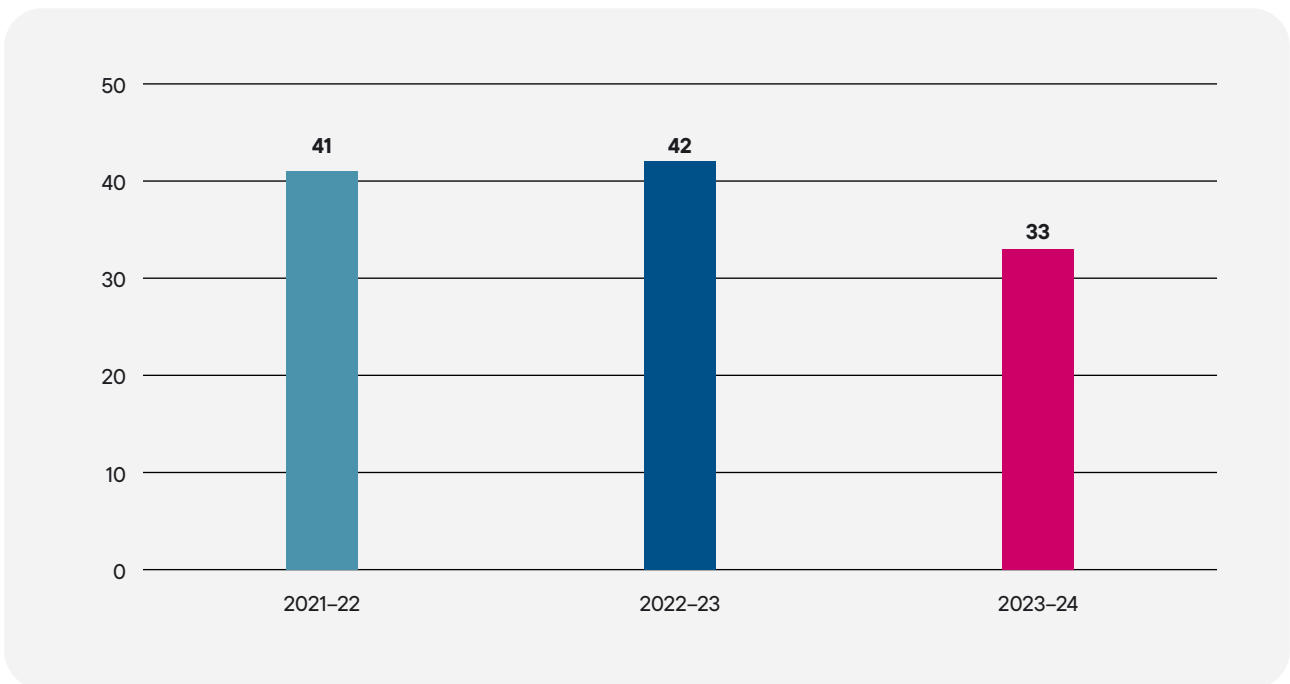


Figure 5: Agreements to rectify – finalised, 2021–22 – 2023–24







## Compliance enforcement

In cases where a provider does not demonstrate a commitment or capability to deliver quality training, or to make necessary changes in response to identified non-compliance, we compel the provider to take action using an escalating range of regulatory tools to enforce compliance or revoke registration.

As detailed in Figure 6, ASQA undertook a range of compliance actions in 2023–24. We:

- issued 51 warning letters to individuals/organisations that are not registered for offence provisions within the Act.
- issued 345 written directions under the NVR Act, which require a provider to rectify a breach of a condition of registration and provide or retain evidence that this has occurred.
- imposed 22 conditions on registration, with common conditions including requirements to not add to the registration scope, not accept enrolments beyond a set maximum cap, and to submit specific information to ASQA on a determined basis. Conditions are imposed for a specified period of time.
- imposed 2 sanctions to amend the scope of registration. The scope of registration defines the services, training package qualifications or Units of Competency that a provider is approved to deliver. We may amend the scope of registration (for example, to remove a training product from the scope) where non-compliance relates to that training product in particular. The provider can no longer deliver the training product that has been removed (cancelled) from its scope of registration.
- imposed 20 sanctions to suspend registration. During a period of suspension, a provider will be required to either undertake or refrain from certain actions. In most cases, while a suspension remains in place, the provider cannot enrol a student or commence a student who has not yet begun their course.
- issued 83 sanctions to cancel registration in full or not renew registration. The effect of cancellation is that the provider is no longer approved to offer or deliver approved or accredited training packages.

In 2023–24, ASQA's decisions to impose sanctions to amend scope of registration, suspend registration and cancel registration in full or not renew registration were made in relation to 61 providers.



Figure 6: Compliance enforcement – regulatory decisions in relation to all providers, 2021–22 – 2023–24

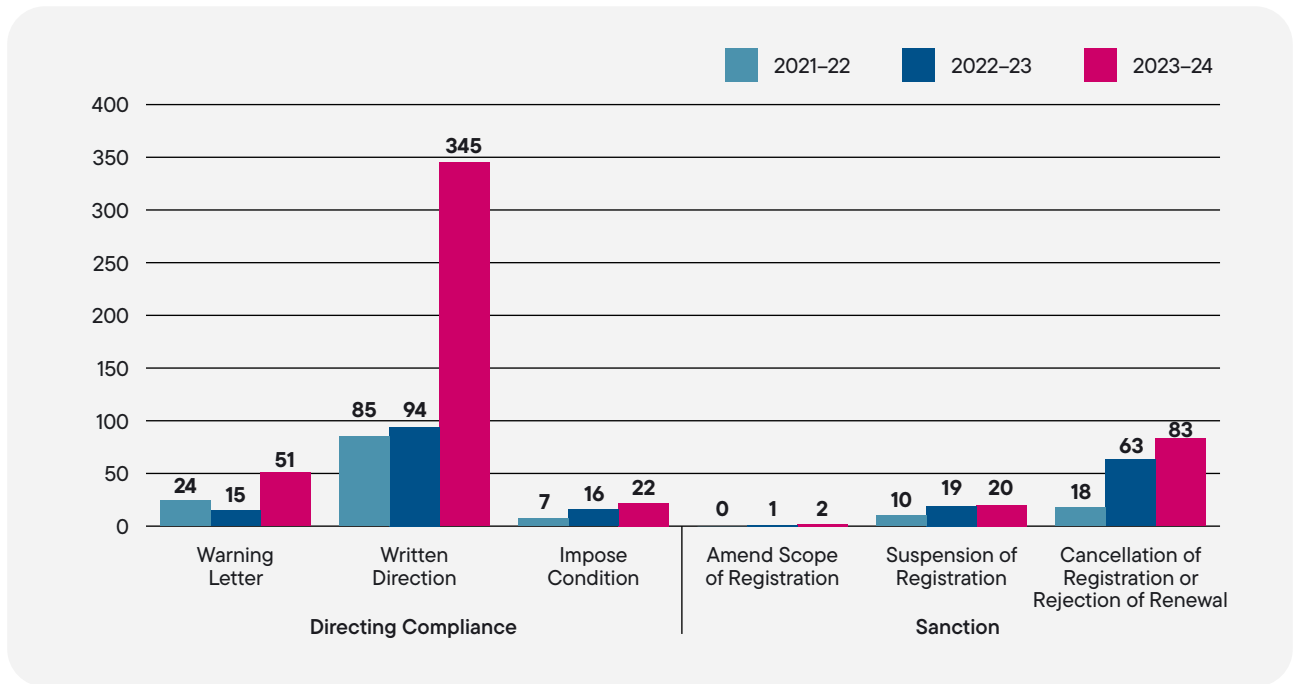
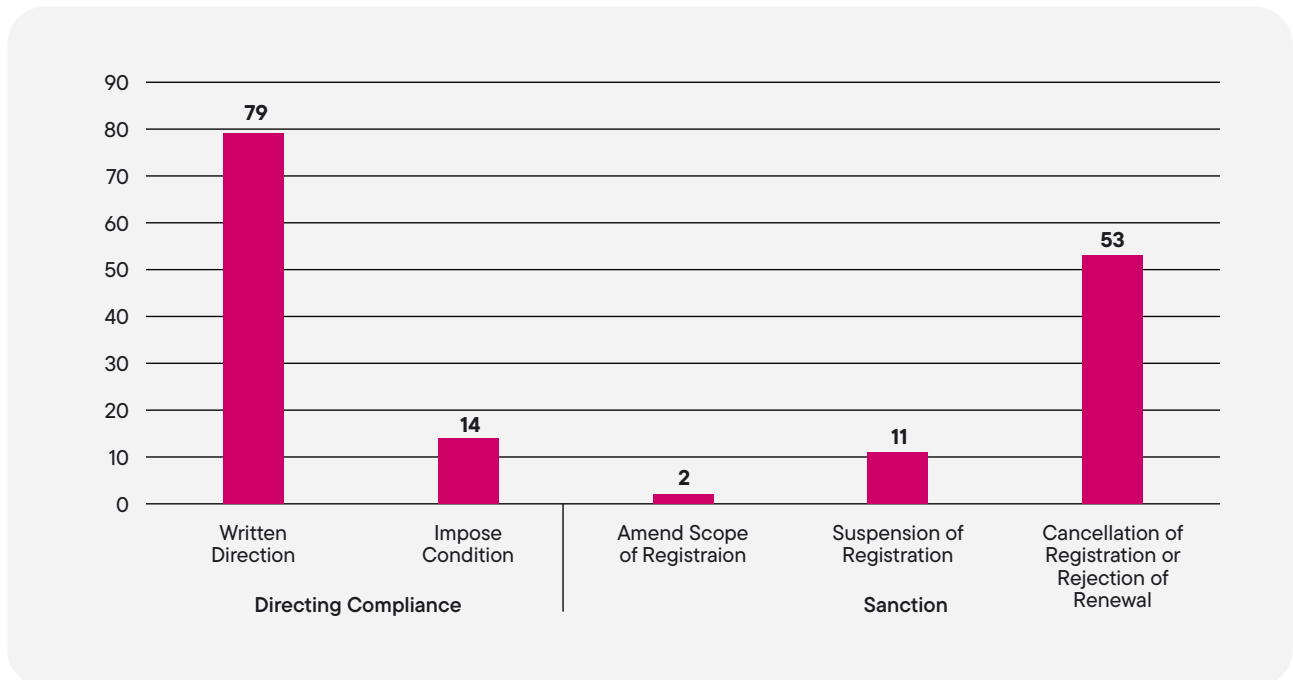


Figure 7: Compliance enforcement – regulatory decisions made in relation to CRICOS-registered providers, 2023–24<sup>5</sup>



<sup>5</sup> Multiple decisions may be made against a single provider. ‘CRICOS-registered providers’ includes providers that hold both RTO and CRICOS registration and providers that hold CRICOS-only registration.



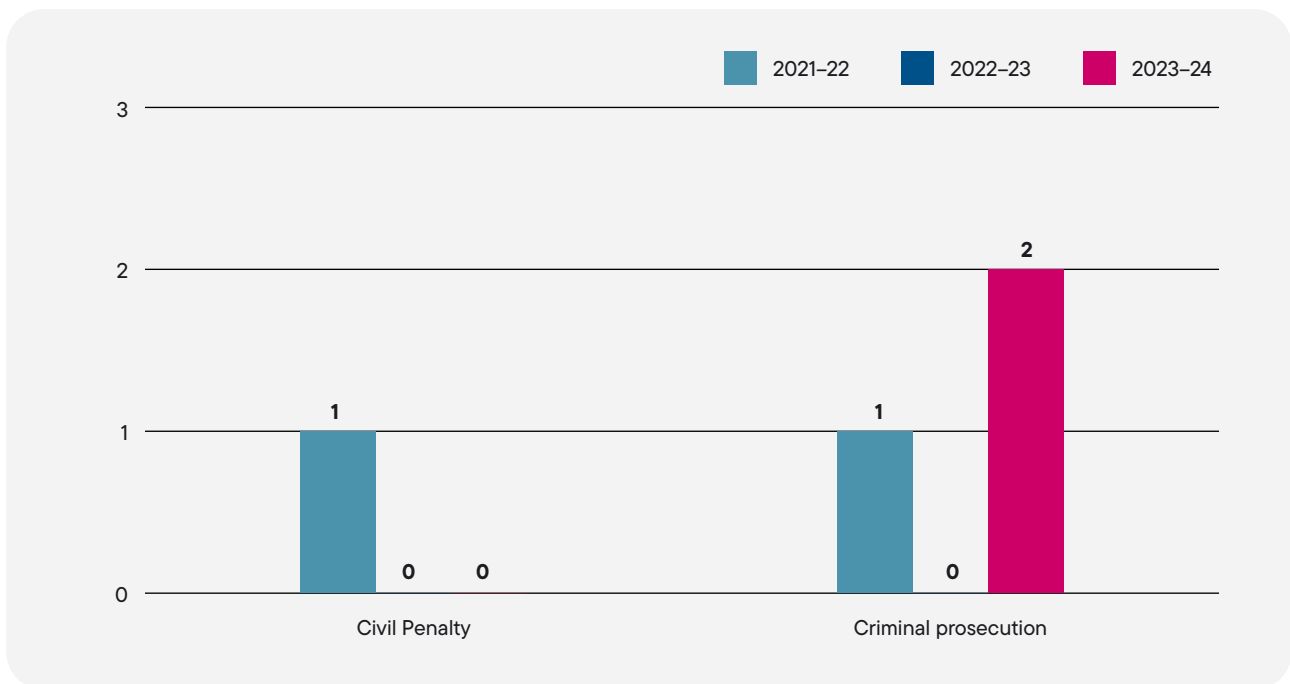
## Civil penalties and prosecution for non-RTOs

Under the NVR Act, ASQA has powers to protect the validity of accredited qualifications and the quality of the VET sector. ASQA has processes in place to detect and prosecute individuals or entities who create Statements of Attainment or who advertise as an RTO without a registration. Statements of Attainment are protected by the Unique Student Identifiers Registrar and allow students to reliably save their study outcomes, and employers to validate those outcomes.

Examples of where we may use civil penalty provisions and proceedings may relate to where a party has:

- made false claims about holding registration
- provided (or offered to provide) VET courses without registration or outside of the provider's scope of registration
- issued documents that purport to be genuine VET qualifications or statements of attainment
- used bogus VET qualifications
- made false representations relating to VET courses.

Figure 8: Civil penalties and prosecutions, 2021–22 – 2023–24



## Case study

### Risk-based and data-driven



## Guilty verdict for Qualify Me! Pty Ltd

In April 2024, ASQA welcomed a court ruling cracking down on recognition of prior learning and reinforcing the importance of transparency in third-party RTO agreements.

Qualify Me! Pty Ltd was fined \$20,000 after pleading guilty in Sydney's Downing Centre Local Court.

It had advertised 187 VET courses in 2022, through recognition of prior learning, without including the name and registration code of the RTO that would issue the qualification or statement of attainment relating to the course.

The action was in breach of Section 123A of the NVETR Act.

At the time, our CEO Saxon Rice said the successful prosecution should serve as a warning over third-party arrangements RTOs may enter into with entities such as Qualify Me! Pty Ltd, which are not RTOs but may advertise VET courses on their behalf.

“These third-party organisations must accurately and honestly represent those courses in all marketing and enrolment activities – to ensure students’ best interests are protected and they can make an informed choice,” Ms Rice said.

“Where they don’t, as the national regulator for vocational education and training we won’t hesitate in taking strong and decisive action.

“We are doubly concerned where this type of behaviour applies to recognition of prior learning, as students who do not acquire the necessary competency or knowledge and gain qualifications via this method pose an increased risk to themselves and others in the workplace.”

Under amendments now in force to the NVETR Act, penalties for breaches of this section of the Act have increased five-fold, to deter entities that see these penalties as a cost of doing business.



# We apply procedural fairness and are accountable for our decisions

Before making a decision that adversely affects a provider, we ensure that a provider is afforded procedural fairness. In most cases, this means that the provider is given an opportunity to respond to identified instances of non-compliance. However, if ASQA considers the circumstances to require urgent action, this may be within a short, specified period. There may also be circumstances where ASQA is satisfied that it is appropriate to impose one or more sanctions on an NVR RTO without satisfying natural justice requirements.

Our decision-makers consider relevant information and evidence, and where required by the legislation, give written reasons for their decision. This enables providers to understand the reasons, evidence and facts that have resulted in the decision. An affected party may request reconsideration or external review of certain decisions made by us.

When reviewing decisions, ASQA reviews the evidence that led to the original decision and any new evidence that is available to the decision-maker. This is to determine whether the decision remains correct. There are circumstances where the decision may have been correct based on the evidence available at the time it was made, but no longer remains the correct decision on review.

Our approach to reviewing decisions is set out in our [Regulatory Practice Guide: Approach to review of Decisions](#).

## Internal review

We have implemented early resolution of disputed non-compliance. This has supported a focus on return to compliance where appropriate. This process has enabled us to focus on the most significant matters to address threats to the quality and integrity of vocational education.

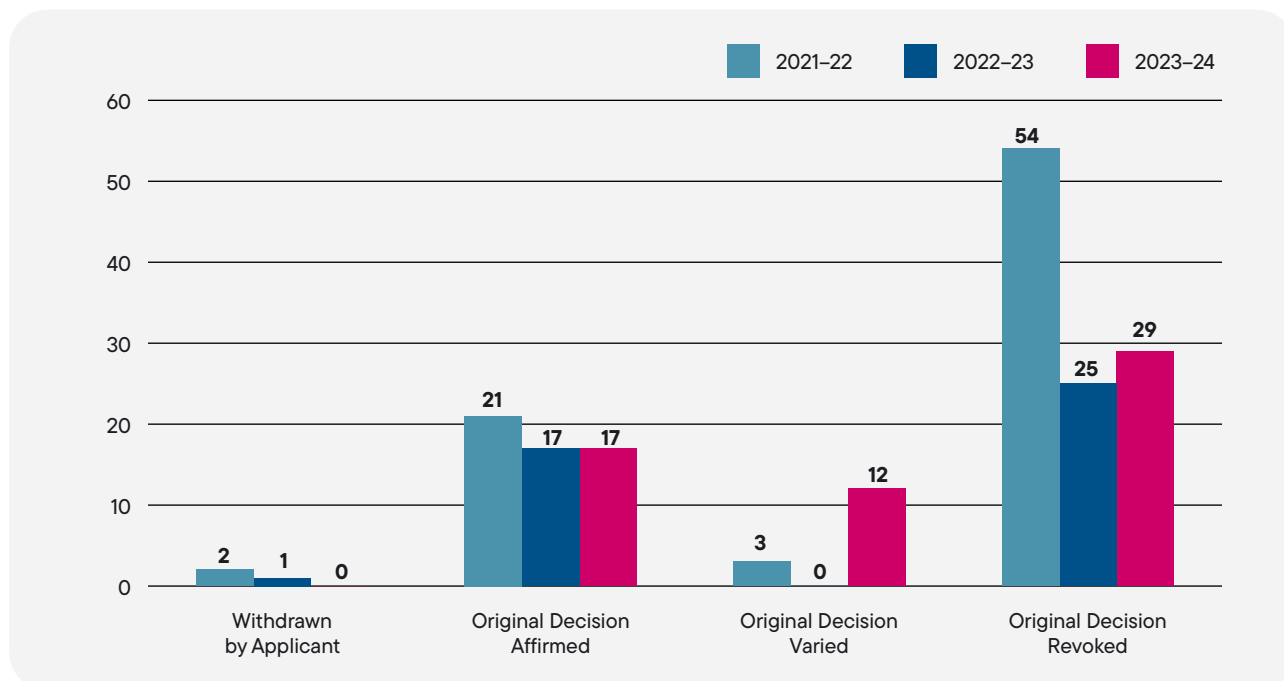
Implementation of these reforms provide, where appropriate, a more cooperative, timely and cost-effective resolution of issues for both the provider and ASQA.

Following review of a primary decision, we can affirm, vary, or revoke the decision. We provide an opportunity for the applicant to submit further evidence and comprehensive reasons for our decision.

The number of requests for internal review of an ASQA decision increased by 51% over the past year, with 51 applications being submitted for review. In 2023–24, there were 58 outcomes from internal reviews – 17 decisions were affirmed, 12 decisions were varied and 29 decisions were revoked.



Figure 9: Internal review – outcomes, 2021–22 – 2023–24



## External review

If a provider is dissatisfied with the outcome of a reviewable decision we have made, they may apply for merits review by the AAT, state tribunal or court.

These reviews consider the evidence available at the time, and the provider is able to produce further evidence that the non-compliance has been addressed. If there is sufficient evidence to demonstrate a return to compliance, the matter may be resolved between the applicant and ASQA.

In 2023–24, there were 8 matters which were resolved between the applicant and ASQA ahead of a hearing. One matter was dismissed and 2 further matters were withdrawn by the applicant, meaning our decision stands.

Of the 5 matters that proceeded to a hearing, 3 decisions were affirmed and 2 decisions were varied by the AAT.



Figure 10: External review outcomes – where the matter proceeded to a hearing and a decision was made, 2021–22 – 2023–24

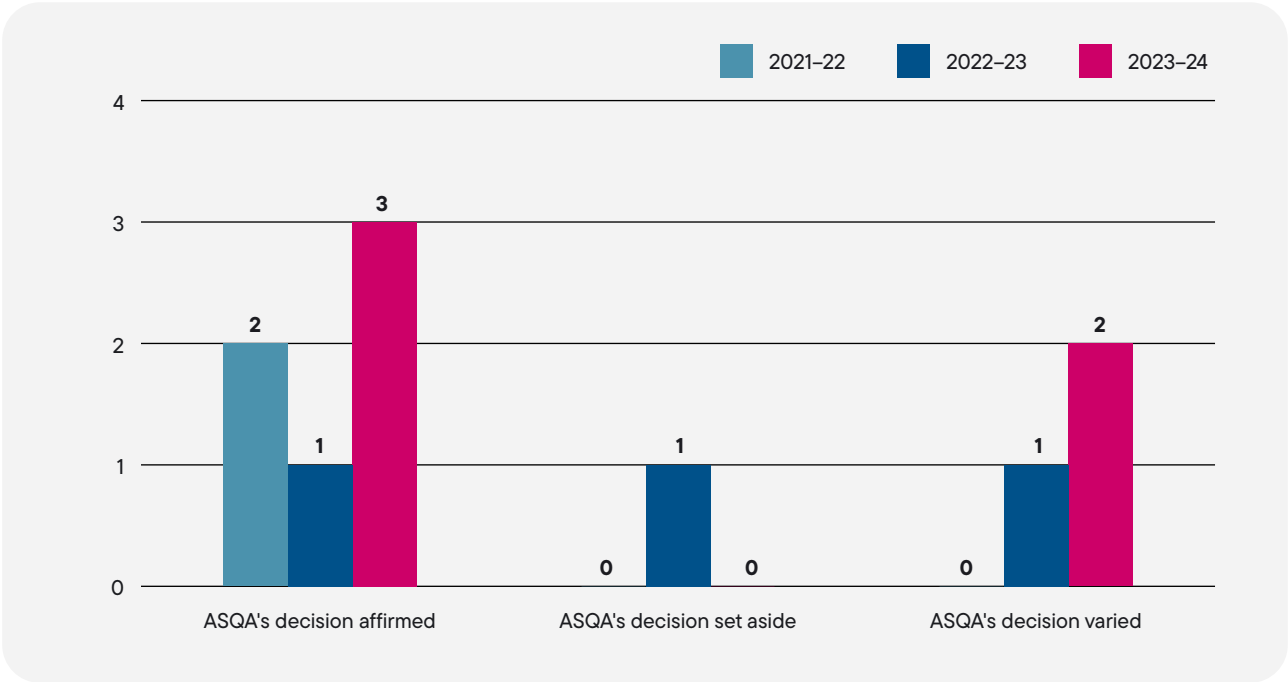
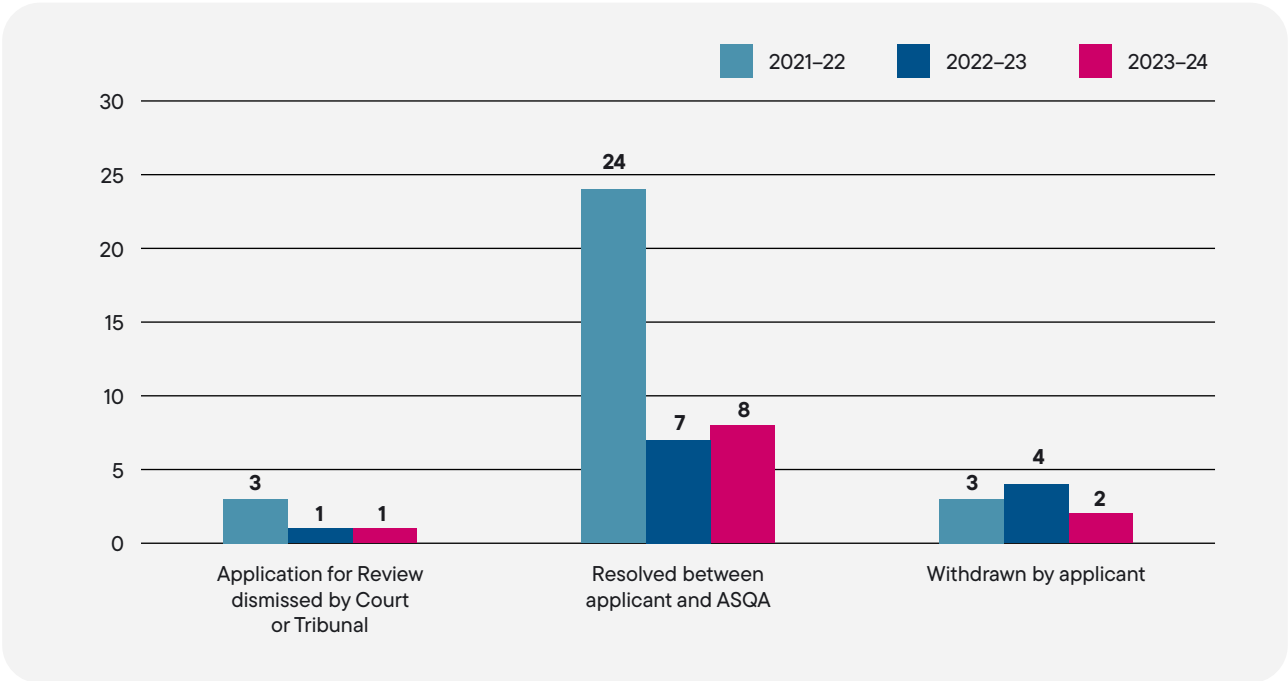


Figure 11: External review outcomes – where the matter did not proceed to a hearing 2021–22 – 2023–24



## We hold ourselves to account for our performance

ASQA has obligations under the NVETR Act to develop good practice service standards that:

- we must meet in performing our functions
- are publicly available
- implement a risk-based approach to regulation to reduce regulatory burden for providers.

