

Competency	Performance Criteria	Evidence Guide
<p>1: Understand Disability Services Standards and related legislation</p>	<p>1.1 The intent, requirements and examples of evidence of each DS Standard and associated KPI, in the context of any given service, are understood and described.</p> <p>1.2 The intent and requirements of the relevant legislation in the context of a given service are understood and described.</p>	<p>Each Standard and associated KPIs are described and examples of evidence for each KPI are provided.</p> <p>Any given service type refers to:</p> <ul style="list-style-type: none"> • supported employment • open employment • wage phase-in • targeted support • various combinations of the above within an organisation <p>The intent and requirements of legislation relevant to DSS criteria are described, including the following:</p> <ul style="list-style-type: none"> • Disability Services Act 1986 (Commonwealth) • Disability Discrimination Act 1992 (Commonwealth) • Privacy Act 1988 (C'th) and National Principles of Privacy Amendment (Private Sector) Act 2000 • Industrial relations legislation (state/federal) including AWAs, industrial awards, certified agreements, enterprise bargaining agreements, etc. <p>References:</p> <ul style="list-style-type: none"> • http://www.facs.gov.au/internet/facsinternet.nsf/disabilities/services-qa_wages_people_disabilities.htm • QA Handbook version 2 Section 10 • JAS-ANZ Procedure 18 Number 2, sections G.2.2.9a), 2.2.3.2a), G.2.2.10a)

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<p>2: Understand disability employment services management practices</p>	<p>2.1: Sector-specific terminology is understood and its use in appropriate context described.</p> <p>2.2: Relevant current government policy, range of service types, funding arrangements, organisational structures in the context of the audit is understood and described.</p>	<ul style="list-style-type: none"> • Disallowable Instrument Numbers S 143 and 144 11 May 2004 <p>Appropriate terminology used in DS sector is described.</p> <p>Sector-specific terminology includes but is not exclusive to (and is sometimes specific to organisations):</p> <ul style="list-style-type: none"> • Workers or employees with a disability in the context of business services • Service users, job seekers, employees in the context of open employment • Service recipients for targeted support • People/person/s with a disability • Consumers in relation to any service type • Clients in relation to any service type • Other as specifically requested <p>Knowledge of government policy regarding employment of people with disabilities, range of service types, funding arrangements, organisational structures in the context of the audit is demonstrated.</p> <p>Range of service types includes but is not exclusive to:</p> <ul style="list-style-type: none"> • Business services • Open employment services • Targeted support • Wage phase-in • Combinations of the above within an organisation

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		<p>Funding arrangements could include:</p> <ul style="list-style-type: none"> • Block grant funding • Case based funding • Australian Government funding sources <p>Organisational structures can refer to those with:</p> <ul style="list-style-type: none"> • Centralised administration • Single outlet organisations • Multiple outlet organisations • Multiple disability type organisation • Single disability type organisations • Different delegation of responsibility at outlet level <p>References:</p> <ul style="list-style-type: none"> • QA Handbook version 2 Section 10, pages 16-17 • JAS-ANZ Procedure 18 Number 2, G.2.2.9b), G.2.2.17
<p>3: Understand the Australian government’s quality strategy for disability employment services</p>	<p>3.1 The intents and key elements of DESQA (Disability Employment Services Quality Assurance) are understood and described.</p> <p>3.2 Requirements of certification bodies and audit personnel as specified in JAS-ANZ Procedure 18 Number 2 and Annexes 1-5 are understood and described.</p>	<p>Key requirements defined in DS Quality Assurance Handbook are described.</p> <p>Key elements refer to:</p> <ul style="list-style-type: none"> • Quality assurance • Continuous improvement • Complaints and referrals

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		<ul style="list-style-type: none"> • 12 Disability Services Standards and 26 KPIs • Varied DSS Standard 9, related KPIs and evidence guide for wage phase-in • Varied Standards, KPIs and evidence guides for targeted support • Supports available for people with disability in QA system • Role of people with a disability in the QA system • Role of the Australian Government <p>Requirements defined in JAS-ANZ Procedure 18 Number 2 and Annexes 1-5 are described.</p> <p>The role and responsibilities of audit personnel in the disability service sector are described.</p> <p>References:</p> <ul style="list-style-type: none"> • QA Handbook version 2, Section 2 pages 5-10 • JAS-ANZ Procedure 18 Number 2, G.2.2.9c), Annexes 1-5
<p>4: Understand the disability services sector</p>	<p>4.1 The range of services in the sector and different funding sources are understood and described.</p> <p>4.2 Any recent changes to current legislative requirements relating to the disability service sector and the audit process are understood and described.</p>	<p>The range of services in the sector and different funding sources for these services are described.</p> <p>Range of service types includes but is not exclusive to:</p> <ul style="list-style-type: none"> • Business services • Open employment services • Targeted support

