



DISABILITY SERVICES AUDIT PERSONNEL CERTIFICATION SCHEME CERTIFICATION REQUIREMENTS



RABQSA International, Inc (RABQSA) is accredited by the Joint Accreditation System of Australia and New Zealand (JAS-ANZ) as meeting the requirements of the International Standard for Personnel Certification Bodies, ISO/IEC 17024:2003 '*General requirements for bodies operating the certification of persons*'.

The Disability Services certification scheme is included under RABQSA's scope of accreditation by JAS-ANZ.

Disclaimer

While every effort is made to ensure that the process for evaluating applications for certification is effective, RABQSA International Inc does not accept liability for the performance, conduct or services provided by the certified person.

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Please see the website for your Principal Office's contact details.

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Introduction

The Australian Government Department of Family and Housing, Community Services and Indigenous Affairs (FaHCSIA) has responsibility to ensure that the Disability Employment Services Quality Assurance (DESQA) requirements are effectively implemented and maintained. To do this, each Service is audited regularly to evaluate the level of compliance of DESQA and to identify opportunities for improvement.

Audit Personnel who undertake these audits must be competent to audit the DESQA requirements. This document details the competencies developed by representatives from key stakeholders in the Disability Employment Services industry, FaHCSIA and RABQSA International.

Certification with RABQSA International (RABQSA) provides certified persons with an internationally-recognised qualification. RABQSA is accredited by the Joint Accreditation System of Australia and New Zealand (JAS-ANZ) as meeting the requirements of the international standard for personnel certification bodies, ISO/IEC 17024:2003 '*General requirements for bodies operating the certification of persons*'. Application has been submitted to include this Scheme under RABQSA's scope of accreditation.

DS Audit Personnel certified by RABQSA under this scheme can demonstrate that they have been independently examined and evaluated as meeting the stringent competency standards established by RABQSA in accordance with the requirements of ISO/IEC 17024:2003 and in consultation with Industry and other key stakeholders. This provides confidence and assurance in audit outcomes for stakeholders and the Disability Employment Services industry.

Confidence and reliance in the audit process depends on the competence of personnel conducting the audit.

The Scheme has been developed to meet the following key objectives:

- To ensure that auditors meet or exceed the qualification guidelines for management system auditors described in ISO 19011:2002 and are assessed as competent to perform audits using the DESQA as reference;
- To assist organizations in selecting appropriately qualified auditors; and
- To enhance the professional recognition of qualified auditors.

How To Use This Document

This document has been designed to provide the information required for RABQSA auditor certification, in a clear and easy-to-follow format.

There are five grades of Disability Services Audit Personnel (DSAP) certification. Requirements specific to each grade are identified by the color of the stripe down the right-hand edge of each page. The grades and related colours are:

DS Consumer Technical Expert (CTE):



DS Auditor (DS-A):



DS Consumer Technical Expert Auditor (DS-CTE-A):



DS Lead Auditor (DS-LA):



DS Consumer Technical Expert Lead Auditor (DS-CTE-LA):



Pages containing information that is common to all grades and general information about the DSAP scheme are identified by a blue stripe (as shown on this page).

Applicants must ensure that the information they provide is accurate and addresses all the requirements set out in this Certification Requirements document for the grade of certification being sought.

All application information must be provided in English unless otherwise agreed by RABQSA. Where translations of documents are provided, these must be independently verified for accuracy.

An overview of the certification requirements is outlined at Annex F [Page 43](#). Refer to Annex A [Page 32](#) for Definitions and Abbreviations used in this document.

Electronic versions of this document have links embedded to enable direct access to selected pages as well as page references. Hard copy versions have page references only.

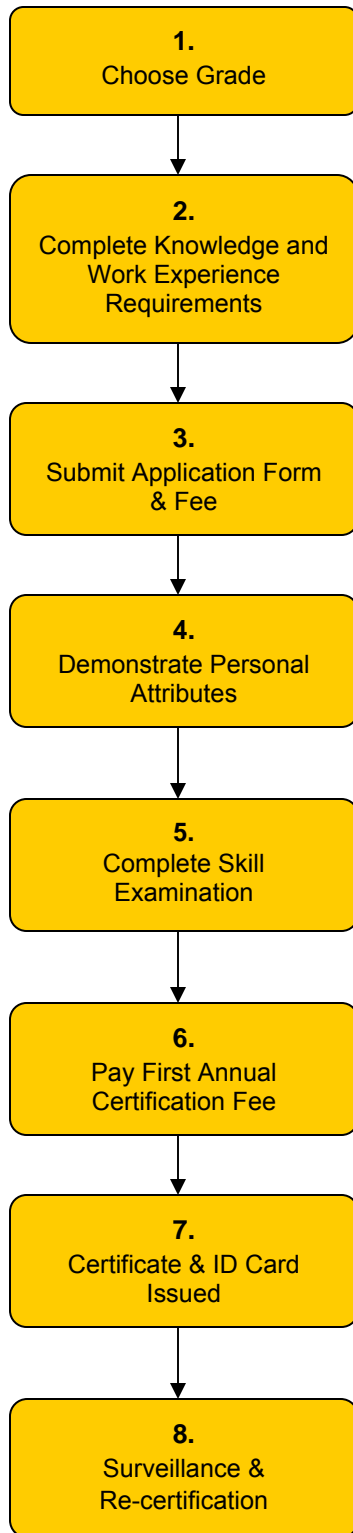
Essentially, the Applicant follows the step-by-step process as outlined down the right hand side of the page, commencing with Applying for Certification at [Page 6](#).

An EXAMPLE Application Form is available at Annex F [Page 38](#). For your convenience a Microsoft Word version of the Application is available for download from the RABQSA web site. Applicants may also apply using the on-line Application Form available on the

Note:

Matters requiring clarification and/or additional guidance should be referred to your local RABQSA DS Scheme Examiner. Please refer to the RABQSA web site www.rabqsa.com for contact details.

Applying for Certification



When deciding what grade of certification you should apply for, you should understand the grade definitions outlined on [page 7](#).

Each grade has knowledge and, for some grades, experience requirements that must be demonstrated. Details for each grade commence on [page 8](#).

For RABQSA to process your application, you must submit all required information and pay the Application Fee. Details are provided on [page 16](#)

Defined personal attributes are required to be examined, on-line, by completing the e-based *PAAS Master@Examination*. Details are provided on [page 17](#).

Each Applicant is required to be examined by an RABQSA-certified Skill Examiner during the conduct of a DESQA audit. Details for each grade commence on [page 18](#).

On successful completion of certification evaluation, you will be required to pay your First Annual Certification Fee, before you receive your Certificate. Annual fees are applied each year. Details are provided on [page 27](#).

Your Certificate and ID Card will be issued by mail to the address provided on your Application. Details are provided on [page 28](#).

You are required to pay an annual certification fee. In addition, every three years you will be required to provide evidence to confirm that you meet re-certification requirements. Details are provided on [page 29](#) and [page 30](#).

NOW GO TO CHOOSE YOUR GRADE ([Page 7](#))

Choose Your Grade

GRADES OF CERTIFICATION

There are five grades of Disability Services Audit Personnel (DSAP) certification. Requirements specific to each grade are identified by the color of the stripe down the right-hand edge of each page. The grades and related colours are:

DS Consumer Technical Expert (CTE):



DS Auditor (DS-A):



DS Consumer Technical Expert Auditor (DS-CTE-A):



DS Lead Auditor (DS-LA):



DS Consumer Technical Expert Lead Auditor (DS-CTE-LA):



Please (SELECT) your Grade:

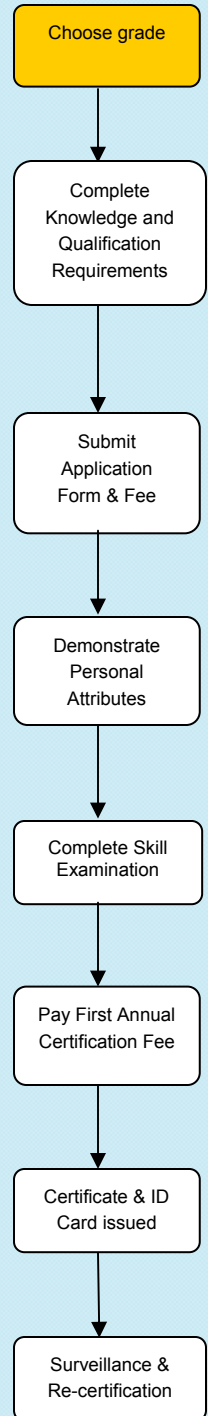
CTE grade recognises that an applicant has demonstrated the competencies to participate as part of a DS audit team and provide technical advice on disability services. ([Page 8](#))

DS-A grade recognises that an applicant has demonstrated the competencies to participate in a DS audit as part of an audit team. ([Page 9](#))

DS-CTE-A grade recognises that an applicant has demonstrated the competencies to provide technical advice on disability services as the CTE and participate in a DS audit as part of an audit team. ([Page 10](#))

DS-LA grade recognises that an applicant has demonstrated the competencies to conduct a DS audit as a member of a team and has demonstrated the additional competencies required to lead an audit team. ([Page 12](#))

DS-CTE-LA grade recognises that an applicant has demonstrated the competencies to provide technical advice on disability services as the CTE and conduct a DS audit as a member of a team and has demonstrated the additional competencies required to lead an audit team. ([Page 14](#))



Knowledge and Experience Requirements

DS Consumer Technical Expert (CTE)

Knowledge

Knowledge competencies are demonstrated through the successful completion of an examination by a RABQSA TPECS-certified Training Provider. TPECS is the RABQSA Training Provider and Examiner Certification Scheme.