We closely monitor, manage and report on our performance against all service standards. Throughout 2022–23, ASQA revised its service standards to better reflect our risk-based approach to regulation in consultation with sector representatives, and published its revised service standards in the Service Charter that commenced on 1 July 2023.

### Reconsideration service standard

Service standard	Target	Result 2023–24
We will notify you of the outcome within 120 calendar days from receiving your valid application for internal review.	100%	100%

The timeframe for notifying applicants of the review outcome increased from 90 days to 120 days during the reporting year, following enactment of the *National Vocational Education and Training Regulator Amendment (Strengthening Quality and Integrity in Vocational Education and Training No. 1) Act 2024*. The amendment recognises the increased complexity of some internal review applications more recently and will allow the regulator additional time to apply a higher level of scrutiny, where required, to any integrity concerns with the application.

Our performance against this service standard continues to be strong, with the target being met 100% of the time.

### Complaints about ASQA service standard

Service standard	Target	Result 2023–24
We will contact you within 7 calendar days 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.	90%	100%

Our performance against this service standard also remains strong, with 100% of complaints acknowledged within 7 calendar days.





## Assessment service standards

Service standard	Target	Result 2023–24
We will notify you of the outcome of a performance assessment within 90 calendar days from when we contact you to commence the assessment.	90%	93%
We will notify you of the outcome of an evidence assessment within 28 calendar days from when we receive your evidence.	90%	84%

We are currently tracking below the service standard target for notifying providers of the outcome of an evidence assessment within 28 calendar days from when we receive the evidence.

Our focus is on safeguarding the integrity of VET by ensuring our management of non-compliance considers the nature and extent of non-compliance and the provider's capability and commitment to quality VET. This factors in:

- our need to deal with the volume and complexity of information in a provider's responses
- whether we have received any further intelligence relating to the provider's practices, including through our Tip-off line
- where there are providers of mutual interest across government
- Fit and Proper Person requirements, which are applied to ensure that the people who own, operate and manage RTOs meet these higher and broader standards.

This information needs to be reviewed and investigated further prior to reaching an outcome.

## Renewal of registration and change of scope service standards

Service standard	Target	Result 2023–24
<b>Renewal of registration</b> Renewal applications are finalised prior to your provider registration expiry date.	90%	83%
<b>Change of scope</b> We will notify you of the outcome of your application to add or change your scope of registration within 28 calendar days.	70%	29%

We have also received high volumes of Add and Change Scope of Registration applications, which has impacted our ability to meet this service standard. This is against a backdrop of high volumes of notifications about changes of events that affect the operation of an RTO. These include:

- changes to chief executive officer/principal executive officer/executive officer/high managerial agent
- financial administration status
- legal name or type of legal entity
- ownership, directorship and/or control (including sale of RTO business), particularly in the context of recent changes to Fit and Proper Persons Requirements.

Many of these processes require manual actioning at our end and have been hampered by legacy systems. Recent government investment in ASQA's digital capability will better equip us to manage high-volume transactions more efficiently and to support the gathering and sharing of intelligence with other agencies, as well as to understand provider operations, provide assurance, and identify trends or activities that may be evidence of unlawful behaviour.

## Course accreditation service standards

Service standard	Target	Result 2023–24
We will notify you whether your submission for VET course concept and/or Intention to Renew is valid within 7 calendar days after receipt of the lodgement fee.	80%	83%
We will notify you if a VET course concept/Intention to renew can proceed to course development within 30 calendar days.	80%	89%
We will notify you of the outcome of an application for a new course to be accredited within 120 calendar days from receiving a valid application.	80%	100%
We will notify you of the outcome of an application for renewal of an existing accredited courses within 60 calendar days from receiving a valid application.	80%	81%
We will notify you of the outcome of an application to amend a course within 28 calendar days from receiving a valid application.	80%	63%

As the volume of course accreditation applications is generally low, percentages are subject to high volatility. We are currently not meeting one of the 5 service standards associated with course accreditation, due in part to more ambitious process targets being set.

## Initial registration application service standards

Service standard	Target	Result 2023–24
We will notify you whether your initial application for RTO and/or CRICOS (including ELICOS course(s)) registration is valid within 7 calendar days after receipt of the lodgement fee.	80%	35%
We will notify you of an assessment outcome within 90 calendar days after receipt of the assessment fee.	60%	15%

We have received increasing numbers of initial registration applications and are currently not meeting our targets in relation to notification of a valid application or assessment outcome.

Our focus is on safeguarding the integrity of VET by ensuring the applicant organisation can comply and remain compliant with required standards and legislative obligations. This means the level of assessed risk and particular circumstances of each application will impact on timeframes for determining an application.

We have communicated with applicants about the way in which we are managing the current high volume of applications. In November 2023, we implemented revised guidance for prospective entrants to the VET market to clarify our requirements and expectations.

In line with the increased focus on integrity, we have also strengthened processes at market entry to implement new Fit and Proper Person requirements, which came into effect on 5 September 2023. These address concerns about the suitability of some potential new entrants and ensure that the people who own, operate and manage RTOs meet higher and broader 'Fit and Proper Person' standards.



## Enquiries service standard

Service standard	Target	Result 2023–24
We will answer telephone calls within 2 minutes.	60%	38%
We will answer written correspondence within 7 calendar days.	60%	34%

In 2023–24, our Service Delivery team received 27,650 calls, 11,609 emails and 4,554 student record enquiries. The most common enquiries received from students related to student records, complaints and requests for information while those from providers related to applications, asqanet (ASQA's online portal for managing provider registration, applications and fee payments) and the VET Standards for RTOs 2015.

While we are currently not meeting our enquiries service standards, we have seen a slight improvement in the last quarter of 2023–24 with 38% of calls answered within 2 minutes and 34% of written correspondence answered within 7 days (29% and 24% respectively in quarter 3 2023–24). We expect improvements to continue into 2024–25.

Broader sector changes, qualification transitions and reforms create a degree of uncertainty for providers and stakeholders that is reflected in the high volumes of enquiries ASQA has received. In addition, the Service Delivery team supported the implementation of the Tip-off line from October 2023 in its establishment phase. A number of digital technology improvements have been implemented, including the introduction of a new telephony system, and we continue to improve the information that we are proactively communicating to providers including on the status of their application to support the provision of more timely, high-quality advice and reduce reliance on enquiries.







## 2. ANNUAL PERFORMANCE STATEMENTS

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# Statement of preparation

I, Saxon Rice, as the Accountable Authority of the Australian Skills Quality Authority (ASQA), present the 2023–24 Annual Performance Statements of ASQA, as required under paragraph 39(1)(a) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

In my opinion, these Annual Performance Statements are based on properly maintained records, accurately reflect the performance of the entity, and comply with subsection 39(2) of the PGPA Act.



**Saxon Rice**  
**Chief Executive Officer**  
**Australian Skills Quality Authority**



# Our performance reporting framework

ASQA's Annual Performance Statements report on the period 1 July 2023 to 30 June 2024. They provide an assessment of performance against key activities, performance measures and targets published in the 2023–24 Corporate Plan, and reflected in our 2023–24 Portfolio Budget Statements (PBS).

Our Corporate Plan is developed in alignment with the PBS. Priorities flow from the Corporate Plan to group plans, team plans and finally individual performance and development agreements.

These 2023–24 Annual Performance Statements report on actual performance against the anticipated results articulated in the 2023–24 PBS and 2023–24 Corporate Plan. The statements have been developed in accordance with the relevant requirements and guidelines. These includes our key priorities, activities and achievements in the context of our operating environment during the 2023–24 financial year.



# Our outcome

Government outcomes are the intended results, impacts or consequences of actions by the government on the Australian community. Australian Commonwealth Government programs are the primary vehicle by which government entities achieve the intended results of their outcome statements.

ASQA's outcome and program structure for 2023–24 was set out in the 2023–24 PBS for the Education, Skills and Employment portfolio.

## **Outcome 1:**

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

**Program 1.1** Regulation

**Objective** To ensure quality vocational education and training so that students, employers, governments and the community have confidence in the integrity of national qualifications issued by training providers.

**Key activities** Key activities reported in the current corporate plan that relate to this program:

- registration of training providers to provide national qualifications and course(s) to overseas students, if the provider meets the registration requirements
- accrediting national courses to meet statutory requirements
- education and engagement with providers to support compliance and continuous improvement of quality outcomes
- promoting provider culture and systems for self-assurance of compliance and quality outcomes to build the capacity of providers
- analysis of data, intelligence and information to identify and respond proportionately to risk
- monitoring provider performance against applicable standards and obligations
- proportionate management of non-compliance and enforcement activities
- partnering with stakeholders to improve the impact and effectiveness of our regulatory activities
- publication of information about our regulatory functions, outputs, decisions and insights about sector performance
- publication of information about our performance
- engagement with stakeholders to support continuous improvement and broader reform of the VET sector.





## Strategic Objectives 2023–24

1.

Our regulatory approach promotes a culture of self-assurance and continuous improvement.

2.

Our regulatory approach is best practice, integrated, risk-based and proportionate.

3.

Our regulatory approach is transparent and accountable.

4.

We engage, collaborate and partner with stakeholders to improve regulatory outcomes.

5.

ASQA's people and operations are supported and capable to deliver this plan and continuously improve.

## Principles of Regulator Best Practice



**Continuous improvement and building trust:** Regulators adopt a whole-of-system perspective, continuously improving their performance, capability and culture to build trust and confidence in Australia's regulatory settings.



**Risk-based and data-driven:** Regulators manage risks proportionately and maintain essential safeguards while minimising regulatory burden, and leveraging data and digital technology to support those they regulate to comply and grow.



**Collaboration and engagement:** Regulators are transparent and responsive communicators, implementing regulations in a modern and collaborative way.

# Overview of results

Overall, ASQA performed well against the key activities and performance measures set out in the Corporate Plan 2023–24. Of the 26 performance measures listed, ASQA achieved the target for 24 measures and partially achieved the target for 2 measures. Table 6 gives an overview of the results achieved for each performance measure against our 5 Strategic Objectives. The following pages also offer analysis supporting each reported result by key activity and performance measure.





# Summary of ASQA's performance in 2023–24

Table 6: Summary of ASQA's performance

Strategic Objective	2023–24 Strategic Objective assessment	2023–24 Performance measure summary	2022–23 Performance measure summary
1. Our regulatory approach promotes a culture of self-assurance and continuous improvement	Achieved	2/2 achieved	2/2 achieved
2. Our regulatory approach is best practice, integrated, risk-based and proportionate	Partially achieved	8/10 achieved 2/10 partially achieved	8/10 achieved 2/10 partially achieved
3. Our regulatory approach is transparent and accountable	Achieved	7/7 achieved	7/7 achieved
4. We engage, collaborate and partner with stakeholders to improve regulatory outcomes	Achieved	3/3 achieved	3/3 achieved
5. ASQA's people and operations are supported and capable to deliver this plan and continuously improve	Achieved	4/4 achieved	4/4 achieved

## Results definitions

To provide consistency across qualitative and quantitative results, we have used the following indicators to assess our performance against our Strategic Objectives:

<b>Achieved</b>	In the 2023–24 reporting period ASQA delivered against the performance measure.
<b>Partially achieved</b>	In the 2023–24 reporting period ASQA partially achieved against the performance measure and or reporting thresholds.
<b>Not achieved</b>	In the 2023–24 reporting period the performance measure was not met.

For those performance measures that are measured quantitatively, we have used ‘Achieved’ to show measures where results meet or exceed the stipulated target, ‘Partially achieved’ to show measures where results are within 10% of the stipulated target, and ‘Not achieved’ to show measures where the results are below 10% of the stipulated target.

For each Strategic Objective, we have identified key activities, key performance indicators (KPIs), measures and targets to assess our performance. These align with our purpose and strategic approach and reflect our PBS.

Quantitative measures are underpinned by regulatory data sets and results from our annual Provider and Course Owner Survey. A total of 4,004 training providers and course owners were invited, with 1,550 responses received, representing a response rate of 39%.



# Overall performance analysis

Given the breadth and depth of regulatory activity and the implementation of legislative and regulatory practice changes in 2023–24, we are pleased to report the achievement of all our Strategic Objectives. Strategic Objective 4 is reported as being partially achieved as we met 8 of the 10 performance measures, falling slightly short of our planned targets for the remaining 2 performance measures.

Our performance in 2023–24 demonstrates outcomes across our dual mandate: to protect and enhance quality VET, and to protect students and the reputation of Australian VET by holding providers to account to meet their responsibilities.

Results from our 2024 Provider and Course Owner Survey indicate that the majority of providers and course owners regard our regulatory approach as a best-practice and proportionate approach that promotes quality improvement and adds value.

Providers and course owners were asked to indicate the level of their agreement with 5 statements that describe ASQA's 2023–24 Strategic Objectives. The results were as follows:

- **Strategic Objective 1:** ASQA's regulatory approach promotes a culture of self-assurance and continuous quality improvement. On this, 78% of respondents agreed or strongly agreed, down 3% from the previous year.
- **Strategic Objective 2:** ASQA's regulatory approach is best practice, integrated, risk-based and proportionate. On this, 66% of respondents agreed or strongly agreed, down 2% from the previous year.
- **Strategic Objective 3:** ASQA's regulatory approach is transparent and accountable. On this, 61% of respondents agreed or strongly agreed, down 3% from the previous year.
- **Strategic Objective 4:** ASQA engages, collaborates and partners with stakeholders to improve regulatory outcomes. On this, 69% of respondents agreed or strongly agreed.
- **Strategic Objective 5:** ASQA's people and operations are efficient, effective and continuously improve. On this, 53% of respondents agreed or strongly agreed.

These results support our achievement of outcomes against our 2023–24 Strategic Objectives.



## Regulatory best practice principles

The Resource Management Guide for Regulator Performance (RMG 128) outlines performance expectations for Commonwealth regulators, including ASQA, through 3 principles of best practice. This guidance assists us in reporting on our performance against these expectations:

### Risk-based and data-driven

ASQA's priorities for regulation in 2023–24 were informed by:

- our environmental scanning
- threat assessments into serious and organised crime in partnership with other regulators and law enforcement agencies
- data, information and intelligence gathered through regular engagement with stakeholders
- the government's response to the Nixon Review.

This Annual Report outlines ASQA's extensive work to target our regulatory effort to address threats to the integrity of VET, to protect vulnerable students, and to prevent, deter, and disrupt fraudulent activity on multiple fronts. Through our new Integrity Unit, we applied a strengthened intelligence, investigations and enforcement capacity and continue to do so.

We also strengthened our capacity to tackle threats to integrity – such as fraud and non-genuine providers – through changes to our organisational structure, bringing together key capabilities in intelligence, investigations and enforcement, as well as recruitment for specialist capabilities. We made changes to support compliance pathways for providers where we have concerns relating to their capability and commitment to deliver quality VET. As part of our ongoing efforts to help providers comply with their obligations, we have continued to communicate effectively about risks and how to manage vulnerabilities in providers' business operations.

### Continuous improvement and building trust

We demonstrated continuous improvement and helped build public trust through a range of initiatives and activities. These included the publication of a new quarterly Regulation Report outlining our regulatory activities and achievements.

ASQA has well-defined, communicated and embedded organisational values and culture that underpin who we are as a regulator. We have been actively building up our staff capability and culture, which includes educating our people about the industry they regulate and empowering them to identify and implement improvements to how we work.

In 2023–24, we prepared for the implementation of the government's Fraud and Corruption Control Framework from July 2024. Our senior executive participated in the APS Integrity master class, acknowledging that as a national regulator our organisational integrity is a key driver of public trust in what we do and in the integrity of national qualifications issued by RTOs.

We reviewed our complaints-handling processes and strengthened feedback loops to business units, including more robust processes to identify and monitor systemic improvement opportunities emerging from complaints.

We have actively monitored service standards to understand where we can improve the quality and timeliness of our service delivery. In doing so, we have been transparent about our performance and have made significant improvements to administrative processes in order to meet our standards.



We have gained and shared insights by participating in communities of practice, and by engaging with other regulators and stakeholders to reflect on best practice and lessons learned – including failures.

## Collaboration and engagement

ASQA has a large and diverse range of stakeholders that includes government, VET providers, students, Jobs and Skills Councils, industry bodies and other regulators across the education sector. Regular engagement with our stakeholders provides us with diverse perspectives and insights, fosters trust and transparency, and ensures we can quickly identify and respond to changes in the sector.

We work with stakeholders and providers to build a shared understanding of the VET operating environment and ensure that we utilise intelligence to identify emerging risks and respond to concerns within the sector.

ASQA's primary forum for strategic engagement and consultation with the peak VET, dual-sector and English language provider associations is our Provider Roundtable. We also engage with the sector through the SLG. Our stakeholder engagement model is based on the Australian Public Service Framework for Engagement and Participation.

This principle is largely covered by ASQA's Strategic Objective 4.



# ASQA

**National VET Regulator**

## STUDENTS AND CONSUMER PROTECTION

- Students (past, current and prospective) of VET or ELICOS
- Tuition Protection Service
- Commonwealth Ombudsman
- Consumer Law Regulators
  - National Complaints Telephone Hotline

## INDUSTRY AND EMPLOYERS

- Jobs and Skills Councils
- Peak business and employer groups
  - Industry regulators
  - Industry associations
  - Trade unions
- Apprenticeship network providers

## GOVERNMENT

- Australian Government and state and territory governments
  - Austrade
- Department of Home Affairs (student visa program)
- Australian Industry and Skills Committee
- Australian Competition and Consumer Commission
  - National Careers Institute
- Department of Employment and Workplace Relations
- Department of Education

## PROVIDERS

- RTOs and other VET providers
  - CRICOS providers
    - Peak bodies
  - Provider Roundtable
- ASQA Stakeholder Liaison Group

## STATE VET REGULATORS

- Victorian Registration and Qualifications Authority
- Training Accreditation Council Western Australia

## VET REGULATORY FRAMEWORK

- Department of Employment and Workplace Relations
- Department of Education
- Tertiary Education Quality and Standards Agency
  - Victorian Registration and Qualifications Authority
- Training Accreditation Council Western Australia

## POLICY, PROGRAMS, FUNDING AND RESEARCH

- State and Territory Funding Authorities
  - Jobs and Skills Australia
- National Centre for Vocational Education and Research





# Strategic Objective 1

## Our regulatory approach promotes a culture of self-assurance and continuous improvement

As a condition of national registration as a training organisation, ASQA expects providers to comply with their obligations and to have mechanisms in place to ensure that they are meeting their legislative obligations and continuously improving as part of their business operations. Students, industry, the community and governments expect this also. It is a core part of a provider's business practice and is central to maintaining and improving quality VET. An important part of ASQA's work is to support and enable providers to build their capacity for managing risks to quality, and to mature their organisation's governance and systems to continuously improve the outcomes they are achieving for students and industry.

KPI	Performance measure	2023–24 Target	2023–24 Result
<b>1.1 ASQA's regulatory tools and practices support providers to self-assure quality VET outcomes and continuously improve</b>	1.1a Percentage of providers that agree that our regulatory tools and practices support them to self-assure and continuously improve.	75%	<p><b>Achieved</b></p> <p>In the 2023–24 ASQA Provider and Course Owner Survey, 75% of respondents agreed and strongly agreed that ASQA's regulatory tools and practices support their organisation to self-assure and continuously improve.</p> <p>In this same survey, 78% of respondents agreed or strongly agreed that ASQA's regulatory approach promotes a culture of self-assurance and continuous quality improvement.</p>

KPI	Performance measure	2023–24 Target	2023–24 Result
<p><b>1.2 Our published insights about risks and the outcomes of our risk treatments support providers to self-assure their own operations</b></p>	<p>1.2a Percentage of providers that agree that our published insights about risks and the outcomes of our risk treatments support providers to self-assure their own operations.</p>	<p>75%</p>	<p><b>Achieved</b></p> <p>In the 2023–24 ASQA Provider and Course Owner Survey, 76% of respondents agreed or strongly agreed that ASQA’s published insights about risks and the outcomes of their risk treatments support providers to self-assure and continuously improve.</p> <p>We issued 6 sector alerts to support providers to understand and address vulnerabilities in business practices that threaten integrity. We used our data and regulatory insights and knowledge to identify common areas of non-compliance and developed education and feedback for the sector to promote self-assurance. This included reviewing and strengthening our guidance material and education tools, which are available to support providers to address risks in their own operating context and to improve the quality of VET they deliver.</p>

Source: ASQA Corporate Plan 2023–24 page 25 and ASQA PBS 2023–24 page 89



## Strategic Objective 2

# Our regulatory approach is best practice, integrated, risk-based and proportionate

A risk-based approach means that our regulation focuses on the most significant areas of harm to students and to the integrity and quality of VET. When we make decisions about our regulatory actions, they are proportionate to the level of potential harm. As the national regulator, we foster confidence in Australia's VET sector and maintain a high standard of excellence by targeting those providers who fail to meet their obligations, using the appropriate incentives and penalties at our disposal to return those providers to compliance or exit them from the sector.

KPI	Performance measure	2023–24 Target	2023–24 Result
<b>2.1 Our regulation focuses on the greatest risk of harm to the integrity of training products and achievement of quality outcomes</b>	2.1a We draw on intelligence and data from a broad range of inputs to determine the most significant risks and publishes Regulatory Risk Priorities	2 per year	<b>Achieved</b>  We used an intelligence-based and data-driven approach through environmental scanning to identify the most significant risks to the integrity of national qualifications and ensure quality VET outcomes for students, industry and the broader community.  We participated in threat assessments into serious organised crime in collaboration with other regulators and law enforcement agencies.  We established a VET Tip-off line to provide a safe and confidential avenue for current and former students, staff and other potential whistleblowers to report, anonymously if they wish, alleged illegal and serious non-compliance activity.  We conducted targeted compliance operations, focussing on assessing high-risk private VET providers.  We delivered on key areas of focus, including through 'compliance blitz' initiatives that targeted fraud, Fit and Proper Person breaches, and non-genuine providers ('ghost colleges').

KPI	Performance measure	2023–24 Target	2023–24 Result
<b>2.1 Our regulation focuses on the greatest risk of harm to the integrity of training products and achievement of quality outcomes</b>	2.1b We report on outcomes of our delivery of planned, integrated regulatory treatments and how they address our Regulatory Risk Priorities	Annually	<b>Achieved</b> We have implemented a published quarterly report on our website detailing outcomes of our regulatory activity. This report has expanded on regulatory risk activities including as part of our Integrity Unit.
	2.1c We implement and report on our Data Strategy and Roadmap 2021–24 to embed the use of data, analytics and insights throughout decision making	Annually	<b>Achieved</b> Actions under the current Data Strategy and Roadmap 2021–2024 have been fully implemented. Our focus in 2023–24 was on: <ul style="list-style-type: none"> <li>• data exploration and innovation</li> <li>• developing and supporting data awareness, and capability across the Agency</li> <li>• analytics that support risk-based regulation and decision-making</li> <li>• ensuring data is discoverable and accessible.</li> </ul>



KPI	Performance measure	2023–24 Target	2023–24 Result
2.2 Our education and communication with the sector supports sustained compliance	2.2a We publish information and guidance to providers, market entrants, course owners to understand and meet their regulatory obligations	Aligned to our Regulatory Risk Priorities, or when risks, obligations, or expectations change	<p><b>Achieved</b></p> <p>We used a range of communication channels to alert the sector to illegal behaviour and the exploitation of vulnerable students, as well as to the actions that we as the regulator are taking.</p> <p>We have provided guidance and information that is relevant, clear, concise and easily accessible to help regulated entities understand their obligations and responsibilities to encourage voluntary compliance. This included:</p> <ul style="list-style-type: none"> <li>• media releases</li> <li>• sector alerts</li> <li>• RRP on website</li> <li>• <i>ASQA Update</i> (quarterly)</li> <li>• <i>ASQA IQ</i> (quarterly).</li> </ul> <p>In 2023–24 we also developed and published a range of new guidance materials to support applicants for registration, including revised Fit and Proper Persons requirements.</p> <p>In ASQA's 2023–24 Provider and Course Owner Survey, 83% of respondents stated that they had used ASQA education and information products to support compliance, self-assurance and continuous improvement. Overall satisfaction with the quality of ASQA products decreased marginally to 84% from 2022–23 (87%), but remained high, with satisfaction between cohorts ranging from 76% to 100%.</p>
	2.2b Percentage of providers that report our feedback is clear and supports an improved understanding of their performance	75%	<p><b>Partially Achieved</b></p> <p>73% of respondents agreed and strongly agreed that ASQA's feedback to their organisations was clear and supported an improved understanding of their performance. Despite falling slightly short of the target, the results reflect a 6% improvement compared to the previous year.</p>

KPI	Performance measure	2023–24 Target	2023–24 Result
	<p>2.2c Percentage of applicants that report our feedback is clear and supports an improved understanding of requirements</p> <p><i>NB: ‘applicants’ to include course accreditation applicants</i></p>	75%	<p><b>Partially Achieved</b></p> <p>66% of respondents agreed or strongly agreed that ASQA’s feedback to their organisation about its application(s) was clear and supported an improved understanding of ASQA’s requirements.</p>
<p><b>2.3 We manage risks proportionately and maintain essential safeguards</b></p>	<p>2.3a We demonstrate proportionality by reporting on the regulatory tools applied at market entry and in monitoring the compliance of providers in accordance with our Regulatory Risk Framework</p>	Annually	<p><b>Achieved</b></p> <p>We have used a range of monitoring activities to address and effectively target risks at both the provider and system levels.</p> <p>We have undertaken a range of performance assessment and compliance monitoring activities depending on the nature of risk and the provider’s capability and commitment to delivering quality VET, as well as any other relevant circumstances.</p> <p><i>See Assessment and compliance monitoring activities in Chapter 1.</i></p>



KPI	Performance measure	2023–24 Target	2023–24 Result
	<p>2.3b We demonstrate proportionality by reporting on the broad range of regulatory tools applied in responding to findings of non-compliance in accordance with our regulatory risk framework</p>	<p>Annually</p>	<p><b>Achieved</b></p> <p>Our response to non-compliance is proportionate to the seriousness of the issues identified and to the provider's commitment and capability to deliver quality VET and focus on ensuring sustained compliance.</p> <p>Through our Integrity Unit, we have used our enforcement powers to deter and disrupt fraudulent conduct and the exploitation of vulnerable students.</p> <p>We have applied a range of regulatory tools to encourage, direct or enforce compliance with the legislative requirements when dealing with provider non-compliance. These tools and measures are used individually or together to respond in a way that is risk-based and proportionate.</p> <p>See <i>We take compliance action where registered providers are not meeting requirements</i> in Chapter 1</p>

KPI	Performance measure	2023–24 Target	2023–24 Result
<p><b>2.4 We implement better practice improvements in how we exercise our regulatory functions</b></p>	<p>2.4a Number of improved regulatory processes implemented in consultation with key stakeholders</p>	<p>2 per year</p>	<p><b>Achieved</b></p> <p>We updated our initial registration process and supporting evidence requirements for new entrants to the VET market. This includes implementing new Fit and Proper Person requirements, which will ensure that applicants seeking to enter the market are thoroughly tested and assessed on their capability and commitment to delivering quality VET.</p> <p>We have made changes to regulatory practice to implement the NVR Act Amendments, particularly those relating to:</p> <ul style="list-style-type: none"> <li>• automatic lapsing of the registration of dormant RTOs</li> <li>• strengthened registration requirements preventing RTOs from expanding their scope of registration within the first 24 months of registration</li> <li>• provision for ASQA to consider the order in which it processes initial registration applications.</li> <li>• clearer provisions relating to false and misleading conduct, including advertising, of an RTO's operations</li> <li>• a five-fold increase in maximum penalties</li> <li>• extension of the period for ASQA to conduct internal reviews from 90 to 120 days.</li> </ul> <p>We uplifted capability to identify and respond proactively to risks by creating a dedicated Integrity Unit which has increased our intelligence, analytic and investigative capacity.</p>





KPI	Performance measure	2023–24 Target	2023–24 Result
	2.4b We publish evidence of ASQA's active participation in regulatory communities of practice	Annually	<p><b>Achieved</b></p> <p>In 2023–24, ASQA participated in:</p> <ul style="list-style-type: none"> <li>• inter-agency and regulators communities of practice</li> <li>• ASQA and ACQSC Regulatory Community of Practice</li> <li>• Risk Working Group with the Department of Education on whole-of-system risks indicators for international education in Australia.</li> </ul> <p>ASQA also meets with the Aged Care Quality and Safety Commission in a regulatory community of practice.</p> <p>In addition, ASQA sought advice from the National VET Regulatory Advisory Council on our approach to regulating the VET sector, and engaged regularly with peak VET, dual-sector and English language provider associations through our Provider Roundtable.</p>

**Source:** ASQA Corporate Plan 2023–24 pages 27–28 and ASQA PBS 2023–24 page 89

# Strategic Objective 3

## Our regulatory approach is transparent and accountable

Providers, students, industry and government expect that ASQA is transparent, open and responsive to feedback on how we operate. In demonstrating our priorities and integrity, publishing information that communicates regulatory processes, and being transparent about the decisions we make, we build community trust in the work we do as Australia’s national VET regulator.