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		<ul style="list-style-type: none"> • Wage phase-in • Combinations of the above within an organisation <p>Range of services will also relate to:</p> <ul style="list-style-type: none"> • Size of service • Target group • Multiple funding source • Geographical location <p>Funding arrangements could include:</p> <ul style="list-style-type: none"> • Block grant funding • Case based funding • Workplace modifications and employer subsidies • Funding from other government sources • Fund raising • Accountabilities of funding reporting • Complexity of multiple funding sources <p>Knowledge of current legislative requirements relating to the disability services sector is demonstrated.</p> <p>References:</p> <ul style="list-style-type: none"> • JAS-ANZ Procedure 18 Number 2, G.2.2.10b) • Disallowable Instrument Numbers 143, 144 11 May

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<p>5. Understand the diversity of persons using disability services</p>	<p>5.1 The range of people using disability services are understood and described.</p> <p>5.2 The impacts of disability, cultural, religious, and/or social customs on the audit process are understood and described.</p>	<ul style="list-style-type: none"> • http://www.facs.gov.au <p>The differing needs of people using disability services are described.</p> <p>The potential impacts of any disability, cultural, religious or social customs of the auditee in the conduct of the audit are described.</p> <p>The range of disability types that people have in DESQA includes but is not exclusive to:</p> <ul style="list-style-type: none"> • Intellectual • Psychiatric • Sensory • Physical • Acquired • Combination <p>The impact may be in relation to:</p> <ul style="list-style-type: none"> • Social, physical, cultural isolation • Inability or difficulty in communicating • Lack of education • Inability to travel independently • Opposite gender cannot be interviewed <p>Reference: JAS-ANZ Procedure 18 Number 2, 2.2.3.2d), e), G.2.2.16, Annex 3.1</p>

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<p>6. Understand planning and facilitation to provide for the effective input of people with disabilities in an audit process</p>	<p>6.1 Barriers to effective participation and strategies used to overcome these barriers to ensure effective participation by people with disabilities in the audit process are understood and described.</p> <p>6.2 The requirements of an audit plan that reflects the needs of disability service sector consumers and that meets the requirements of JAS-ANZ procedure 18 are understood and described.</p> <p>6.3 The required involvement of people with disabilities in the audit process is understood and described.</p>	<p>Barriers to effective participation and strategies to address issues such as disclosure, empowerment, and communication needs to ensure effective participation are described.</p> <p>Barriers could include, but are not limited to:</p> <ul style="list-style-type: none"> • Untrained in meeting or interview behaviour • Behavioural issues • Communication needs • Inability to travel independently • Opinion has never been sought previously • Feel threatened • Systematic disempowerment <p>Requirements of an audit plan to meet the needs of the DS and the requirements of Procedure 18 are described.</p> <p>Reference: JAS-ANZ Procedure 18 Number 2 G.2.2.10c), G.2.2.11a), b), Annex 3</p>
<p>7. Understand effective interpersonal and communication techniques</p>	<p>7.1 Techniques used to facilitate communication during an audit of a disability service are understood and described.</p> <p>7.2 Strategies to be an active audit team member are described.</p> <p>7.3 Techniques for establishing a positive relationship with the auditee are described.</p>	<p>Effective communication techniques (verbal, written, and listening) are described.</p> <p>Effective interview techniques to acquire valid evidence are described.</p> <p>Techniques to facilitate communication and develop a positive relationship include but are not exclusive to:</p>

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		<ul style="list-style-type: none"> • Appropriate use of open and closed questions • Avoidance of leading questions • Commitment to a line of questioning • Establishing rapport early • Building positive relationship • Clear and simple verbal and written communication • Good listening skills • Flexibility • Re-phrasing for clarification • Body language that makes people relax • Use of surroundings conducive to interview (quiet, private, comfortable, well lit, etc.) • Confirmation of confidentiality <p>Reference: JAS-ANZ Procedure 18 Number 2, G.2.2.10d), G.2.2.11b), 2.2.3.2f)</p>
<p>8. Understand methods for collection, verification, analysis and reporting of evidence against the Disability Service Standards</p>	<p>8.1 Methods used to collect, verify, analyse and report evidence during an audit against the DS Standards are understood and described.</p> <p>8.2 Importance of accurate reporting of findings and observations is understood and described.</p> <p>8.3 Requirements for information security are understood and described.</p>	<p>Methods used to collect evidence are described.</p> <p>Methods include:</p> <ul style="list-style-type: none"> • Reviewing files and documentation • Observation • Interviews • Sampling rules as described in Procedure 18 Annexes

