

# Audit Policy

## 1. Purpose

Smartskill is committed to providing quality training and assessment in accordance with the requirements of the Standards for Registered Training Organisations (SRTOs) 2015. As such, Smartskill is required to systematically and regularly monitor and review training and assessment strategies and practices, including those delivered by third party providers, to ensure compliance with SRTOs, and utilise the outcomes of such reviews to inform continuous improvement actions. Smartskill is also required to undergo external auditing by the VET Regulator.

## 2. Policy Statement

Smartskill is committed to ensuring the compliance of its training and assessment system, policies and procedures with the requirements of the SRTOs.

In doing so, Smartskill will:

- Implement and maintain processes for the annual audit of its training and assessment systems, policies and procedures across all of its operations and scope of registration, for compliance against SRTOs;
- Implement and maintain processes for the regular audit of training and assessment systems, practices provided by third party providers for compliance against SRTOs;
- Document all audit processes, results and outcomes in an annual Audit Report;
- Ensure the Audit Report is reviewed by the Director Smartskill, addressing compliance issues and audit results each year;
- Provide a Smartskill Annual declaration of compliance with SRTOs to the appropriate VET Regulator, as required;
- Accept and cooperate fully with 'external audits' conducted by Auditors from the relevant VET Regulator or Funding body, providing accurate and truthful responses to information requests;
- In the conduct of audits, facilitate evidence collection, maintain and make available all pertinent records and provide access to relevant documents, facilities and personnel on request; and
- Ensure that outcomes from audit activities feed into continuous improvement of training and assessment strategies and practices.

## 3. Definitions

### 3.1 The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

**External Audit** means an audit or compliance audit undertaken by the VET Regulator.

**Operations** of an RTO include training, assessment and administration and support services related to its registration, including those delivered across jurisdictions and offshore.

**Scope of registration** means the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:

- a) both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or
- b) provide assessment resulting in the issuance of AQF certification documentation by the RTO.

**Third party** means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

**VET Regulator** means:

- a) the National VET Regulator; and
- b) a body of a non-referring State that is responsible for the kinds of matters dealt with under the VET legislation for that State.

## 4. Policy Principles

### INTERNAL AUDITS –

#### 4.1 Audit Principles

- a) A complete audit against the Standards for Registered Training Organisations is to be conducted internally at least every 12 months. This audit will be conducted in accordance with an audit schedule.
- b) This internal audit will examine all standards, policies, procedures, products across the scope of registration and scale of operations, including training and assessment delivered by a third party partners.
- c) Audits will involve the examination of records and evidence provided by the system.

#### 4.2 Audit Objectives

- a) To determine Smartskill compliance with the SRTOs for registered training organisations;
- b) To determine Smartskill third party partners' compliance with the SRTOs for registered training organisations;
- c) To determine the effectiveness of the training and assessment strategies and practices;
- d) To provide an avenue for the identification of continuous improvement opportunities.

#### 4.3 Audit Schedule

- a) Unless determined otherwise, audits shall be undertaken at least annually, giving due consideration to the timing of audits by other parties. e.g. VET Regulator, Funding Body etc;
- b) New projects and new third party providers shall be audited within six months of commencement.

#### 4.4 Outcomes of Audits

- a) Results of audits will:
  - i. be documented on the Self-Assessment Tool and Audit Report; and
  - ii. include observations of compliances, non-compliances and opportunities for improvements (OFIs), as relevant.
- b) If corrective actions or further investigation is required, these will be identified and implemented.
- c) Outcome of audits will undergo management review, to determine and endorse changes required to business operations and practices.
- d) Non-compliances will be corrected within 3 months of the identification (from the date of the audit).
- e) Outcomes of all audits feed into Continuous Improvement practices. (See Continuous Improvement Policy)

#### EXTERNAL AUDITS –

##### 4.5 Auditing by VET Regulator

- a) Smartskill cooperates with the by VET Regulator in the conduct of audits and the monitoring of its operations. (See Management of RTO Policy)
- b) Smartskill ensures all third party providers are required under written agreement to cooperate with the VET Regulator:
  - i. By providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and
  - ii. In the conduct of audits and the monitoring of its operations.

##### 4.6 Auditing by other external / Funding bodies

- a) Smartskill cooperates with other regulator/ funding body's auditors demonstrating compliance with contractual obligations.

#### 5. Smartskill Responsibilities

##### Director Smartskill / Lead Auditor/Compliance Officer:

- Compliance with this audit policy
- Responsible for all phases of the audit
- Planning and conducting internal audit processes
- Documenting processes and observations
- Reporting audit results, developing the audit report.

Auditor/s (used as necessary) :

- Collect and analyse evidence
- Compliance with this audit policy

Staff Smartskill / Staff Third Party Providers:

- Compliance with this audit policy
- Provide accurate and truthful information and responses to requests from auditors

## **6. Records Management**

All documentation from Audit processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

## **7. Monitoring and Improvement**

All Audit practices are monitored by the Director Smartskill and areas for improvement identified and acted upon. (See Continuous Improvement Policy)