KPI	Performance measure	2023–24 Target	2023–24 Result
3.1 Stakeholders can access information about our regulatory approach	3.1a We publish our Regulatory Risk Framework and Regulatory Operating Model	Annually	<b>Achieved</b> ASQA’s risk-based approach to regulation, including our operating model, is published and publicly available on our website. The Regulatory Risk Framework sets out our management of sector and provider risk. It describes our Regulatory Operating Model and sets out our regulatory functions and how they integrate with the Agency’s Enterprise Risk Management Framework.
	3.2 Stakeholders can access information about our regulatory activity and performance	Annually	<b>Achieved</b> We implemented a published quarterly report on our website detailing outcomes of our regulatory activity. We report on the outcomes of the Integrity Program. We also meet this performance indicator through our annual reporting of performance against Service Standards. See <i>We hold ourselves to account for our performance</i> in Chapter 1.
	3.2b We report on our performance against the <i>Standards for VET Regulators 2015</i>	Annually	<b>Achieved</b> We meet this performance measure through our annual reporting of performance against VET Regulator Standards. See <i>Our regulatory activities</i> in Chapter 1.



KPI	Performance measure	2023–24 Target	2023–24 Result
3.3 The Australian community can access information about our regulatory decisions	3.3a We publish information about provider performance to enable students and employers to differentiate between providers	Annually	<p><b>Achieved</b></p> <p>In accordance with section 216 of the NVR Act, ASQA publishes a range of regulatory decision information to the national register (<a href="http://www.training.gov.au">www.training.gov.au</a>) on a fortnightly basis. Regulatory information that is published on the national register also flows to MySkills, which is the national directory of VET organisations and courses and designed to help potential and existing VET students make choices about their training options.</p>
	3.4a We publish a summary of our findings regarding all providers' performance against the Standards	Annually	<p><b>Achieved</b></p> <p>We meet this performance measure through our annual reporting. We report on the standards that are most commonly sampled when conducting a performance assessment of a registered provider as well as the most common areas of non-compliance.</p> <p>We have also implemented a published quarterly report on our website detailing outcomes of our regulatory activity.</p> <p>See <i>Assessment and compliance monitoring activities</i> in Chapter 1.</p>
3.4 The Australian community can access information about sector-wide performance	3.4b We analyse and report on trends in relation to complaints received about registered training providers	Annually	<p><b>Achieved</b></p> <p>We provide the sector with quarterly information relating to the number of complaints and tip-offs about providers received each quarter through our regulation report, which is published on our website.</p> <p>The information is also analysed over time with common characteristics and trends identified which is then used as part of the Agency's annual environmental scan. This analysis is used together with a range of regulatory data to determine ASQA's Regulatory Risk Priorities.</p> <p>See <i>Complaints and intelligence regarding provider compliance</i> in Chapter 1.</p>

KPI	Performance measure	2023–24 Target	2023–24 Result
<b>3.5 We report on implementation of ASQA’s regulatory reform</b>	3.5a We report on the number of Rapid Review Recommendations implemented	Annually	<p><b>Achieved</b></p> <p>As at 30 June 2024, 17 of the 24 Rapid Review recommendations are complete, with the remaining 7 underway. A number of the remaining recommendations are dependent on the revised standards for RTOs, which come into force on 1 July 2025.</p> <p>Our annual reporting has reported on our implementation of substantial regulatory reform this year.</p> <p>See <i>Appendix E: Supplementary report on implementation of the recommendations of the Rapid Review of the Australian Skills Quality Authority’s Regulatory Practices</i> in Chapter 5.</p>

**Source:** ASQA Corporate Plan 2023–24 page 31 and ASQA PBS 2023–24 page 89



## Strategic Objective 4

# We engage, collaborate and partner with stakeholders to improve regulatory outcomes

Our partnerships and engagement inform and enhance our regulatory approach, and we are committed to building long-term relationships with stakeholders. These stakeholders include the Australian Government and State and Territory governments, other entities that form Australia's VET regulatory framework, individual VET providers, peak body representatives of VET providers, industry and employers, students and the consumer protection network, course owners and developers.

KPI	Performance measure	2023–24 Target	2023–24 Result
4.1 Our partnerships and engagement inform and enhance our regulatory approach	4.1a We constructively engage with peak bodies of the regulated community to inform and improve our regulatory approach and support timely communication with the sector	Quarterly	<p><b>Achieved</b></p> <p>ASQA's primary forum for strategic engagement and consultation with the peak VET, dual-sector and English language provider associations is our Provider Roundtable which met on 22 August 2023, 28 November 2023 and 26 March 2024. We also engage with the sector through the SLG. This Group met on 30 November 2023, 4 April 2024 and 19 June 2024.</p> <p>We engage with state and territory skills authorities through various forums, including the quarterly Commonwealth, States and Territories International Education Forum.</p>
	4.1b We implement our protocols to engage and collaborate with government entities, other regulators, industry, students and the consumer protection network to support regulatory outcomes	Annually	<p><b>Achieved</b></p> <p>We attend and present (by invitation) at a variety of VET-related conferences, including those hosted by VET sector peak bodies. Furthermore, the VET Regulators' Quarterly Meetings support the agreement outlined in the memorandum of understanding (MOU) between ASQA, WA TAC and the VRQA.</p>

KPI	Performance measure	2023–24 Target	2023–24 Result
<p><b>4.2 We are proactive in our engagement to ensure that the regulatory system for which we have operational responsibility remains fit-for-purpose over the long term</b></p>	<p>4.2a ASQA reports its contribution to improvement of the regulatory settings and the broader VET framework</p>	<p>Annually</p>	<p><b>Achieved</b></p> <p>In 2023–24, we have engaged closely with our Advisory Council on key issues relating to the effectiveness of regulation, how regulation works in practice and have used our unique insights as national regulator to highlight challenges and opportunities in the regulation of VET.</p> <p>We have conducted significant engagement with policy agencies to respond to government priorities, notably our collaboration with DEWR, Department of Education, TEQSA, Overseas Student Ombudsman and various agencies associated with Operation Inglenook such as the ABF and Department of Home Affairs.</p>

Source: ASQA Corporate Plan 2023–24 page 33 and ASQA PBS 2023–24 page 89



## Strategic Objective 5

# ASQA's people and operations are supported and capable to deliver this plan and continuously improve

Building organisational capability to deliver on priorities for the government and the community, and to respond promptly and effectually to opportunities and challenges in our environment. Providing our workforce with the right tools, including by upgrading and introducing new digital technology to improve our regulatory capacity, efficiency and effectiveness.

KPI	Performance measure	2023–24 Target	2023–24 Result
5.1 We use a range of tools to understand and improve the efficiency of our operations and inform the alignment of our resources to regulatory priorities	5.1a Our published Cost Recovery Implementation Statement demonstrates how regulatory activities generates costs and the achievement of a minimum efficient cost for those activities	Annually	<b>Achieved</b> ASQA's Cost Recovery Implementation Statement details the cost of our regulatory activities and how our fees and charges are set minimising the impact on the sector.
5.2 We share information about our assurance and quality control activities	5.2a Key stakeholders receive information about our assurance activities and continuous improvement of processes and systems	Annually	<b>Achieved</b> ASQA's assurance activities and continuous improvement of processes and systems are regularly reviewed and assurance activity, across all three lines of defence and aligned with ASQA's strategic risks, is in place.

KPI	Performance measure	2023–24 Target	2023–24 Result
<b>5.3 We share information about evaluation of our regulatory operations</b>	5.3a We publish iterative evaluation of our regulatory operations	Annually	<p><b>Achieved</b></p> <p>ASQA communicates results of the independently conducted Provider and Course Owner survey to key stakeholder groups including Provider Roundtable and the SLG.</p> <p>The Regulation Report also provides information on ASQA’s use of a range of regulatory activities in exercising our functions as the national regulator for Australia’s VET sector for the relevant period.</p>
<b>5.4 We progressively implement digital enhancements that improve the efficiency and effectiveness of our operations</b>	5.4a We track and measure the benefits and efficiencies enabled by the Digital Transformation Project and report on these appropriately	Annually	<p><b>Achieved</b></p> <p>ASQA’s legacy systems are being uplifted through staged digital reforms as part of the government’s \$33.3 million investment.</p> <p>The Digital Transformation Program’s foundational governance structure is in place to support the reporting of program outcomes to key stakeholders, providing assurance to our newly formed Digital Transformation Program board and government over its investment.</p>

Source: ASQA Corporate Plan 2023–24 page 35 and ASQA PBS 2023–24 page 89









# 3. MANAGEMENT & ACCOUNTABILITY

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# Corporate governance

ASQA's governance framework provides the context within which we operate to achieve our purpose and Strategic Objectives, ensuring transparent and accountable decision-making and supporting effective risk management.

ASQA is led by a CEO who reports directly to the Minister for Skills and Training. Our CEO is supported by a ministerially appointed Advisory Council and internal governance committees.

## NVETR Advisory Council

The NVETR Advisory Council is established under section 174 of the *National Vocational Education and Training Regulator Act 2011* to advise the CEO on our functions. The Council may also advise ASQA on our functions at the request of the Minister.

## Governance committees

Under our system of governance in 2023–24, there were two decision-support committees, intended to improve ASQA's decision-making processes by enabling delegates to seek a committee's advice about matters within their area of responsibility.

- **Executive Committee** – a strategically-focused committee supporting the CEO to lead and govern ASQA to ensure it fulfils its purpose, delivers on its objectives, fosters a positive culture, and meets its legal, financial, resourcing and regulatory obligations.
- **Regulation and Resources Committee** – an operationally-focused committee supporting the CEO, and relevant appropriate delegates, to deliver on our corporate and workforce plans through the operation of the regulatory program and management of our budget and resources in accordance with legislative and financial frameworks.

In addition, ASQA has 3 committees required by legislation and our Enterprise Agreement:

- **Audit and Risk Committee (ARC)** – established in accordance with section 45 of the *Public Governance, Performance and Accountability Act 2013*, this committee provides independent assurance of our risk, control and compliance framework and external accountability responsibilities, and also reviews Agency-wide fraud control measures.
- **Work Health and Safety Committee** – established in accordance with sections 75–79 of the *Work Health and Safety Act 2011*, this committee advises on best practice and reporting on incidents and compliance, as well as measures to reduce cases under investigation with Comcare.
- **Staff Consultative Committee** – established under ASQA's Enterprise Agreement to represent the collective interests of our employees, improve communication and collaboration between staff, and to promote continuous improvement and organisational development within the Agency.



## Planning and performance

The Commonwealth Performance Framework, under the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) and *Public Governance, Performance and Accountability Rule 2014* (PGPA rule), requires ASQA, as a Commonwealth entity, to publish a Corporate Plan by 31 August each year. ASQA's Corporate Plan is our Agency's primary planning document and sets the direction for how we will work together, build our own and the sector's capability, and engage with risk to deliver on our purpose over the coming 4 years.

The Corporate Plan includes important performance information, such as the PBS performance criteria, that guide our Strategic Objectives and the activities we plan to undertake in the following 4 years. We then use these criteria to report on our performance at the end of the corporate planning cycle through the Annual Performance Statements.

The Corporate Plan also reflects our commitment to meeting the *Standards for VET Regulators 2015*, which require us to implement a risk-based approach to regulation and to provide accountability and transparency of our regulatory activities.

ASQA varied its 2023–24 Corporate Plan to include reference to the investment by the Australian Government in our compliance, investigative and enforcement capabilities to strengthen our response to integrity issues in the VET sector. The variation was approved by the responsible Minister on 21 March 2024.

## Internal reporting

Internal reporting plays a vital role in enabling senior employees to monitor ASQA's operational and budgetary performance and progress in meeting performance requirements.

During 2023–24, these reports related to finance, risk, regulatory statistics, complaints, issues and incidents, communications, human resource profiles, health and safety, reform progress, and stakeholder engagement.

These reports promote better practice within ASQA and improve controls and governance within a risk management environment.



## Ethical standards

ASQA enforces strict adherence to the APS Code of Conduct for all staff, requiring them to uphold the APS Values and Employment Principles. These values promote a positive organisational environment, stewardship, high performance and leadership across all employment levels.

### Upholding values

APS agency heads and employees are mandated to uphold and promote the APS Values and Employment Principles. SES employees must lead by example in upholding these values.

### Code of Conduct

All APS employees are expected to behave in ways that support the APS Values and Employment Principles and protect the integrity and reputation of their agency.

Violating the Code of Conduct can lead to sanctions, including termination of employment.

### Conflict of interest management

ASQA has a Disclosure of Interest policy requiring all staff to disclose any real or apparent conflicts of interest.

- All ASQA employees sign a Declaration of Conflict of Interest at the start of their employment.
- Employees must also submit an annual Declaration of Conflict of Interest form, with additional information being required of SES and key management personnel (KMP).
- Any existing conflicts must be managed by senior staff to maintain ASQA's integrity.

By adhering to these policies, ASQA ensures the maintenance of high ethical standards and the integrity of its operations.

## Enterprise risk management

ASQA uses a structured approach to manage risks, which is crucial for effective governance and decision-making. Our Risk Management Policy Statement guides our risk culture and appetite, while our Enterprise Risk Management Framework helps us achieve our strategic goals, detailing how we manage risks, including fraud, corruption, and project risks.

We have two committees that help us manage our enterprise risk: the Audit and Risk Committee, which independently assesses our risk framework, and the Executive Committee, which manages significant risks and reports to the Accountable Authority and the ARC.

Our Risk, Assurance and Evaluation team supports both committees and helps identify and manage risks. All staff are responsible for managing risks in their role, and we are constantly improving risk management at ASQA by making it a part of everyday operations.



## Fraud control

In line with the Commonwealth Fraud and Corruption Control Framework under the PGPA Act, ASQA has a Fraud Control Plan in place, and continuously reviews its implementation.

To manage ASQA's fraud control environment, we have implemented a range of policies and procedures under the umbrella of ASQA's Accountable Authority Instructions. These policies and procedures include compliance with the Commonwealth Procurement Rules and other Commonwealth policies to ensure ASQA's purchases are efficient, effective, economical and ethical. Collectively, these documents establish the framework for managing fraud risks and conducting investigations.

We actively raise Agency-wide awareness of the fraud prevention measures set out in the Fraud Control Plan. Fraud control certification is included in the letter of transmittal at the beginning of this report.

## Complaints about ASQA

As required under the Standards for VET Regulators 2015, we have a policy to manage and respond to stakeholder complaints about our regulatory practices. We undertake to acknowledge all complaints within 7 calendar days, and we will inform the complainant in writing with reasons if we consider it will take more than 90 days to finalise the complaint.

During 2023–24 we acknowledged 100% of complaints within 7 calendar days and, in 96% of cases, either met the 90-day timeframe to finalise complaints or, in circumstances where this timeframe could not be met, we contacted the complainant to explain why and discuss the extended timeframe.

## Audit and Risk Committee members and meetings

ASQA's ARC Charter was reviewed in 2023–24 to ensure currency and continued alignment with the Department of Finance, *A guide for non-corporate commonwealth entities on the role of audit committees* and ASQA's requirements for audit committee services. The current charter is available on ASQA's website at <https://www.asqa.gov.au/resources/publications/asqa-audit-and-risk-committee-charter>.

The functions of ASQA's ARC are to review and give independent advice about the appropriateness of our financial reporting, performance reporting, risk oversight and management, systems of internal control, including in relation to our internal control framework, legislative and policy compliance, security, business continuity, ethical and lawful conduct, governance arrangements and parliamentary committee reports and external review and evaluations and governance in relation to internal audit.

In 2023–24, the ARC met 4 times on the following dates:

- 4 September 2023
- 14 November 2023
- 26 February 2024
- 13 May 2024

In 2023–24 there were 5 members of the ARC, 4 of whom received remuneration.

Table 7: Audit and Risk Committee members

Member name	Qualifications, knowledge, skills or experience	Number of meetings attended/ total number of meetings held	Total annual remuneration (including GST)	Additional information (including role on committee)
<b>Darren Box</b>	<ul style="list-style-type: none"> <li>• Bachelor of Business (ACC)</li> <li>• Fellow of CPA Australia</li> <li>• Level 2 Organisational Coach</li> </ul>	4/4	\$10,000	Chair
<b>Katie Williams</b>	<ul style="list-style-type: none"> <li>• Doctor of Philosophy – Curtin University of Technology</li> <li>• Bachelor of Commerce (International Business and Information Systems) – Curtin University of Technology</li> <li>• Bachelor of Commerce (Information Systems, First Class Honours)</li> <li>• Member of Institute of Internal Auditors (IIA), Member of Australian Institute of Company Directors and Member of Association for Information Systems</li> </ul>	4/4	\$10,000	
<b>Stephen Linden</b>	<ul style="list-style-type: none"> <li>• Bachelor of Business (Accounting Major: Business Law Minor) – Curtin University</li> <li>• Diploma in Accounting – TAFE</li> <li>• Certified Practising Accountant</li> <li>• 10 years as member of IIA Global guidance-setting committees, including 3 years on Public Sector Committee</li> </ul>	4/4	\$10,000	
<b>Sara McIvor</b>	<ul style="list-style-type: none"> <li>• Bachelor of Law</li> <li>• Chartered Accountant</li> <li>• Internal Audit Practitioner</li> <li>• Significant governance, compliance and risk professional</li> </ul>	1/4	\$0	
<b>Sue Bird</b>	<ul style="list-style-type: none"> <li>• Certified Organisational Coach</li> <li>• Graduate Institute of Company Directors (GAICD)</li> <li>• Graduate Diploma of Legal</li> <li>• Bachelor of Laws (Honours)</li> </ul>	2/4	\$5,000	





# External assurance and support for accountability and transparency in public administration

## Senate estimates

ASQA appeared before the Senate's Education and Employment Legislation Committee on 4 June 2024, where our CEO and Deputy CEO responded to questions from senators relating to application fees, processing times and our performance against our service standards.

ASQA was released at the hearings from appearing before the Committee on two other occasions – on 26 October 2023 and 14 February 2024.

We received 212 questions on notice from these 3 hearings.

## Freedom of Information

ASQA is subject to the *Freedom of Information Act 1982* (FOI Act), which means we are required to publish information to the public as part of the Information Publications Scheme. We comply with this requirement through the freedom of information disclosure log on our website at <https://www.asqa.gov.au/about/reporting-and-accountability/freedom-information>.

We are also required to publish a plan detailing what information we publish in accordance with the Information Publications Scheme requirements. This plan is on our website at <https://www.asqa.gov.au/about/reporting-and-accountability/information-publication-scheme>.

In addition, we are required to comply with the timeframe requirements of the FOI Act. During 2023–24, we adhered to the timeframes on all occasions.

## Australian National Audit Office performance audit

In March 2024, the Australian National Audit Office (ANAO) commenced a performance audit of fraud control arrangements in ASQA. The objective of this audit is to assess the effectiveness of ASQA's fraud control arrangements as the national regulator of the VET sector. This audit report will be published in October 2024.

# Review of regulatory decisions

## The Administrative Appeals Tribunal

If a provider, or an entity seeking entry to the market, is dissatisfied with the outcome of a reviewable decision ASQA has made, it may apply for review to the AAT.

In 2023–24, 15 matters were referred for external review. Even when an application has been made to the AAT, we consider evidence the applicant may submit demonstrating that non-compliance has been addressed. If there is sufficient evidence to demonstrate a return to compliance, the matter may be resolved between the applicant and ASQA before proceeding to a substantive hearing.

In 2023–24, there were 8 matters resolved between applicants and ASQA. A further 2 were withdrawn by the respective applicant (in which case our decision stands). One matter was dismissed by the AAT and, of those where a hearing proceeded, 3 decisions were affirmed, 2 were set aside and none were varied. For more information see [page 51](#).

## Review by the court

Providers and others may apply to the Federal Court for a judicial review of the process leading to a decision made by ASQA, as opposed to the decision itself. Depending on the court's decision, this may also impact on the validity of the overall decision.

In 2023–24, there were no such applications for review by the Federal Court, and there were no carry-over matters from the previous reporting year.



# People

## Management of human resources

ASQA is committed to attracting, retaining and developing a highly skilled and engaged workforce. Our efforts are supported by strong leadership capabilities and a values-driven organisational culture.

Our regulatory capability is bolstered by the diversity of skills, knowledge and experience that our staff bring to ASQA. The range of expertise in our organisation spans many domains, including:

- regulatory design and policy
- statutory decision-making
- regulatory operations
- intelligence and data analysis
- investigations
- legal
- communications and engagement
- service delivery
- governance
- information and communications technology
- human resources
- finance and facilities.

As at 30 June 2024, we had 254 APS employees. These are located in offices across all Australian capital cities except Darwin, with our largest presence in Brisbane.

We also engage external consultants, panels and contractors to augment our internal expertise and ensure we deliver on government priorities. Moving into 2024–25, ASQA will review and rebalance existing contractor and outsource arrangements in line with the Strategic Commissioning Framework objectives.

In 2023 we published our ASQA Workforce Plan 2023–25, which outlines our strategy to build and sustain an agile workforce through to 2025. This plan ensures we have the capabilities needed to meet our Strategic Objectives and fosters a workforce culture grounded in contemporary strategies that empower and support staff. The ASQA Workforce Plan 2023–25 aligns with the APS Workforce Strategy, designed to continually develop APS staff and better leverage their skills and capabilities.



## Workplace diversity

At ASQA, we believe that diversity and inclusion are not just values but essential components of our organisational success. We remain steadfast in our commitment to fostering an environment that is supportive, respectful and engaging for all employees and external stakeholders. Recognising the invaluable contributions that different backgrounds and experiences can bring, we celebrate these differences as fundamental to cultivating a productive and high-performing work culture.

Through strategic initiatives and policies, we aim to create a workforce that mirrors the diversity of the Australian community. These include:

- Our Reconciliation Action Plan 2023–25 (RAP). The Innovate RAP outlines key initiatives such as developing relationships with Aboriginal and Torres Strait Islander stakeholders, engaging staff in reconciliation, and exploring ways to enhance reconciliation through our business activities.
- Our Diversity and Inclusion Strategy for 2023–26. Developed through extensive consultation, this strategy focuses on attracting, recruiting, and retaining a diverse workforce, empowering employees, and fostering a culture of accountability, integrity, and inclusivity.

Some key achievements in 2023–24 have been:

- celebrating key dates of significance throughout the year, including National Reconciliation Week, NAIDOC Week, International Day of Disability, Pride Month and IDAHOBIT Day
- delivering our Innovate RAP
- delivering our Diversity and Inclusion Strategy
- developing and updating policies that promote a more inclusive workplace culture
- participating in the Public Sector Gender Equality Reporting process through Workplace Gender Equality Agency reporting, supporting the work of the Diversity Working Group and Executive-level sponsorship
- implementing a First Nations Inclusion Program for all new starters
- supporting equity and diversity outcomes through our regulatory program.





# Capability development

ASQA has implemented the Capability Framework 2023–2025 and a comprehensive Learning and Development Approach. These initiatives are designed to attract, develop and retain an agile and capable workforce adept at navigating the complexities of the regulatory environment. By focusing on building APS Craft and addressing key priority areas such as leadership and management, data and digital literacy, governance, and integrity, ASQA aims to ensure its workforce is well equipped to meet current and future challenges.

## Key deliverables

One of the cornerstone achievements of ASQA's Capability Framework is the delivery of an improved onboarding and induction experience. This initiative is designed to better support new starters, helping them to integrate smoothly into the organisation and begin their career journey with a continuous learning mindset. The enhanced induction training process provides new employees with the tools and knowledge they need to succeed from day one, fostering a culture of ongoing development and growth

To ensure that all staff have access to the resources they need for professional development, we have focused on improving accessibility of learning and development solutions. This includes enhancement to online content, making it easier for employees to access training materials and resources. By leveraging digital platforms, we ensure ensures that learning opportunities are available to all staff regardless of location or role within the organisation. ASQA has a strong commitment to adopting enterprise change management capability within the organisation. This initiative is aimed at improving the alignment of strategy and transformational initiatives to ensure that anticipated outcomes are achieved.

## Strategies implemented

- **Targeted training and coaching:** ASQA has invested heavily in uplifting specialist change management capabilities through targeted training and coaching programs. These initiatives equip staff with the skills and knowledge needed to effectively manage and implement change within the organisation
- **Best practice change methodology and supports:** The application of best practice change methodologies and supports ensures that change initiatives are executed smoothly and efficiently, minimising disruption, and maximising benefits
- **Mandatory training:** To maintain a high standard of knowledge and compliance across a range of essential topics. ASQA requires staff to complete several mandatory training modules annually. The modules cover critical areas such as:
  - **WHS:** Ensuring a safe and healthy working environment for all employees
  - **Risk management:** Equipping staff with the skills to identify, assess and manage risks effectively
  - **Security:** promoting awareness and best practices for maintaining security within the organisation
  - **Cultural awareness:** Fostering an inclusive and respectful workplace culture
  - **Workplace sexual harassment:** Educating employees on appropriate behaviours and protocols for preventing and addressing sexual harassment
  - **Fraud:** equipping staff with the understanding of what fraud is, how it can occur and what their responsibilities are in dealing with fraud as a public official
  - **Privacy:** promoting awareness and ensuring staff understand their rights, responsibilities and obligations when handling personal information



## Performance Development Framework

ASQA's performance development framework underpins its capability development efforts, with a focus on clarifying and aligning individual roles and work efforts to organisations strategic direction. The framework aims to:

- **Align individual roles with strategic goals:** Ensuring that each employees role contributes to the overall success of ASQA's strategic initiatives.
- **Build high performance:** Fostering a culture of high performance at both the individual and team levels.
- **Develop skills and capabilities:** providing opportunities for employees to enhance their skills and capabilities through targeted development initiatives.