Applicants must submit the certificate from RABQSA TPECS-certified Training Provider to confirm that the required competencies have been demonstrated within three years prior to application for certification.

The following knowledge competencies are required to be demonstrated:

Consumer Technical Expert (RABQSA-CTE)

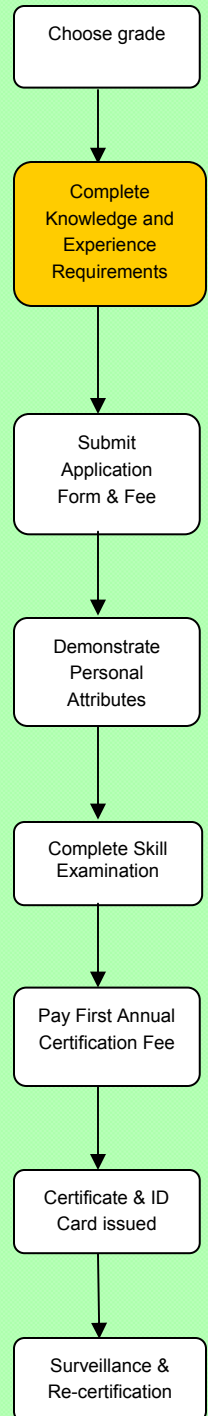
- Understand Disability Services Standards and related legislation;
- Understand disability employment services management practices;
- Understand the Australian government's quality strategy for disability employment services;
- Understand the disability services sector;
- Understand the diversity of persons using disability services;
- Understand planning and facilitation to provide for the effective input of people with disabilities in an audit process;
- Understand effective interpersonal and communication techniques;
- Understand methods for collection, examination, analysis and reporting of evidence against the Disability Services Standards; and
- Understand the process through which complaints may be made.

Experience

Applicants for DS Consumer Technical Expert grade must be a person with a disability and demonstrate that they have been a user of a Disability Employment Service in Australia.

A letter confirming the applicant's use of a Disability Employment Service from the Employment Disability Service provider, Centrelink or the Funding Body must be provided with the Application.

NOW GO TO SUBMIT APPLICATION FORM AND FEES [\(Page 16\)](#)



Knowledge and Experience Requirements

DS Auditor

Knowledge

Knowledge competencies are demonstrated through the successful completion of an examination by a RABQSA TPECS-certified Training Provider. TPECS is the RABQSA Training Provider and Examiner Certification Scheme.

Applicants must submit certificate/s from RABQSA TPECS-certified Training Provider/s to confirm that the required competencies have been demonstrated within three years prior to application for certification.

The following knowledge competencies are required to be demonstrated:

Management System Auditing (RABQSA-AU)

- Understand the application of the principles, procedures and techniques of auditing;
- Understand the conduct an effective audit in the context of the auditee's organisational situation;
- Understand the application of the regulations, and other considerations that are relevant to the audit management system, and the conduct of the audit; and
- Practice personal attributes necessary for the effective and efficient conduct of a management system audit.

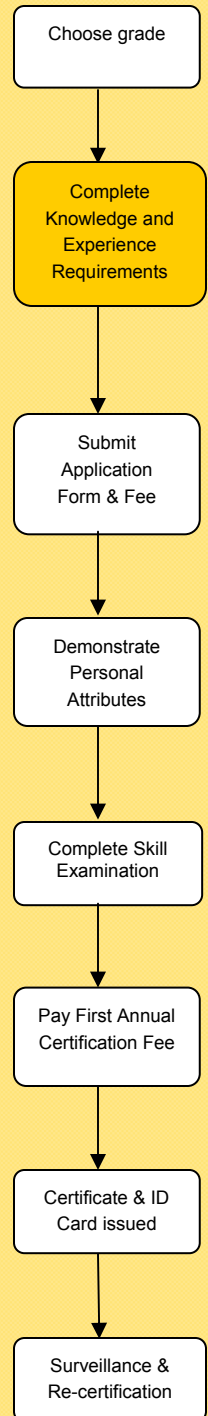
Auditing DS Management Systems (RABQSA-DS)

- Understand Disability Services Standards and related legislation;
- Understand disability employment services management practices;
- Understand the Australian government's quality strategy for disability employment services;
- Understand the disability services sector;
- Understand the diversity of persons using disability services;
- Understand planning and facilitation to provide for the effective input of people with disabilities in an audit process;
- Understand effective interpersonal and communication techniques;
- Understand methods for collection, examination, analysis and reporting of evidence against the Disability Services Standards;
- Understand the application of Quality Management Principles;
- Relate the quality management system to the organisational products, including services, and operational processes; and
- Understand the process through which complaints may be made.

Experience

There are no specific experience requirements for Applicants to DS Auditor grades of certification.

NOW GO TO SUBMIT APPLICATION FORM AND FEES ([Page 16](#))



Knowledge and Experience Requirements

DS CTE Auditor

Knowledge

Knowledge competencies are demonstrated through the successful completion of an examination by a RABQSA TPECS-certified Training Provider. TPECS is the RABQSA Training Provider and Examiner Certification Scheme.

Applicants must submit certificate/s from RABQSA TPECS-certified Training Provider/s to confirm that the required competencies have been demonstrated within three years prior to application for certification.

The following knowledge competencies are required to be demonstrated:

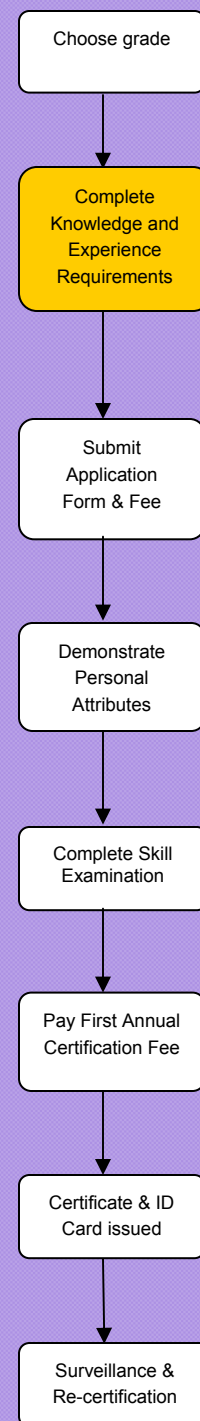
Consumer Technical Expert (RABQSA-CTE)

- Understand Disability Services Standards and related legislation;
- Understand disability employment services management practices;
- Understand the Australian government's quality strategy for disability employment services;
- Understand the disability services sector;
- Understand the diversity of persons using disability services;
- Understand planning and facilitation to provide for the effective input of people with disabilities in an audit process;
- Understand effective interpersonal and communication techniques;
- Understand methods for collection, examination, analysis and reporting of evidence against the Disability Services Standards; and
- Understand the process through which complaints may be made.

Management System Auditing (RABQSA-AU)

- Understand the application of the principles, procedures and techniques of auditing;
- Understand the conduct an effective audit in the context of the auditee's organisational situation;
- Understand the application of the regulations, and other considerations that are relevant to the audit management system, and the conduct of the audit; and
- Practice personal attributes necessary for the effective and efficient conduct of a management system audit.

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Knowledge and Experience Requirements

DS CTE Auditor (cont.)

Knowledge (continued)

Auditing DS Management Systems (RABQSA-DS)

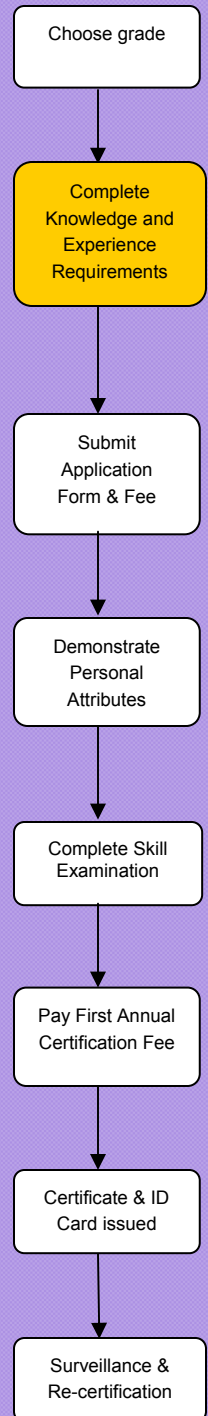
- Understand Disability Services Standards and related legislation;
- Understand disability employment services management practices;
- Understand the Australian government’s quality strategy for disability employment services;
- Understand the disability services sector;
- Understand the diversity of persons using disability services;
- Understand planning and facilitation to provide for the effective input of people with disabilities in an audit process;
- Understand effective interpersonal and communication techniques;
- Understand methods for collection, examination, analysis and reporting of evidence against the Disability Services Standards;
- Understand the application of Quality Management Principles;
- Relate the quality management system to the organisational products, including services, and operational processes; and
- Understand the process through which complaints may be made.

Experience

Applicants for DS Consumer Technical Expert Auditor grade must be a person with a disability and demonstrate that they have been a user of a Disability Employment Service in Australia.

A letter confirming the applicant’s use of a Disability Employment Service from the Disability Employment Service provider, Centrelink or the Funding Body must be provided with the Application.

NOW GO TO SUBMIT APPLICATION FORM AND FEES [\(Page 16\)](#)



Knowledge and Experience Requirements

DS Lead Auditor

Knowledge

Knowledge competencies are demonstrated through the successful completion of an examination by a RABQSA TPECS-certified Training Provider. TPECS is the RABQSA Training Provider and Examiner Certification Scheme.

