



Australian Children's
Education & Care
Quality Authority

THE ASSESSMENT AND RATING REPORT



After your assessment visit, the authorised officer will review and analyse the evidence they have observed, discussed and sighted against the National Quality Standard (NQS) and related regulatory requirements.

The authorised officer will also consider other available information including the quality improvement plan and service compliance history.

As part of the assessment and rating process, the authorised officer will record the service quality against the NQS in a draft assessment and rating report which will include the determination the regulatory authority has made on the rating for each of the seven quality areas and an overall rating for the service.

CAN WE MAKE CHANGES OR FIX MINOR ISSUES AFTER THE ASSESSMENT AND RATING VISIT?

The authorised officer may identify and provide an opportunity for your service to make minor adjustments during or soon after the assessment and rating visit. Minor matters are those that do not seriously impact on a service's quality or the safety, health and wellbeing of the children at the service, and are easily and very quickly rectified.

If your service has been offered the opportunity to make minor adjustments, you should make these within the timeframe specified by your authorised officer and provide evidence that the issue or 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 ACECQA website at acecqa.gov.au for more information.

HOW LONG AFTER OUR VISIT WILL WE RECEIVE OUR DRAFT ASSESSMENT AND RATING REPORT?

Typically three to five weeks after the completion of the assessment visit, the approved provider will be issued a draft assessment and report.

The report will include the process for providing feedback on any factual inaccuracies in the report and providing evidence to support your feedback.

CAN WE PROVIDE FEEDBACK IF WE THINK THE DRAFT RATING DOES NOT REFLECT THE QUALITY AT THE TIME OF THE VISIT?

Yes. You will have 10 working days to provide feedback about the accuracy of the draft report. You will need to support your feedback with succinct, factual and relevant information to demonstrate how your service met an element or was meeting or exceeding a standard at the time of the visit.

Note: If no feedback is received after the 10 working days, the draft report will become the final report.

HOW DO WE PROVIDE FEEDBACK?

When an approved provider decides to provide feedback to their regulatory authority, the feedback:

- must be in writing
- should include any additional evidence to support claims
- may be provided one of two ways – through the NQA IT System portal (preferably) or alternatively using the [feedback template](#) on the ACECQA website. Check with your regulatory authority for the preferred method for feedback.

Note: Each template has a limited word count – please ensure feedback is concise and only provide an attachment where it substantiates comments.

THINGS TO CONSIDER BEFORE AND WHEN PROVIDING FEEDBACK

The draft assessment and rating report is an opportunity for you to provide feedback on any factual inaccuracies of the report.

Before providing feedback on the draft assessment and rating report, it is important to:

- read the Guide to the NQF to understand how the ratings are calculated and for an explanation of each element, standard and quality area
- recognise that not all evidence collected on the day will be written in your report
- identify any factual inaccuracies in the report or anything significant that may have been missed (either by the authorised officer, or something you forgot to share) during the visit that would alter your rating for a standard.

When providing feedback, you should consider:

- Using the [NQA IT System portal](#) which has been developed to help you provide the information the regulatory authority needs to consider your feedback. It includes a table like the one below inviting you to provide succinct, factual information to demonstrate how your service is meeting the element or meeting or exceeding the standard.
- Supporting your feedback with relevant attachments that clearly demonstrate your comments. These must be directly relevant to the standard/element, referenced and explained in the evidence section.
- Limiting the amount of feedback you provide. Excessive feedback makes it difficult for the regulatory authority to determine the most important information/pieces of evidence that may support your claims. Any additional feedback may not be reviewed in detail or considered by the regulatory authority.

WHAT HAPPENS AFTER FEEDBACK IS PROVIDED?

The regulatory authority will consider your feedback. This may result in a change to the rating and a final rating report with that rating will be issued.

CAN WE CHALLENGE THE FINAL RATING?

Yes, the National Law and Regulations outline that the approved provider may, within 14 days following receipt of their final rating, request a review of the service's rating. This review of ratings by the regulatory authority is referred to as a first tier review.

Information about how to apply for a [first tier review](#) will be provided with the final report. Information about [second tier reviews](#) can be found on the ACECQA website.

SAMPLE FEEDBACK FORM

Quality Area 1 – Educational program and practice		Standard 1.1 – Program: The educational program enhances each child's learning and development.		
Press tab to provide feedback against a new element	Element Insert element number	Content from report Copy the sentence or paragraph from the report that you are providing feedback on. <i>(Note: A limit of approx. 150 words applies per field)</i>	Factual and succinct reasons on how your service met the element or was Meeting at the time of the service visit <i>(Note: A limit of approx. 500 words applies per field)</i>	Evidence Factual and relevant evidence, which clearly demonstrates how your service met the element or was Meeting the standard at the time of the service visit. If attachments are provided, clearly number, reference and explain how each attachment corresponds with the evidence for each relevant element/standard.
Meeting evidence				
Only complete this section if you have Exceeding NQS evidence	Exceeding NQS themes to address in feedback	Factual evidence and explanation of how practice from each example you provide below demonstrates your service was exceeding against each theme at the time of service visit <i>Note: All three Exceeding themes must be demonstrated for a standard to be rated Exceeding. (Note: A limit of approx. 500 words applies per field)</i>		Evidence Only provide factually relevant evidence, which clearly demonstrates how your service Exceeded the standard at the time of the service visit. If attachments are provided, clearly number, reference and explain how each attachment corresponds with the evidence for each relevant element/standard.
	Exceeding evidence (if relevant): How do these themes influence practice at your service?	Practice is embedded in service operations		
		Practice is informed by critical reflection		
		Practice is shaped by meaningful engagement with families and/or the community		

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
- address as a priority any areas of identified non-compliance with the National Law or National Regulations
- consider how you might address any issues in your policies, processes and practices
- use your reflections and the outcomes of the assessment and rating process to update the Quality Improvement Plan and involve management, 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, identifying and celebrating the strengths of your service and sharing strategies your service is working on to continually improve the quality of education and care provided
- invite families to participate in the continuous improvement process.

REFERENCES AND RESOURCES

Visit the ACECQA website at acecqa.gov.au for information and resources about the assessment and rating process:

- [Guide to the National Quality Framework](#)
- [National Quality Standard Assessment and Rating Instrument](#)
- [Quality Improvement Plan template](#)
- [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 through your state and territory regulatory authority. Contact them via the details on the [ACECQA website](#).

