

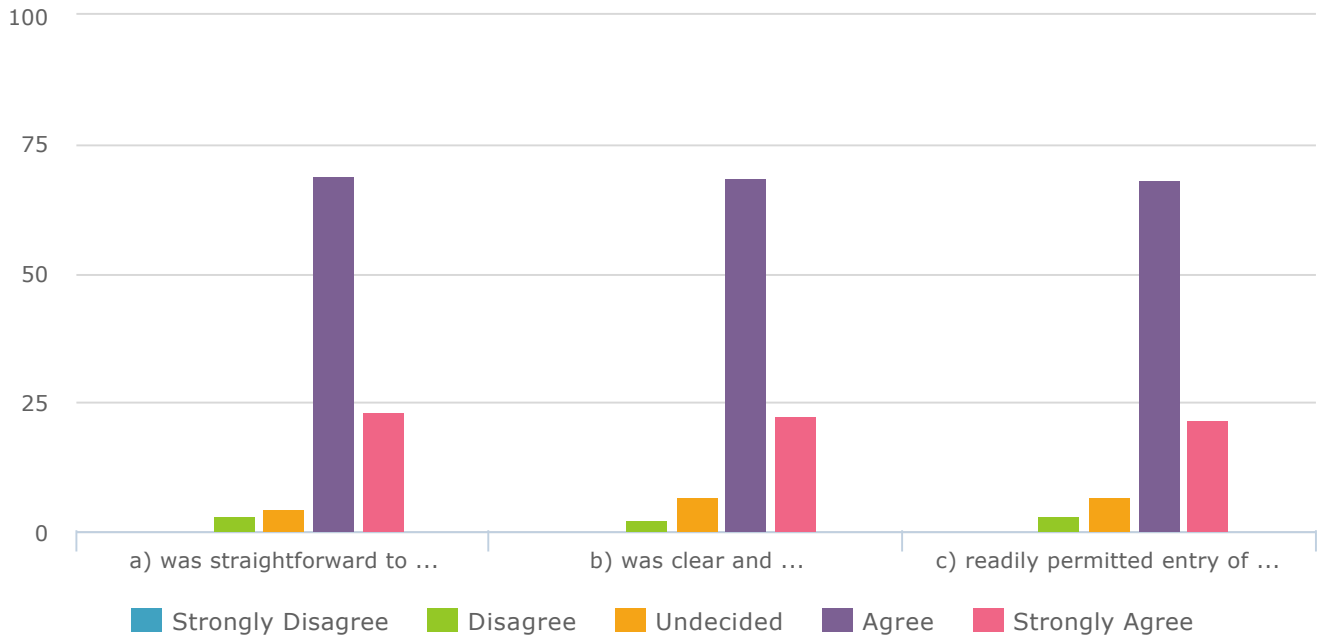


National Association of Testing Authorities, Australia



Non Scheduled Technical Report

1. If applicable, the Assessment Information Document or equivalent:

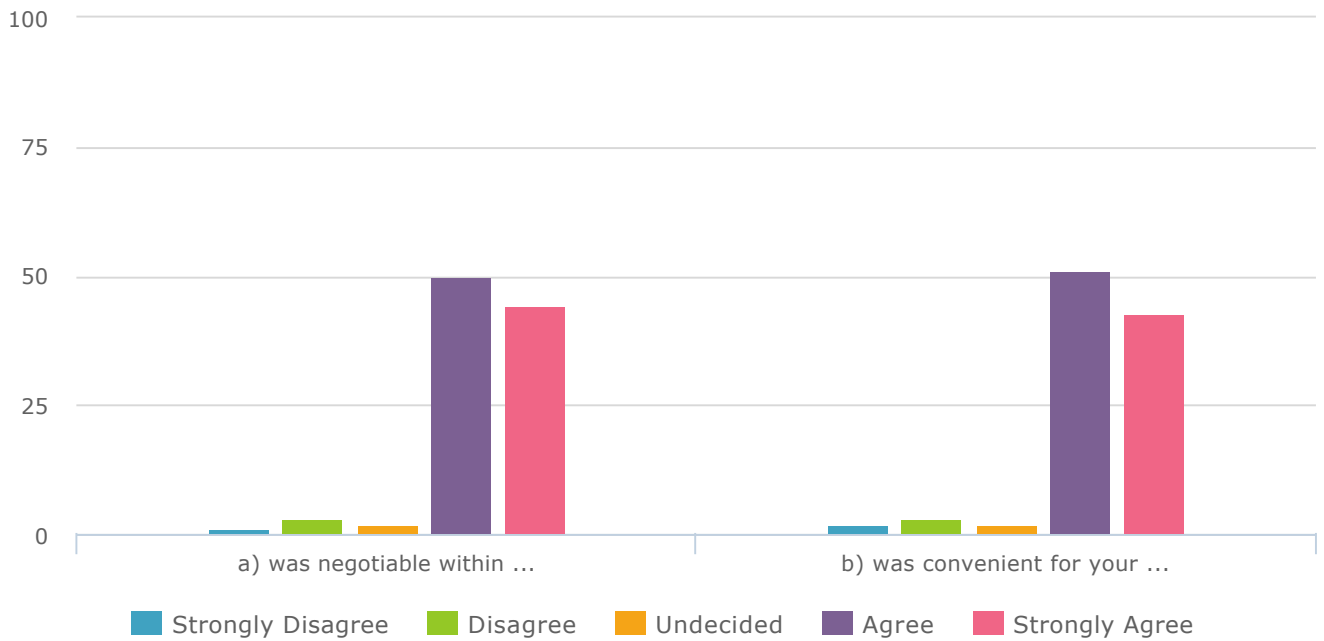


	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) was straightforward to complete	1 0.44%	7 3.06%	10 4.37%	158 69.00%	53 23.14%	229
b) was clear and uncomplicated in its format	1 0.44%	5 2.19%	15 6.58%	156 68.42%	51 22.37%	228
c) readily permitted entry of all necessary information	1 0.44%	7 3.08%	15 6.61%	155 68.28%	49 21.59%	227