## Additional capability development initiatives

ASQA supports staff capability development through a variety of initiatives:

- **Participation in Australia and New Zealand School of Government (ANZSOG) Regulators Community of Practice:** ASQA actively participates in the ANZSOG Regulators Community of Practice. This engagement allows staff to learn from and with public sector regulators from various levels of government and regulatory sectors, enhancing professional skills and knowledge
- **External development training:** ASQA provides employees with access to external development training, qualifications, and conferences on a range of specific topics. This support ensures that staff can pursue professional development opportunities that are relevant to their roles
- **Study Assistance Program:** ASQA offers financial assistance and/or paid study leave through its study assistance program. This program supports employees in enhancing their workforce capability and knowledge through the acquisition of formal qualifications.
- **Go1 content hub:** ASQA provides staff with access to Go1, a leading online education system that offers access to an extensive online learning library. This resource offers staff the opportunity to proactively develop a range of business, creative and technical skills.





## Reward and recognition

We are committed to attracting, developing and retaining the highest quality workforce. We recognise the importance of acknowledging employee contributions, and to foster a culture that values and encourages outstanding performance. By continuously improving our recognition strategies and providing development opportunities, we keep our workforce motivated, appreciated and ready to achieve excellence in their roles.

We continue to implement the ASQA Reward and Recognition policy. This policy is designed to celebrate and honour the achievements of our employees. In 2023–24 we coordinated our annual CEO Award ceremony, acknowledging exceptional contributions from staff. Additionally, we hosted an all-staff celebratory event to foster a sense of community and appreciation within the organisation.

A key priority for 2023–24 was to implement a robust framework of staff recognition and feedback. This framework is intended to build a culture where employees are encouraged to acknowledge and appreciate contributions of their colleagues, both within and outside their teams.

To this end, ASQA launched the 'Recouragement' initiative. 'Recouragement' focuses on identifying ways for staff to recognise and encourage each other, providing managers with tips to foster a culture of recognition within their teams, and outlining principles for effective encouragement. This initiative is crucial in creating an environment where recognition is an integral part of our organisational culture.

In addition to internal recognition, outstanding employees are nominated for various external portfolio and APS awards and development opportunities. These nominations recognise employees and enhance their professional growth and visibility.

## Workplace communication

ASQA places a high priority on keeping staff informed and engaged using regular, inclusive and multi-channel communication. We use a variety of communication channels in recognition of the broad and geographically dispersed nature of our workforce, often working with flexible arrangements.

These communication channels include:

- Weekly all-staff CEO newsletter
- Fortnightly CEO video messages
- Monthly all-staff meetings
- Quick engage sessions
- Regular leaders' forums
- Regular attendance by senior leaders at individual team meetings
- Employee representation on the Staff Consultative Committee, Work Health and Safety Committee, and Diversity Working Group
- A continually updated intranet, with daily news and regularly refreshed information portals on topics such as organisational change
- Staff pulse surveys and the annual APS Census.



## Workforce composition

The following tables provide statistics on the number of ASQA employees at the beginning and end of the 2023–24 reporting period in relation to employment status, classification levels, full-time/part-time status, gender and location. Please note that contractors, secondees and the CEO are excluded from this data.

### APS location and gender

Table 8: ASQA ongoing employees by location and gender as at 30 June 2024

	Man/Male			Woman/Female			Uses a different term			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
NSW	6	0	6	13	2	15	0	0	0	21
QLD	18	1	19	42	8	50	0	0	0	69
SA	6	0	6	18	4	22	3	0	3	31
TAS	1	0	1	3	2	5	0	0	0	6
VIC	27	1	28	34	4	38	0	0	0	66
WA	3	0	3	3	1	4	0	0	0	7
ACT	8	0	8	12	0	12	1	0	1	21
NT	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	1	0	1	0	0	0	1
<b>Total</b>	<b>69</b>	<b>2</b>	<b>71</b>	<b>126</b>	<b>21</b>	<b>147</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>222</b>

Table 9: ASQA non-ongoing employees by location and gender as at 30 June 2024

	Man/Male				Woman/Female				Uses a different term			Total
	Full time	Part time	Casual	Total	Full time	Part time	Casual	Total	Full time	Part time	Total	
NSW	1	0	0	1	0	0	1	1	0	0	0	2
QLD	2	0	0	2	8	0	1	9	0	0	0	11
SA	1	0	0	1	0	0	0	0	1	0	1	2
TAS	0	0	0	0	0	0	0	0	0	0	0	0
VIC	4	1	1	6	3	0	2	5	0	0	0	11
WA	0	0	0	0	0	0	0	0	0	0	0	0
ACT	1	0	1	2	4	0	0	4	0	0	0	6
NT	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>9</b>	<b>1</b>	<b>2</b>	<b>12</b>	<b>15</b>	<b>0</b>	<b>4</b>	<b>19</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>32</b>





Table 10: ASQA ongoing employees by location and gender as at 30 June 2023

	Man/Male			Woman/Female			Uses a different term			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
NSW	3	0	3	13	2	15	0	0	0	18
QLD	15	1	16	45	7	52	0	0	0	68
SA	6	0	6	15	3	18	2	0	2	26
TAS	1	0	1	1	1	2	0	0	0	3
VIC	18	2	20	31	4	35	0	0	0	55
WA	1	0	1	2	0	2	0	0	0	3
ACT	9	0	9	7	0	7	0	0	0	16
NT	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>53</b>	<b>3</b>	<b>56</b>	<b>114</b>	<b>17</b>	<b>131</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>189</b>

Table 11: ASQA non-ongoing employees by location and gender as at 30 June 2023

	Man/Male			Woman/Female			Uses a different term			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
NSW	2	0	2	2	0	2	0	0	0	4
QLD	2	0	2	1	0	1	1	0	1	4
SA	0	0	0	0	0	0	0	0	0	0
TAS	0	0	0	0	0	0	0	0	0	0
VIC	2	0	2	2	0	2	0	0	0	4
WA	0	0	0	0	0	0	0	0	0	0
ACT	1	0	1	3	0	3	1	0	1	5
NT	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>7</b>	<b>0</b>	<b>7</b>	<b>8</b>	<b>0</b>	<b>8</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>17</b>

## APS classification and gender

Table 12: ASQA ongoing employees by employment classification and gender as at 30 June 2024

	Man/Male			Woman/Female			Uses a different term			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
SES 2	0	0	0	1	0	1	0	0	0	1
SES 1	1	0	1	3	0	3	0	0	0	4
EL 2	8	0	8	10	0	10	0	0	0	18
EL 1	17	1	18	40	8	48	1	0	1	67
APS 6	19	1	20	45	9	54	1	0	1	75
APS 5	16	0	16	15	2	17	1	0	1	34
APS 4	7	0	7	12	2	14	1	0	1	22
APS 3	1	0	1	0	0	0	0	0	0	1
<b>Total</b>	<b>69</b>	<b>2</b>	<b>71</b>	<b>126</b>	<b>21</b>	<b>147</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>222</b>

Table 13: ASQA non-ongoing employees by employment classification and gender as at 30 June 2024

	Man/Male				Woman/Female				Uses a different term			Total
	Full time	Part time	Casual	Total	Full time	Part time	Casual	Total	Full time	Part time	Total	
SES 2	0	0	0	0	0	0	0	0	0	0	0	0
SES 1	0	0	0	0	0	0	0	0	0	0	0	0
EL 2	0	0	0	0	1	0	0	1	0	0	0	1
EL 1	2	0	0	2	1	0	1	2	1	0	1	5
APS 6	2	1	0	3	3	0	0	3	0	0	0	6
APS 5	0	0	0	0	3	0	0	3	0	0	0	3
APS 4	5	0	0	5	7	0	0	7	0	0	0	12
APS 3	0	0	2	2	0	0	3	3	0	0	0	5
<b>Total</b>	<b>9</b>	<b>1</b>	<b>2</b>	<b>12</b>	<b>15</b>	<b>0</b>	<b>4</b>	<b>19</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>32</b>



Table 14: ASQA ongoing employees by employment classification and gender as at 30 June 2023

	Man/Male			Woman/Female			Uses a different term			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
SES 2	0	0	0	1	0	1	0	0	0	1
SES 1	1	0	1	3	0	3	0	0	0	4
EL 2	9	0	9	13	1	14	0	0	0	23
EL 1	13	2	15	36	7	43	0	0	0	58
APS 6	15	1	16	41	5	46	1	0	1	63
APS 5	10	0	10	10	2	12	0	0	0	22
APS 4	4	0	4	11	1	12	1	0	1	17
APS 3	1	0	1	0	0	0	0	0	0	1
<b>Total</b>	<b>53</b>	<b>3</b>	<b>56</b>	<b>115</b>	<b>16</b>	<b>131</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>189</b>

Table 15: ASQA non-ongoing employees by employment classification and gender as at 30 June 2023

	Man/Male			Woman/Female			Uses a different term			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
SES 2	0	0	0	0	0	0	0	0	0	0
SES 1	0	0	0	0	0	0	0	0	0	0
EL 2	0	0	0	1	0	1	0	0	0	1
EL 1	1	0	1	1	0	1	0	0	0	2
APS 6	2	0	2	0	0	0	2	0	2	4
APS 5	0	0	0	4	0	4	0	0	0	4
APS 4	4	0	4	1	0	1	0	0	0	5
APS 3	0	0	0	1	0	1	0	0	0	1
<b>Total</b>	<b>7</b>	<b>0</b>	<b>7</b>	<b>8</b>	<b>0</b>	<b>8</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>17</b>

## Employment type by location

Table 16: ASQA employee type by location as at 30 June 2024

	Ongoing	Non-ongoing	Total
NSW	21	2	23
QLD	69	11	80
SA	31	2	33
TAS	6	0	6
VIC	66	11	77
WA	7	0	7
ACT	21	6	27
NT	0	0	0
Overseas	1	0	1
<b>Total</b>	<b>222</b>	<b>32</b>	<b>254</b>

Table 17: ASQA employee type by location as at 30 June 2023

	Ongoing	Non-ongoing	Total
NSW	18	4	22
QLD	68	4	72
SA	26	0	26
TAS	3	0	3
VIC	55	4	59
WA	3	0	3
ACT	16	5	21
NT	0	0	0
<b>Total</b>	<b>189</b>	<b>17</b>	<b>206</b>



## Employment type by full-time and part-time status

Table 18: ASQA employee type by employment classification as at 30 June 2024

	Ongoing			Non-ongoing				Total
	Full time	Part time	Total ongoing	Full time	Part time	Casual	Total non-ongoing	
SES 2	1	0	1	0	0	0	0	1
SES 1	4	0	4	0	0	0	0	4
EL 2	18	0	18	1	0	0	1	19
EL 1	58	9	67	4	0	1	5	72
APS 6	65	10	75	5	1	0	6	81
APS 5	32	2	34	3	0	0	3	37
APS 4	20	2	22	12	0	0	12	34
APS 3	1	0	1	0	0	5	5	6
<b>Total</b>	<b>199</b>	<b>23</b>	<b>222</b>	<b>25</b>	<b>1</b>	<b>6</b>	<b>32</b>	<b>254</b>

Table 19: ASQA employee type by employment classification as at 30 June 2023

	Ongoing			Non-ongoing			Total
	Full time	Part time	Total ongoing	Full time	Part time	Total non-ongoing	
SES 2	1	0	1	0	0	0	1
SES 1	4	0	4	0	0	0	4
EL 2	22	1	23	1	0	1	24
EL 1	49	9	58	2	0	2	60
APS 6	57	6	63	4	0	4	67
APS 5	20	2	22	4	0	4	26
APS 4	16	1	17	5	0	5	22
APS 3	1	0	1	1	0	1	2
<b>Total</b>	<b>170</b>	<b>19</b>	<b>189</b>	<b>17</b>	<b>0</b>	<b>17</b>	<b>206</b>

## Indigenous employment

Table 20: ASQA employees identifying as Aboriginal or Torres Strait Islander by employee status as at 30 June 2023 and 2024

	Total 2022–23	Total 2023–24
Ongoing	1	6
Non-ongoing	0	2
<b>Total</b>	<b>1</b>	<b>8</b>





# Employment conditions

## Employee arrangements

As at 30 June 2024:

- 240 employees were covered by the ASQA Enterprise Agreement 2024–2027, which sets out the employment terms and conditions for ASQA employees
- 9 employees had individual flexibility arrangements that varied the effects of the terms of our Enterprise Agreement
- 5 substantive SES employees were covered by an individual section 24 (1) Determination
- our CEO was employed under a Remuneration Tribunal Determination.

Table 21: Employment arrangements for SES and Non-SES staff at 30 June 2024

	SES	Non-SES	Total
ASQA Enterprise Agreement 2024–2027	0	240	240
Individual flexibility arrangements	0	9	9
Individual S24(1) Determination	5	0	5
Remuneration Tribunal Determination	0	1	1
<b>Total</b>	<b>5</b>	<b>250</b>	<b>255</b>

## Salaries and other benefits

On 19 February 2024, ASQA CEO, Saxon Rice, made a Determination under section 24(1) of the *Public Service Act 1999* to provide all non-SES eligible employees a remuneration increase of 0.92% of the employee’s base salary at the reference date. The purpose of the determination was to provide employees with a one-off payment and increase to their salary base. This was provided in recognition of employees reaching in-principle agreement on the ASQA Enterprise Agreement 2024–2027 on or before 14 March 2024.

The ASQA Enterprise Agreement 2024–2027 became effective from 6 March 2024, releasing a 4% pay increase for all non-SES employees effective from 14 March 2024 and reflected in salary payments on **28 March 2024**.

Other non-salary benefits provided to employees include superannuation, an annual health and wellbeing allowance, flexible work arrangements and capability development.

Our Enterprise Agreement does not include provision for performance pay or broadbanding.

Table 22: Salary ranges by classification at 30 June 2024

	Minimum salary	Maximum salary
SES 2	\$270,000	\$290,000
SES 1	\$210,000	\$244,651
EL 2	\$138,263	\$163,848
EL 1	\$113,462	\$142,337
APS 6	\$93,037	\$106,713
APS 5	\$81,855	\$101,256
APS 4	\$74,617	\$81,844
APS 3	\$69,508	\$70,660
Minimum/Maximum range	<b>\$69,508</b>	<b>\$290,000</b>





## Executive remuneration

During the reporting period ending 30 June 2024, ASQA had 7 executives who met the definition of KMP and performed duties for 30 days or more during the reporting period. Their names and the length of term as KMP are summarised below.

Table 23: ASQA executive staff

Name	Position	Term as KMP
Saxon Rice	Chief Executive Officer	Full year
Christina Bolger	Deputy Chief Executive Officer	Full year
Ty Emerson	Executive Director Corporate and Enabling	Full year
Carmen Basilicata	Executive Director Market Performance and Engagement	Full year
Denise Lowe-Carlus	Executive Director Market Entry, Skills and Accreditation	Full year
Fiona O'Brien	Executive Director Policy and Partnerships	Part year 31 July 2023 to 30 June 2024
Elizabeth Baxter	Acting Executive Director Corporate and Enabling	Part year 1 July 2023 to 30 July 2023 2 January 2024 to 5 February 2024



Table 24: ASQA executive staff remuneration

Name	Position Title	Short-term benefits			Post-employment benefits	Other long-term benefits		Termination benefits	Total remuneration
		Base Salary	Bonuses	Other Benefits and Allowances	Superannuation Contributions	Long Service Leave	Other Long-Term Benefits		
Saxon Rice	Chief Executive Officer	377,577	-	-	57,048	9,485	-	-	444,111
Christina Bolger	Deputy Chief Executive Officer	267,097	-	27,791	52,649	6,909	-	-	354,446
Ty Emerson	Executive Director Corporate and Enabling	220,276	-	27,791	48,507	5,677	-	-	302,252
Carmen Basilicata	Executive Director Market Performance and Engagement	214,004	-	27,791	32,788	5,330	-	-	279,912
Denise Lowe-Carlus	Executive Director Market Entry, Skills and Accreditation	222,402	-	27,791	44,721	5,330	-	-	300,244
Fiona O'Brien	Executive Director Policy and Partnerships	231,408	-	24,905	44,875	5,746	-	-	306,935
Elizabeth Baxter	Acting Executive Director Corporate and Enabling	34,649	-	-	5,336	654	-	-	40,640

Name	Position Title	Short-term benefits			Post-employment benefits	Other long-term benefits		Termination benefits	Total remuneration
		Base Salary	Bonuses	Other Benefits and Allowances	Superannuation Contributions	Long Service Leave	Other Long-Term Benefits		
Claire Bunkum	Acting Executive Integrity, Quality and Program Support	27,243	–	103	4,195	603	–	–	32,144
Alicia LeRoy	Acting Executive Director Policy and Engagement	20,726	–	–	3,192	372	–	–	24,290
Warren Rushby	Acting Executive Director Corporate and Enabling	17,947	–	–	2,764	411	–	–	21,122

ASQA has not prepared tables for Other Highly Paid Staff remuneration as there are no staff in these categories during 2023–24



## Workplace health and safety

ASQA fulfils its obligations under the *Work Health and Safety Act 2011* including by actively promoting and maintaining high standards of WHS across the organisation. This commitment is reflected in our comprehensive strategies and initiatives designed to protect the well-being of all our staff.

Executive accountability for workplace health and safety is critical in ensuring that leaders not only set the tone for a culture of safety but also take responsibility for establishing, monitoring, and enforcing policies that protect employees and mitigate risks.

Management and maintenance of the safety and well-being system at ASQA are shared responsibilities. Every officer has a personal obligation under WHS legislation, supported by strategic People and Capability advisors operating within a business partnering model. This model ensures that while the People and Capability team provide strategic advice, line supervisors and operational leaders are directly accountable for managing safety responsibilities and ensuring compliance with WHS requirements.

Our core focuses in WHS include:

- ensuring compliance with legal requirements through a hazard, risk and near-miss register
- aligning safety practices with officer governance obligations through ensuring accreditations and officer training is up-to-date and compliant
- implementing initiatives such as team-based training on difficult client interactions, to promote early intervention, prevent workplace hazards and focus on psycho-social risk in the workplace
- enhanced reporting and incident notification processes to foster transparency and continuous improvement.

The ASQA Health, Safety and Wellbeing Strategy 2023–25 guides our approach to psycho-social and physical health and well-being. By supporting our staff to reach their potential and thrive, we foster a united and empowered workforce. This strategy aligns with ASQA's values and Strategic Objectives and ensures we meet our WHS Act commitments, particularly around the proactive management of psycho-social risks.

We offer comprehensive support programs for our employees, including:

- professional, confidential counselling and psychological services
- an annual health and well-being allowance of \$300 to promote staff health initiatives.

These programs are complemented by early intervention activities and workplace rehabilitation efforts, which have significantly reduced compensable injuries.

As a result of our effective WHS practices, no new compensation claims were accepted during 2023–24. Moreover, there were no incidents requiring notification to Comcare and no investigations into ASQA's operations were necessary.



## Disability reporting

Australia's Disability Strategy 2021–2031 is a comprehensive national framework endorsed by all levels of governments in Australia. This strategy outlines a decade-long plan aimed at continually improving the lives of people with disability across the nation. It builds on the foundations laid by the first national Disability Strategy 2010–2020, ensuring ongoing commitment and enhancement in support and inclusion.

The primary aim of Australia's Disability Strategy 2021–2031 is to enhance the quality of life for people with disabilities. This ensures that the rights, dignity, and independence of people with disabilities, as well as their families and carers, are at the forefront of national efforts.

All levels of government in Australia are accountable for the implementation of the strategy. Under the ASQA Diversity and Inclusion Strategy 2023–26, ASQA demonstrates our continued commitment to strengthening our inclusive and diverse workplace. ASQA is aligned with and actively supports all Commonwealth employment targets and initiative. We contribute to reporting of disability statistics via collecting this (voluntary) information at the onboarding process, and encouraging employees to update their Diversity Details.

Disability reporting is an integral part of the Australian Public Service Commission's State of the Service reports and the APS Statistical Bulletin, which ASQA contributes to. These documents provide detailed insights into the progress and impact of disability policies within the Australian public sector. They are available for review at [www.apsc.gov.au](http://www.apsc.gov.au). The structured approach and regular reporting ensure transparency and accountability in achieving the strategies goals.

ASQA contributes to providing these insights by upholding key reporting requirements.

## Annual Child Safety Statement

ASQA has a Child Safety policy in place to provide guidance to all staff when they encounter children. The policy aligns with the requirements of the Commonwealth Child Safe Framework. In implementing the requirements, ASQA:

- undertakes a child safety risk assessment annually
- establishes and maintains a system of child safety training and compliance
- adopts and implements the National Principles for Child Safe Organisations
- publishes an annual statement of compliance with the Commonwealth Child Safe Framework.

With ASQA's role as a national regulator for VET, it has minimal contact with children in the performance of its functions, therefore, the child safety risk arising from our interactions has been assessed as low and it is reviewed on an annual basis.

Where ASQA's staff encounter children through engaging with RTOs as part of their day-to-day work, they must complete a risk assessment plan and follow the relevant RTO's protocols in place that are governed by each state, territory and Commonwealth legislation, thereby limiting the risk.

Under the Standards for RTOs 2015, RTOs are required to have effective governance and administrative arrangements in place, including to ensure that individuals who exercise control over an RTO meet Fit and Proper Person requirements, which take into account an individual's compliance with law, financial record, management history and previous conduct.

Under the National Code 2018, RTOs delivering training to overseas students aged under 18 years are required to meet legislative requirements relating to child welfare and protection and ensure students are provided information on seeking assistance and reporting incidents or allegations of abuse. ASQA monitors RTO compliance with these obligations through its performance monitoring activities.



# Technology

## Digital Transformation Program

To support a stronger skills sector, ASQA has invested in establishing a contemporary digital ecosystem through a 4-year Digital Transformation Program. Prior to 2023–24, the Program was internally funded to build out foundational capabilities. Delivery commenced in late 2023–24, after receiving Government funding, and procurement of Publicis Sapient to support our digital delivery and transformational journey.

The tools, applications, and systems we are delivering:

- support risk-based and proportionate regulation, and increase the trust in the VET sector
- increase productivity and reduce costs to compliance
- help shape quality-focused outcomes for the VET sector
- improve the internal and external user experience with our products and services.

During 2023–24 the Program delivered:

- functional elements for the Customer Relationship Management system for Training Product Accreditation and the Customer Enquiry Management System
- uplifted contact centre capabilities by integrating the Genesys Contact Centre solution supporting our service delivery in responding to enquiries
- capability to capture tip-off information and manage a higher volume of sector intelligence from webform and telephone
- design of an end-to-end systemic workflow for the Regulatory Operating Model supporting a shared approach to risk
- detailed discovery activities to support design of digital solutions that will enhance our identification and response to integrity issues in the sector
- a whole-of-Agency Regulatory Case Management System prototype
- commencement of the universal common model build, which lays the foundations to introduce tip-offs in ASQA's Regulatory Management System

The program operates using Agile methodologies and human-centred design values and principles, aligning to the Digital Transformation Agency's Digital Service Standard. We put the end user at the centre, co-designing where possible with the business. ASQA staff are progressively involved in developing the tools, applications and systems they need to efficiently and effectively regulate the VET sector and to assist providers in meeting their compliance obligations in a modern and flexible way. The digital program will also help reduce regulatory and administrative burden for providers by making interactions simpler and more transparent.

Our ability to capture, store, analyse, share and report on data, information and intelligence will be at the heart of digital reform and help us get a clearer understanding of provider and sector risks and threats, supporting evidence-based and risk-proportionate decision-making. Broadly, this will contribute to engendering trust in ASQA, the VET sector and the government.

The Program continues to partner with the lead portfolio department, DEWR, to provide the infrastructure needed to deliver the digital transformation. This allows us to deliver quality outcomes at a reduced cost by leveraging and reusing existing patterns, skills, knowledge and capabilities used to deliver other technical products in the broader skills environment.



## Data governance

Data is a key strategic asset, and we are committed to the effective use of data and ongoing development of our data maturity. ASQA's approach to data is informed by the 4 foundational data practices set out by Office of the National Data Commissioner Foundational Four:

1. **Leadership** – Responsibility for execution of ASQA's data strategy is allocated to the Chief Data Officer.
2. **Data Strategy** – ASQA's data strategy ensures we maximise the value of data through efficient data management, reporting and analysis, while ensuring data is appropriately protected. Our strategy was designed to be consistent with the Australian Data Strategy and the Australian Government Data and Digital Government Strategy, and is a multi-year commitment to building increased maturity.
3. **Governance** – ASQA's Executive Director, Market Entry, Skills and Accreditation oversees the execution of our data strategy and the work of ASQA's data governance framework.
4. **Asset Discovery** – ASQA has an established Agency-wide data catalogue and recently completed work with the Office of the National Data Commissioner to increase asset discovery as part of the Data Inventories Pilot Program.



# Ecologically sustainable development and environmental performance

Our environmental performance is assessed in several different ways.

DEWR aggregates our environmental performance for information and communication technology (ICT) services, including ICT procurement services and security access under an MOU arrangement.

We use the whole-of-government Property Services Coordinated Procurement arrangements, with Jones Lang LaSalle as our Property Services Provider. Jones Lang LaSalle therefore aggregates our environmental performance for property- and facility-related services, including energy consumption and waste removal services.

We remain committed to minimising our environmental footprint, including by using 100% recycled content copy paper, continuing to evaluate and improve our operational efficiency to ensure that our activities contribute to successful long-term outcomes, and increasing our understanding of sustainability beyond the environmental scope.





# Australian Public Service Net Zero 2030 emissions reporting

APS Net Zero 2030 is the Government's policy for the APS to reduce its greenhouse gas emissions to net zero by 2030, and transparently report on its emissions. As part of the Net Zero in Government Operations Strategy, non-corporate Commonwealth entities, corporate Commonwealth entities and Commonwealth companies are required to report on their operational greenhouse gas emissions.

The Greenhouse Gas Emissions Inventory presents greenhouse gas emissions over the 2023–24 period. Results are presented based on Carbon Dioxide Equivalent (CO<sub>2</sub>-e) emissions. Greenhouse gas emissions have been calculated in line with the APS Net Zero Emissions Reporting Framework, consistent with the Whole-of-Australian Government approach as part of the APS Net Zero 2030 policy. Not all data sources were available at the time of the report and amendments to data may be required in future reports.