Applicants must submit certificate/s from RABQSA TPECS-certified Training Provider/s to confirm that the required competencies have been demonstrated within three years prior to application for certification.

The following knowledge competencies are required to be demonstrated:

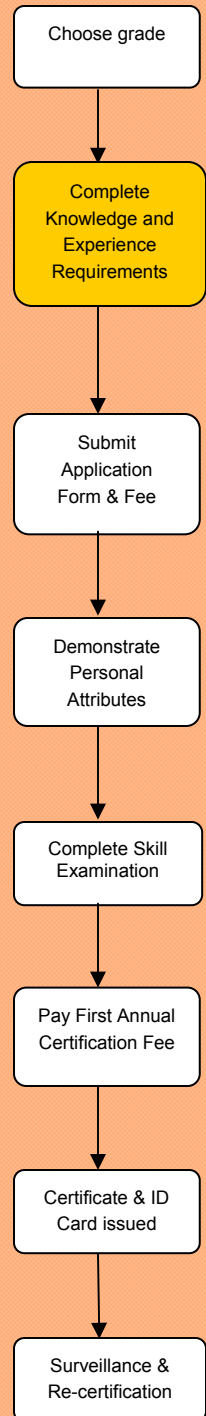
Management System Auditing (RABQSA-AU)

- Understand the application of the principles, procedures and techniques of auditing;
- Understand the conduct an effective audit in the context of the auditee's organisational situation;
- Understand the application of the regulations, and other considerations that are relevant to the audit management system, and the conduct of the audit; and
- Practice personal attributes necessary for the effective and efficient conduct of a management system audit.

Auditing DS Management Systems (RABQSA-DS)

- Understand Disability Services Standards and related legislation;
- Understand disability employment services management practices;
- Understand the Australian government's quality strategy for disability employment services;
- Understand the disability services sector;
- Understand the diversity of persons using disability services;
- Understand planning and facilitation to provide for the effective input of people with disabilities in an audit process;
- Understand effective interpersonal and communication techniques;
- Understand methods for collection, examination, analysis and reporting of evidence against the Disability Services Standards;
- Understand the application of Quality Management Principles;
- Relate the quality management system to the organisational products, including services, and operational processes; and
- Understand the process through which complaints may be made.

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Knowledge and Experience Requirements

DS Lead Auditor (cont.)

Knowledge (continued)

Leading Management System Audit Teams (RABQSA-TL)

- Establish, plan and task the activities of an audit team;
- Understand how to communicate effectively with the auditee and audit client;
- Understand how to organise and direct audit team members;
- Understand how to prevent and resolve conflict with the auditee and/or within the audit team; and
- Prepare and complete the audit report.

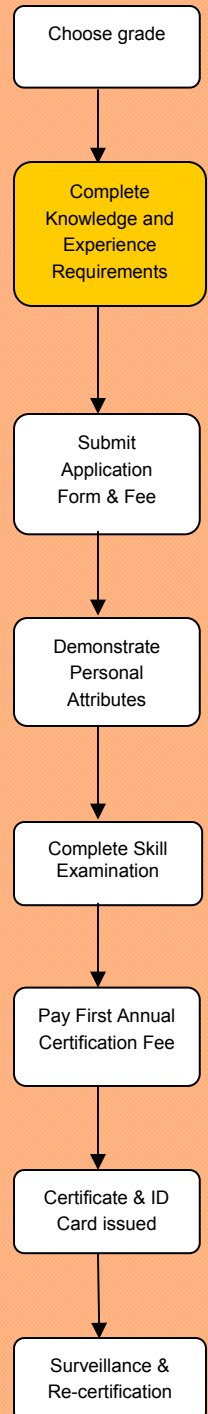
Experience

Applicants for DS Lead Auditor certification must provide evidence of at least 2 years of work experience in a leadership role in a team environment that demonstrates the application of knowledge and skills required to lead DS audit teams.

Evidence of work experience must be verifiable and include:

- Employer (including contact details);
- Dates of employment; and
- Roles, responsibilities and achievements.

NOW GO TO SUBMIT APPLICATION FORM AND FEES ([Page 16](#))



Knowledge and Experience Requirements

DS CTE Lead Auditor

Knowledge

Knowledge competencies are demonstrated through the successful completion of an examination by a RABQSA TPECS-certified Training Provider. TPECS is the RABQSA Training Provider and Examiner Certification Scheme.

Applicants must submit certificate/s from RABQSA TPECS-certified Training Provider/s to confirm that the required competencies have been demonstrated within three years prior to application for certification.

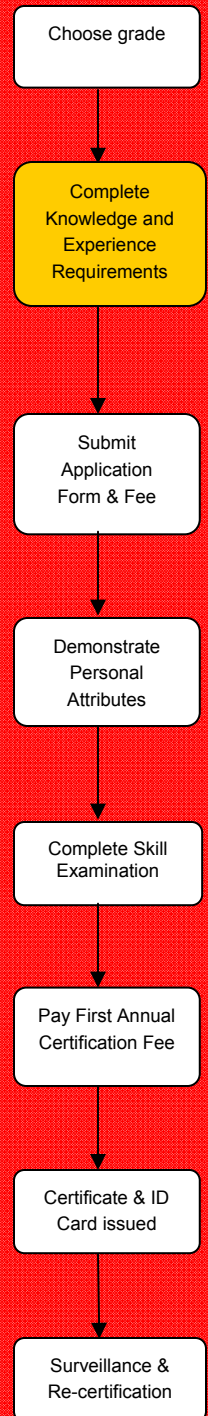
The following knowledge competencies are required to be demonstrated:

Management System Auditing (RABQSA-AU)

- Understand the application of the principles, procedures and techniques of auditing;
- Understand the conduct an effective audit in the context of the auditee's organisational situation;
- Understand the application of the regulations, and other considerations that are relevant to the audit management system, and the conduct of the audit; and
- Practice personal attributes necessary for the effective and efficient conduct of a management system audit.

Auditing DS Management Systems (RABQSA-DS)

- Understand Disability Services Standards and related legislation;
- Understand disability employment services management practices;
- Understand the Australian government's quality strategy for disability employment services;
- Understand the disability services sector;
- Understand the diversity of persons using disability services;
- Understand planning and facilitation to provide for the effective input of people with disabilities in an audit process;
- Understand effective interpersonal and communication techniques;
- Understand methods for collection, examination, analysis and reporting of evidence against the Disability Services Standards;
- Understand the application of Quality Management Principles;
- Relate the quality management system to the organisational products, including services, and operational processes; and
- Understand the process through which complaints may be made.



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Knowledge and Experience Requirements

DS CTE Lead Auditor (cont.)

Knowledge (continued)

Leading Management System Audit Teams (RABQSA-TL)

- Establish, plan and task the activities of an audit team;
- Understand how to communicate effectively with the auditee and audit client;
- Understand how to organise and direct audit team members;
- Understand how to prevent and resolve conflict with the auditee and/or within the audit team; and
- Prepare and complete the audit report.

Experience

Applicants for DS Consumer Technical Expert Lead Auditor grade must be a person with a disability and demonstrate they have been a user of a Disability Employment Service in Australia.

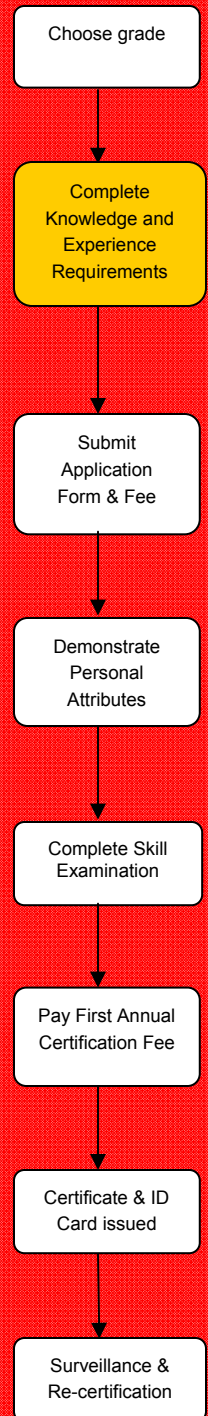
A letter confirming the applicant's use of a Disability Employment Service from the Employment Disability Service provider, Centrelink or the Funding Body must be provided with the Application.

In addition, Applicants for DS CTE Lead Auditor certification must provide evidence of at least 2 years of work experience in a leadership role in a team environment that demonstrates the application of knowledge and skills required to lead DS audit teams.

Evidence of work experience must be verifiable and include:

- Employer (including contact details);
- Dates of employment, and
- Roles, responsibilities and achievements.

NOW GO TO SUBMIT APPLICATION FORM AND FEES [\(Page 16\)](#)



Submit Application Form and Fees

To apply for certification, you will need to:

- Complete the Application Form (Example found at Annex E [Page 38](#)), including confirmation to observe the RABQSA Code of Conduct;
- Submit this to RABQSA with the Application Fees for your region; and
- Provide evidence of your knowledge competency and experience as defined for certification grade sought (refer to previous pages for details).

Application Fees comprise the following:

- Administration Fee;
- Personal Attributes (*PAAS Master®*) Examination Fee; and
- Skill Examination Fee.

For complete details of Fees, refer to website at www.rabqsa.com/fee_portal.html.

To enable effective evaluation of Applications, RABQSA requires all Applicants to provide verifiable documentary evidence that demonstrates compliance with these Certification Requirements for the grade of certification being sought.

