



ASQA strategic message book

Purpose

When ASQA communicates externally, it is critical that we speak with clarity, consistency and confidence about who we are, what we do, and how and why we do it.

Regulatory best practice dictates that regulators, like ASQA, are transparent and responsive communicators that are open and consistent in their engagement with stakeholders, including industry, government and the broader community.

Maintained by the Communications and Media team within Governance Support and Parliamentary, this document draws on key external publications, including the Corporate Plan and Annual Report, to provide two sets of standard messaging – shorter and longer – for use for external purposes.

Key messages – shorter

Who we are

We are Australia's national vocational education and training (VET) regulator.

What we do

We regulate providers that deliver VET qualifications and courses to students in Australia or offer Australian qualifications internationally, providers that deliver VET courses to overseas students, and certain providers that deliver English Language Intensive Courses for Overseas Students. We also accredit VET courses to make sure nationally approved standards are met.

Why we do it

We ensure quality VET so that students, industry, governments and the community have confidence in the integrity of national qualifications issued by training providers, and that students are protected from any practices that come at the expense of their ability to gain the required competencies.

How we regulate

Our regulatory approach is based on risk and aimed at achieving quality education outcomes that balance the interests of the VET sector and students.

Why we take a risk-based approach

We recognise that we can't mitigate every risk, so we use a rigorous process to determine the highest priority risks and how to respond to them – and this is where we allocate our resources.

Our regulatory risk priorities

Our regulatory risk priorities provide the sector with full visibility of where we have identified concerns and what we are focused on if engaging with providers on regulatory activity.

The VET reform agenda

Our approach to regulation continues to evolve, and we recognise the pace, scale and complexity of ongoing reform and the important role we play in helping shape the regulatory framework.

Our dual mandate

We have a dual mandate – to protect and enhance quality VET, and protect students and the reputation of VET nationally and internationally, by holding providers to account to meet their responsibilities.

Key messages – longer

Who we are

We are Australia's national vocational education and training (VET) regulator.

We operate within a framework of legislation. This includes the *National Vocational Education and Training Regulator Act 2011*, the VET Quality Framework of standards and requirements of providers, the Standards for VET Accredited Courses, and legislation relating to education services for overseas students.

What we do

We regulate providers that deliver VET qualifications and courses to students in Australia or offer Australian qualifications internationally, providers that deliver VET courses to overseas students, and certain providers that deliver English Language Intensive Courses for Overseas Students. We also accredit VET courses to make sure nationally approved standards are met.

Our 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, and conduct education programs and actively engage with our stakeholders.

We have powers to detect and prosecute individuals or entities who falsely issue qualifications, who advertise as an RTO without a registration, or provide training outside of their scope of registration.

Why we do it

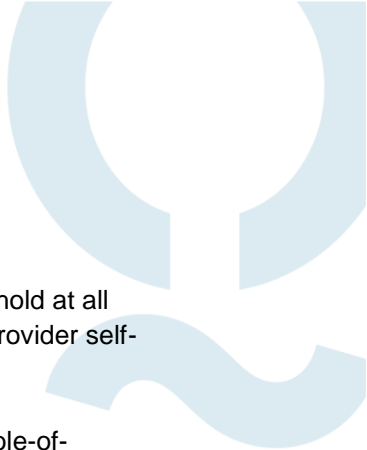
We ensure quality VET so that students, industry, governments and the community have confidence in the integrity of national qualifications issued by training providers.

Through this, we deliver on four key government priorities: safeguarding student welfare and the quality of VET, fostering a world-class VET sector through regulatory action, collaborating with other agencies to enhance the quality of VET and support students, and improving our overall performance.

How we regulate

Our regulatory approach is risk based, and aimed at achieving quality education outcomes that balance the interests of the VET sector and students.

Our regulatory approach is best practice, which means that in addition to being risk based and data driven, we are transparent and responsive in our communication and implement our regulation in a modern and collaborative way with partners and stakeholders.



While we have very clear expectations of the sector and the standards they must uphold at all times, we also promote a culture of continuous improvement by the sector through provider self-assurance.

We apply that same approach to continuous improvement internally and adopt a whole-of-system perspective, continuously improving our performance, capability and culture so our people and operations can deliver on our outcomes.

Why we take a risk-based approach

We recognise that we can't mitigate every risk, so we use a rigorous process to determine the highest priority risks and how to respond to them – and this is where we allocate our resources.

We must manage risks proportionately and maintain essential safeguards while minimising regulatory burden. This means we have to constantly weigh up the efficiency and cost-effectiveness of our regulatory actions. We aim to do this by leveraging data and digital technology to support providers to both comply and continuously improve.

Our regulatory risk priorities

Our regulatory risk priorities provide the sector with full visibility of where we have identified concerns and what we are focusing our regulatory activity on in the year ahead.

We apply a range of regulatory approaches to treat these areas of risk, with a variety of actions planned to mitigate these risks over the coming year.

The VET reform agenda

Our approach to regulation continues to evolve, and we recognise the pace, scale and complexity of ongoing reform and the important role we play in helping shape the regulatory framework.

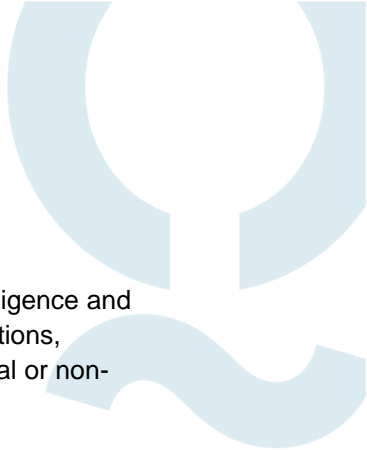
One of our key drivers is supporting government's focus on ensuring the VET sector is responding to the skills and labour needs of the Australian economy. A high-quality VET sector and ensuring students receive the skills and training necessary for secure work and career opportunities is critical for a prosperous society and securing Australia's future economic growth.

We value our role in the VET system and support shared responsibility for sector success with policy agencies, Jobs and Skills Australia, Jobs and Skills Councils and other key stakeholders.

Our dual mandate

We have a dual mandate – to protect and enhance quality VET, and protect students and the reputation of VET nationally and internationally, by holding providers to account to meet their responsibilities.

This means we support the overall capability of the sector to deliver quality training through our education and guidance, performance assessment and other activities, and ensure the integrity



of the sector through responsive and targeted action, with effective information, intelligence and data gathering and analysis that we apply to our compliance management, investigations, surveillance and monitoring activities and, ultimately, take swift action against criminal or non-genuine behaviour and prevent harm to students.

To deliver on this mandate, we continually review our operating environment and adjust and adapt our resources accordingly.