Table 25: 2023–24 Greenhouse gas emissions inventory – location-based method

Emission Source	Scope 1 t CO <sub>2</sub> -e	Scope 2 t CO <sub>2</sub> -e	Scope 3 t CO <sub>2</sub> -e	Total t CO <sub>2</sub> -e
Electricity (Location Based Approach)	N/A	107.531	12.794	120.325
Natural Gas	0.000	N/A	0.000	0.000
Solid Waste*	N/A	N/A	0.000	0.000
Refrigerants**	0.000	N/A	N/A	0.000
Fleet and Other Vehicles	0.000	N/A	0.000	0.000
Domestic Commercial Flights	N/A	N/A	95.402	95.402
Domestic Hire Car*	N/A	N/A	0.097	0.097
Domestic Travel Accommodation*	N/A	N/A	30.757	30.757
Other Energy	0.000	N/A	0.000	0.000
<b>Total t CO<sub>2</sub>-e</b>	0.000	107.531	139.050	246.581

**Note:** the table above presents emissions related to electricity usage using the location-based accounting method. CO<sub>2</sub>-e = Carbon Dioxide Equivalent.

\*indicates emission sources collected for the first time in 2023–24. The quality of data is expected to improve over time as emissions reporting matures.

†indicates optional emission source for 2023–24 emissions reporting

Table 26: 2023–24 Electricity greenhouse gas emissions

Emission Source	Scope 2 t CO <sub>2</sub> -e	Scope 3 t CO <sub>2</sub> -e	Total t CO <sub>2</sub> -e	Percentage of electricity use
Electricity (Location Based Approach)	107,531	12,794	120,325	100%
Market-based electricity emissions	92,012	11,359	103,371	75.87%
Total renewable electricity	-	-	-	24.13%
<i>Mandatory renewables<sup>1</sup></i>	-	-	-	18.72%
<i>Voluntary renewables<sup>2</sup></i>	-	-	-	5.41%

**Note:** the table above presents emissions related to electricity usage using both the location-based and the market-based accounting methods. CO<sub>2</sub>-e = Carbon Dioxide Equivalent.

1 Mandatory renewables are the portion of electricity consumed from the grid that is generated by renewable sources. This includes the renewable power percentage.

2 Voluntary renewables reflect the eligible carbon credit units surrendered by the entity. This may include purchased large-scale generation certificates, power purchasing agreements, GreenPower and the jurisdictional renewable power percentage (ACT only).

Table 27: 2022–23 Greenhouse gas emissions inventory

Emission Source	Scope 1 kg CO <sub>2</sub> -e	Scope 2 kg CO <sub>2</sub> -e	Scope 3 kg CO <sub>2</sub> -e	Total kg CO <sub>2</sub> -e
Electricity (Location Based Approach)	N/A	91,864	10,993	102,857
Natural Gas	-	N/A	-	-
Fleet Vehicles	-	N/A	-	-
Domestic Flights	N/A	N/A	91,830	91,830
Other Energy	-	N/A	-	-
<b>Total kg CO<sub>2</sub>-e</b>	-	91,864	102,822	194,686



# Purchasing and procurement

## Purchasing

ASQA's procurement policies and practices are consistent with all relevant Australian Government laws, the Commonwealth financial framework (including the Commonwealth Procurement Rules), and other relevant policies.

The Commonwealth Procurement Rules are applied to activities through the Accountable Authority Instructions and supporting operational guidelines. The procurement framework reflects the core principle governing Australian Government procurement: value for money.

Policies and procedures also focus on encouraging competitive, non-discriminatory procurement processes, efficient, effective, economical and ethical use of resources, and accountability and transparency.

We devolve responsibility for procurement to individual business groups within ASQA. We support this decentralised approach by:

- providing information and training about procurement policies and procedures to all staff
- maintaining a single point of contact for staff to seek advice on the Commonwealth Procurement Rules, the Department of Finance's Accountable Authority Instructions and tendering processes
- maintaining standardised tendering and contracting documentation.

We publish our procurement activities and plans on AusTender, allowing our procurement activities to be readily communicated and accessible to all business enterprises.



## Consultancy contracts

‘Consultancy contracts’ refer to arrangements that are published on AusTender as a consultancy. We engage consultants to build organisational capability and responsiveness, and support and enhance our workforce to deliver government priorities.

This includes activities such as independent research, review or assessment, expertise to support implementation of reform, or provision of independent advice, information or solutions.

Engagement of consultants is made in accordance with the PGPA Act and related regulations, including the Commonwealth Procurement Rules.

During 2023–2024, we entered into 2 new consultancy contracts involving total actual expenditure of \$0.059 million. In addition, 1 ongoing consultancy contract was active during the period, involving total actual expenditure of \$0.015 million.

The following organisations received the 2 largest shares of ASQA’s total expenditure or 5% or more of total expenditure on consultancy contracts in 2022–23:

- Orima Research Pty Ltd – \$0.062 million
- ACTUM Consulting Pty Ltd – \$0.012 million

Information on the value of consultancy contracts is available on the AusTender website.

Table 28: Expenditure on reportable consultancy contracts, 2023–24

	Number	Expenditure \$’000 (including GST)
New contracts entered into during the reporting period	2	62
Ongoing contracts entered into during a previous reporting period	1	15
<b>Total</b>	<b>3</b>	<b>77</b>

Table 29: Organisations receiving a share of reportable consultancy contract expenditure, 2023–24

Name of organisation	Organisation ABN	Expenditure \$’000 (including GST)
ORIMA RESEARCH PTY LTD	77 076 347 914	62
ACTUM CONSULTING PTY LTD	11 119 919 596	12



## Non-consultancy contracts

Non-consultancy contracts refer to arrangements that are published on AusTender and are not consultancy contracts (i.e. a contract published on AusTender as anything other than a consultancy).

During 2023–24, we entered into 74 new non-consultancy contracts involving total actual expenditure of \$4.12 million. In addition, 37 ongoing non-consultancy contracts were active during the period, involving total actual expenditure of \$6.19 million.

The following organisations received the 5 largest shares of ASQA's total expenditure or 5% or more of total expenditure on non-consultancy contracts in 2023–24:

- Jones Lang LaSalle (ACT) Pty Ltd – \$3.32 million
- Attura Cloud Business Solutions (HSD) – \$1.34 million
- Publicis Sapient PTY LTD – \$1.09 million
- Hays Office Support – \$0.57 million
- Peoplebank Australia PTY LTD – \$0.59 million.

Information on the value of non-consultancy contracts is available on the AusTender website.

Table 30: Expenditure on reportable non-consultancy contracts, 2023–24

	Number	Expenditure \$'000 (including GST)
New contracts entered into during the reporting period	74	4,118
Ongoing contracts entered into during a previous reporting period	37	6,185
<b>Total</b>	<b>111</b>	<b>10,303</b>

Table 31: Organisations receiving a share of reportable non-consultancy contract expenditure, 2023–24

Name of organisation	Organisation ABN	Expenditure \$'000 (including GST)
Jones Lang LaSalle (Funding-Trust) PTY LTD	69 008 585 260	3,324
ATTURA CLOUD BUSINESS SOLUTIONS HSD	32 074 649 595	1,335
PUBLICIS SAPIENT AUSTRALIA PTY LTD	80 082 145 891	1,093
HAYS OFFICE SUPPORT	47 001 407 281	572
PEOPLEBANK AUSTRALIA PTY LTD	42 003 995 748	559

## ANAO access clauses

We are required to provide details of any contract of \$100,000 or more (inclusive of GST) that does not provide a clause in the contract for the Auditor-General to have access to the contractor's premises.

In 2023–24, ASQA did not have any contracts over \$100,000 that did not provide the clause for the Auditor-General to have access to the contractor's premises.

## Exempt contracts

No contracts more than \$10,000 (inclusive of GST) or standing offers were exempted by the CEO from being published on AusTender during the 2023–24 reporting year.

## Procurement initiatives to support small business

Consistent with the Commonwealth Procurement Rules, including exemption 17 introduced on 14 December 2020, ASQA's procurement practices provide appropriate opportunities for small businesses to compete and ensure they are not unfairly discriminated against.

We followed these processes when undertaking procurement:

- use of whole-of-government procurement panels
- use of multi-agency panel arrangements for procurement services
- best practice of seeking 3 quotes from suppliers when a panel arrangement is not available to use
- use of the Commonwealth Contracting Suite for low-risk procurement valued under \$200,000
- use of the SAP Financial Management Information System to identify invoices that are due for payment within the 20-day payment terms from the receipt of the correctly rendered invoice
- use of purchasing cards to enable payments to suppliers up to the value of \$10,000.

ASQA supports small business participation in the Commonwealth Government procurement market. Small and medium enterprise (SME) and small enterprise participation statistics are available on the Department of Finance's website.



## Asset management

Section 17AG(5) of the PGPA rule sets out the requirement for an assessment of the effectiveness of assets management where it is a significant aspect of the strategic business of an entity. Assets management does not form a significant aspect of the strategic business of ASQA.

## Advertising and market research

During 2023–24, ASQA did not undertake any advertising campaigns.

## Grants

ASQA does not administer any grant programs.









# 4. FINANCES

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## INDEPENDENT AUDITOR'S REPORT

### To the Minister for Skills and Training

#### Opinion

In my opinion, the financial statements of the Australian Skills Quality Authority (the Entity) for the year ended 30 June 2024:

- (a) comply with Australian Accounting Standards – Simplified Disclosures and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and
- (b) present fairly the financial position of the Entity as at 30 June 2024 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2024 and for the year then ended:

- Statement by the Accountable Authority and Chief Financial Officer;
- Statement of Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Cash Flow Statement;
- Administered Schedule of Comprehensive Income;
- Administered Schedule of Assets and Liabilities;
- Administered Reconciliation Schedule;
- Administered Cash Flow Statement; and
- Notes to the financial statements, comprising a summary of significant accounting policies and other explanatory information.

#### Basis for opinion

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Entity in accordance with the relevant ethical requirements for financial statement audits conducted by the Auditor-General and his delegates. These include the relevant independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

#### Accountable Authority's responsibility for the financial statements

As the Accountable Authority of the Entity, the Chief Executive Officer is responsible under the *Public Governance, Performance and Accountability Act 2013* (the Act) for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Simplified Disclosures and the rules made under the Act. The Chief Executive Officer is also responsible for such internal control as the Chief Executive Officer determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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In preparing the financial statements, the Chief Executive Officer is responsible for assessing the ability of the Entity to continue as a going concern, taking into account whether the Entity's operations will cease as a result of an administrative restructure or for any other reason. The Chief Executive Officer is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the assessment indicates that it is not appropriate.

### **Auditor's responsibilities for the audit of the financial statements**

My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian National Audit Office Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with the Australian National Audit Office Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;
- conclude on the appropriateness of the Accountable Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern; and
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Accountable Authority regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Australian National Audit Office

Saminda Maddumahewa  
Senior Director  
Delegate of the Auditor-General

Canberra  
1 October 2024

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**STATEMENT BY THE ACCOUNTABLE AUTHORITY AND CHIEF FINANCIAL OFFICER**

In our opinion, the attached financial statements for the year ended 30 June 2024 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act.

In our opinion, at the date of this statement, there are reasonable grounds to believe that the Australian Skills Quality Authority will be able to pay its debts as and when they fall due.

Signed 

Saxon Rice  
Accountable Authority

30 September 2024

Signed 

Warren Rushby FCPA  
Chief Financial Officer

30 September 2024

Australian Skills Quality Authority  
**Statement of Comprehensive Income**  
*for the period ended 30 June 2024*

	Notes	2024 \$'000	2023 \$'000	Original Budget \$'000
<b>NET COST OF SERVICES</b>				
<b>Expenses</b>				
Employee benefits	1.1A	<b>30,993</b>	25,696	27,385
Suppliers	1.1B	<b>9,554</b>	15,010	10,801
Depreciation and amortisation	3.2A	<b>7,175</b>	6,220	7,686
Finance costs	1.1C	<b>198</b>	246	132
Write-down and impairment of other assets	1.1D	<b>(6)</b>	3	-
<b>Total expenses</b>		<b>47,914</b>	47,175	46,004
<b>Own-source income</b>				
<b>Own-source revenue</b>				
Other revenue	1.2A	<b>142</b>	923	-
<b>Total own-source revenue</b>		<b>142</b>	923	-
<b>Gains</b>				
Other gains	1.2B	-	75	50
<b>Total gains</b>		-	75	50
<b>Total own-source income</b>		<b>142</b>	998	50
<b>Net (cost of)/contribution by services</b>		<b>(47,772)</b>	(46,177)	(45,954)
Revenue from Government	1.2C	<b>43,284</b>	41,393	40,793
<b>Surplus/(Deficit) attributable to the Australian Government</b>		<b>(4,488)</b>	(4,784)	(5,161)
<b>OTHER COMPREHENSIVE INCOME</b>				
<b>Items not subject to subsequent reclassification to net cost of services</b>				
Changes in asset revaluation reserve		<b>321</b>	-	-
<b>Total comprehensive income/(loss)</b>		<b>(4,167)</b>	(4,784)	(5,161)

The above statement should be read in conjunction with the accompanying notes.



Australian Skills Quality Authority  
Statement of Financial Position

as at 30 June 2024

	Notes	2024 \$'000	2023 \$'000	Original Budget \$'000
<b>ASSETS</b>				
<b>Financial assets</b>				
Cash and cash equivalents	3.1A	193	324	1,405
Trade and other receivables	3.1B	18,414	14,847	20,543
<b>Total financial assets</b>		<b>18,607</b>	<b>15,171</b>	<b>21,948</b>
<b>Non-financial assets<sup>1</sup></b>				
Buildings	3.2A	4,095	6,320	11,605
Leasehold Improvements	3.2A	3,321	4,096	-
Plant and equipment	3.2A	1,353	1,016	354
Computer software	3.2A	10,868	10,562	5,782
Prepayments		220	340	433
<b>Total non-financial assets</b>		<b>19,857</b>	<b>22,334</b>	<b>18,174</b>
<b>Total assets</b>		<b>38,464</b>	<b>37,505</b>	<b>40,122</b>
<b>LIABILITIES</b>				
<b>Payables</b>				
Suppliers	3.3A	3,813	2,030	6,590
Other payables	3.3B	996	857	671
<b>Total payables</b>		<b>4,809</b>	<b>2,887</b>	<b>7,261</b>
<b>Interest bearing liabilities</b>				
Leases	3.4A	4,273	6,264	7,944
<b>Total interest bearing liabilities</b>		<b>4,273</b>	<b>6,264</b>	<b>7,944</b>
<b>Provisions</b>				
Employee provisions	6.1A	6,809	6,104	5,938
Other provisions	3.5A	496	469	1,091
<b>Total provisions</b>		<b>7,305</b>	<b>6,573</b>	<b>7,029</b>
<b>Total liabilities</b>		<b>16,387</b>	<b>15,724</b>	<b>22,234</b>
<b>Net assets</b>		<b>22,077</b>	<b>21,781</b>	<b>17,888</b>
<b>EQUITY</b>				
Contributed equity		44,496	40,033	42,461
Reserves		1,592	1,271	1,272
Retained surplus/(Accumulated deficit)		(24,011)	(19,523)	(25,845)
<b>Total equity</b>		<b>22,077</b>	<b>21,781</b>	<b>17,888</b>

The above statement should be read in conjunction with the accompanying notes.

1. Right-of-use assets are included in Non-Financial assets as part of Buildings.

**Australian Skills Quality Authority**
**Statement of Changes in Equity**
*for the period ended 30 June 2024*

	Notes	2024 \$'000	2023 \$'000	Original Budget \$'000
<b>CONTRIBUTED EQUITY</b>				
<b>Opening balance as at 1 July</b>				
Balance carried forward from previous period		40,033	37,588	40,033
<b>Adjusted opening balance</b>		<b>40,033</b>	<b>37,588</b>	<b>40,033</b>
<b>Transactions with owners</b>				
<b>Distributions to owners</b>				
<b>Contributions by owners</b>				
Equity injection		1,157	1,214	1,157
Departmental capital budget		3,306	1,231	1,271
<b>Total transactions with owners</b>		<b>4,463</b>	<b>2,445</b>	<b>2,428</b>
<b>Closing balance as at 30 June</b>		<b>44,496</b>	<b>40,033</b>	<b>42,461</b>
<b>RETAINED EARNINGS</b>				
<b>Opening balance</b>				
Balance carried forward from previous period		(19,523)	(14,739)	(20,684)
<b>Adjusted opening balance</b>		<b>(19,523)</b>	<b>(14,739)</b>	<b>(20,684)</b>
<b>Comprehensive income</b>				
Surplus/(Deficit) for the period		(4,488)	(4,784)	(5,161)
<b>Total comprehensive income</b>		<b>(4,488)</b>	<b>(4,784)</b>	<b>(5,161)</b>
<b>Closing balance as at 30 June</b>		<b>(24,011)</b>	<b>(19,523)</b>	<b>(25,845)</b>
<b>ASSET REVALUATION RESERVE</b>				
<b>Opening balance</b>				
Balance carried forward from previous period		1,271	1,271	1,272
<b>Adjusted opening balance</b>		<b>1,271</b>	<b>1,271</b>	<b>1,272</b>
<b>Comprehensive income</b>				
Other comprehensive income		321	-	-
<b>Closing balance as at 30 June</b>		<b>1,592</b>	<b>1,271</b>	<b>1,272</b>
<b>TOTAL EQUITY</b>				
<b>Opening balance</b>				
Balance carried forward from previous period		21,781	24,120	20,621
<b>Adjusted opening balance</b>		<b>21,781</b>	<b>24,120</b>	<b>20,621</b>
<b>Comprehensive income</b>				
Surplus/(Deficit) for the period		(4,488)	(4,784)	(5,161)
Other comprehensive income		321	-	-
<b>Total comprehensive income</b>		<b>(4,167)</b>	<b>(4,784)</b>	<b>(5,161)</b>
<b>Transactions with owners</b>				
<b>Contributions by owners</b>				
Equity injection		1,157	1,214	1,157
Departmental capital budget		3,306	1,231	1,271
<b>Total transactions with owners</b>		<b>4,463</b>	<b>2,445</b>	<b>2,428</b>
<b>Closing balance as at 30 June</b>		<b>22,077</b>	<b>21,781</b>	<b>17,888</b>

The above statement should be read in conjunction with the accompanying notes.

**Accounting Policy**
***Equity Injections***

Amounts appropriated which are designated as 'equity injections' for a year (less any formal reductions) and Departmental Capital Budgets (DCBs) are recognised directly in contributed equity in that year.





Australian Skills Quality Authority  
Cash Flow Statement

for the period ended 30 June 2024

	Notes	2024 \$'000	2023 \$'000	Original Budget \$'000
<b>OPERATING ACTIVITIES</b>				
<b>Cash received</b>				
Appropriations		42,022	49,085	39,026
Sale of goods and rendering of services		142	300	-
Net GST received		834	2,279	-
<b>Total cash received</b>		<b>42,998</b>	<b>51,664</b>	<b>39,026</b>
<b>Cash used</b>				
Employees		30,122	25,461	27,226
Suppliers		8,687	17,984	9,788
Interest payments on lease liabilities		172	220	132
Section 74 receipts transferred to OPA		1,661	3,479	-
<b>Total cash used</b>		<b>40,642</b>	<b>47,144</b>	<b>37,146</b>
<b>Net cash from operating activities</b>		<b>2,356</b>	<b>4,520</b>	<b>1,880</b>
<b>INVESTING ACTIVITIES</b>				
<b>Cash used</b>				
Purchase of property, plant and equipment		669	644	141
Purchase of leasehold improvements		-	1,759	1,233
Purchase of intangible software		3,804	2,636	1,055
<b>Total cash used</b>		<b>4,473</b>	<b>5,039</b>	<b>2,429</b>
<b>Net cash used by investing activities</b>		<b>(4,473)</b>	<b>(5,039)</b>	<b>(2,429)</b>
<b>FINANCING ACTIVITIES</b>				
<b>Cash received</b>				
Contributed equity		3,995	2,750	2,428
<b>Total cash received</b>		<b>3,995</b>	<b>2,750</b>	<b>2,428</b>
<b>Cash used</b>				
Principal payments of lease liabilities		2,009	2,292	2,525
<b>Total cash used</b>		<b>2,009</b>	<b>2,292</b>	<b>2,525</b>
<b>Net cash from / (used by) financing activities</b>		<b>1,986</b>	<b>458</b>	<b>(97)</b>

The above statement should be read in conjunction with the accompanying notes.

Australian Skills Quality Authority  
**Administered Schedule of Comprehensive Income**  
*for the period ended 30 June 2024*

	Notes	2024 \$'000	2023 \$'000	Original Budget \$'000
<b>NET COST OF SERVICES</b>				
<b>Expenses</b>				
Impairment on trade and other receivables	2.1A	465	262	-
<b>Total expenses</b>		<b>465</b>	<b>262</b>	<b>-</b>
<b>Income</b>				
<b>Revenue</b>				
<b>Non-taxation revenue</b>				
Fees and Fines	2.2A	27,611	24,535	37,361
<b>Total non-taxation revenue</b>		<b>27,611</b>	<b>24,535</b>	<b>37,361</b>
<b>Total revenue</b>		<b>27,611</b>	<b>24,535</b>	<b>37,361</b>
<b>Total income</b>		<b>27,611</b>	<b>24,535</b>	<b>37,361</b>
<b>Net (cost of)/contribution by services</b>		<b>27,146</b>	<b>24,273</b>	<b>37,361</b>
<b>Surplus/(Deficit)</b>		<b>27,146</b>	<b>24,273</b>	<b>37,361</b>
<b>Total comprehensive income/(loss)</b>		<b>27,146</b>	<b>24,273</b>	<b>37,361</b>

The above schedule should be read in conjunction with the accompanying notes.



Australian Skills Quality Authority  
Administered Schedule of Assets and Liabilities

as at 30 June 2024

	Notes	2024 \$'000	2023 \$'000	Original Budget \$'000
<b>ASSETS</b>				
<b>Financial assets</b>				
Trade and other receivables	4.1A	835	299	-
<b>Total financial assets</b>		<b>835</b>	<b>299</b>	<b>-</b>
<b>Total assets administered on behalf of Government</b>				
		<b>835</b>	<b>299</b>	<b>-</b>
<b>LIABILITIES</b>				
<b>Payables</b>				
Refunds liabilities	4.2A	134	106	165
<b>Total payables</b>		<b>134</b>	<b>106</b>	<b>165</b>
<b>Provisions</b>				
Other provisions	4.2B	232	312	209
<b>Total provisions</b>		<b>232</b>	<b>312</b>	<b>209</b>
<b>Total liabilities administered on behalf of Government</b>				
		<b>366</b>	<b>418</b>	<b>374</b>
<b>Net assets/(liabilities)</b>		<b>469</b>	<b>(119)</b>	<b>(374)</b>

The above schedule should be read in conjunction with the accompanying notes.

**Australian Skills Quality Authority**  
**Administered Reconciliation Schedule**  
*for the period ended 30 June 2024*

	Notes	2024 \$'000	2023 \$'000
<b>Opening assets less liabilities as at 1 July</b>		<b>(119)</b>	<b>(374)</b>
<b>Net contribution by services</b>			
Income		27,611	24,535
Expenses		(465)	(262)
<b>Transfers (to)/from the Australian Government</b>			
Appropriation transfers from Official Public Account			
Special appropriations (limited)	5.1C	253	197
Appropriation transfers to OPA			
Transfers to OPA		<b>(26,811)</b>	<b>(24,215)</b>
<b>Closing assets less liabilities as at 30 June</b>		<b>469</b>	<b>(119)</b>

The above schedule should be read in conjunction with the accompanying notes.

**Accounting Policy**

*Administered Cash Transfers to and from the Official Public Account*

Revenue collected by ASQA for use by the Government rather than ASQA is administered revenue. Collections are transferred to the Official Public Account (OPA) maintained by the Department of Finance. Conversely, cash is drawn from the OPA to make payments under Parliamentary appropriation on behalf of Government. These transfers to and from the OPA are adjustments to the administered cash held by ASQA on behalf of the Government and reported as such in the schedule of administered cash flows and in the administered reconciliation schedule.



Australian Skills Quality Authority  
**Administered Cash Flow Statement**  
*for the period ended 30 June 2024*

	Notes	2024 \$'000	2023 \$'000
<b>OPERATING ACTIVITIES</b>			
<b>Cash received</b>			
Fees and Fines		26,558	24,018
<b>Total cash received</b>		<u>26,558</u>	<u>24,018</u>
<b>Net cash from/(used by) operating activities</b>		<u>26,558</u>	<u>24,018</u>
<b>Cash from Official Public Account</b>			
Appropriations		253	197
<b>Total cash from official public account</b>		<u>253</u>	<u>197</u>
<b>Cash to Official Public Account</b>			
Appropriations		26,811	24,215
<b>Total cash to official public account</b>		<u>26,811</u>	<u>24,215</u>

This schedule should be read in conjunction with the accompanying notes.

Australian Skills Quality Authority  
for the period ended 30 June 2024

## Overview

ASQA conducts the following administered activities on behalf of the Australian Government:

- a) registering training organisations that meet national standards
- b) accrediting courses that meet national standards
- c) monitoring and enforcing compliance
- d) providing advice and making recommendations to the Portfolio Minister, and/or state and territory Ministers and/or the Ministerial Council on matters relating to vocational education and training ("VET"), and
- e) collecting, analysing, interpreting and disseminating information about VET and the performance of registered training organisations.

### The Basis of Preparation

The financial statements are required by section 42 of the *Public Governance, Performance and Accountability Act 2013*.

The financial statements have been prepared in accordance with:

- a) *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015 (FRR)*; and
- b) Australian Accounting Standards and Interpretations - including simplified disclosures for Tier 2 Entities under AASB 1060 issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

The financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets and liabilities at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position. The financial statements are presented in Australian dollars.

### New Accounting Standards

All new/revised/amending standards and/or interpretations that were issued prior to the sign-off date and are applicable to the current reporting period did not have a material effect on ASQA's financial statements.

Standard/ Interpretation	Nature of impending change/s in accounting policy and likely impact on initial application
AASB 18 Presentation and Disclosure in Financial Statements	<p>AASB 18 will replace AASB 101 Presentation of Financial Statements. As a result, the requirements in AASB 101 will be:</p> <ul style="list-style-type: none"> <li>(a) replaced by new requirements in AASB 18;</li> <li>(b) transferred to AASB 18 with only limited wording changes; or</li> <li>(c) moved to AASB 108 Basis of Preparation of Financial Statements<sup>1</sup> or AASB 7 Financial Instruments.</li> </ul> <p>AASB 18 has also introduced changes to AASB 107 Statement of Cash Flows, AASB 133 Earnings per Share and AASB 134 Interim Financial Reporting.</p> <p>The AASB 18 applies to not-for-profit public sector entities for annual reporting periods beginning on or after 1 January 2028.</p>

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in next  
page



## Australian Skills Quality Authority

for the period ended 30 June 2024

### Overview (..continued from previous page)

Standard/ Interpretation	Nature of change in accounting policy, transitional provisions, and adjustment to financial statements
AASB 2022-10 Amendments to Australian Accounting Standards – Fair Value Measurement of Non-Financial Assets of Not-For-Profit Public Sector Entities(AASB 2022-10)	<p>AASB 2022-10 applies to annual periods beginning on or after 1 January 2024. This standard amends AASB 13 Fair Value Measurement for fair value measurements of non-financial assets of not-for-profit public sector entities not held primarily for their ability to generate net cash inflows. This standard also adds implementation advice and relevant illustrative examples for fair value measurements of non-financial assets of not-for-profit public sector entities not held primarily for their ability to generate net cash inflows.</p> <p>These amendments are not expected to have a material impact on ASQA's financial statements for the current reporting period or future reporting periods.</p>

#### Taxation

The entity is exempt from all forms of taxation except Fringe Benefits Tax (FBT) and the Goods and Services Tax (GST).