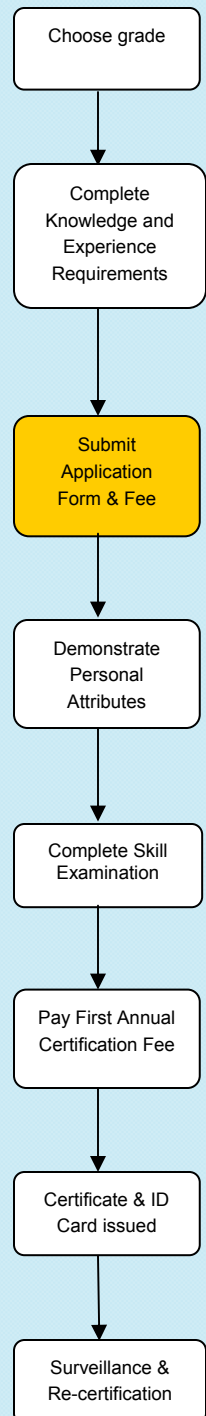
Applicants must ensure that the information they provide in their Application is accurate and complete, or delays may occur in the processing of their Application.

All Application information must be provided in English unless otherwise agreed with RABQSA. Where translations of documents are provided, these must be independently verified for accuracy.

Applicants who have any special needs related to disabilities and/or language should contact RABQSA for advice.

Note:

All RABQSA fees are non-refundable and are subject to change.



NOW GO TO PERSONAL ATTRIBUTES [\(Page 17\)](#)

Personal Attributes

All applicants are required to demonstrate appropriate personal attributes, as shown below. The attributes required by RABQSA are related to those defined in ISO 19011:2002 *Guidelines for quality and/or environmental management systems auditing*.

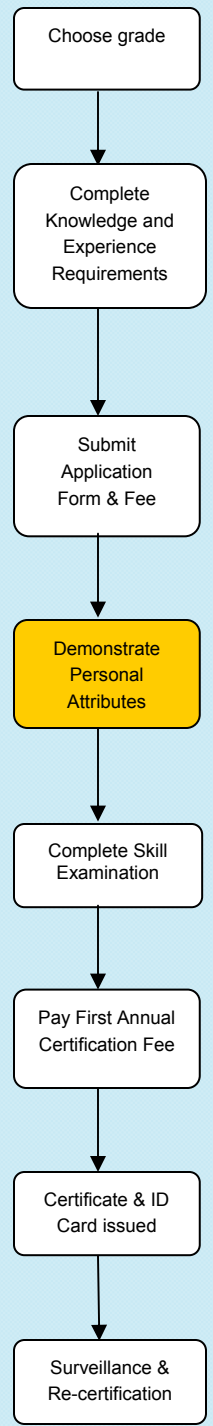
- **Ethical** – fair, truthful, sincere, honest and discreet;
- **Proactive and organized** – takes the initiative with issues, and is personally organized;
- **Systematic** – shows a balanced affiliation for both tasks and people;
- **Logical** – makes decisions based on facts and reasoned logic;
- **Decisive** – expedites decisions methodically;
- **Observant** – shows the ability to identify both patterns and exceptions in complex situations;
- **Diplomatic** – relates to others and shows tact in appropriate situations;
- **Flexible** – shows a balanced global and detail focus;
- **Process focused** – demonstrates the ability to follow a pre-determined method;
- **People sensitive** – is sensitive to and can identify a person’s emotional state;
- **Adaptable and resourceful** – adapts to, and works with, different types of people in a range of situations and copes with change; and
- **Confident** – demonstrates certainty and competency, and reacts well to a variety of challenges, i.e. demonstrates calm and poise in challenging situations.

Details to enable the completion of the *PAAS Master®* Examination will be provided to each Applicant when RABQSA receives his/her Application.

Personal Attributes (*PAAS Master®*) Examination Fees are submitted with the Application Fees for Certification.

If an appropriate *PAAS Master®* Examination has been successfully completed within the four years prior to application, a further Examination is not required. Applicants are required to note the details of the Examination on the Application form.

Further information on the *PAAS Master®* Examination is available on the RABQSA web site at www.rabqsa.com.



NOW GO TO COMPLETE SKILL EXAMINATION [\(Page 18\)](#)

Skill Examination

DS CTE

Applicants for DS CTE grade certification must provide evidence of the skill competency defined by RABQSA. Competency is to be demonstrated during an audit by the Applicant using the DESQA as the audit standard. The Skill Examination will be conducted by an RABQSA-Certified DS Skill Examiner. Reasonable adjustments may be made for people with a disability that could affect their performance. Refer to Annex C [page 34](#) for details regarding reasonable adjustments.

It is recommended that all Applicants complete on-site audits under the supervision of a DS Lead Auditor and a DS CTE to gain appropriate skills prior to the Skill Examination.

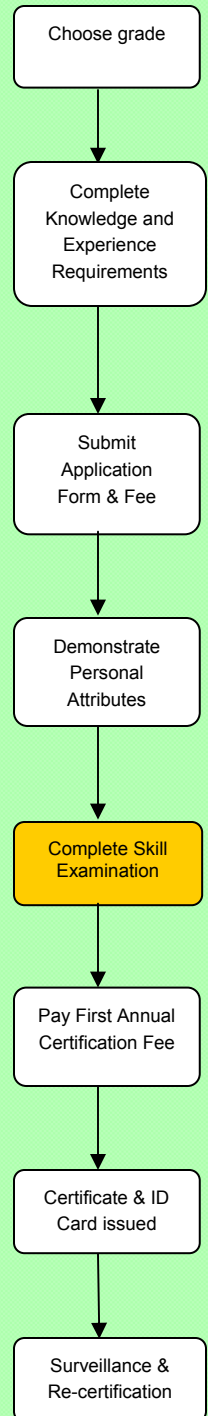
RABQSA will provide each Applicant with contact details of RABQSA certified DS Skill Examiners in their region to enable the Applicant to make arrangements to undertake the Skill Examination.

The Skill Examiner and Applicant can not be employed by or contracted to perform work by the same Certification Body, this is considered a Conflict of Interest.

The Skill Examiner examines and reports on the competency defined in the RABQSA Skill Examination. The closing meeting must be included in the activities witnessed by the RABQSA Skill Examiner.

RABQSA Certified Skill Examiners must provide RABQSA with a copy of the completed Skill Examination Report and supporting documentation, within five days of completing the Skill Examination, signed by both the Skill Examiner and the Applicant, as evidence of demonstration of the required Skill competency.

Skill Examination Fees are submitted with the Application Fees for Certification.



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Skill Examination

DS CTE

The following skill competencies are required to be demonstrated:

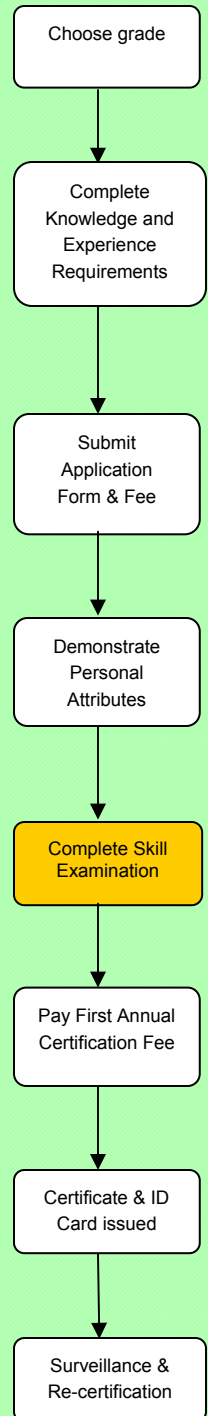
Skill Competencies for DS CONSUMER TECHNICAL EXPERT

- Plan and facilitate the effective input of people with disabilities in the audit process;
- Maintain effective interpersonal relationships and communication during audit;
- Collect and analyse information against the requirements of the Disability Services Standards (DSS);
- Engage consumers during interview process;
- Generate audit findings;
- Provide feedback on final audit report; and
- Maintain confidentiality of information.

Note:

Refer to Annex B [page 33](#) for details of certification requirements for DS Skill Examiners.

NOW GO TO PAY FIRST ANNUAL FEE ([Page 27](#))



Skill Examination

DS Auditor

Applicants for DS Auditor grade certification must provide evidence of the skill competency defined by RABQSA. Competency is to be demonstrated during an audit by the Applicant using the DESQA as the audit standard. The Skill Examination will be conducted by an RABQSA-Certified DS Skill Examiner.

It is recommended that all Applicants complete on-site audits under the supervision of a DS Lead Auditor to gain appropriate skills prior to the Skill Examination.

RABQSA will provide each Applicant with contact details of RABQSA certified DS Skill Examiners in their region to enable the Applicant to make arrangements to undertake the Skill Examination.

The Skill Examiner and Applicant can not be employed by or contracted to perform work by the same Certification Body, this is considered a Conflict of Interest.

RABQSA Certified Skill Examiners must provide RABQSA with a copy of the completed Skill Examination Report and supporting documentation, within five days of completing the Skill Examination, signed by both the Skill Examiner and the Applicant, as evidence of demonstration of the required Skill competency.

Skill Examination Fees are submitted with the Application Fees for Certification.

