

Speaking ASQAneese

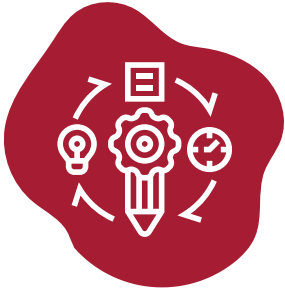
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Webinar Companion

This companion provides a summary of the key areas you need to consider against each question to help you prepare for your audit, and address the questions in the moment.

Together with the webinar, it will help you be well prepared and ready for your ASQA audit.



Preparing for your audit meeting

- ✓ Make sure you fully understand your own governance arrangements.
- ✓ Understand what your policies are, understand your compliance.
- ✓ Understand your compliance status against your own governance.
- ✓ Don't contradict yourself against that when answering questions.
- ✓ Answer the questions as briefly as possible as it's not your job to do to the auditor job for them. Its the auditor's job to request evidence and your job to provide that evidence.
- ✓ Listen to the question and focus on what the auditor is actually asking from you and just answer the question.
- ✓ Just answer the question and answer as briefly as possible.

Preparation is really important in these audits. Practice by getting right in your own mind how you are going to answer. Get yourself knowledgeable so you can adapt on the run and provide a confident and thoughtful answer.

Question 1

How do management ensure that training and assessment is meeting the needs of the training package?

- The question is really asking how does the organisation meet the needs of the training package?
- With the implication being, what is management's involvement of this.
- Management will set up the strategies and the practices so they will put in place the policies, allocate resources, monitor through management meetings.
- In small organisations the manager will be involved in all of that. But in larger organisations they may need to set up the arrangements for this to happen.
- Understand the training package and its requirements and how you're using that information to undertake the course design.

Notes

Question 2

Can you explain how you apply version control as part of your document management process?

- This question usually comes out due to the auditor identifying problems with version control. If there was no version control issue then they may not ask this question.
- You want your answer to give the auditor confidence that you have a version of control arrangement in place. It does not need to be complex, it just needs to be accurate.
- Your answer may be as simple as you having a document management system in place where the version of the various documents is updated.
- You may talk through how version control can be dictated by continuous improvement.

Notes

Question 3

Can you talk me through the process that you apply for developing and improving training and assessment strategies?

- Do you have a documented process around developing training assessment strategies?
- What is your organisations strategy for developing these strategies?
- Do you have systematic arrangements around training and assessment development?
- Do you have a review and approval process for your training and assessment development?
- Is this review internal or do you engage an external party to review and provide feedback?
- There should be record of the review and approval process to show you have an arrangement to manage this.

Notes

Question 4

How does the organisation ensure that your training and assessment is being delivered and aligns with your training and assessment strategies?

- How do you know that your training and assessment that happens on the ground, aligns with what your training and assessment strategies says?
- Consider what your monitoring arrangements are and what you can do about it.
- Are you monitoring student surveys and the feedback you receive from their experience from the training? During the course and not just at the end?
- Are you receiving feedback from trainers about their experience in the delivery and whether they've identified opportunities for improvement?
- Do you undertake assessment validation in terms of monitoring whether the assessment is meeting the requirements?
- With your arrangements for evaluating training and assessment validation, is the assessment meeting the requirements?
- Do you get feedback from employer after training as to whether the training satisfied the workplace requirement.
- Can you provide evidence of this monitoring?

Notes

Question 5

How do you determine that the amount of training you are providing is sufficient for the target learner?

- Is your student receiving sufficient opportunity to practice and develop their skills prior to undertaking assessment?
- Do you give the student opportunities to practice their skills and get feedback from their trainer before assessment occurs.
- In the training, are you introducing the skills and giving students an opportunity to practice, giving them feedback as their skills develop. And then assessing their new skills to see if they are competent.
- Time and space analysis - how many learners do you have and the time allocated to each learner to practice and have feedback on their new skills.
- Can you demonstrate that sufficient time has been allocated in the course so students can practice and develop their skills prior to their assessment.

Notes

Question 6

How do you determine the resource requirements in the course?

- Be clear on the definition of resources- learning material, assessment, equipment, consumables, trainers, classrooms, facilities, any resources identified within the assessment conditions of the unit of competency.
- For resources identified in an analysis of the tasks that the students are performing, you could engage subject matter experts to try and work out equipment you need to have available.
- Consider what can be evidence of resources-video, photos of training facilities and equipment. Equipment lists or inventories you have prepared in relation to courses that your deliver.
- Think about the mode of delivery will have a direct impact on the resources.
- For example, in the workplace onsite training - how do you identify, prior to training, the suitability and access to equipment and resources within that workplace.
- If you have a simulated workplace, what are the documents and information that the student will need to have access to in this simulated environment?
- Have you completed a time and space analysis on student numbers, verses many pieces of equipment are available, verses the time allocated to the course.

Notes

Question 7

What process do you apply to validate and customise your learning and assessment resources?

- How do you verify your training and assessment materials?
- If you purchased commercial materials- how have you validated that these materials are compliant? For example, undertake an initial review, either internally or external party is employed to do so. And made changes given feedback and review process.
- Do you complete pre-assessment validation to consider who is undertaking a validation of the assessment, focusing on the assessment tools themselves and comparing them to the training package requirements rules of evidence, the principles and assessment. Who is verifying that those materials are compliant?
- The mapping exercises are an important component so make sure you verify the mapping.
- Ensure you customise your material to your delivery mode and target learner.

Notes

Question 8

Can you talk me through how you involve industry in the development of your training and assessment strategies?

- Are you receiving industry feedback and getting information about their preferences on the delivery of training, whether that be equipment and material; around collective unit of competency selection; industry standards that need to be incorporated into training; or emerging trends that the industry person identifies.
- The standards ask for a range of strategies for industry engagements, these may be face to face meetings with industry, surveys given to industry, go to an industry event like a conference or trade show where you are taking account of new industry developments.
- Have example of this evidence for industry involvement.

Notes