#### Reporting of Administered activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the administered schedules and related notes.

Except where otherwise stated, administered items are accounted for on the same basis and using the same policies as for departmental items, including the application of Australian Accounting Standards.

#### Events After the Reporting Period

##### Departmental

There were no subsequent events that had the potential to significantly affect the ongoing operations and financial activities of ASQA at the reporting date.

##### Administered

There were no subsequent events that had the potential to significantly affect the ongoing operations and financial activities of ASQA at the reporting date.

Australian Skills Quality Authority  
**Notes to and forming part of the financial statements**  
 for the period ended 30 June 2024

**Financial Performance** This section analyses the financial performance of ASQA for the year ended 2024.

<b>1.1 Expenses</b>		
	<b>2024</b>	2023
	<b>\$'000</b>	\$'000
<b>1.1A: Employee benefits</b>		
Wages and salaries	21,220	18,196
Superannuation		
Defined contribution plans	4,054	2,944
Defined benefit plans	654	658
Leave and other entitlements	4,264	3,742
Separation and redundancies	801	156
<b>Total employee benefits</b>	<b>30,993</b>	<b>25,696</b>

**Accounting Policy**  
 Accounting policies for employee related expenses is contained in the People and relationships section.

<b>1.1B: Suppliers</b>		
<b>Goods and services supplied or rendered</b>		
Consultants	164	900
Contractors	1,786	6,226
IT services	4,227	4,501
Legal fees	235	208
Panel assessors	542	695
Travel	424	380
Property	882	911
Training	353	197
Resources received free of charge	50	50
Other	669	540
<b>Total goods and services supplied or rendered</b>	<b>9,332</b>	<b>14,608</b>
Goods supplied	49	54
Services rendered	9,283	14,554
<b>Total goods and services supplied or rendered</b>	<b>9,332</b>	<b>14,608</b>
<b>Other suppliers</b>		
Workers compensation expenses	136	402
Short-term leases	86	-
<b>Total other suppliers</b>	<b>222</b>	<b>402</b>
<b>Total suppliers</b>	<b>9,554</b>	<b>15,010</b>

ASQA has no short-term lease commitments as at 30 June 2024.

The above lease disclosures should be read in conjunction with the accompanying notes 1.2B, 3.2A and 3.4A.

**Accounting Policy**  
*Short-term leases and leases of low-value assets*  
 ASQA has elected not to recognise right-of-use assets and lease liabilities for short-term leases of assets that have a lease term of 12 months or less and leases of low-value assets (less than \$10,000). ASQA recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.





Australian Skills Quality Authority  
**Notes to and forming part of the financial statements**  
*for the period ended 30 June 2024*

1.1 Expenses	2024	2023
	\$'000	\$'000
<b>1.1C: Finance costs</b>		
Interest on lease liabilities	172	220
Unwinding of discount	26	26
<b>Total finance costs</b>	<b>198</b>	<b>246</b>

The above lease disclosures should be read in conjunction with the accompanying notes 1.2B, 3.2A and 3.4A.

**Accounting Policy**

All borrowing costs are expensed as incurred.

**1.1D: Write-down and impairment of other assets**

Impairment of property, plant and equipment	(6)	3
<b>Total write-down and impairment of other assets</b>	<b>(6)</b>	<b>3</b>

Australian Skills Quality Authority  
**Notes to and forming part of the financial statements**  
*for the period ended 30 June 2024*

<b>1.2 Own-Source Revenue and gains</b>		
	<b>2024</b>	2023
	<b>\$'000</b>	\$'000
<b>1.2A: Other revenue</b>		
Other revenue	92	250
Resources received free of charge		
Plant and equipment received free of charge	-	623
Remuneration of auditors	50	50
<b>Total other revenue</b>	<b>142</b>	<b>923</b>

**Accounting Policy**  
*Resources Received Free of Charge*  
 Resources received free of charge are recognised as revenue when, and only when, a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense. Resources received free of charge are recorded as either revenue or gains depending on their nature.

**Gains**

	<b>2024</b>	2023
	<b>\$'000</b>	\$'000
<b>1.2B: Other gains</b>		
Gain on disposal of leases	-	75
<b>Total other gains</b>	<b>-</b>	<b>75</b>

The above lease disclosure should be read in conjunction with the accompanying notes 1.1B, 1.1D and 3.2.



Australian Skills Quality Authority  
**Notes to and forming part of the financial statements**  
 for the period ended 30 June 2024

**1.2 Own-Source Revenue and gains**

	2024	2023
	\$'000	\$'000
<b>1.2C: Revenue from Government</b>		
Appropriations		
Departmental appropriations	43,284	42,413
Supplementation	-	(1,020)
<b>Total revenue from Government</b>	<b>43,284</b>	<b>41,393</b>

**Accounting Policy**

*Revenue from Government*

Amounts appropriated for departmental appropriations for the year (adjusted for any formal additions and reductions) are recognised as Revenue from Government when ASQA gains control of the appropriation, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned. Appropriations receivable are recognised at their nominal amounts.

Funding received or receivable from non-corporate Commonwealth entities (appropriated to the non-corporate Commonwealth entity as a corporate Commonwealth entity payment item for payment to ASQA) is recognised as Revenue from Government by the corporate Commonwealth entity unless the funding is in the nature of an equity injection or a loan.

Australian Skills Quality Authority  
**Notes to and forming part of the financial statements**  
*for the period ended 30 June 2024*

## Income and Expenses Administered on Behalf of Government

This section analyses the activities that ASQA does not control but administers on behalf of the Government. Unless otherwise noted, the accounting policies adopted are consistent with those applied for departmental reporting.

<b>2.1 Administered - Expenses</b>		
	<b>2024</b>	2023
	<b>\$'000</b>	\$'000
<b>Expenses</b>		
<b><u>2.1A: Impairment loss on financial instruments</u></b>		
Impairment on trade and other receivables	465	262
<b>Total impairment loss on financial instruments</b>	<b>465</b>	<b>262</b>
<b>2.2 Administered - Income</b>		
	<b>2024</b>	2023
	<b>\$'000</b>	\$'000
<b>Revenue</b>		
<b><u>2.2A: Fees and Fines</u></b>		
Regulatory charges	27,038	24,517
Fines	573	18
<b>Total fees and fines</b>	<b>27,611</b>	<b>24,535</b>

### Accounting Policy

#### Revenue from regulatory fees and charges

All administered revenues are revenues relating to the course of ordinary activities performed by ASQA on behalf of the Australian Government. Revenue is generated from the collection of fees and charges (as per ASQA's published schedules of fees and charges), for managing the registration of VET training providers and for accrediting courses.

Charges include ASQA's annual registration charges and compliance audit charges. ASQA's regulatory fee income is recognised as revenue when an application reaches to a non-refundable stage. Revenue from fines is recognised when ASQA receives payment.



Australian Skills Quality Authority  
**Notes to and forming part of the financial statements**  
 for the period ended 30 June 2024

## Financial Position

This section analyses ASQA assets used to conduct its operations and the operating liabilities incurred as a result. Employee related information is disclosed in the People and Relationships section.

### 3.1 Financial Assets

	2024	2023
	\$'000	\$'000
<b>3.1A: Cash and cash equivalents</b>		
Cash on hand or on deposit	193	324
<b>Total cash and cash equivalents</b>	<b>193</b>	<b>324</b>

#### Accounting Policy

Cash is recognised at its nominal amount. Cash and cash equivalents includes:

- a) cash on hand;
- b) demand deposits in bank accounts with an original maturity of 3 months or less that are readily convertible to known amounts of cash and subject to insignificant risk of changes in value.

### 3.1B: Trade and other receivables

#### Goods and services receivables

Goods and services	442	365
<b>Total goods and services receivables</b>	<b>442</b>	<b>365</b>

#### Appropriation receivables

Appropriation receivable	17,756	14,364
<b>Total appropriation receivables</b>	<b>17,756</b>	<b>14,364</b>

#### Other receivables

GST from Australian Taxation Office	216	118
<b>Total other receivables</b>	<b>216</b>	<b>118</b>
<b>Total trade and other receivables (gross)</b>	<b>18,414</b>	<b>14,847</b>
<b>Total trade and other receivables (net)</b>	<b>18,414</b>	<b>14,847</b>

Credit terms for goods and services were within 30 days (2023: 30 days).

#### Accounting Policy

##### *Financial assets*

Trade receivables, loans and other receivables that are held for the purpose of collecting the contractual cash flows where the cash flows are solely payments of principal and interest, that are not provided at below-market interest rates, are subsequently measured at amortised cost using the effective interest method adjusted for any loss allowance.

Australian Skills Quality Authority  
 Notes to and forming part of the financial statements  
 for the period ended 30 June 2024

3.2 Non-Financial Assets

3.2.A: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment and Intangibles

	Buildings <sup>1</sup> \$'000	Leasehold improvements \$'000	Plant and equipment \$'000	Computer Software \$'000	Total \$'000
<b>As at 1 July 2023</b>					
Gross book value	11,349	5,188	1,675	28,768	46,980
Accumulated depreciation, amortisation and impairment	(5,029)	(1,092)	(659)	(18,206)	(24,986)
<b>Total as at 1 July 2023</b>	<b>6,320</b>	<b>4,096</b>	<b>1,016</b>	<b>10,562</b>	<b>21,994</b>
<b>Additions</b>					
Purchase or internally developed	-	-	669	3,804	4,473
Right-of-use assets	18	-	-	-	18
Revaluations and impairments recognised in other comprehensive income	-	305	16	-	321
Revaluations recognised in net cost of services	-	-	6	-	6
Depreciation and amortisation	-	(1,080)	(354)	(3,498)	(4,932)
Depreciation on right-of-use assets	(2,243)	-	-	-	(2,243)
Disposals					
Gross Value	(960)	-	-	-	(960)
Accumulated Depreciation	960	-	-	-	960
<b>Total as at 30 June 2024</b>	<b>4,095</b>	<b>3,321</b>	<b>1,353</b>	<b>10,868</b>	<b>19,637</b>
<b>Total as at 30 June 2024 represented by</b>					
Gross book value	10,407	3,321	1,730	32,572	48,030
Accumulated depreciation, amortisation and impairment	(6,312)	-	(377)	(21,704)	(28,393)
<b>Total as at 30 June 2024</b>	<b>4,095</b>	<b>3,321</b>	<b>1,353</b>	<b>10,868</b>	<b>19,637</b>
Carrying amount of right-of-use assets	4,095	-	-	-	4,095

1. During the financial year 2023-24, one lease was terminated which had associated right-of-use assets. There was no net gain or loss (difference between carrying value of right-of-use assets and lease liabilities) resulting from these terminations.

**Revaluations of non-financial assets and intangible assets**

All revaluations were conducted in accordance with the revaluation policy stated in Accounting policy note. On 30 June 2024, an independent valuer conducted the revaluations in accordance with Australian Accounting Standards, including AASB 13 *Fair-Value Measurement* and AASB 116 *Property, Plant and Equipment*.

**Contractual commitments for the acquisition of property, plant, equipment and intangible assets**

At the balance date ASQA's commitments includes intangible asset commitments worth \$8.290m.



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### **Accounting Policy**

Assets are recorded at cost on acquisition except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken. Financial assets are initially measured at their fair value plus transaction costs where appropriate.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and income at their fair value at the date of acquisition, unless acquired as a consequence of restructuring of administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor's accounts immediately prior to the restructuring.

#### Asset Recognition Threshold

Purchases of property, plant and equipment are recognised initially at cost in the statement of financial position, except for purchases costing less than \$2,000, which are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total).

The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located. This is particularly relevant to 'make good' provisions in relation to property leases taken up by ASQA where there exists an obligation to make good on the cessation of the property lease. These costs are included in the value of ASQA's leasehold improvements with a corresponding provision for the 'make good' recognised.

#### Lease Right of Use (ROU) Assets

Leased ROU assets are capitalised at the commencement date of the lease and comprise of the initial lease liability amount, initial direct costs incurred when entering into the lease less any lease incentives received. These assets are accounted for by Commonwealth lessees as separate asset classes to corresponding assets owned outright, but included in the same column as where the corresponding underlying assets would be presented if they were owned.

On initial adoption of AASB 16 ASQA has adjusted the ROU assets at the date of initial application by the amount of any provision for onerous leases recognised immediately before the date of initial application. Following initial application, an impairment review is undertaken for any right of use lease asset that shows indicators of impairment and an impairment loss is recognised against any right of

use lease asset that is impaired. Lease ROU assets continue to be measured at cost after initial recognition in Commonwealth agency, GGS and Whole of Government financial statements.

#### Revaluations

Following initial recognition at cost, property, plant and equipment (**excluding ROU assets**) are carried at fair value (or an amount not materially different from fair value) less subsequent accumulated depreciation and accumulated impairment losses. Valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets did not differ materially from the assets' fair values as at the reporting date. The regularity of independent valuations depended upon the volatility of movements in market values for the relevant assets.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve except to the extent that it reversed a previous revaluation decrement of the same asset class that was previously recognised in the surplus/deficit. Revaluation decrements for a class of assets are recognised directly in the surplus/deficit except to the extent that they reversed a previous revaluation increment for that class.

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the asset restated to the revalued amount.

#### Depreciation

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives to the entity using, in all cases, the straight-line method of depreciation.

Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate.

Depreciation rates applying to each class of depreciable asset are based on the following useful lives:

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<b>Accounting Policy (continued)</b>			
	<b>2024</b>	2023	
Leasehold improvements	<b>Lesser of the lease terms &amp; useful life</b>	Lesser of the lease terms & useful life	An item of property, plant and equipment is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.
Plant and equipment	<b>Four to ten years</b>	Four to ten years	<u><i>Intangibles</i></u> The entity's intangibles comprise internally developed software for internal use. These assets are carried at cost less accumulated amortisation and accumulated impairment losses.
			Software is amortised on a straight-line basis over its anticipated useful life.
			The depreciation rates for ROU assets are based on the commencement date to the earlier of the end of the useful life of the ROU asset or the end of the lease term.
			All software assets were assessed for indications of impairment as at 30 June 2024.
			<u><i>Impairment</i></u> All assets were assessed for impairment at 30 June 2024. Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount.
			The recoverable amount of an asset is the higher of its fair value less costs of disposal and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if the entity were deprived of the asset, its value in use is taken to be its depreciated replacement cost.
			<u><i>Derecognition</i></u>





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<b>3.3 Payables</b>		
	<b>2024</b>	2023
	<b>\$'000</b>	\$'000
<b>3.3A: Suppliers</b>		
Trade creditors and accruals	<b>3,813</b>	2,030
<b>Total suppliers</b>	<b>3,813</b>	2,030

Settlement terms for suppliers are within 20 days of the date of an official, correctly rendered supplier invoice.

<b>3.3B: Other payables</b>		
Salaries and wages	<b>852</b>	732
Superannuation	<b>144</b>	125
<b>Total other payables</b>	<b>996</b>	857

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**3.4 Interest Bearing Liabilities**

	<b>2024</b>	2023
	<b>\$'000</b>	\$'000
<b>3.4A: Leases</b>		
Lease liabilities	4,273	6,264
<b>Total leases</b>	<b>4,273</b>	<b>6,264</b>
<b>Maturity analysis - contractual undiscounted cash flows</b>		
Within 1 year	1,558	2,347
Between 1 to 5 years	3,068	3,353
More than 5 years	696	1,329
<b>Total leases</b>	<b>5,322</b>	<b>7,029</b>

Total cash outflow for leases for the year ended 30 June 2024 was \$2.179m (2023: \$2.512m).

The Australian Skills Quality Authority in its capacity as lessee has significant leasing arrangements for Sydney, Melbourne, Brisbane, Canberra and Adelaide offices. Sydney and Melbourne leases have renewal options.

The above lease disclosures should be read in conjunction with the accompanying notes 1.1B, 1.2B and 3.2A.

**Accounting Policy**

For all new contracts entered into, the Australian Skills Quality Authority considers whether the contract is, or contains a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'.

Once it has been determined that a contract is, or contains a lease, the lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease, if that rate is readily determinable, or the department's incremental borrowing rate.

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification to the lease. When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset or profit and loss depending on the nature of the reassessment or modification.



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**3.5 Other Provisions**

	2024	2023
	\$'000	\$'000

**3.5A: Other Provisions**

Provision for leasehold restoration	496	469
<b>Total other provisions</b>	<b>496</b>	<b>469</b>

	Provision for restoration <sup>1</sup>	Total
	\$'000	\$'000
<b>As at 1 July 2023</b>	<b>469</b>	<b>469</b>
Additional provisions made	27	27
<b>Total as at 30 June 2024</b>	<b>496</b>	<b>496</b>

1. ASQA currently has 2 (2023: 2) agreements for the leasing of premises which have provisions requiring ASQA to restore the premises to their original condition at the conclusion of the lease. ASQA has made a provision to reflect the present value of this obligation.

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## Assets and Liabilities Administered on Behalf of the Government

This section analyses assets used to conduct operations and the operating liabilities incurred as a result ASQA does not control but administers on behalf of the Government. Unless otherwise noted, the accounting policies adopted are consistent with those applied for departmental reporting.

### 4.1 Administered - Financial Assets

	2024 \$'000	2023 \$'000
<b>4.1A: Trade and other receivables</b>		
	2024 \$'000	2023 \$'000
<b>Other receivables</b>		
Fees and charges	1,587	586
<b>Total other receivables</b>	<u>1,587</u>	<u>586</u>
<b>Total trade and other receivables (gross)</b>	<u>1,587</u>	<u>586</u>
<b>Less expected credit loss allowance</b>	(752)	(287)
<b>Total trade and other receivables (net)</b>	<u>835</u>	<u>299</u>

#### Accounting Policy

##### Receivables

The expected credit loss allowance is calculated based on the Registered Training Organisation's registration status and the age of the debt.



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**4.4 Administered - Payables**

	<b>2024</b>	2023
	<b>\$'000</b>	\$'000
<b>4.2A: Suppliers</b>		
Refund liabilities	134	106
<b>Total suppliers</b>	<b>134</b>	106
	<b>2024</b>	2023
	<b>\$'000</b>	\$'000
<b>4.2B: Other Payables</b>		
Revenue received in advance	232	312
<b>Total other payables</b>	<b>232</b>	312

**Accounting Policy**

Payables

The total value of refunds for annual registration charges is estimated based on the status of providers' registrations at the balance date.

Revenue received in advance is calculated based on the status of submitted applications that are subject to a potential refund.

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**Funding**

This section identifies ASQA's funding structure.

**5.1 Appropriations**

**5.1A: Annual appropriations (recoverable GST exclusive)**

**Annual Appropriations for 2024**

	Annual Appropriation <sup>1</sup> \$'000	Adjustments to appropriation <sup>2</sup> \$'000	Total appropriation \$'000	Appropriation applied in 2024 (current and prior years) \$'000	Variance <sup>3</sup> \$'000
<b>Departmental</b>					
Ordinary annual services	43,284	1,661	44,945	42,022	2,923
Capital Budget <sup>4</sup>	3,306	-	3,306	2,934	372
Other services					
Equity Injections	1,157	-	1,157	1,061	96
<b>Total departmental</b>	<b>47,747</b>	<b>1,661</b>	<b>49,408</b>	<b>46,017</b>	<b>3,391</b>

1 No amounts of current year annual appropriation being withheld under section 51 of the PGPA Act or quarantined for administrative purposes.

2 Adjustments to appropriations includes adjustments to current year annual appropriations including PGPA Act section 74 receipts.

3 The variance in Ordinary annual services mainly due to expenditure accrued but unpaid at the balance date and also progressive setup of Integrity function. Variance in capital and equity funding reflects the timing of capital projects undertaken.

4 Departmental Capital Budgets are appropriated through Appropriation Acts (No.1 and 3). They form part of ordinary annual services, and are not separately identified in the Appropriation Acts.

**Annual Appropriations for 2023**

	Annual Appropriation \$'000	Adjustments to appropriation <sup>1</sup> \$'000	Total appropriation \$'000	Appropriation applied in 2023 \$'000	Variance <sup>3</sup> \$'000
<b>Departmental</b>					
Ordinary annual services	42,413	3,479	45,892	49,146	(3,254)
Capital Budget <sup>2</sup>	1,231	-	1,231	1,454	(223)
Other services					
Equity Injections	1,214	-	1,214	1,296	(82)
<b>Total departmental</b>	<b>44,858</b>	<b>3,479</b>	<b>48,337</b>	<b>51,896</b>	<b>(3,559)</b>



- 1 No amounts of current year annual appropriation being withheld under section 51 of the PGPA Act or quarantined for administrative purposes.
- 2 Adjustments to appropriations includes adjustments to current year annual appropriations including PGPA Act section 74 receipts.
- 3 The variance in Ordinary annual services mainly contributed by higher supplier expenses over the original budget related training product assurance function setup costs and additional investments in new IT systems as part of the digital transformation strategy. Variance in capital and equity funding reflects the timing of capital projects undertaken.
- 4 Appropriation for ordinary annual services includes supplementation of \$1.020 million recognised in the previous year.
- 5 Departmental Capital Budgets are appropriated through Supply Acts (No.1 and 3). They form part of ordinary annual services, and are not separately identified in the Appropriation Acts.

#### **5.1B: Unspent annual appropriations (recoverable GST exclusive)**

	2024 \$'000	2023 \$'000
<b>Departmental</b>		
Appropriation Act (No. 1) 2023-24	17,481	-
Appropriation Act (No. 3 DCB) 2023-24	372	-
Appropriation Act (No. 2) 2023-24	96	-
Appropriation Act (No. 1) 2022-23	-	1,629
Supply Act (No. 1) 2022-23	-	13,058
<b>Total departmental</b>	<b>17,949</b>	<b>14,687</b>

#### **5.1C: Special appropriations (recoverable GST exclusive)**

	<b>Appropriation applied</b>	
	2024 \$'000	2023 \$'000
<b>Authority</b>		
Public Governance, Performance and Accountability Act 2013 s.77, Administered	253	197
Refund		
To provide an appropriation where an Act or other law requires or permits the repayment of an amount received by the Commonwealth and the Finance Minister is satisfied that, apart from this section, there is no specific appropriation for the repayment.		
<b>Total special appropriations applied</b>	<b>253</b>	<b>197</b>

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**5.2 Regulatory Charging Summary**

	<b>2024</b>	2023
	<b>\$'000</b>	\$'000
<b>Amounts applied</b>		
Departmental		
Annual appropriations	<b>46,017</b>	51,896
<b>Total amounts applied</b>	<b>46,017</b>	51,896
<b>Expenses</b>		
Departmental	<b>47,914</b>	47,175
Administered	<b>465</b>	262
<b>Total expenses</b>	<b>48,379</b>	47,437
<b>External Revenue</b>		
Administered	<b>27,611</b>	24,535
<b>Total external revenue</b>	<b>27,611</b>	24,535
<b>Amounts written off</b>		
Administered	<b>465</b>	262
<b>Total amounts written off</b>	<b>465</b>	262

**Regulatory charging activities:**

Regulation and advice, including regulation of Vocational Education and Training (VET) organisations, accreditation of VET courses and advice in regard to VET regulation.

Documentation (Cost Recovery Implementation Statement) for the above activities is available at <https://www.asqa.gov.au/about-us/fees-and-charges/cost-recovery-implementation-statement-cris>





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**5.3 Net Cash Appropriation Arrangements**

	2024	2023
	\$'000	\$'000
<b>Total comprehensive income/(loss) - as per the Statement of Comprehensive Income</b>	<b>(4,488)</b>	(4,784)
<b>Plus</b> : depreciation/amortisation of assets funded through appropriations (departmental capital budget funding and/or equity injections) <sup>1</sup>	<b>4,932</b>	3,939
<b>Plus</b> : depreciation of right-of-use assets <sup>2</sup>	<b>2,243</b>	2,281
<b>Less</b> : lease principal repayments <sup>2</sup>	<b>(2,009)</b>	(2,292)
<b>Net Cash Operating Surplus/ (Deficit)</b>	<b>678</b>	(856)

1. From 2010-11, the Government introduced net cash appropriation arrangements where revenue appropriations for depreciation/amortisation expenses of non-corporate Commonwealth entities and selected corporate Commonwealth entities were replaced with a separate capital budget provided through equity appropriations. Capital budgets are to be appropriated in the period when cash payment for capital expenditure is required.

2. The inclusion of depreciation/amortisation expenses related to ROU leased assets and the lease liability principal repayment amount reflects the impact of AASB 16 Leases, which does not directly reflect a change in appropriation arrangements.

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**People and relationships**

This section describes a range of employment and post employment benefits provided to our people and our relationships with other key people.

**6.1 Employee Provisions**

	2024 \$'000	2023 \$'000
<b>6.1A: Employee provisions</b>		
Leave	6,809	6,104
<b>Total employee provisions</b>	<b>6,809</b>	<b>6,104</b>

**Accounting policy**

Liabilities for short-term employee benefits and termination benefits expected within twelve months of the end of reporting period are measured at their nominal amounts.

Other long-term employee benefits are measured as net total of the present value of the defined benefit obligation at the end of the reporting period minus the fair value at the end of the reporting period of plan assets (if any) out of which the obligations are to be settled directly.

Leave

The liability for employee benefits includes provision for annual leave and long service leave.

The leave liabilities are calculated on the basis of employees' remuneration at the estimated salary rates that will be applied at the time the leave is taken, including the entity's employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination.

The liability for long service leave has been determined using shorthand method calculations as at 30 June 2024. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Separation and Redundancy

Provision is made for separation and redundancy benefit payments. ASQA recognises a provision for termination when it has developed a detailed formal plan for the terminations and has informed those employees affected that it will carry out the terminations.

Superannuation

ASQA's staff are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS), or the PSS accumulation plan (PSSap), or other superannuation funds held outside the Australian Government.

The CSS and PSS are defined benefit schemes for the Australian Government. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported in the Department of Finance's administered schedules and notes.

ASQA makes employer contributions to the employees' defined benefit superannuation scheme at rates determined by an actuary to be sufficient to meet the current cost to the Government. ASQA accounts for the contributions as if they were contributions to defined contribution plans.

The liability for superannuation recognised as at 30 June represents outstanding contributions.