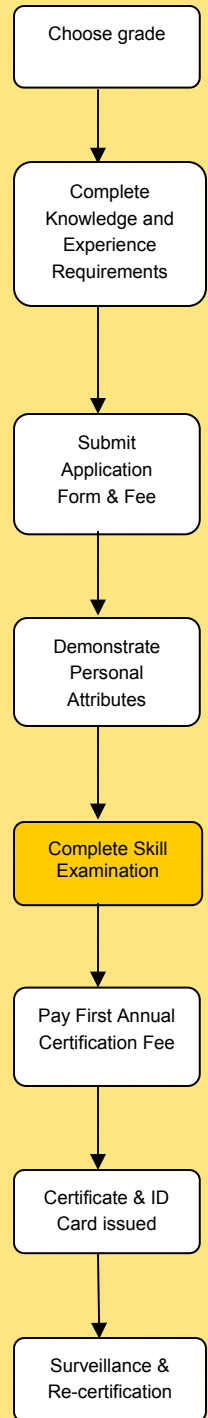
The following skill competencies are required to be demonstrated:

Skill Competencies for DS AUDITOR

- Plan and implement the audit;
- Maintain effective interpersonal relationships and communication during audit;
- Collect, verify and analyse information against the requirements of the Disability Services Standards (DSS);
- Conduct interviews;
- Generate audit findings;
- Prepare audit conclusions; and
- Maintain confidentiality of information.

Note:

Refer to Annex B [page 33](#) for details of certification requirements for DS Skill Examiners.



Skill Examination

DS CTE-Auditor

Applicants for DS CTE-Auditor grade certification must provide evidence of the skill competency defined by RABQSA. Competency is to be demonstrated during an audit by the Applicant using the DESQA as the audit standard. The Skill Examination will be conducted by an RABQSA-Certified DS Skill Examiner. Reasonable adjustments may be made for people with a disability that could affect their performance. Refer to Annex C [page 34](#) for details regarding reasonable adjustments.

It is recommended that all Applicants complete on-site audits under the supervision of a DS Lead Auditor and a DS CTE to gain appropriate skills prior to the Skill Examination.

RABQSA will provide each Applicant with contact details of RABQSA certified DS Skill Examiners in their region to enable the Applicant to make arrangements to undertake the Skill Examination.

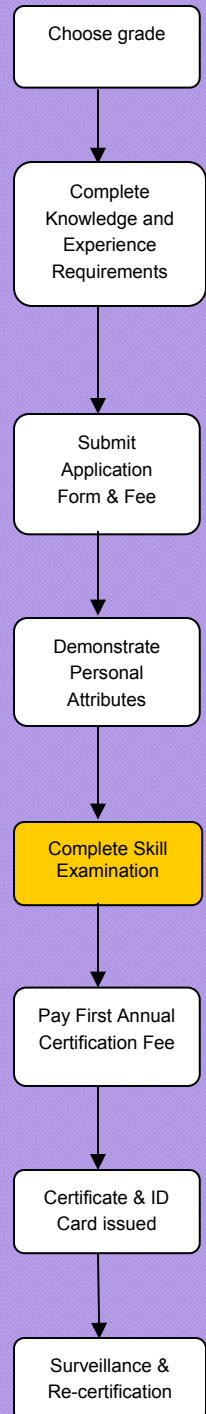
The Skill Examiner and Applicant can not be employed by or contracted to perform work by the same Certification Body, this is considered a Conflict of Interest.

The Skill Examiner examines and reports on the competency defined in the RABQSA Skill Examination. The closing meeting must be included in the activities witnessed by the RABQSA Skill Examiner.

RABQSA Certified Skill Examiners must provide RABQSA with a copy of the completed Skill Examination Report and supporting documentation, within five days of completing the Skill Examination, signed by both the Skill Examiner and the Applicant, as evidence of demonstration of the required Skill competency.

Skill Examination Fees are submitted with the Application Fees for Certification.

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Skill Examination

DS CTE-Auditor (cont.)

The following skill competencies are required to be demonstrated:

Skill Competencies for DS CONSUMER TECHNICAL EXPERT

- Plan and facilitate the effective input of people with disabilities in the audit process;
- Maintain effective interpersonal relationships and communication during audit;
- Collect and analyse information against the requirements of the Disability Services Standards (DSS);
- Engage consumers during interview process;
- Generate audit findings;
- Provide feedback on final audit report; and
- Maintain confidentiality of information.

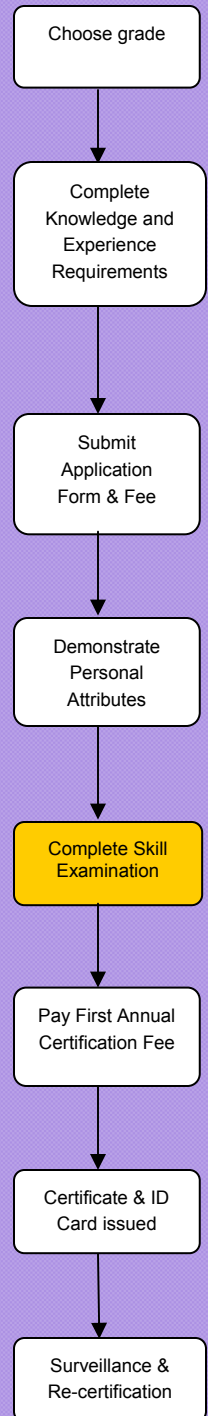
Skill Competencies for DS AUDITOR

- Plan and implement the audit;
- Maintain effective interpersonal relationships and communication during audit;
- Collect, verify and analyse information against the requirements of the Disability Services Standards (DSS);
- Conduct interviews;
- Generate audit findings;
- Prepare audit conclusions; and
- Maintain confidentiality of information.

Note:

Refer to Annex B [page 33](#) for details of certification requirements for DS Skill Examiners.

NOW GO TO PAY FIRST ANNUAL FEE ([Page 27](#))



Skill Examination

DS Lead Auditor

Applicants for DS Lead Auditor grade certification must provide evidence of the skill competency defined by RABQSA. Competency is to be demonstrated during an audit by the Applicant using the DESQA as the audit standard. The Skill Examination will be conducted by an RABQSA-Certified DS Skill Examiner.

It is recommended that all Applicants complete on-site audits under the supervision of a DS Lead Auditor and a DS CTE to gain appropriate skills prior to the Skill Examination.

RABQSA will provide each Applicant with contact details of RABQSA certified DS Skill Examiners in their region to enable the Applicant to make arrangements to undertake the Skill Examination.

The Skill Examiner and Applicant can not be employed by or contracted to perform work by the same Certification Body, this is considered a Conflict of Interest.

The Skill Examiner examines and reports on the competency defined in the RABQSA Skill Examination. The closing meeting must be included in the activities witnessed by the RABQSA Skill Examiner.

RABQSA Certified Skill Examiners must provide RABQSA with a copy of the completed Skill Examination Report and supporting documentation, within five days of completing the Skill Examination, signed by both the Skill Examiner and the Applicant, as evidence of demonstration of the required Skill competency.

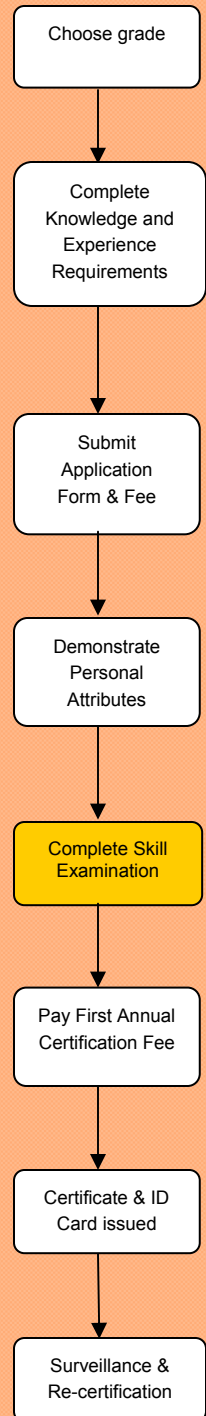
Skill Examination Fees are submitted with the Application Fees for Certification.

The following skill competencies are required to be demonstrated:

Skill Competencies for DS AUDITOR

- Plan and implement the audit;
- Maintain effective interpersonal relationships and communication during audit;
- Collect, verify and analyse information against the requirements of the Disability Services Standards (DSS);
- Conduct interviews;
- Generate audit findings;
- Prepare audit conclusions; and
- Maintain confidentiality of information.

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Skill Examination

DS Lead Auditor (cont.)

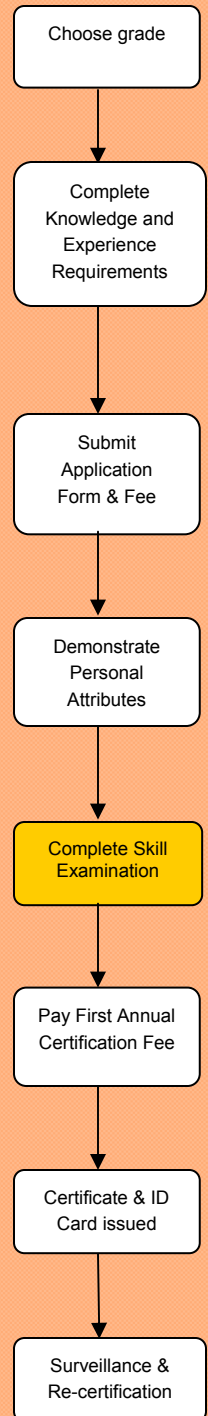
Skill Competencies for DS LEAD AUDITOR

- Conduct opening and closing meetings;
- Organise, direct and guide audit team members;
- Lead the audit team to reach audit conclusions; and
- Prevent and resolve conflicts.

Note:

Refer to Annex B [page 33](#) for details of certification requirements for DS Skill Examiners.

NOW GO TO PAY FIRST ANNUAL FEE ([Page 27](#))



Skill Examination

DS CTE-Lead Auditor

Applicants for DS CTE Lead Auditor grade certification must provide evidence of the skill competency defined by RABQSA. Competency is to be demonstrated during an audit by the Applicant using the DESQA as the audit standard. The Skill Examination will be conducted by an RABQSA-Certified DS Skill Examiner. Reasonable adjustments may be made for people with a disability that could affect their performance. Refer to Annex C [page 34](#) for details regarding reasonable adjustments.

