



November Newsletter – The Internal Audit

Why should the RTO complete Internal Audits?

In a nutshell:

To assess and verify compliance to identified regulatory standards (VET Quality Framework)

Provide a foundation for correction and improvement, and

To ensure they are providing their clients with the services promised.

The Value of Internal Auditing

The value of internal auditing is that it gives management a reliable indicator of the integrity of the RTOs systems and processes and capacity to meet identified goals in the business plan.

I believe that internal auditing is a necessity of the RTOs Quality Management System; it helps the RTO to identify non compliances, anticipate risk, uncover opportunities to better serve clients and benchmark good practice.

Planning Audits

If planned *incorrectly*, the Internal Audit Process can be somewhat exhaustive, nerve racking and a total drain on the RTO resources. However, there is an easy way to meet the requirements in a systematic manner without a major effect on your operations.

Certainly, you do not have to complete the internal audit process if you don't want to... However, in our compliance and regulatory driven environment it is wise to know where you stand in regard compliance.

The Standards

Okay, I will get to the point: The VET Quality Framework - Standards (17.2) & (18.1) respectively states: The NVR RTO uses a systematic and continuous improvement approach to the management of operations, and the NVR RTO's Chief Executive must ensure that the NVR RTO complies with the VET Quality Framework and any national guidelines approved by the National Quality Council or its successors. This applies to all of the operations within the NVR registered training organisation's scope of registration, as listed on the National Register.

The Crunch Comes One Day!

Some RTOs have never completed an internal audit... some complete an internal audit once every 2 to 3 years and others once a year, the concern with this process is that in most cases the non compliances have gone far beyond a few years. This is the time when the RTO gets a call from the regulator informing them that an audit is around the corner. I have had RTOs anxiously call me and ask for a *'quick audit'* to check their level of compliance before the regulator attends. This is a very nervous time for the RTO, and is not an advised path to take.

Reduce Risk the Easy Way

The way to reduce this risk and save time and energy of your resources is to have *'mini audits'* where you will look at different processes at scheduled times during the year, for example: you might decide to audit Client Engagement: SNR 16.3, 16.4 & 16.7 at start of February and then at the end of the month audit Training & Assessment: SNR 15.3, 15.4, 15.5 & 16.1. Naturally you will schedule and document the process (systematic)

and plan to complete many 'mini audits' during the year. Certainly this will reduce the pressure on staff, maintain efficiencies of the RTO and enable you to identify non compliances before any problem goes too far. [Click here](#) for a free (excel) sample of a Mini Audit Schedule. (or [PDF](#) version)

Regards

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