Total Responses 229

Skipped 6

2. The timing of the visit:

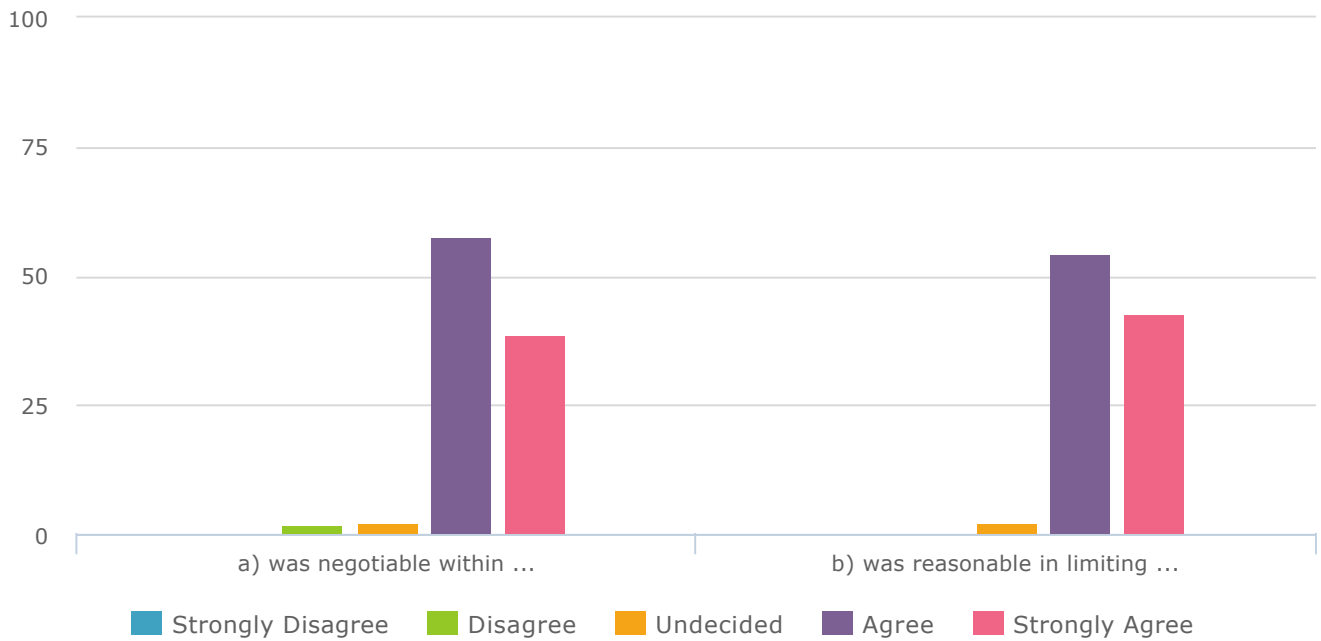


	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) was negotiable within reason	3 1.28%	7 2.98%	4 1.70%	117 49.79%	104 44.26%	235
b) was convenient for your facility	4 1.72%	7 3.02%	4 1.72%	118 50.86%	99 42.67%	232

Total Responses 235

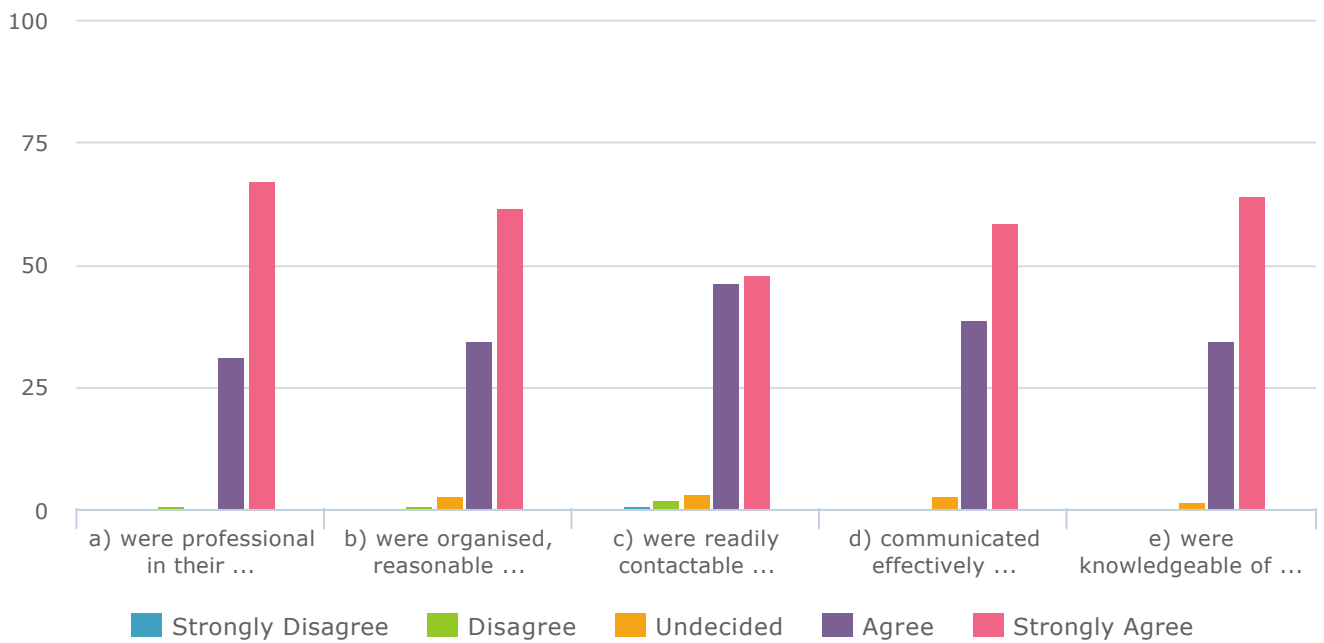
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3. The selection of a technical assessor:



	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) was negotiable within reason	0 0.00%	4 1.73%	5 2.16%	133 57.58%	89 38.53%	231
b) was reasonable in limiting potential conflicts of interest	1 0.44%	1 0.44%	5 2.20%	123 54.19%	97 42.73%	227
Total Responses						232
Skipped						3