It is recommended that all Applicants complete on-site audits under the supervision of a DS Lead Auditor and a DS CTE to gain appropriate skills prior to the Skill Examination.

RABQSA will provide each Applicant with contact details of RABQSA certified DS Skill Examiners in their region to enable the Applicant to make arrangements to undertake the Skill Examination.

The Skill Examiner and Applicant can not be employed by or contracted to perform work by the same Certification Body, this is considered a Conflict of Interest.

The Skill Examiner examines and reports on the competency defined in the RABQSA Skill Examination. The closing meeting must be included in the activities witnessed by the RABQSA Skill Examiner.

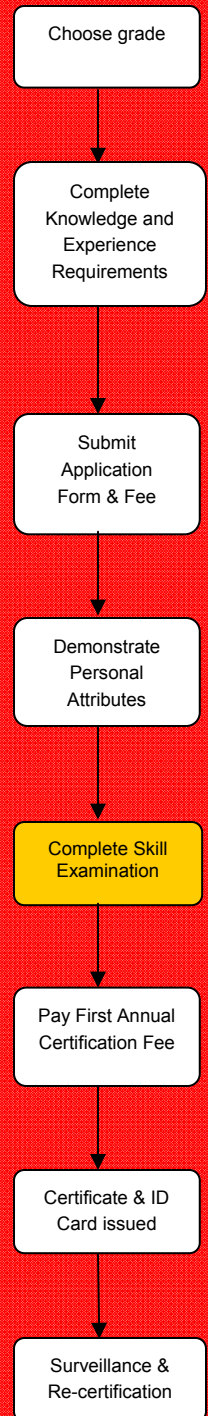
RABQSA Certified Skill Examiners must provide RABQSA with a copy of the completed Skill Examination Report and supporting documentation, within five days of completing the Skill Examination, signed by both the Skill Examiner and the Applicant, as evidence of demonstration of the required Skill competency.

Skill Examination Fees are submitted with the Application Fees for Certification.

Note:

Refer to Annex B [page 33](#) for details of certification requirements for DS Skill Examiners.

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Skill Examination

DS CTE-Lead Auditor

The following skill competencies are required to be demonstrated:

Skill Competencies for DS CONSUMER TECHNICAL EXPERT

- Plan and facilitate the effective input of people with disabilities in the audit process;
- Maintain effective interpersonal relationships and communication during audit;
- Collect and analyse information against the requirements of the Disability Services Standards (DSS);
- Engage consumers during interview process;
- Generate audit findings;
- Provide feedback on final audit report; and
- Maintain confidentiality of information.

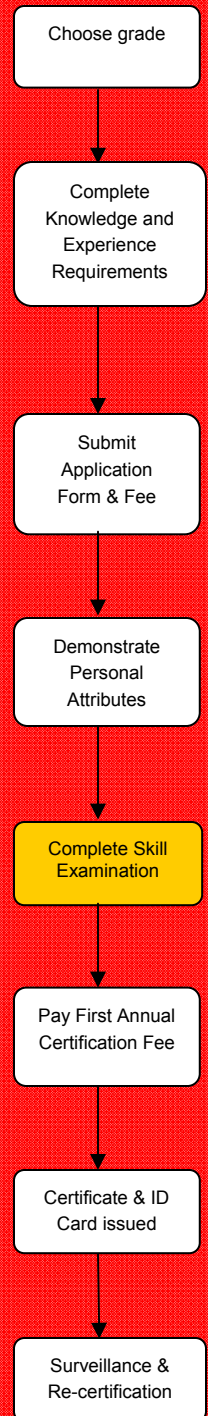
Skill Competencies for DS AUDITOR

- Plan and implement the audit;
- Maintain effective interpersonal relationships and communication during audit;
- Collect, verify and analyse information against the requirements of the Disability Services Standards (DSS);
- Conduct interviews;
- Generate audit findings;
- Prepare audit conclusions; and
- Maintain confidentiality of information.

Skill Competencies for DS LEAD AUDITOR

- Conduct opening and closing meetings;
- Organise, direct and guide audit team members;
- Lead the audit team to reach audit conclusions; and
- Prevent and resolve conflicts.

NOW GO TO PAY FIRST ANNUAL FEE ([Page 27](#))



Pay First Annual Certification Fee

When all certification requirements have been demonstrated, RABQSA will notify the Applicant that the Application has been approved. An invoice for the First Annual Certification Fee will be provided with this notification.

Details on accepted methods of payment are provided on the invoice.

Payment of this invoice must be received by RABQSA before certification is confirmed.

Annual Certification Fees are due each year on the anniversary of initial certification. RABQSA will provide an invoice for the amount due approximately two months prior to the due date.

Annual Certification Fees vary by grade.

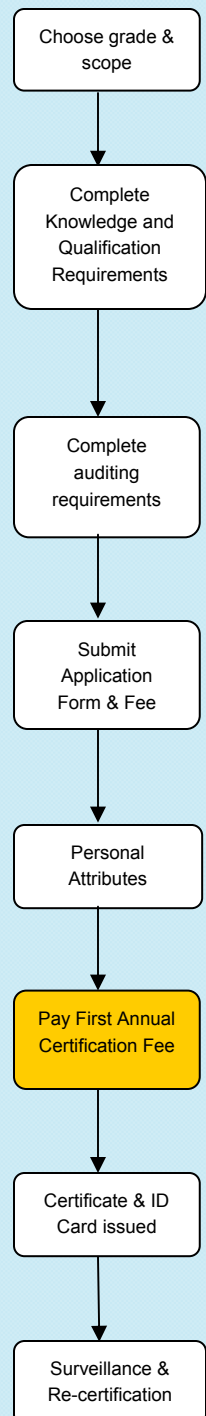
All fees are non-refundable and subject to change.

For complete details of Fees, refer to website at www.rabqsa.com/fee_portal.html.

Note:

All RABQSA fees are non-refundable and are subject to change.

NOW GO TO CERTIFICATES AND ID CARDS ([Page 28](#))



Certificates and ID Cards

When payment for the First Annual Certification Fee has been received by RABQSA, a Certificate and ID Card are issued to the certified Audit Personnel.

The Certificate includes the following information:

- Certified Auditor’s name;
- RABQSA customer number;
- Type and grade of certification;
- Date certification awarded; and
- Date certification expires.

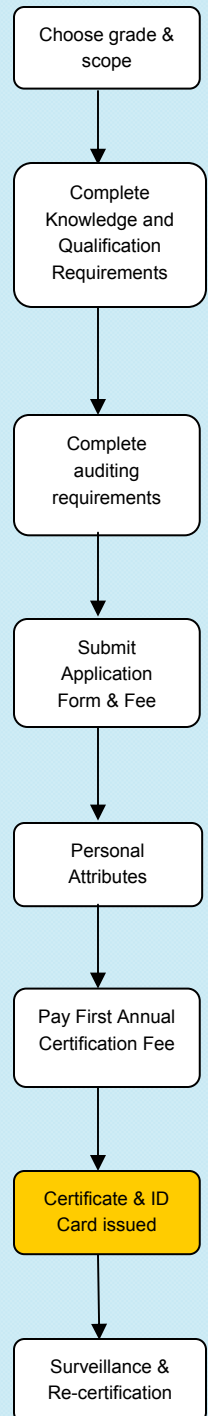
The ID Card includes the following information:

- Certified Auditor’s name;
- RABQSA customer number;
- Type and grade of certification; and
- Date certification expires.

Certificates and ID Cards remain the property of RABQSA and must be returned if certification is suspended or withdrawn. Certified audit personnel are required to immediately notify RABQSA if a Certificate or ID Card is lost or stolen.

Updated Certificates and ID Cards will be issued at each re-certification.

NOW GO TO SURVEILLANCE [\(Page 29\)](#)



Surveillance

Surveillance

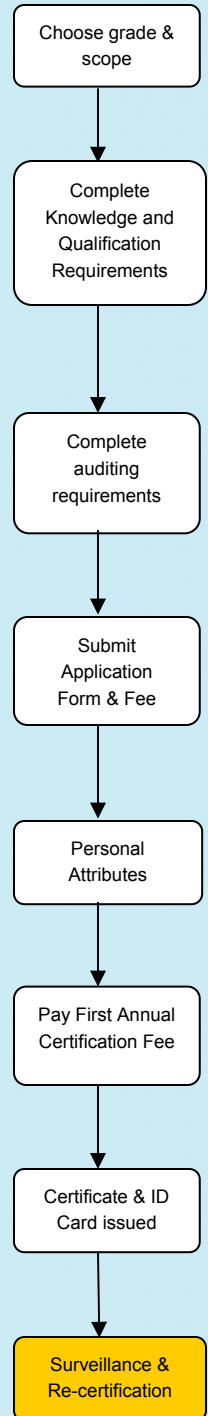
To maintain certification, all certified personnel are required to demonstrate continuing competence against the current certification requirements for the type and grade of certification awarded. RABQSA will provide reminders with the annual invoice to all certified personnel when the date for surveillance is due and the information required.

Every two years from the date of initial certification or each re-certification, certified personnel must demonstrate continuing compliance with the current certification requirements by providing:

- Evidence of current knowledge competencies through successful completion of the relevant RABQSA e-based examination for the type and grade of certification;
- and
- Confirmation that the Code of Conduct has been adhered to and any complaints against performance have been resolved.