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**6.2 Key Management Personnel Remuneration**

Key management personnel are those persons having authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly, including any director (whether executive or otherwise) of that entity. ASQA has determined the key management personnel to be the Chief Executive Officer, Deputy Chief Executive Officer and Executive Directors. Key management personnel remuneration is reported in the table below:

	<b>2024</b>	2023
	<b>\$'000</b>	\$'000
Short-term employee benefits	<b>1,770</b>	1,737
Post-employment benefits	<b>296</b>	285
Other long-term employee benefits	<b>41</b>	40
Termination benefits	-	70
<b>Total key management personnel remuneration expenses<sup>1</sup></b>	<b>2,107</b>	2,132

The total number of key management personnel that are included in the above table are 10 (2023: 10).

1. The above key management personnel remuneration excludes the remuneration and other benefits of the Portfolio Minister. The Portfolio Minister's remuneration and other benefits are set by the Remuneration Tribunal and are not paid by ASQA.

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**6.3 Related Party Disclosures**

**Related party relationships:**

ASQA is an Australian Government controlled entity. Related parties to ASQA are Key Management Personnel including the Portfolio Minister and Executive, and other Australian Government entities.

**Transactions with related parties:**

Given the breadth of Government activities, related parties may transact with the government sector in the same capacity as ordinary citizens. Such transactions include the payment or refund of taxes, receipt of a Medicare rebate or higher education loans. These transactions have not been separately disclosed in this note.

Significant transactions with related parties can include:

- the payments of grants or loans;
- purchases of goods and services;
- asset purchases, sales transfers or leases;
- debts forgiven; and
- guarantees.

Giving consideration to relationships with related entities, and transactions entered into during the reporting period by ASQA, it has been determined that there are no related party transactions to be separately disclosed.



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## Managing uncertainties

This section analyses how ASQA manages financial risks within its operating environment.

### 7.1A: Contingent assets and liabilities

	Guarantees		Indemnities		Claims for damages or costs		Total	
	2024	2023	2024	2023	2024	2023	2024	2023
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Contingent assets</b>								
Balance from previous period	-	-	-	-	497	456	497	456
New contingent assets recognised	-	-	-	-	-	53	-	53
Re-measurement	-	-	-	-	(246)	-	(246)	-
Assets realised	-	-	-	-	(17)	(12)	(17)	(12)
<b>Total contingent assets</b>	-	-	-	-	234	497	234	497
<b>Net contingent assets</b>							234	497

#### Quantifiable Contingencies

ASQA does not have any quantifiable departmental contingent liabilities as at the reporting date.

#### Unquantifiable Contingencies

At 30 June 2024, the ASQA had a number of legal matters against third parties. It was not possible to estimate the amounts of any eventual receivable that may be required in relation to these claims. These were not included in the above table.

#### **Accounting Policy**

Contingent liabilities and contingent assets are not recognised in the statement of financial position but are reported in the notes. They may arise from uncertainty as to the existence of a liability or asset or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when settlement is greater than remote.

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**7.1B: Administered - contingent assets and liabilities**

	Guarantees		Indemnities		Claims for damages or costs		Total	
	2024	2023	2024	2023	2024	2023	2024	2023
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Contingent assets</b>								
Balance from previous period	-	-	-	-	945	963	945	963
New contingent assets recognised	-	-	-	-	-	-	-	-
Re-measurement	-	-	-	-	(571)	-	(571)	-
Assets realised	-	-	-	-	(13)	(18)	(13)	(18)
Rights expired	-	-	-	-	-	-	-	-
<b>Total contingent assets</b>	-	-	-	-	361	945	361	945
<b>Total contingent liabilities</b>	-	-	-	-	-	-	-	-
<b>Net contingent assets</b>							361	945

**Quantifiable Contingencies**

ASQA does not have any quantifiable administered contingent liabilities as at the reporting date.

**Unquantifiable Contingencies**

At 30 June 2024, the ASQA had a number of legal matters against third parties. It was not possible to estimate the amounts of any eventual receivable that may be required in relation to these claims. These were not included in the above table.

**Accounting Policy**

**Indemnities and/or guarantees**

The maximum amounts payable under the indemnities given is disclosed above. The guarantees are in relation to lease obligations and are measured at the present value of future lease payments. At the time of completion of the financial statements, there was no reason to believe that the indemnities and/or guarantees would be called upon, and no recognition of any liability was therefore required.



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<b>7.2 Financial Instruments</b>		
	<b>2024</b>	2023
	<b>\$'000</b>	\$'000
<b>7.2A: Categories of financial instruments</b>		
<b>Financial assets at amortised cost</b>		
Cash and cash equivalents	193	324
Trade and other receivables	442	365
<b>Total financial assets at amortised cost</b>	<b>635</b>	689
<b>Total financial assets</b>	<b>635</b>	689
<b>Financial Liabilities</b>		
<b>Financial liabilities measured at amortised cost</b>		
Trade creditors	3,813	2,030
<b>Total financial liabilities measured at amortised cost</b>	<b>3,813</b>	2,030
<b>Total financial liabilities</b>	<b>3,813</b>	2,030

<b>7.3 Administered - Financial Instruments</b>		
	<b>2024</b>	2023
	<b>\$'000</b>	\$'000
<b>7.3A: Categories of financial instruments</b>		
<b>Financial assets at amortised cost</b>		
Trade and other receivables	835	299
<b>Total financial assets at amortised cost</b>	<b>835</b>	299
<b>Total financial assets</b>	<b>835</b>	299

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**7.2 Financial Instruments**

**Accounting Policy**

**Financial assets**

In accordance with AASB 9 *Financial Instruments*, ASQA classifies its financial assets in the following categories:

- a) financial assets at fair value through profit or loss;
- b) financial assets at fair value through other comprehensive income; and
- c) financial assets measured at amortised cost.

The classification depends on both the entity's business model for managing the financial assets and contractual cash flow characteristics at the time of initial recognition. Financial assets are recognised when the entity becomes a party to the contract and, as a consequence, has a legal right to receive or a legal obligation to pay cash and derecognised when the contractual rights to the cash flows from the financial asset expire or are transferred upon trade date.

Comparatives have not been restated on initial application.

**Financial Assets at Amortised Cost**

Financial assets included in this category need to meet two criteria:

- 1. the financial asset is held in order to collect the contractual cash flows; and
- 2. the cash flows are solely payments of principal and interest (SPPI) on the principal outstanding amount.

Amortised cost is determined using the effective interest method.

**Effective Interest Method**

Income is recognised on an effective interest rate basis for financial assets that are recognised at amortised cost.

**Financial Assets at Fair Value Through Other Comprehensive Income (FVOCI)**

Financial assets measured at fair value through other comprehensive income are held with the objective of both collecting contractual cash flows and selling the financial assets and the cash flows meet the SPPI test.

Any gains or losses as a result of fair value measurement or the recognition of an impairment loss allowance is recognised in other comprehensive income.

**Financial Assets at Fair Value Through Profit or Loss (FVTPL)**

Financial assets are classified as financial assets at fair value through profit or loss where the financial assets either doesn't meet the criteria of financial assets held at amortised cost or at FVOCI (i.e. mandatorily held at FVTPL) or may be designated.

Financial assets at FVTPL are stated at fair value, with

any resultant gain or loss recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any interest earned on the financial asset.

**Impairment of Financial Assets**

Financial assets are assessed for impairment at the end of each reporting period based on Expected Credit Losses, using the general approach which measures the loss allowance based on an amount equal to *lifetime expected credit losses* where risk has significantly increased, or an amount equal to *12-month expected credit losses* if risk has not increased.

The simplified approach for trade, contract and lease receivables is used. This approach always measures the loss allowance as the amount equal to the lifetime expected credit losses.

A write-off constitutes a derecognition event where the write-off directly reduces the gross carrying amount of the financial asset.

**Financial liabilities**

Financial liabilities are classified as either financial liabilities 'at fair value through profit or loss' or other financial liabilities. Financial liabilities are recognised and derecognised upon 'trade date'.

**Financial Liabilities at Fair Value Through Profit or Loss**

Financial liabilities at fair value through profit or loss are initially measured at fair value. Subsequent fair value adjustments are recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any interest paid on the financial liability.

**Financial Liabilities at Amortised Cost**

Financial liabilities, including borrowings, are initially measured at fair value, net of transaction costs. These liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective interest basis.

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).





Australian Skills Quality Authority  
**Notes to and forming part of the financial statements**  
 for the period ended 30 June 2024

#### 7.4 Fair Value Measurement

The following tables provide an analysis of assets and liabilities that are measured at fair value. The remaining assets and liabilities disclosed in the statement of financial position do not apply the fair value hierarchy.

##### 7.4A: Fair value measurement

	Fair value measurements at the end of the reporting period	
	2024 \$'000	2023 \$'000
<b>Non-financial assets</b>		
Leasehold improvements	3,321	4,096
Plant and equipment	1,353	1,016
<b>Total Non-financial assets</b>	<b>4,674</b>	<b>5,112</b>

##### Accounting policy

Fair values for each class of assets are determined as shown below:

Asset class	2023-24	2022-23
Leasehold improvements	Amortised replacement cost	Amortised replacement cost
Plant & equipment	Market price	Market price

#### 7.5 Administered - Fair Value Measurement

##### 7.5A: Administered - fair value measurement

ASQA's administered assets and liabilities are related to fees and charges imposed under ASQA's enabling legislation, the National Vocational Education and Training Regulator Act 2011; the National Vocational Education and Training Regulator (Transitional Provisions) Act 2011 and the National Vocational Education and Training Regulator (Charges) Act 2012. As such, ASQA's assets and liabilities are carried at a value determined by legislation and not at fair value.

Australian Skills Quality Authority  
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## Other information

### 8.1 Current/non-current distinction for assets and liabilities

#### 8.1A: Current/non-current distinction for assets and liabilities

	2024	2023
	\$'000	\$'000
<b>Assets expected to be recovered in:</b>		
<b>No more than 12 months</b>		
Cash and cash equivalents	193	324
Trade and other receivables	18,414	14,847
Prepayments	220	340
<b>Total no more than 12 months</b>	<b>18,827</b>	<b>15,511</b>
<b>More than 12 months</b>		
Buildings	4,095	6,320
Leasehold Improvements	3,321	4,096
Plant and equipment	1,353	1,016
Computer software	10,868	10,562
<b>Total more than 12 months</b>	<b>19,637</b>	<b>21,994</b>
<b>Total assets</b>	<b>38,464</b>	<b>37,505</b>
<b>Liabilities expected to be settled in:</b>		
<b>No more than 12 months</b>		
Suppliers	3,813	2,030
Other payables	996	857
Leases	1,558	2,347
Employee provisions	2,027	1,749
Other provisions	257	-
<b>Total no more than 12 months</b>	<b>8,651</b>	<b>6,983</b>
<b>More than 12 months</b>		
Leases	2,715	3,917
Employee provisions	4,782	4,355
Other provisions	239	469
<b>Total more than 12 months</b>	<b>7,736</b>	<b>8,741</b>
<b>Total liabilities</b>	<b>16,387</b>	<b>15,724</b>

#### 8.1B: Administered - current/non-current distinction for assets and liabilities

	2024	2023
	\$'000	\$'000
<b>Assets expected to be recovered in:</b>		
<b>No more than 12 months</b>		
Trade and other receivables	835	299
<b>Total no more than 12 months</b>	<b>835</b>	<b>299</b>
<b>Total assets</b>	<b>835</b>	<b>299</b>
<b>Liabilities expected to be settled in:</b>		
<b>No more than 12 months</b>		
Other payables	134	106
Other provisions	232	312
<b>Total no more than 12 months</b>	<b>366</b>	<b>418</b>
<b>Total liabilities</b>	<b>366</b>	<b>418</b>



Australian Skills Quality Authority  
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## Budget Variances Commentary

### 9.1 Budget Variances Commentary

The following table provides explanations for significant variances between ASQA's original budget as presented in the 2023-24 Portfolio Budget Statements in accordance with Australian Accounting Standards. The budget is not audited. High level explanations of the causes of the significant variances are provided below.

Explanations may relate to multiple line items, including across statements.

#### 9.1A: Departmental Variance Commentary

ASQA's original 2023-24 Portfolio Budget Statements (PBS) result is for an operating loss of \$5.161 million. ASQA's Final Budget Outcome for 2023-24 is an operating loss of \$4.167 million, a variance of \$0.994 million. As per net cash appropriation arrangements, ASQA's net operating surplus for the year is \$0.678 million.

Explanations of Significant Variances	Statement / line items
<p>Employee expenses are \$3.608 million (13.2%) over the original budget. The overspend is mainly due to additional ASL funding as part of the Migration System Integrity NPP granted during the MYEFO process. Further, ASQA replaced some contractor roles with APS staff during the year, resulting in higher employee expenses.</p> <p>Supplier expenses are \$1.247 million (11.5%) under the original budget which is due to lower than budgeted contractor expenditure to offset higher ASL levels. The underspend is due to recruiting a number of APS staff during the period for the establishment of Integrity functions and uplifting ASQA's digital capability.</p> <p>Annual depreciation and amortisation expenses are \$0.511million (6.6%) under budget due to IT development costs that are not capitalised at the balance date.</p>	<p>Statement of comprehensive income</p> <p>Expenses</p>
<p>Other revenues are \$0.142 million over the original budget. Other revenues consist of \$0.050 million for the audit fee conducted by Australian National Audit Office. Further, \$0.047 million was received from sharing office space with another Commonwealth entity and a refund of \$0.028 million from Comcare towards 2021- 22 premium.</p>	<p>Statement of comprehensive income</p> <p>Own-source income</p>
<p>Revenue from Government is \$2.491million higher than the original budget due to the setup of Integrity function (NPP) as part of the 2023-24 MYEFO process.</p>	<p>Statement of comprehensive income</p> <p>Revenue from Government</p>
<p>Financial assets are \$3.341 million under the original budget. This decrease reflects a lower than budgeted cash on hand and reduction in receivables balance.</p>	<p>Statement of financial position</p> <p>Financial assets</p>
<p>Buildings and Leasehold improvements are \$4.189 million (36.1%) under budget due to expiry of leases, resulting in a reduction in Right of Use Assets. Plant &amp; Equipment are \$0.999 million (282.2%) over the original budget due to acquisition of new desktop hardware during the year.</p> <p>Intangible assets are \$5.086 million (88.0%) over budget, which reflects the abovementioned investment in key digital and technology projects as part of a comprehensive digital transformation strategy as well as upgrading existing systems.</p>	<p>Statement of financial position</p> <p>Non-Financial assets</p>

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**9.1 Budget Variances Commentary continued**

<b>Explanations of Significant Variances</b>	<b>Statement / line items</b>
Total liabilities are \$5.847 million (26.3%) under the original budget position. This is primarily due to reduction in supplier payables by \$2.777 million, and in lease liability provisions of \$3.671 million due to expiry of leases, resulting in a reduction in commitments. Other payables of \$0.996 million consisting of accrued salary and superannuation and total provisions are in line with the budget.	Statement of financial position Liabilities
ASQA's net assets and total equity reflects the reductions in total liabilities.	Statement of financial position
ASQA's equity is higher than the budget due to reduction in deficit for the period and funding of additional departmental capital budget during the 2023-24 MYEFO.	Statement of changes in equity
The variances between budget and actuals in the statement of cash flows are primarily the flow on effect from the events already described and timing differences between cash receipts and expense payments.	Cash flow statement

**9.2 Administered Budget Variances Commentary**

**9.2A: Administered Variance Commentary**

The budgeted result was total comprehensive income of \$37.361 million. The actual comprehensive income for the period was \$27.146 million. The variance is \$10.215 million under budget.

<b>Explanations of Significant Variances</b>	<b>Affected Statement / line</b>
Revenue from charges, fees and fines, which includes annual registration charges and compliance audit charges, was \$10.215 million (27.3%) under budget.  There are several contributing factors impacting on ASQA's recovery of audit revenue including: <ul style="list-style-type: none"> <li>• The Cost Recovery model and revenue targets were built on a Regulatory Operating Model that has since evolved. These targets and model are currently being reviewed.</li> <li>• Invoices are raised when a regulatory decision is made not when a performance assessment report is issued. This may result in several months between billable hours completed and the issuing of an invoice.</li> <li>• Billable hours are not accrued monthly but only recognised once an invoice is raised.</li> <li>• Audits can only be completed by staff holding the requisite qualifications. ASQA's turnover rates and the need to train new staff have adversely impacted on current productivity, capacity and capability.</li> </ul>	Administered schedule of comprehensive income
Other provisions reflect \$0.232 million towards revenue received in advance for applications received but yet to be processed at 30 June 2024 and Provisions for refunds of \$0.134 million still to be administered for the return of annual charges for ceased registrations at the balance date.	Administered schedule of assets and liabilities







# 5. APPENDICES

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# Appendix A: List of requirements

Below is the table set out in Schedule 2 of the PGPA Rule. Section 17AJ(d) requires this table be included in entities' annual reports as an aid of access.

Table 32: Reporting requirements

PGPA Rule Reference	Part of Report	Description	Requirement
<b>17AD(g)</b>	<b>Letter of transmittal</b>		
17AI	Preliminary pages	A copy of the letter of transmittal signed and dated by accountable authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report.	Mandatory
<b>17AD(h)</b>	<b>Aids to access</b>		
17AJ(a)	Preliminary pages	Table of contents.	Mandatory
17AJ(b)	Chapter 5	Alphabetical index.	Mandatory
17AJ(c)	Chapter 5	Glossary of abbreviations and acronyms.	Mandatory
17AJ(d)	Chapter 5	List of requirements.	Mandatory
17AJ(e)	Inside front cover	Details of contact officer.	Mandatory
17AJ(f)	Inside front cover	Entity's website address.	Mandatory
17AJ(g)	Inside front cover	Electronic address of report.	Mandatory
<b>17AD(a)</b>	<b>Review by accountable authority</b>		
17AD(a)	Chapter 1	A review by the accountable authority of the entity.	Mandatory
<b>17AD(b)</b>	<b>Overview of the entity</b>		
17AE(1)(a)(i)	Chapter 1	A description of the role and functions of the entity.	Mandatory
17AE(1)(a)(ii)	Chapter 1	A description of the organisational structure of the entity.	Mandatory
17AE(1)(a)(iii)	Chapter 1	A description of the outcomes and programmes administered by the entity.	Mandatory
17AE(1)(a)(iv)	Chapter 1 Chapter 2	A description of the purposes of the entity as included in corporate plan.	Mandatory





PGPA Rule Reference	Part of Report	Description	Requirement
17AE(1)(aa)(i)	Chapter 1	Name of the accountable authority or each member of the accountable authority.	Mandatory
17AE(1)(aa)(ii)	Chapter 1	Position title of the accountable authority or each member of the accountable authority.	Mandatory
17AE(1)(aa)(iii)	Chapter 1	Period as the accountable authority or member of the accountable authority within the reporting period.	Mandatory
17AE(1)(b)	N/A	An outline of the structure of the portfolio of the entity.	Portfolio departments – mandatory
17AE(2)	N/A	Where the outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, include details of variation and reasons for change.	If applicable, Mandatory
<b>17AD(c)</b>	<b>Report on the Performance of the entity</b>		
	<b>Annual performance statements</b>		
17AD(c)(i); 16F	Chapter 2	Annual performance statement in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule.	Mandatory
<b>17AD(c)(ii)</b>	<b>Report on Financial Performance</b>		
17AF(1)(a)	Chapter 4	A discussion and analysis of the entity's financial performance.	Mandatory
17AF(1)(b)	Appendices F & G	A table summarising the total resources and total payments of the entity.	Mandatory
17AF(2)	N/A	If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including: the cause of any operating loss of the entity; how the entity has responded to the loss and the actions that have been taken in relation to the loss; and any matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity's future operation or financial results.	If applicable, Mandatory.
<b>17AD(d)</b>	<b>Management and Accountability</b>		
	<b>Corporate Governance</b>		
17AG(2)(a)	Letter of Transmittal	Information on compliance with section 10 (fraud and corruption systems)	Mandatory
17AG(2)(b)(i)	Letter of Transmittal	A certification by accountable authority that fraud and corruption risk assessments have been conducted and fraud and corruption control plans have been prepared.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AG(2)(b)(ii)	Letter of Transmittal	A certification by accountable authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud and corruption that meet the specific needs of the entity are in place.	Mandatory
17AG(2)(b)(iii)	Letter of Transmittal	A certification by accountable authority that all reasonable measures have been taken to deal appropriately with fraud and corruption relating to the entity.	Mandatory
17AG(2)(c)	Chapter 3	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory
17AG(2)(d) – (e)	N/A	A statement of significant issues reported to Minister under paragraph 19(1)(e) of the Act that relates to non-compliance with Finance law and action taken to remedy non-compliance.	If applicable, Mandatory
<b>Audit Committee</b>			
17AG(2A)(a)	Chapter 3	A direct electronic address of the charter determining the functions of the entity’s audit committee.	Mandatory
17AG(2A)(b)	Chapter 3	The name of each member of the entity’s audit committee.	Mandatory
17AG(2A)(c)	Chapter 3	The qualifications, knowledge, skills or experience of each member of the entity’s audit committee.	Mandatory
17AG(2A)(d)	Chapter 3	Information about the attendance of each member of the entity’s audit committee at committee meetings.	Mandatory
17AG(2A)(e)	Chapter 3	The remuneration of each member of the entity’s audit committee.	Mandatory
<b>External Scrutiny</b>			
17AG(3)	Chapter 3	Information on the most significant developments in external scrutiny and the entity’s response to the scrutiny.	Mandatory
17AG(3)(a)	Chapter 3	Information on judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner that may have a significant effect on the operations of the entity.	If applicable, Mandatory
17AG(3)(b)	Chapter 3	Information on any reports on operations of the entity by the Auditor General (other than report under section 43 of the Act), a Parliamentary Committee, or the Commonwealth Ombudsman.	If applicable, Mandatory
17AG(3)(c)	Chapter 3	Information on any capability reviews on the entity that were released during the period.	If applicable, Mandatory



PGPA Rule Reference	Part of Report	Description	Requirement
<b>Management of Human Resources</b>			
17AG(4)(a)	Chapter 3	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.	Mandatory
17AG(4)(aa)	Chapter 3	Statistics on the entity's employees on an ongoing and non-ongoing basis, including the following: <ul style="list-style-type: none"> <li>• statistics on full-time employees;</li> <li>• statistics on part-time employees;</li> <li>• statistics on gender</li> <li>• statistics on staff location</li> </ul>	Mandatory
17AG(4)(b)	Chapter 3	Statistics on the entity's APS employees on an ongoing and non-ongoing basis; including the following: <ol style="list-style-type: none"> <li>a. Statistics on staffing classification level;</li> <li>b. Statistics on full-time employees;</li> <li>c. Statistics on part-time employees;</li> <li>d. Statistics on gender;</li> <li>e. Statistics on staff location;</li> <li>f. Statistics on employees who identify as Indigenous.</li> </ol>	Mandatory
17AG(4)(c)	Chapter 3	Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the Public Service Act 1999.	Mandatory
17AG(4)(c)(i)	Chapter 3	Information on the number of SES and non-SES employees covered by agreements etc. identified in paragraph 17AG(4)(c).	Mandatory
17AG(4)(c)(ii)	Chapter 3	The salary ranges available for APS employees by classification level.	Mandatory
17AG(4)(c)(iii)	Chapter 3	A description of non-salary benefits provided to employees.	Mandatory
17AG(4)(d)(i)	N/A	Information on the number of employees at each classification level who received performance pay.	If applicable, Mandatory
17AG(4)(d)(ii)	N/A	Information on aggregate amounts of performance pay at each classification level.	If applicable, Mandatory
17AG(4)(d)(iii)	N/A	Information on the average amount of performance payment, and range of such payments, at each classification level.	If applicable, Mandatory
17AG(4)(d)(iv)	N/A	Information on aggregate amount of performance payments.	If applicable, Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
<b>Assets Management</b>			
17AG(5)	N/A	An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities.	If applicable, mandatory
<b>Purchasing</b>			
17AG(6)	Chapter 3	An assessment of entity performance against the Commonwealth Procurement Rules.	Mandatory
<b>Reportable consultancy contracts</b>			
17AG(7)(a)	Chapter 3	A summary statement detailing the number of new reportable consultancy contracts entered into during the period; the total actual expenditure on all such contracts (inclusive of GST); the number of ongoing reportable consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory
17AG(7)(b)	Chapter 3	A statement that “During [reporting period], [specified number] new reportable consultancy contracts were entered into involving total actual expenditure of \$[specified million]. In addition, [specified number] ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of \$[specified million]”.	Mandatory
17AG(7)(c)	Chapter 3	A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged.	Mandatory
17AG(7)(d)	Chapter 3	A statement that “Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website.”	Mandatory
<b>Reportable non-consultancy contracts</b>			
17AG(7A)(a)	Chapter 3	A summary statement detailing the number of new reportable non-consultancy contracts entered into during the period; the total actual expenditure on such contracts (inclusive of GST); the number of ongoing reportable non-consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory
17AG(7A)(b)	Chapter 3	A statement that “Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website.”	Mandatory



PGPA Rule Reference	Part of Report	Description	Requirement
17AD(daa)		<b><i>Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts</i></b>	
17AGA	Chapter 3	Additional information, in accordance with section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts.	Mandatory
<b><i>Australian National Audit Office Access Clauses</i></b>			
17AG(8)	Chapter 3	If an entity entered into a contract with a value of more than \$100 000 (inclusive of GST) and the contract did not provide the Auditor-General with access to the contractor's premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract.	If applicable, Mandatory
<b><i>Exempt contracts</i></b>			
17AG(9)	Chapter 3	If an entity entered into a contract or there is a standing offer with a value greater than \$10 000 (inclusive of GST) which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters.	If applicable, Mandatory
<b><i>Small business</i></b>			
17AG(10)(a)	Chapter 3	A statement that "[Name of entity] supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SME) and Small Enterprise participation statistics are available on the Department of Finance's website."	Mandatory
17AG(10)(b)	Chapter 3	An outline of the ways in which the procurement practices of the entity support small and medium enterprises.	Mandatory
17AG(10)(c)	N/A	If the entity is considered by the Department administered by the Finance Minister as material in nature—a statement that "[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury's website."	If applicable, Mandatory
<b><i>Financial Statements</i></b>			
17AD(e)	Chapter 4	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
<b>Executive Remuneration</b>			
17AD(da)	Chapter 3	Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 2–3 of the Rule.	Mandatory
<b>17AD(f) Other Mandatory Information</b>			
17AH(1)(a)(i)	N/A	If the entity conducted advertising campaigns, a statement that “During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity’s website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance’s website.”	If applicable, Mandatory
17AH(1)(a)(ii)	Chapter 3	If the entity did not conduct advertising campaigns, a statement to that effect.	If applicable, Mandatory
17AH(1)(b)	N/A	A statement that “Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity’s website].”	If applicable, Mandatory
17AH(1)(c)	Chapter 3	Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory
17AH(1)(d)	Chapter 3	Website reference to where the entity’s Information Publication Scheme statement pursuant to Part II of FOI Act can be found.	Mandatory
17AH(1)(e)	N/A	Correction of material errors in previous annual report	If applicable, mandatory
17AH(2)	Appendix D	Information required by other legislation	Mandatory



# Appendix B: Key legislation

## Acts

*National Vocational Education and Training Regulator Act 2011 (NVETR Act), including the NVETR Amendment (Strengthening Quality and Integrity in Vocational Education and Training No.1) Bill 2024*

*Education Services for Overseas Students Act 2000 (ESOS Act)*

*Education Services for Overseas Students (Registration Charges) Act 1997 (ESOS Registration Charges Act)*

*National Vocational Education and Training Regulator (Charges) Act 2012 (NVR Charges Act)*

*Public Governance, Performance and Accountability Act 2013 (PGPA Act)*

*Regulatory Powers (Standard Provisions) Act 2014*

## Instruments

*National Vocational Education and Training Regulator (Authorised Officer Requirements) Determination 2023 (s 89(2A) NVETR Act)*

*National Vocational Education and Training Regulator (Charges) Determination 2022 (s 6B(1), subsection 9(2), subsection 12(2) and paragraph 13(b) of the NVR Charges Act)*

*National Vocational Education and Training Regulator (Fees) Determination 2022 (s 232 of the NVETR Act)*

*ELICOS (English Language Intensive Courses for Overseas Students) Standards 2018 (s 176B(1) of the ESOS Act)*

*Education Services for Overseas Students Regulations 2019 (s 177 of the ESOS Act)*

*National Vocational Education and Training Regulator (Financial Viability Risk Assessment Requirements) Instrument 2021 (s 158(1) of the NVETR Act)*

*National Code of Practice for Providers of Education and Training to Overseas Students 2018 (s 33(1) of the ESOS Act)*

*National Vocational Education and Training Regulator (Fees) Determination 2022 (ss 6B(1), 9(2), 12(2) and 13 of the NVETR Act)*

*National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020 (s 187 of the NVETR Act)*

*National Vocational Education and Training Regulator Regulations 2011 and National Vocational Education and Training Regulator Amendment Regulations 2022 (s 235 NVETR Act)*

*Standards for Registered Training Organisations (RTOs) 2015 (s 185(1) and 186(1) of the NVETR Act)*

*Standards for VET Accredited Courses 2021 (s 188(1) of the NVETR Act)*

*Standards for VET Regulators 2015 (s 189(1) of the NVETR Act)*

*Public Governance, Performance and Accountability Rule 2014 (PGPA Rule) (s 101 of the PGPA Act)*

# Appendix C: Compliance with *Standards for VET Regulators 2015* and *Standards for VET Accredited Courses 2021*

In pursuing our purpose in 2023–24, ASQA undertook our regulatory functions in accordance with the *Standards for VET Regulators 2015* and *Standards for VET Accredited Courses 2021*.