4. NATA staff:

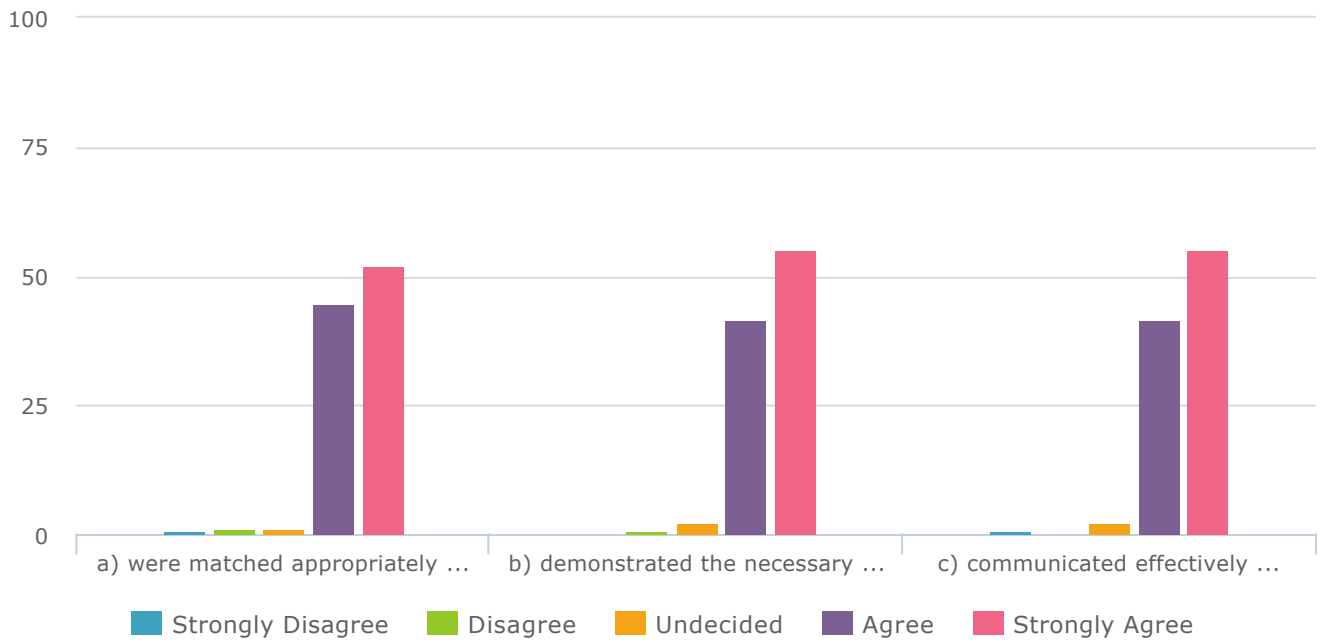


	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) were professional in their dealings with you	0 0.00%	2 0.86%	1 0.43%	73 31.33%	157 67.38%	233
b) were organised, reasonable and accountable	1 0.43%	2 0.86%	6 2.58%	80 34.33%	144 61.80%	233
c) were readily contactable and quick to respond	2 0.86%	5 2.16%	7 3.02%	107 46.12%	111 47.84%	232
d) communicated effectively with you and your staff	0 0.00%	1 0.43%	6 2.58%	90 38.63%	136 58.37%	233
e) were knowledgeable of NATA's requirements	0 0.00%	0 0.00%	4 1.72%	80 34.33%	149 63.95%	233