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		<p>Relationship between different sources/types of audit evidence is described.</p> <p>Strategies to support CTEs to collect evidence during an audit can be described.</p> <p>Strategies include but are not limited to:</p> <ul style="list-style-type: none"> • Provision of scribes • Provision of interpreters • Appropriate equipment <p>Requirements for information security are described.</p> <p>Information security is in relation to:</p> <ul style="list-style-type: none"> • Storage of audit notes and reports (hard copies, computer) • Disclosure of audit findings and outcomes • Disposal of audit records <p>References:</p> <ul style="list-style-type: none"> • JAS-ANZ Procedure 18 Number 2, G.2.2.10e), 2.2.3.2b), c) • FaCS QA handbook version 2, Section 10
<p>9: Understand the application of Quality Management Principles</p>	<p>9.1: Quality Management Principles in the context of DESQA can be described.</p> <p>9.2: The quality management system, including interrelationships between procedures, quality</p>	<p>Quality Management Principles and their relationship to DESQA are explained.</p> <p>Eight Quality Management Principles are:</p>

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	<p>planning, policy and objectives are explained within the context of DESQA and a given service.</p> <p>9.3: Quality terminology and sector-specific terminology are correctly used.</p>	<ul style="list-style-type: none"> • Customer Focus • Leadership • Involvement of people • Process Approach • System approach to management • Continual Improvement • Factual approach to decision making • Mutually beneficial supplier relationships <p>Minimum requirements for a quality management system, as defined in context of DESQA, are described. These should include, but are not limited to:</p> <ul style="list-style-type: none"> • Defined objectives and policies • Defined procedures • Interrelationships between objectives, policies and procedures, identifying how objectives should be reflected in policies and procedures to achieve defined outcomes <p>Quality terminology and DS sector-specific terminology is referenced.</p> <p>References:</p> <ul style="list-style-type: none"> • ISO 9000:2000 para 0.2 • JAS-ANZ Procedure 18 No 2, clause 1.2.3; 1.2.4; 1.2.5. • QA Handbook version 2, Section 10, Standard 8 • FaCS Continuous Improvement Handbook

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<p>10: Relate the quality management system to the organisational products, including services, and operational processes</p>	<p>10.1: The service delivery and supporting activities are described in a way that verifies the degree of conformity and effectiveness of these activities to the requirements of DESQA.</p> <p>10.2: Audit reference documentation is suitable and appropriate to the requirements of DESQA in the context of the service size, industry, and environment.</p>	<p>Information required to determine if service delivery processes and supporting activities are effective and comply with DESQA requirements are described.</p> <p>Information should include, but is not limited to:</p> <ul style="list-style-type: none"> • Documented policies and procedures • Effectiveness of application of policies and procedures • Effectiveness of preventive and corrective actions • Effectiveness of internal audits <p>Audit reference documentation appropriate to the requirements of DESQA and the service context is described.</p> <p>Documentation should include, but is not limited to:</p> <ul style="list-style-type: none"> • Identification of audit team • Audit planning, including sampling, duration, etc. • Identification of any special requirements for audit team and/or auditees/audit client • Agreement of audit arrangements from audit client <p>References:</p> <ul style="list-style-type: none"> • QA Handbook version 2, • JAS-ANZ Procedure 18 Number 2 clauses 2.1.4.3, 3.2 and G3.4.3g)
<p>11. Understand the</p>	<p>11.1. Complaints processes are described that are</p>	<p>The processes available for making complaints related to Disability</p>

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<p>processes through which complaints may be made</p>	<p>appropriate to all parties involved in the DESQA scheme, including:</p> <ul style="list-style-type: none"> • Service recipients • Service providers • Certification bodies • JAS-ANZ • RABQSA • FaCSIA • Complainants external to those listed above. <p>11.2. The independence of the complaints investigation process is described.</p> <p>11.3. Possible outcomes of valid complaint following investigation (such as de-registration of certified personnel) are explained.</p>	<p>Services auditing processes are described.</p> <p>Complaints processes available to service users should include:</p> <ul style="list-style-type: none"> • CRRS • Abuse and Neglect Hotline • DSS Standard 7 <p>Complaints processes available to service providers should include:</p> <ul style="list-style-type: none"> • Departmental contractual complaints processes • Certification Body complaints processes • CRRS • Abuse and Neglect Hotline <p>Complaints processes available to Auditors and CTEs should include:</p> <ul style="list-style-type: none"> • Certification Body complaints processes • JAS-ANZ complaints processes • RABQSA complaints processes <p>Complaints processes relevant to personnel certification are available through:</p> <ul style="list-style-type: none"> • RABQSA • JAS-ANZ <p>References:</p> <ul style="list-style-type: none"> • JAS-ANZ Procedure 18 Number 2, G.1.3.1 Notifiable Issue, 2.3



Competency Unit: RABQSA-DS– Auditing DS Management Systems

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		<ul style="list-style-type: none">• QA Handbook version 2, Section 8, Section 10 Standard 7• RABQSA DS Audit Personnel Certification Scheme Criteria on http://www.rabqsa.com