Note: RABQSA will maintain a number of e-based examinations of knowledge competencies relevant to the Scheme. These examinations will be reviewed for content regularly and amended as required to ensure that changes in requirements relating to the Scheme are examined.

NOW GO TO RE-CERTIFICATION ([Page 30](#))



Re-certification

Re-certification

To maintain certification, all certified personnel are required to demonstrate continuing competence against the current certification requirements for the grade of certification awarded. RABQSA will provide reminders with the annual invoice to all certified personnel when the date for re-certification is due and the information required.

Every 4 years from the date of initial certification and each subsequent re-certification, certified personnel must demonstrate continuing compliance with the current certification requirements by providing:

- Evidence of skills competencies through successful completion of a Skill Examination by a RABQSA certified DS Skill Examiner appropriate to the grade of certification;
 - Evidence of current knowledge competencies through RABQSA e-based examination;
 - Evidence of evaluation of personal attributes by completion of the RABQSA *PAAS Master®* evaluation within the previous 4 years;
- and
- Confirmation that the Code of Conduct has been adhered to and any complaints against performance have been resolved.

Re-certification fees

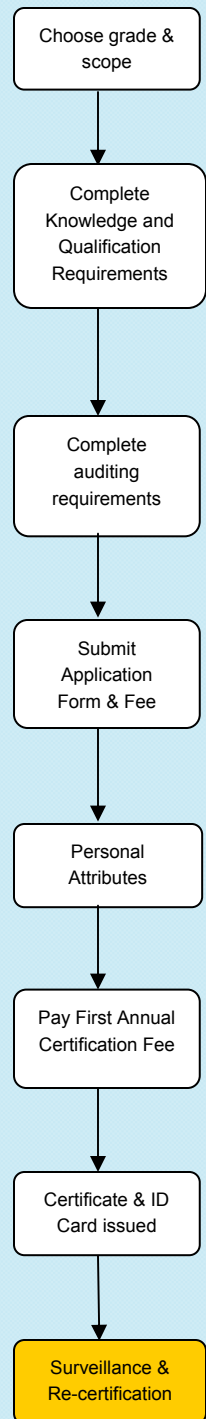
These Fees are payable every 3rd anniversary of initial certification and each subsequent recertification.

The Re-certification Fee includes the Annual Certification Fee. The applicable Fee will be invoiced by RABQSA.

Re-certification Fees vary by scheme and grade. For complete details of Fees, refer to website at www.rabqsa.com/fee_portal.html.

Note:

All RABQSA fees are non-refundable and are subject to change.



NOW GO TO EXPANSION ([Page 31](#))

Expansion of Certification

Certified persons may seek expansion to upgrade their certification by applying to RABQSA on the Expansion Application Form. Please refer to the Fee Schedule for details of the Expansion Fee. Expansion Application Forms are available on the RABQSA web site www.rabqsa.com.

The additional competencies, as defined in this document, required for the grade applied for must be demonstrated and evidence provided with the application.

For complete details of Fees, refer to website at www.rabqsa.com/fee_portal.html.

Note:

All RABQSA fees are non-refundable and are subject to change.

General Definitions and Abbreviations

For the purpose of these Certification Requirements, the definitions given in ISO 19011:2002 '*Guidelines for quality and/or environmental management systems auditing*' and ISO/IEC 17024:2003 '*General requirements for bodies operating certification of persons*' apply, in addition to those definitions specific to RABQSA. Definitions and abbreviations relevant to this document are shown.

Audit: Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.

Audit Criteria: Set of policies, procedures or requirements (used as a reference).

Auditor: Person with the competence to conduct an audit as a member of an audit team.

Audit team: a team of at least two persons appointed to conduct an audit. An audit team normally comprises a DS Lead Auditor and a CTE; however, while a CTE may also perform the role of lead auditor (or auditor) if appropriately qualified, the audit team shall still comprise at least two persons.

Competence: Demonstrated ability to apply knowledge and skills, and demonstrate the required personal attributes.

Consumer Technical Expert: A person with a disability, who is a member of the audit team, engaged for his/her specialist knowledge and abilities.

Examination: Assessment of knowledge and skill competencies, and personal attributes defined for certification under the Scheme.

Expansion: Movement from one certification grade to another via demonstration of the competency required for that grade.

Lead Auditor: Auditor with competence to lead an audit team.

Qualification: Demonstration of education, training and/or work experience.

RABQSA Scheme Examiner: Employee of RABQSA with responsibility for management of designated Schemes and evaluation of Applications.

RABQSA Skill Examiner: Certified personnel with the appropriate competencies to conduct Skill Examinations defined for each grade of DS audit personnel certification.

Team Leader: A DS Lead Auditor or DS CTE-Lead Auditor who has been nominated to lead an audit team.

TPECS: Training Provider and Examiner Certification Scheme, offered by RABQSA.

END OF ANNEX A

DS Skill Examiner Certification

Lead Auditors and CTE– Lead Auditors may seek recognition as an RABQSA-certified DS Skill Examiner (Skill Examiner) by applying to RABQSA and providing evidence to demonstrate that the requirements defined in the Skill Examiner Certification Scheme are met. For DS Skill Examiner, these requirements include:

- Current RABQSA DS Lead Auditor or RABQSA DS CTE-Lead Auditor certification;
 - Demonstration of twelve DESQA audits performed in the past five years, for one or more certification bodies;
 - Certificate IV Assessment & Workplace Training / Certificate IV in Training and Assessment;
- or**
- Demonstration of competency in RABQSA-AS: *Assessment*;
 - Demonstration of competency in RABQSA-SE: *Skill Examination Process*;
 - Completion of the *PAAS Master* ® Personal Attributes Assessment; within 4 years prior to application.

For details of Skill Examiner certification requirements and application process, Applicants should refer to the Certification Requirements for Skill Examiner Certification available on the RABQSA website at www.rabqsa.com.

RABQSA maintains a register of Skill Examiners with the appropriate competency to conduct defined Skill Examinations .

END OF ANNEX B

Reasonable Adjustments

Reasonable adjustments or alternative arrangements that do not cause undue hardship for the Training Provider or Examiner may be made for people with a disability or who have a condition that affects their performance in training and/or examinations.

Reasonable adjustments may include, but not be limited to, the following:

- Rules that allow a support person to be present during an examination. The nature of the support may include operating the computer for an on-line examination; or reading out the examination questions and recording the answers. Support does not mean prompting answers or rephrasing answers into their own interpretation;
- Face to face examinations allowing for verbal responses. This may be done in person or via video-conferencing;
- Large print material;
- Easy English;
- Audio material;
- Interpreters; and
- Other methods as appropriate.

END OF ANNEX C

Terms and Conditions

RABQSA has defined Terms and Conditions for certification, as shown in this Annex.

Code of Conduct

All certified audit personnel have an obligation to improve the standing of their profession by observing the RABQSA Code of Conduct (Code). Compliance with the Code is a condition of certification and all Applicants are required to sign their agreement to comply with the Code at time of application for certification. All certified auditors are required to confirm that they have complied with the Code at each period of surveillance and re-certification.

RABQSA Code of Conduct

- I will act professionally, accurately and in an unbiased manner.
- I will strive to increase the competency and prestige of my profession.
- I will assist those in my employ or under my supervision in developing their professional competency.
- I will not undertake any assignments that I am not competent to perform.
- I will not represent conflicting or competing interests and will disclose to any client or employer any relationships that may influence my judgment.
- I will not discuss or disclose any information relating to any assignment unless required by law or authorized in writing by the client and/or my employing organization.
- I will not accept any inducement, commission, gift or any other benefit from client organizations, their employees or any interested party or knowingly allow colleagues to do so.
- I will not intentionally communicate false or misleading information that may compromise the integrity of any assignment or the personnel certification process.
- I will not act in any way that would prejudice the reputation of RABQSA or the personnel certification process and will cooperate fully with an enquiry in the event of any alleged breach of this code.

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Terms and Conditions (cont.)

Reduction of Certification

Certified persons can reduce their certification at any time by notification in writing to the RABQSA DS Scheme Examiner.

A reduction in certification may also be advised to an Applicant by the RABQSA Scheme Examiner after evaluation of the Application. Acceptance of a reduction of certification must be provided in writing. RABQSA does not refund fees to any certified persons when reducing certification.

Suspension

RABQSA reserves the right to suspend certification as a result of investigations into the conduct or performance of certified persons. Refer to Complaints for further details. RABQSA does not refund fees to any certified persons when suspending certification.

Withdrawal

RABQSA reserves the right to withdraw certification as a result of investigations into the conduct or performance of certified persons. Refer to Complaints for further details.

Certified persons may withdraw their certification at any time by notification in writing to the RABQSA DS Scheme Examiner.

RABQSA remains the sole owner of any Certificates and ID Cards issued to certified auditors. In the event of withdrawal of certification, the Certificate and ID Card issued must be returned to RABQSA. RABQSA does not refund fees to any certified auditor when withdrawing certification.

Complaints - refer to the RABQSA [website](#) for more information.

Against Audit Personnel

Complaints against the actions or conduct of a certified auditor will be reviewed and investigated by RABQSA using documented procedures. A valid substantiated complaint may result in withdrawal of certification.

Against RABQSA

Complaints against RABQSA must be submitted in writing to RABQSA via the RABQSA website www.rabqsa.com. Each complaint will be reviewed, investigated, and resolved in a timely manner through a formal documented process. In appropriate circumstances, the RABQSA Scheme Committee will investigate complaints against RABQSA.

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Terms and Conditions (cont.)

Appeals

An appeal against adverse certification decisions or withdrawal of certification must be submitted in writing. The written appeal will be reviewed, investigated, and resolved in a timely manner through a formal documented process.