Total Responses 233

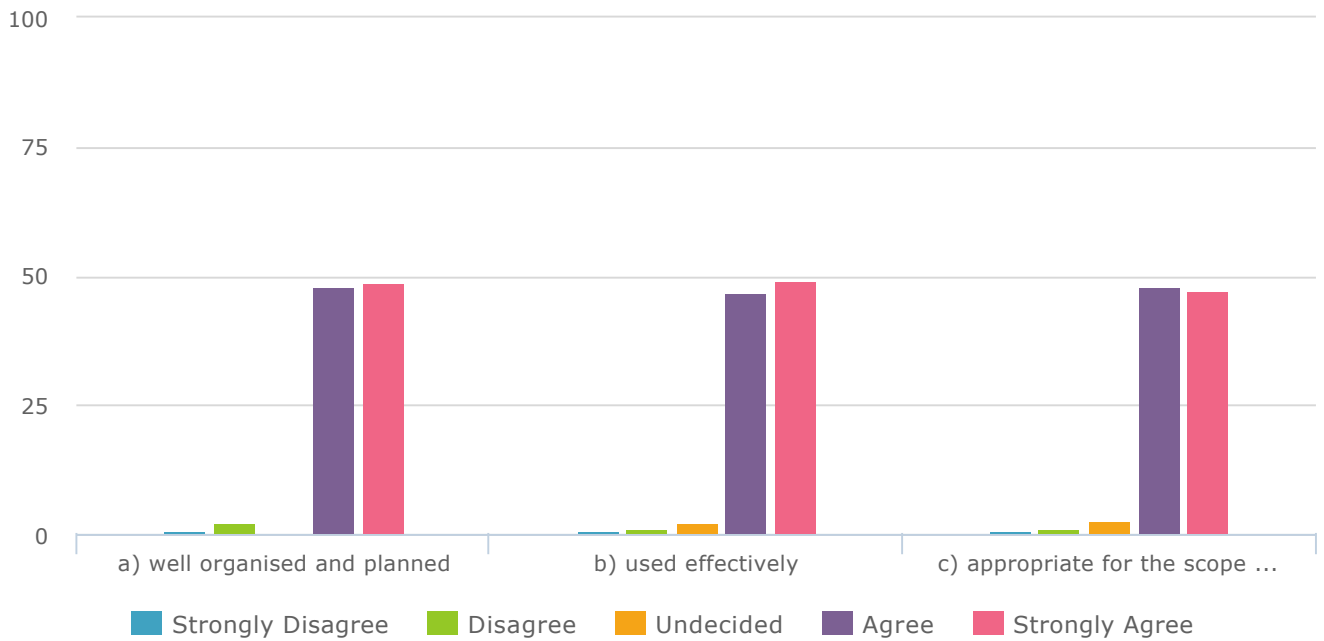
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5. The technical assessor(s):



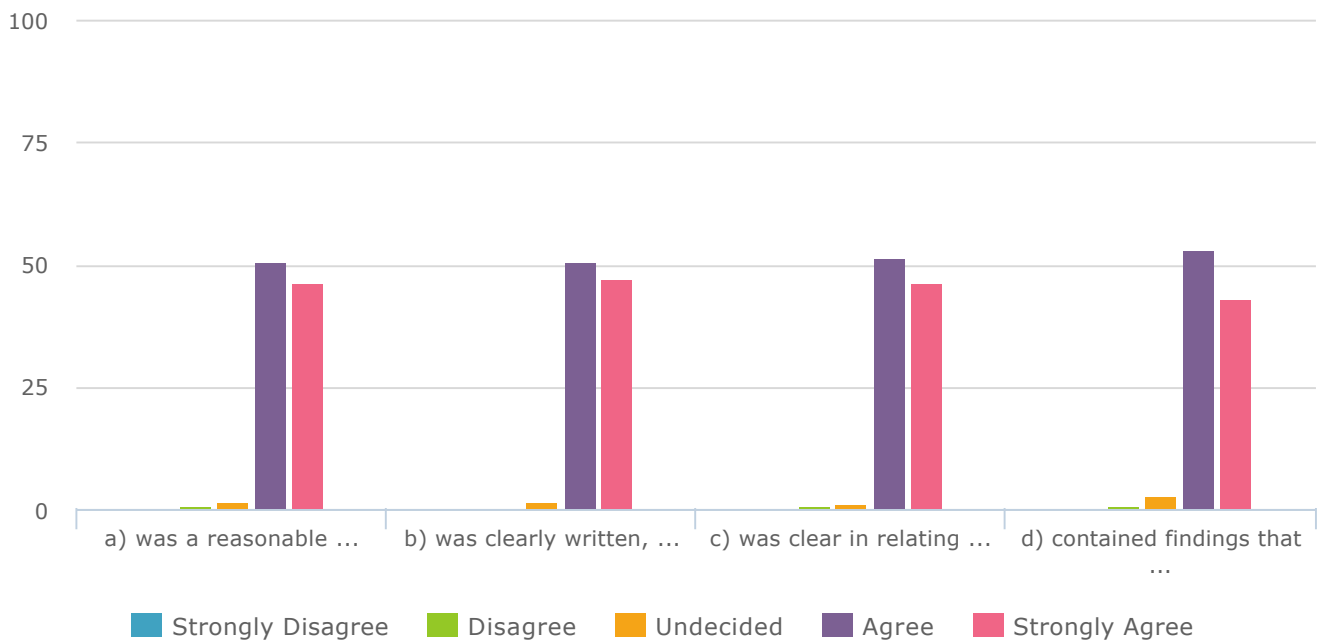
	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) were matched appropriately with your facility's scope	2 0.86%	3 1.29%	3 1.29%	104 44.64%	121 51.93%	233
b) demonstrated the necessary technical expertise	1 0.43%	2 0.85%	5 2.14%	97 41.45%	129 55.13%	234
c) communicated effectively with you and your staff	2 0.85%	1 0.43%	5 2.14%	97 41.45%	129 55.13%	234
Total Responses						234
Skipped						1