Table 33: Reporting against required standards

Standards for VET Regulators 2015	Response/Reference
Standard 1. The VET Regulator effectively and efficiently regulates RTOs	See Strategic Objective 3, Performance Measure 3.2b in the Annual Performance Statements
Standard 2. Courses are accredited in accordance with the <i>Standards for VET Accredited Courses 2021</i>	See Strategic Objective 3, Performance Measure 3.2b in the Annual Performance Statements
Standard 3. The VET Regulator communicates effectively and implements a transparent complaints process to enhance regulatory practices and outcomes	See Strategic Objective 3, Performance Measure 3.2b in the Annual Performance Statements
Standard 4. The VET Regulator reports to and responds to requests from the Industry and Skills Council or its delegate	See Chapter 1, Collaboration and engagement (noting the Jobs and Skills Councils have replaced the Industry and Skills Council).
Standard 5. The VET Regulator evaluates and improves its regulatory performance and ensures that its delegates comply with the VET Regulator Standards	See Strategic Objective 3, Performance Measure 3.2b in the Annual Performance Statements
Standard 6. The VET Regulator must be effectively and efficiently managed	See Strategic Objective 3, Performance Measure 3.2b in the Annual Performance Statements





# Appendix D: Reporting against NVR Act requirements

Section 215 of the NVR Act requires that the Annual Report prepared by the CEO and given to the Minister under section 46 of the PGPA Act must include the items shown in the table below.

Table 34: Reporting against requirements of the NVR Act, s.215

Requirement	Response
s.215 (a) an assessment of the extent to which the National VET Regulator's operations during the period have contributed to the objectives set out in the Corporate Plan for the period	This is provided in the Annual Performance Statements section of this report in Chapter 2
s.215 (b) particulars of variations (if any) of the Corporate Plan taking effect during the period	See <i>Planning and performance</i> in Chapter 3
s.215 (c) a statement about the Regulator's compliance, during the period, with the <i>Standards for VET Regulators 2015</i>	See Appendix C
s.215 (d) a report on whether the service standards have been met by the Regulator during the period, including reasons in any case where the service standards have not been met	See <i>We hold ourselves to account for our performance</i> in Chapter 1
s.215 (e) details of the number of directions given to the Regulator by the Minister during the period	No directions were given during the reporting period
s.215 (f) details of the number and types of matters relating to vocational education and training which the Commonwealth, State and Territory Education Ministers referred to the Regulator during the period	No matters were referred during the reporting period
s.215 (g) details of the number and types of matters relating to vocational education and training which the Ministerial Council referred to the Regulator during the period	No matters were referred during the reporting period
s.215 (h) a general description of the Regulator's response to the matters mentioned in paragraphs (f) and (g)	No matters were referred during the reporting period

# Appendix E: Supplementary report on implementation of the recommendations of the Rapid Review of the Australian Skills Quality Authority's Regulatory Practices

Key: Colours indicate alignment with our 2023–24 Strategic Objectives.

1.

Our regulatory approach promotes a culture of self-assurance and continuous improvement.

2.

Our regulatory approach is best practice, integrated, risk-based and proportionate.

3.

Our regulatory approach is transparent and accountable.

4.

We engage, collaborate and partner with stakeholders to improve regulatory outcomes.

5.

ASQA's people and operations are supported and capable to deliver this plan and continuously improve.



Table 35: Rapid Review recommendation implementation

Recommendation number	Recommendation	Implementation status
<b>Strategic Objective 1: Our regulatory approach promotes a culture of self-assurance and continuous improvement.</b>		
3	Develop resources to support providers to meet the standards including self-assessment tools to encourage continuous improvement.	Implementation commenced Q2 2022–23. In progress – due July 2025
10	Strengthen ASQA's strategic stakeholder engagement and education, including to: <ul style="list-style-type: none"> <li>• build provider capacity for self-assurance</li> <li>• co-design new regulatory tools with the sector (for example, to support self-assessment)</li> <li>• identify common areas of non-compliance and develop consistent guidance for external stakeholders and for ASQA.</li> </ul>	Implementation complete
13	Review the provider self-assessment tool and the Annual Declaration on Compliance, such that they better support providers to identify and address non-compliance and drive continuous improvement.	Implementation complete
<b>Strategic Objective 2: Our regulatory approach is best practice, integrated, risk-based and proportionate.</b>		
1	Develop a shared understanding of what 'quality' and 'outcomes' look like, how these should be reflected in outcomes-focused standards and performance assessed by ASQA.	DEWR has implementation carriage of revised Standards. In progress – due July 2025
2	Develop new standards in consultation with the sector, with a view to decreasing prescriptive detail and increasing the focus on quality training delivery and outcomes for students and employers.	DEWR has implementation carriage. In progress – due July 2025
4	Adjust ASQA's approach to performance monitoring in line with revised standards and a focus on provider self-assurance.	Implementation commenced Q1 2024–25. In progress – due July 2025
12	Expand ASQA's post-market monitoring to include risk-based and routine monitoring to support public confidence in the regulation of the sector.	Implementation complete
14	Adopt a range of monitoring activities that can be selected based on risk and the purpose for monitoring, to better align regulatory effort to risk.	Implementation complete

Recommendation number	Recommendation	Implementation status
15	More clearly distinguish the functions of monitoring provider performance and determining the most appropriate regulatory response where non-compliance is identified to improve consistency of audit outcomes and proportionality of regulatory response.	Implementation complete
16	Give providers opportunity to remedy any identified non-compliance within 20 working days, or in accordance with an undertaking to remedy (providing a longer period within which to address the non-compliance on a more systemic and sustained basis).	Implementation complete
17	Enhance opportunity to undertake early dispute resolution.	Implementation complete
<b>Strategic Objective 3: Our regulatory approach is transparent and accountable.</b>		
5	Publish more information regarding provider performance to support students and employers to differentiate between providers.	Implementation complete
18	Revise the report that is given to providers following audit to more comprehensively describe any non-compliance as identified issues against the student-centred journey; reduce the amount of non-essential text; and distinguish between minor non-compliances or areas for improvement and more significant non-compliances.	Implementation complete
19	Notify government agencies of provider non-compliance after the provider has had the opportunity to respond to the audit report (except where there is significant and immediate risk to public funding, students or others as a result of the identified non-compliance).	Implementation complete
20	In the short term, build on the information ASQA publishes in respect of regulatory decisions to include the main reasons for the decision, so as to improve transparency of decision-making.	Implementation in progress
21	In the long term, publish a summary of ASQA's findings regarding the provider's performance against the standards.	In progress from January 2026



Recommendation number	Recommendation	Implementation status
24	Implement a program of internal quality assurance, including regular: <ul style="list-style-type: none"> <li>• opportunities for moderation of audit outcomes and decision-making</li> <li>• internal review of audit reports and compliance outcomes</li> </ul>	Implementation complete
<b>Strategic Objective 4: We engage, collaborate and partner with stakeholders to improve regulatory outcomes.</b>		
7	Build a common understanding of ASQA's role and regulatory approach, what stakeholders can and cannot expect of ASQA and areas of shared stakeholder responsibility.	Implementation complete
9	Establish an advisory council to improve access to high-level ongoing expert advice including in relation to ASQA's Strategic Objectives and approach to regulation.	Implementation complete
11	Strengthen strategic engagement with SSON, IRCs and SSOs to establish a feedback loop regarding broader VET reform, training packages, their intent and their implementation by providers.	Implementation complete
<b>Strategic Objective 5: ASQA's people and operations are supported and capable to deliver this plan and continuously improve.</b>		
6	Realign ASQA's cost recovery arrangements to reflect ASQA's new approach to performance monitoring.	Implementation complete
8	Change ASQA's organisational structure and focus to strengthen strategic oversight and managerial capacity to: <ul style="list-style-type: none"> <li>• support implementation of critical reforms (including in relation to engagement and education, performance assessment and proportionate response to non-compliance)</li> <li>• support change management</li> <li>• strengthen internal systems and quality controls.</li> </ul>	Implementation complete
22	Strengthen induction training for ASQA auditors and decision-makers, including to support consistent regulatory practice, decision-making and documentation.	Implementation complete
23	Implement a formal program for continuing professional development for ASQA auditors and decision-makers.	Implementation complete

# Appendix F: Entity Resource Statement

	Actual available appropriation 2023–24 \$'000 (a)	Payments made 2023–24 \$'000 (b)	Balance remaining 2023–24 \$'000 (a)-(b)
<b>Departmental</b>			
Annual appropriations – ordinary annual services <sup>1</sup>	62,938	45,085	17,853
Annual appropriations – other services – non-operating <sup>2</sup>	1,157	1,061	96
<b>Total departmental annual appropriations</b>	<b>64,095</b>	<b>46,146</b>	<b>17,949</b>
<b>Total departmental resourcing</b>	<b>64,095</b>	<b>46,146</b>	<b>17,949</b>
<b>Administered</b>			
Administered special appropriations <sup>3</sup>	253	253	-
<b>Total administered special appropriations</b>	<b>253</b>	<b>253</b>	<b>-</b>
<b>Total administered resourcing</b>	<b>253</b>	<b>253</b>	<b>-</b>
<b>Total resourcing and payments for ASQA</b>	<b>64,348</b>	<b>46,399</b>	<b>17,949</b>

1 Appropriation Act (No. 1) 2023–24 Operating, Appropriation Act (No. 3) 2023–24 Operating, Appropriation Act (No. 1) 2023–24 Departmental Capital Budget (DCB) and Appropriation Act (No. 3) 2023–24 Departmental Capital Budget (DCB). This may also include prior-year departmental appropriation and section 74 external revenue.

2 Appropriation Act (No. 2) 2023–24 Equity Injections.

3 Special Appropriation – Public Governance, Performance and Accountability Act 2013 – s77 Repayments.



# Appendix G: Entity Expense Statement

## Expenses for Outcome 1

Outcome 1: Through our regulation and partnership with stakeholders, ensure quality vocational education and training so that students, employers, the community and governments have confidence in the integrity of national qualifications issued by training providers.	Budget* 2023–24 \$'000 (a)	Actual expenses 2023–24 \$'000 (b)	Variation 2023–24 \$'000 (a) – (b)
<b>Program 1.1: Regulation and Advice</b>			
<b>Administered expenses</b>			
Ordinary annual services (Appropriation Act No. 1)	–	–	–
Expenses not requiring appropriation in the budget year	–	465	(465)
Special appropriations	357	253	104
<b>Administered total</b>	357	718	(361)
<b>Departmental expenses</b>			
Departmental appropriation <sup>1</sup>	43,284	42,932	352
Special appropriations	–	–	–
Special accounts	–	–	–
Expenses not requiring appropriation in the budget year <sup>2</sup>	5,150	4,982	168
<b>Departmental total</b>	48,434	47,914	520
<b>Total expenses for Outcome 1</b>	48,791	48,632	159
	<b>2023–24</b>	<b>2023–24</b>	<b>Variation</b>
<b>Average staffing level (number)</b>	212	213	(1)

\* Full year budget, including any subsequent adjustment made to the 2023–24 budget at Additional Estimates.

<sup>1</sup> Departmental appropriation combines ordinary annual services (Appropriation Act Nos. 1 and 3) and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

<sup>2</sup> Expenses not requiring appropriation in the Budget year are made up of depreciation expenses, amortisation expenses and audit fees.

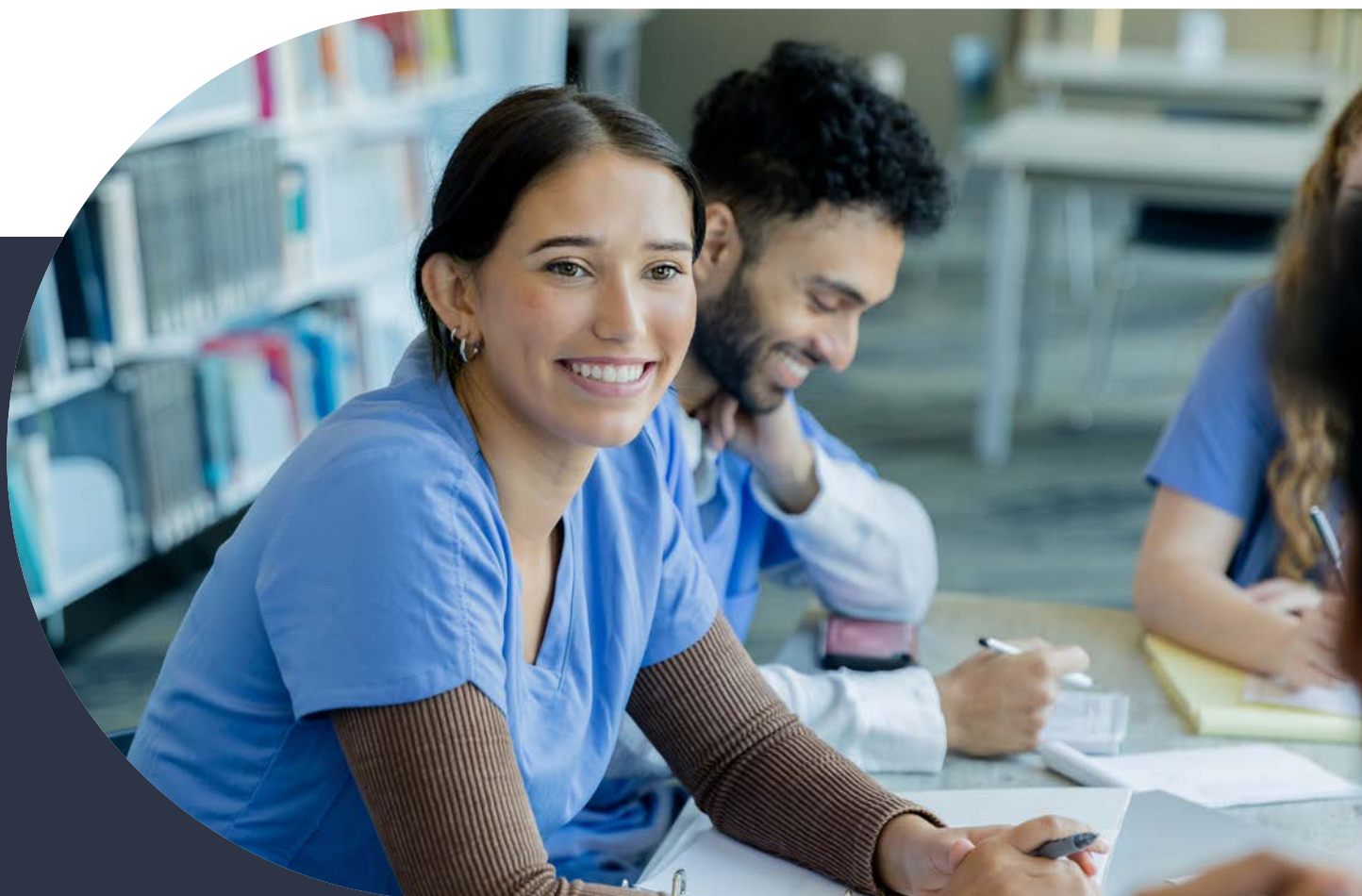
# Acronyms and abbreviations

Term	Definition
AAT	Administrative Appeals Tribunal
ABF	Australian Border Force
ADC	Annual Declaration on Compliance
ANAO	Australian National Audit Office
ANZSOG	Australia and New Zealand School of Government
APS	Australian Public Service
ARC	Audit and Risk Committee
ASQA	Australian Skills Quality Authority
ATR	Agreement to Rectify
CEO	Chief Executive Officer
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DEWR	Department of Employment and Workplace Relations
ELICOS	English Language Intensive Courses for Overseas Students
ESOS	Education Services for Overseas Students
KMP	key management personnel
KPI	key performance indicator
MOU	memorandum of understanding
NCVER	National Centre for Vocational Education Research
NPP	new policy proposal
NVETR	National Vocational Education and Training Regulator
NVR Act	<i>National Vocational Education and Training Regulator Act 2011</i>
PBS	Portfolio Budget Statements
PGPA Act	<i>Public Governance, Performance and Accountability Act 2013</i>
RAP	Reconciliation Action Plan





Term	Definition
RMG	Resource Management Guide
RTO	registered training organisation
SES	Senior Executive Service
SLG	Stakeholder Liaison Group
TEQSA	Tertiary Education Quality and Standards Agency
VET	Vocational Education and Training
VRQA	Victorian Registration and Qualifications Authority
WA TAC	Western Australia Training Accreditation Council
WHS	work health and safety



# Glossary

Term	Definition
<b>accreditation</b>	The formal recognition of a vocational education and training course by the Australian Skills Quality Authority.
<b>accredited VET course</b>	A structured sequence of training developed to meet training needs that are not addressed by existing training packages.
<b>asqanet</b>	ASQA's online web portal for managing registration, applications and fee payment for RTOs and CRICOS providers.
<b>Braithwaite Review</b>	A review of the <i>National Vocational Education and Training Regulator Act 2011</i> led by Professor Valerie Braithwaite.
<b>Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)</b>	An online database of courses and educational institutions or providers in Australia that are registered to offer courses to overseas students with student visas.
<b>competency</b>	An individual's demonstrated capacity to perform a skill or task.
<b>compliance</b>	Compliance is reached when requirements of the VET Quality Framework or Standards for VET Accredited Courses have been met.
<b>cost recovery</b>	<p>Cost recovery broadly encompasses fees and charges related to the provision of government goods and services (including regulation) to private and other sectors of the economy.</p> <p>As a full cost recovery Agency, ASQA must recover the costs of performing regulatory activities through fees.</p>
<b>Department of Employment and Workplace Relations (DEWR)</b>	DEWR's purpose is to support people to have safe, secure and well-paid work with the skills for a sustainable future.
<b>ELICOS Standards 2018</b>	Guidelines for designated authorities to make recommendations for acceptance of ELICOS providers to be registered on the CRICOS.
<b>English Language Intensive Courses for Overseas Students (ELICOS)</b>	English language programs for students who require English language training before commencing formal studies in Australia.
<b>Financial Viability Risk Assessment(s)</b>	Structured risk assessments of common indicators of financial performance, which determine an organisation's likely business continuity and its financial capacity to deliver quality outcomes.
<b>Financial Viability Risk Assessment Requirements</b>	A legislative instrument to ensure that an applicant or provider has the necessary financial resources for business continuity and can deliver quality outcomes.
<b>Fit and Proper Person Requirements 2011</b>	A legislative instrument used to determine Fit and Proper Person requirements for persons who exercise a degree of control or influence over the operation of a registered training organisation.



Term	Definition
<b>industry</b>	The bodies that have a stake in the training, assessment and client services provided by vocational education providers.
<b>Jobs and Skills Councils</b>	Jobs and Skills Councils are a national network of industry-owned and industry-led organisations that provide strategic leadership in addressing skills and workforce challenges.
<b><i>National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)</i></b>	A set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on the CRICOS.
<b>national register</b>	The official national register of information on training packages, qualifications, courses, units of competency and registered training organisations, online at <a href="http://training.gov.au">training.gov.au</a>
<b>National VET regulator</b>	The Australian Skills Quality Authority, the national body responsible for registered training providers and accrediting courses in Australia.
<b><i>National Vocational Education and Training Regulator Act 2011 (NVR Act)</i></b>	National legislation that governs the regulation of the vocational education and training sector in Australia.
<b>Nixon Review</b>	The Rapid Review into the Exploitation of Australia's Visa System led by Christine Nixon AO.
<b>non-compliance</b>	Non-compliance occurs when the requirements of the VET Quality Framework or other relevant standards or registration conditions have not been met.
<b>overseas student</b>	A person studying onshore only with visa subclass 500, excluding students on Australian-funded scholarships or sponsorship or students undertaking study while in possession of other temporary visas.
<b>performance assessment</b>	The systematic and documented process used to assess a provider's ongoing compliance with the <i>Standards for Registered Training Organisations (RTOs) 2015</i> and the <i>National Code of Practice for Providers of Education and Training to Overseas Student 2018</i> .
<b>provider</b>	<p>'Provider' may refer to:</p> <ol style="list-style-type: none"> <li>1. a registered training organisation</li> <li>2. a vocational education and training provider that is also registered on the CRICOS to deliver to overseas students</li> <li>3. a provider that is registered on the CRICOS and delivers ELICOS.</li> </ol>

Term	Definition
<b>Provider Registration and International Student Management System (PRISMS)</b>	Australian Government secure online system that allows ESOS providers to comply with legislative requirements and government agencies to monitor student compliance with visa conditions and provider compliance with the <i>ESOS Act 2001</i> .
<b>provider risk</b>	Risk which is posed to the quality of student outcomes and the reputation of the VET sector due to individual provider behaviour.
<b>Public Governance, Performance and Accountability Act 2013 (PGPA Act)</b>	An Act about the governance, performance and accountability of, and the use and management of public resources by, the Commonwealth, Commonwealth entities and Commonwealth companies, and for related purposes.
<b>qualification</b>	Formal certification, issued by a relevant approved body, in recognition that a person has achieved learning outcomes or competencies relevant to identified individual, professional, industry or community needs.
<b>Rapid Review</b>	Rapid Review of the Australian Skills Quality Authority’s Regulatory Practices. To inform the reform of ASQA, the Department of Education, Skills and Employment engaged mpconsulting to conduct a Rapid Review of ASQA’s internal regulatory practices and processes in late 2019. The final report of the review was released in April 2020.
<b>registered training organisation (RTO)</b>	An organisation registered in accordance with the requirements of the VET Quality Framework to provide specific vocational education and training and/or assessment services.
<b>registration</b>	ASQA registers both VET providers and providers who enrol students on student visas. VET registration is a nationally recognised indication that a training organisation can deliver, assess and issue qualifications or statements of attainment to a nationally agreed standard for the specific vocational education and training qualifications it is registered to provide. Providers delivering training and assessment to overseas students who have Australian student visas must be registered on CRICOS.
<b>reviewable decision</b>	Reviewable decisions include those decisions listed in section 199 of the <i>National Vocational Education and Training Regulator Act 2011</i> .
<b>risk assessment</b>	Assessment conducted to gather data about operations of providers including through undertaking performance assessment (audit) activities.



Term	Definition
<b>self-assurance</b>	The concept of self-assurance refers to the way providers manage their operations to ensure a focus on quality, continuous improvement, and ongoing compliance. Self-assurance requires providers to have systems in place to critically examine their performance (compliance with the Standards) and outcomes (student outcomes), on an ongoing basis, to identify ways to continuously improve.
<b>scope of registration</b>	The particular services and products that a provider is registered to provide.
<b><i>Standards for Registered Training Organisations (RTOs) 2015</i></b>	The national standards against which applicants for registration as a VET provider and existing VET providers are assessed.
<b><i>Standards for VET Accredited Courses 2021</i></b>	A legislative instrument used to formally identify the requirements for accrediting VET courses.
<b><i>Standards for VET Regulators 2015</i></b>	A legislative instrument used to formally identify the standards for VET regulators performing functions under the <i>National Vocational Education and Training Regulator Act 2011</i> .
<b>strategic reviews</b>	Industry-wide reviews undertaken by ASQA to obtain information about areas of the training sector that may require targeted regulatory action.
<b>systemic risk</b>	Risk that is likely to affect a significant proportion of providers across the VET sector or specific industry sectors and which represents a significant risk to the quality and outcomes of VET if left untreated.
<b>training package</b>	A package that specifies the skills and knowledge required to perform effectively in the workplace.
<b>VET Quality Framework</b>	A set of standards and conditions used by ASQA to assess whether a registered training organisation meets the requirements for registration. The VET Quality Framework comprises: <ul style="list-style-type: none"> <li>• the <i>Standards for Registered Training Organisations 2015</i></li> <li>• the Fit and Proper Person Requirements</li> <li>• the Financial Viability Risk Assessment Requirements</li> <li>• the Data Provisions Requirements</li> <li>• the Australian Qualifications Framework.</li> </ul>
<b>vocational education and training</b>	Post-compulsory education and training, excluding degree and higher-level programs delivered by further education institutions, which provides people with occupational or work-related knowledge and skills.

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The logo features the acronym 'ASQA' in a bold, white, sans-serif font. The letter 'Q' is stylized with a small, white, curved mark at its base. The text is centered within a dark teal, semi-circular shape that overlaps a red background with a repeating pattern of small, white, curved marks.

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