Appeals may be made on the following decisions:

- Refusal to grant initial certification;
- Refusal to grant continuation of certification;
- Refusal to grant an expansion of grade of certification;
- Reduction in certification grade;
- Withdrawal; or
- Suspension.

All appeals shall be submitted in writing to RABQSA via the RABQSA website www.rabqsa.com. The Applicant is required to submit their appeal to RABQSA no later than 30 days after notification of the decision. The appeal should include appropriate substantiation for the appellant's position and it shall contain any additional or updated information.

Certification Information

For information on RABQSA's:

- Certification processes;
- Applicants' rights and responsibilities;
- Complaints and appeals process;
- Conditions of use for Certificates, ID Cards and RABQSA logo; and
- Privacy.

Please contact RABQSA via the website www.rabqsa.com or email info@rabqsa.com.

END OF ANNEX D

EXAMPLE

Annex E

DS AUDIT PERSONNEL CERTIFICATION APPLICATION

RABQSA International Commercial-In-Confidence when completed.

When completing this Application please ensure that all sections are completed and that all requested information is provided.

SECTION 1 – PERSONAL DETAILS

Family Name:.....*Auditor*.....Prefix/Title:.....*Mr*.....

Given Name(s):*David Good*.....

Name for Certificate:*David Good Auditor*.....

This should be your name as you wish it to appear on all published materials (e.g. David G Auditor).

Organization:*Citywide Auditing Company*.....

Position:.....*Certification Manager*.....

Please provide both business and home contact details and **select** the relevant box to indicate which is the preferred contact point for RABQSA communications. Please include area codes in phone and fax numbers.

Business Address

Address details:

PO Box 1234

Cityville Business Centre

State: *Vic*.....Postcode: ...*3000*

Phone: *03 9876 5432* Fax: ..*03 9876 1223*

Mobile:....*0400 111 222*.....

Email:....*davidgauditor@citywide.com.au*...

Home Address

Address details:

29 Home St

Homeville

State: *Vic*.....Postcode: ...*3099*

Phone: *03 9888 1234* Fax:

Mobile:....*0400 111 222*.....

Email:....*davidg@bigpond.com*

Applications must include an e-mail address.

Applications should be forwarded to your local Principal RABQSA Office.

Please see the website, www.rabqsa.com for your Principal Office's contact details.

CONTINUED OVER PAGE

EXAMPLE

Annex E

DS AUDIT PERSONNEL CERTIFICATION APPLICATION (CONT)

ESSENTIAL INFORMATION FOR APPLICANTS FOR CERTIFICATION

Applicants should review the Certification Requirements for the grade DS audit personnel certification sought and ensure that the information submitted demonstrates all these requirements.

Applicants who may have any special needs (e.g., sight, language) should contact RABQSA for advice.

Applications must be submitted in English, unless otherwise agreed with RABQSA. Where translations of documents are provided, these must be independently verified for accuracy.

Please ensure that all materials are complete and accurate prior to submittal. Applications without all the required information will experience delays in processing while RABQSA seeks the additional information required.

SECTION 2 – GRADE OF CERTIFICATION

Please select the grade of certification requested:

- DS Consumer Technical Expert (CTE)
- DS Auditor (DS-A)
- DS CTE Auditor (DS-CTE-A)
- DS Lead Auditor (DS-LA)
- DS CTE Lead Auditor (DS-CTE-LA)

SECTION 3 – LANGUAGE SKILLS

Please list any languages you are able to write, speak or read. Define your ability in these languages as Fluent (F), Intermediate (I) or Minimal (M). This information may be confirmed by RABQSA and included in the on-line RABQSA Register.

Language: ...English.....Written: ...F.....SpokenF.....Reading: ...F.....

Language: ...Mandarin.....Written: ...M.....Spoken ...I.....Reading: ...M...

Language:Written:Spoken: Reading:

CONTINUED OVER PAGE

EXAMPLE

Annex E

DS AUDIT PERSONNEL CERTIFICATION APPLICATION (CONT)

SECTION 4 – GENERAL REQUIREMENTS FOR CERTIFICATION

ATTACHMENTS (Please select each box as applicable to confirm you have attached the following:)

- Application Fee (Refer to DS Fee Schedule, available on RABQSA website www.rabqsa.com)
- Copy of Certificate/s of Attainment /Successful Completion confirming required knowledge-based competencies for DS scheme. (Refer to the Certification Requirements for DS Audit Personnel Certification)
- Details of work experience. (Not required for DS Auditor applicants – refer to the Certification Requirements for DS Audit Personnel Certification)
- Confirmation as user of a disability services. (Not required for DS Auditor and DS Lead Auditor applicants – refer to the Certification Requirements for DS Audit Personnel Certification)

PERSONAL ATTRIBUTES EXAMINATION

I request that RABQSA provide me with details to undertake a PAAS Master® Examination

OR

I have completed a PAAS Master® Examination in the last four years:

Date PAAS Master® completed:

SKILL EXAMINATION

I request that RABQSA provide me with contact details of certified DS Skill Examiners for the appropriate Skill Examination. (Refer to page xx of the Certification Requirements for DS Audit Personnel Certification)

CONTINUED OVER PAGE

EXAMPLE

Annex E

DS AUDIT PERSONNEL CERTIFICATION APPLICATION (CONT)

SECTION 5 – DECLARATION

Please select the boxes as appropriate to confirm your understanding and agreement to the Terms and Conditions below:

- I hereby apply for DS audit personnel Certification with RABQSA International.
- I agree to the publication of my name, contact and certification details in the RABQSA Register of Certified Personnel. (select only if applicable).
- I request that I be shown on the Register of Certified Personnel as able to undertake contract audit work (select only if applicable).
- I agree to comply with the requirements of certification as detailed in the DS Audit Personnel Certification requirements.
- I agree to supply any further information needed for the evaluation of my Application
- All information provided in this Application is correct to the best of my knowledge.
- Any complaints regarding my performance are formally dealt with in a manner to prevent recurrence.
- I authorize RABQSA to seek information from any parties noted in this Application and supporting documents.
- I will observe the RABQSA Code of Conduct and confirm that I will:
 - Act professionally, accurately and in an unbiased manner.
 - Strive to increase the competency and prestige of my profession.
 - Assist those in my employ or under my supervision in developing their professional competency.
 - Not undertake any assignments that I am not competent to perform.
 - Not represent conflicting or competing interests and will disclose to any client or employer any relationships that may influence my judgment.
 - Not discuss or disclose any information relating to any assignment unless required by law or authorized in writing by the client and/or my employing organization.
 - Not accept any inducement, commission, gift or any other benefit from client organizations, their employees or any interested party or knowingly allow colleagues to do so.
 - Not intentionally communicate false or misleading information that may compromise the integrity of any assignment or the personnel certification process.
 - Not act in any way that would prejudice the reputation of RABQSA or the personnel certification process and will cooperate fully with an enquiry in the event of any alleged breach of this code.

Name: David Good Auditor

Signature: *D. G. Auditor*

Date: 30 June 2009

CONTINUED OVER PAGE

EXAMPLE

Annex E

DS AUDIT PERSONNEL CERTIFICATION APPLICATION (CONT)

SECTION 6- PAYMENT DETAILS

Please refer to the RABQSA web site www.rabqsa.com/fee_portal.html for details of Application Fees.

I enclose my card for the amount of \$627.00 AUD

Please be sure you provide correct details to avoid delays in processing.

Card Number:1234-5678- 9123-4567.....Expiry Date: 01/10.....

Card Holder Name:D.G. Auditor.....

Cardholder's signature:*D. G. Auditor*.....

END OF APPLICATION FORM

END OF ANNEX E

Summary of Certification Requirements

Please note that this table is a **SUMMARY ONLY** of certification requirements.
Applicants **MUST** refer to the details provided in the Certification Requirements.

Grade	Knowledge competencies	Experience	Personal attributes	Skill competencies (examined in audit situation by RABQSA Skill Examiner)
DS Consumer Technical Expert (CTE)	RABQSA-CTE	Must be a person with a disability who has been a user of a disability employment service.	PAAS Master®	Participating in an audit of a DS system as a member of an audit team and providing technical advice on specific needs of people with disabilities.
DS Auditor (DS-A)	RABQSA-AU RABQSA-DS	N/A	PAAS Master®	Auditing a DS system as a member of an audit team.
DS CTE Auditor (DS-CTE-A)	RABQSA-AU RABQSA-DS	Must be a person with a disability who has been a user of a disability employment service.	PAAS Master®	Participating in an audit of a DS system as a member of an audit team and providing technical advice on specific needs of people with disabilities; and Auditing a DS system as a member of an audit team.
DS Lead Auditor (DS-LA)	RABQSA-DS RABQSA-AU RABQSA-TL	2 years leadership experience in a team environment	PAAS Master®	Auditing a DS System leading an audit team.
DS CTE Lead Auditor (DS-CTE-LA)	RABQSA-DS RABQSA-AU RABQSA-TL	Must be a person with a disability who has been a user of a disability employment service, and 2 years leadership experience in a team environment.	PAAS Master®	Participating in an audit of a DS system as a member of an audit team and providing technical advice on specific needs of people with disabilities; and Auditing a DS System leading an audit team.

OVERVIEW — TPECS KNOWLEDGE MODULES

RABQSA-AU: *Management system auditing*

RABQSA-TL: *Leading management systems audit teams*

RABQSA-CTE: *Consumer Technical Expert (Auditing Competencies)*

RABQSA-DS: *Auditing DS Management Systems*

END OF CERTIFICATION REQUIREMENTS