6. The time the assessment team spent on site was:



	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) well organised and planned	2 0.85%	5 2.13%	1 0.43%	113 48.09%	114 48.51%	235
b) used effectively	2 0.85%	3 1.28%	5 2.13%	110 46.81%	115 48.94%	235
c) appropriate for the scope of the accreditation	2 0.85%	3 1.28%	6 2.55%	113 48.09%	111 47.23%	235
Total Responses						235
Skipped						0

7. The report left at the end of the visit:

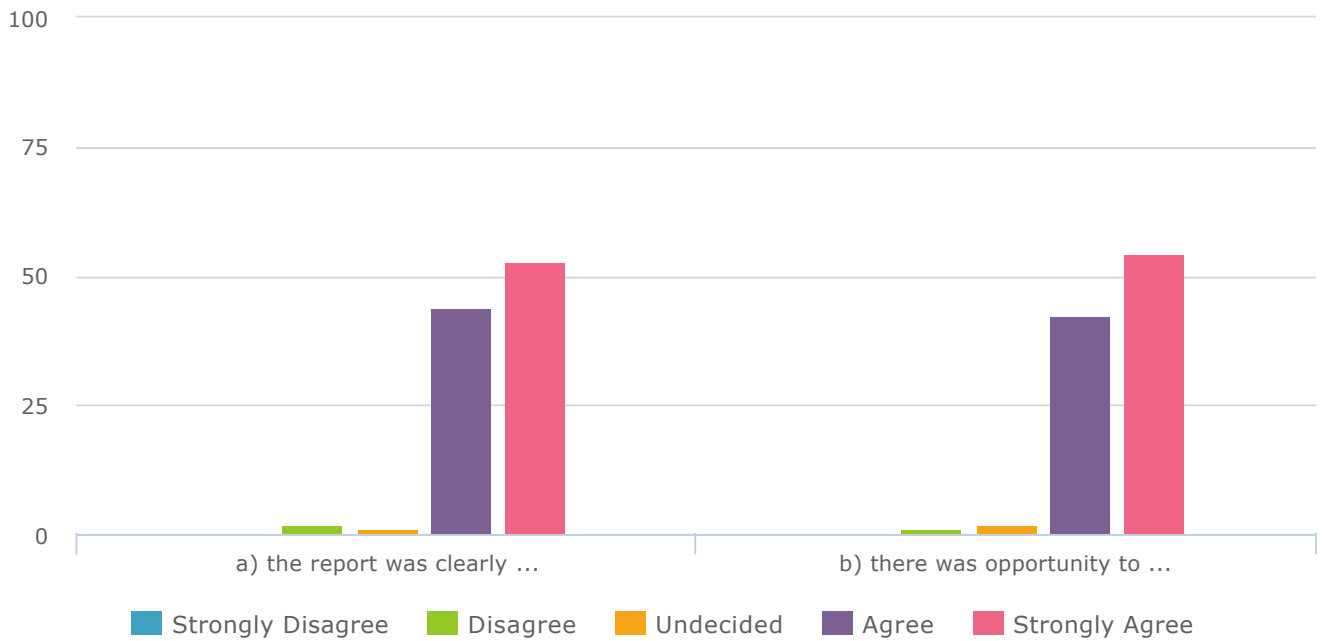


	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) was a reasonable reflection of discussions during the visit	1 0.43%	2 0.86%	4 1.72%	118 50.64%	108 46.35%	233
b) was clearly written, expressed and understandable	1 0.43%	1 0.43%	4 1.71%	118 50.43%	110 47.01%	234
c) was clear in relating conditions to particular requirements	1 0.43%	2 0.86%	3 1.29%	119 51.29%	107 46.12%	232
d) contained findings that were based on objective evidence	1 0.43%	2 0.86%	6 2.59%	123 53.02%	100 43.10%	232

