

EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS

**SENATE LEGISLATION COMMITTEE - QUESTIONS ON NOTICE
2008-09 SUPPLEMENTARY BUDGET ESTIMATES HEARING**

Outcome

WORKPLACE AUTHORITY

EW909-09

Senator Abetz asked on 23 October 2008, EEWHR Hansard page 105:

Question

Quality Assurance

Senator ABETZ—Thank you very much. You told us that you select one out of 100 to test for robustness. Did you tell us what that sampling revealed? How many were found to be defective?

Ms Bennett—Where we had made an error in the assessment?

Senator ABETZ—Yes.

Ms Bennett—I do not have that information with me, Senator. I can take it on notice.

Senator ABETZ—If you would not mind.

Answer

The Workplace Authority has provided the following response:

In examining the quality of assessments there have been no findings of defective assessment outcomes.

The Agreements Quality Assurance programme monitors assessors' adherence to procedure and policy. The findings are used to deliver continual improvement to assessment processes and productivity.

Since commencing quality review activities in May 2008, three in every ten agreements reviewed identified a need for improved use of assessment tools, descriptions of workings in a methodology and documenting contact with parties to the agreement including any additional information obtained through this contact.