



## The assessment and rating report

**Please note: This information sheet has not been reviewed to reflect changes to the National Law and Regulations and the 2018 NQS.**

After your assessment visit, the authorised officer will review what they have observed, discussed and sighted against the National Quality Standard (NQS) and related regulatory requirements, along with other available information about the service including their compliance history.

The authorised officer will record the assessment of service quality in a draft assessment and rating report and the regulatory authority will determine the rating for each of the seven quality areas and an overall rating for the service. This report will be issued to the approved provider.

## Can we make changes or fix minor issues after the assessment and rating visit?

During the visit or soon afterwards, the authorised officer may identify where your service can make minor adjustments. You should make these changes as soon as possible.

If your service has been offered the opportunity to make minor adjustments and provides evidence that the issues have been appropriately addressed, this information will be considered when determining your draft rating.

Download the [Guide to the National Quality Framework \(NQF\)](#) from the Australian Children's Education and Care Quality Authority (ACECQA) website at [www.acecqa.gov.au](http://www.acecqa.gov.au) for more information.



## How long after our visit will we receive our draft assessment and rating report?

Your service will be given a draft assessment and rating report approximately three to five weeks after the date of the visit. If no feedback is received, your report will be considered final after 10 working days.

If you provide feedback on the draft report, your report will be finalised within 60 days after the date of the visit.

## Can we provide feedback if we disagree with our draft rating?

Yes. Your service will have approximately 10 working days to provide feedback about the accuracy of the draft report and support your feedback with succinct, factual information to demonstrate how your service met an element or was 'Meeting' or 'Exceeding' a standard. If no feedback is received, your report will be final after 10 working days.

## How do we provide feedback?

Approved providers are to provide feedback to their regulatory authority in writing and include any additional evidence to support their claims. A [template for providing this feedback](#) can be downloaded on the ACECQA website.

## What happens after I provide feedback?

The regulatory authority will consider your feedback and in some cases, this information may change your rating.

## Tips for providing feedback on the draft assessment and rating report

The draft report is an opportunity for you to provide any feedback on the contents of the report and draft ratings.

Before providing feedback on the draft assessment and rating report consider:

- reading the [Guide to the NQF](#) to understand how the ratings are calculated and for an explanation of each standard and quality area
- your ratings at the standard level and the evidence written in the report
- whether you believe there are any factual errors in the report or something the authorised officer missed during the visit and what evidence you can provide to support this feedback
- the suggestions included in the Quality Improvement Plan notes section of your report

When it's time to provide feedback, consider:

- completing a table like the one below with succinct, factual information to demonstrate how your service is meeting the element or 'Meeting' or 'Exceeding' the standard. You will have received a template for providing feedback with the draft report. Following this template will help you provide all the information the authorised officer needs to consider your concerns. The template is available on the [ACECQA website](#).
- support your feedback with evidence, such as documents or photograph.

## Sample feedback form

Element/Standard	Content from report	Factual reasons on how your service met the element or was 'Meeting' or 'Exceeding' the standard at the time of the service visit	Evidence
Quality Area 1 – Educational program and practice		Press tab to provide feedback against a new element or standard	
Insert number	Copy the sentence or paragraph from the report that you are providing feedback on	Succinctly justify why your service met the element or was 'Meeting' or 'Exceeding' the standard	Provide factual evidence, which clearly demonstrates how your service met the element or was 'Meeting' or 'Exceeding' the standard. If attachments are provided, clearly reference or number them to correspond with the relevant element/standard

## Can we challenge our final ratings?

Once the final ratings are provided, you will have 14 days to request a review by the regulatory authority.

Information about how to apply for a review will be provided with the final report.

## Improving quality after the visit

The assessment and rating process is an opportunity to be recognised for the quality of education and care provided at your service and to identify where improvements can be made.

After your assessment visit:

- take the time to review your report, Quality Improvement Plan notes and summary notes identified in your report
- consider how you might address any issues in your policies, processes and practices
- use your reflections to update the Quality Improvement Plan and involve staff, families and children in the process
- link with organisations who can help your service improve in identified areas
- explain the process and ratings to families and how your service is working to improve the quality of education and care provided
- invite families to participate in the continuous improvement process.

## More information

The [ACECQA website](#) has information and resources about the assessment and rating process, including:

- the [Guide to the NQF](#)
- the [National Quality Standard Assessment and Rating Instrument](#)
- a [Quality Improvement Plan \(QIP\) template](#)
- the [National Quality Standard](#), including a guide to help providers identify which practices they can, or should improve.

Information about assessment and rating is also available on your regulatory authority website:

<b>ACT</b>	Children's Education and Care Assurance, Early Childhood Policy and Regulation, Education Directorate, ACT Government : <a href="http://www.det.act.gov.au">www.det.act.gov.au</a>
<b>NSW</b>	Early Childhood Education, NSW Department of Education : <a href="http://education.nsw.gov.au/early-childhood-education">education.nsw.gov.au/early-childhood-education</a>
<b>NT</b>	Quality Education and Care NT, Department of Education : <a href="http://www.education.nt.gov.au">www.education.nt.gov.au</a>
<b>QLD</b>	Regulation, Assessment and Service Quality, Early Childhood and Community Engagement, Dept of Education and Training : <a href="http://www.earlychildhood.qld.gov.au">www.earlychildhood.qld.gov.au</a>
<b>SA</b>	Education Standards Board : <a href="http://www.esb.sa.gov.au">www.esb.sa.gov.au</a>
<b>TAS</b>	Department of Education, Education and Care Unit : <a href="http://www.educationandcare.tas.gov.au">www.educationandcare.tas.gov.au</a>
<b>VIC</b>	Department of Education and Training : <a href="http://www.education.vic.gov.au/childhood/providers/regulation">www.education.vic.gov.au/childhood/providers/regulation</a>
<b>WA</b>	Department of Communities, Education and Care Regulatory Unit : <a href="http://www.communities.wa.gov.au">www.communities.wa.gov.au</a>