Total Responses 234

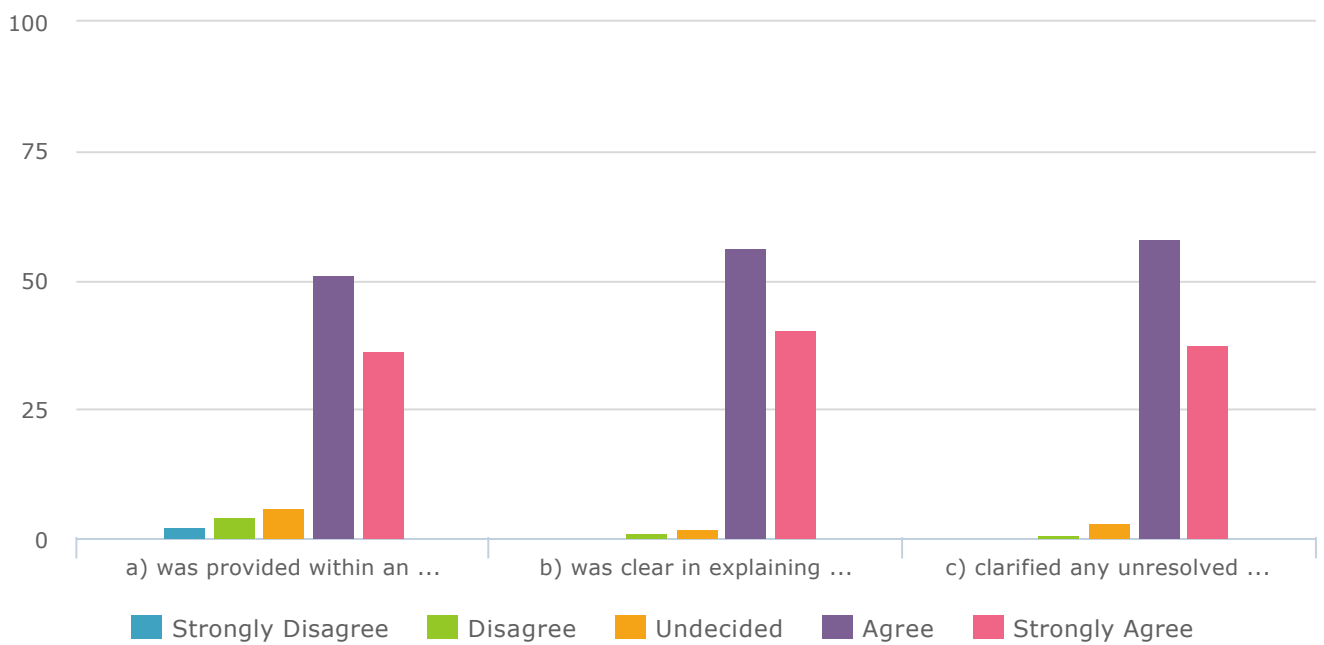
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8. During the exit meeting:



	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) the report was clearly presented and explained	1 0.43%	4 1.72%	3 1.29%	102 43.78%	123 52.79%	233
b) there was opportunity to discuss findings with the assessment team	1 0.43%	3 1.29%	4 1.72%	98 42.24%	126 54.31%	232
Total Responses						233
Skipped						2

9. The subsequent letter and confirmed report:



	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) was provided within an acceptable time frame	5 2.15%	10 4.29%	14 6.01%	119 51.07%	85 36.48%	233
b) was clear in explaining any action required	1 0.43%	3 1.29%	4 1.72%	131 56.22%	94 40.34%	233
c) clarified any unresolved matters and explained any changes to the content of the report	1 0.43%	2 0.86%	7 3.02%	135 58.19%	87 37.50%	232

Total Responses 233

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