

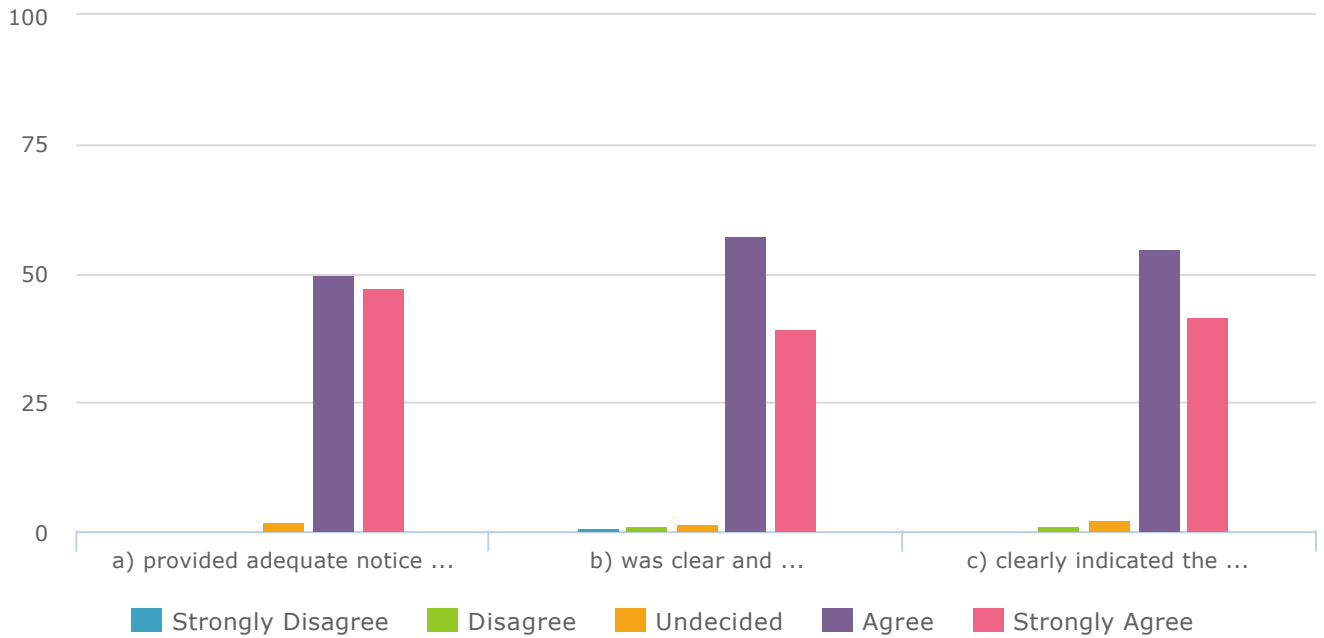


National Association of Testing Authorities, Australia



# Scheduled Non Technical Survey Report

## 1. 1. The correspondence advising of the upcoming assessment activity:

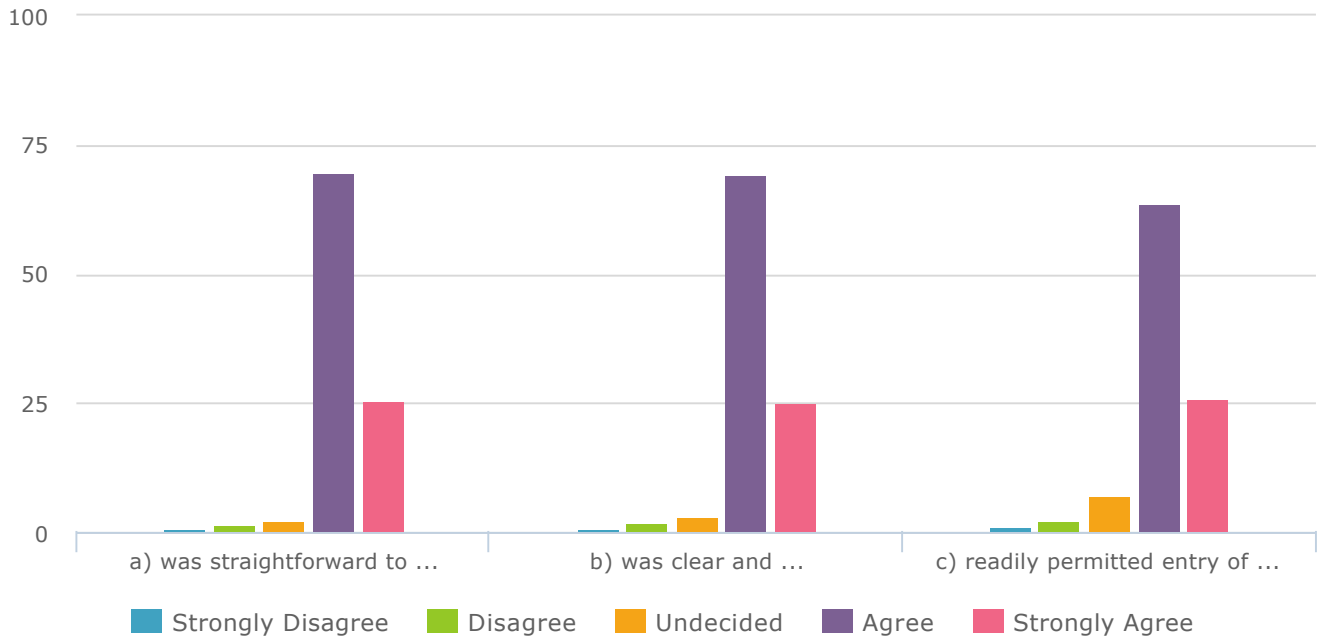


	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) provided adequate notice of the visit	2 0.48%	2 0.48%	8 1.90%	210 50.00%	198 47.14%	420
b) was clear and uncomplicated in its format	3 0.72%	4 0.95%	7 1.67%	240 57.28%	165 39.38%	419
c) clearly indicated the documents and information required by NATA	2 0.48%	4 0.96%	10 2.39%	228 54.55%	174 41.63%	418

Total Responses 420

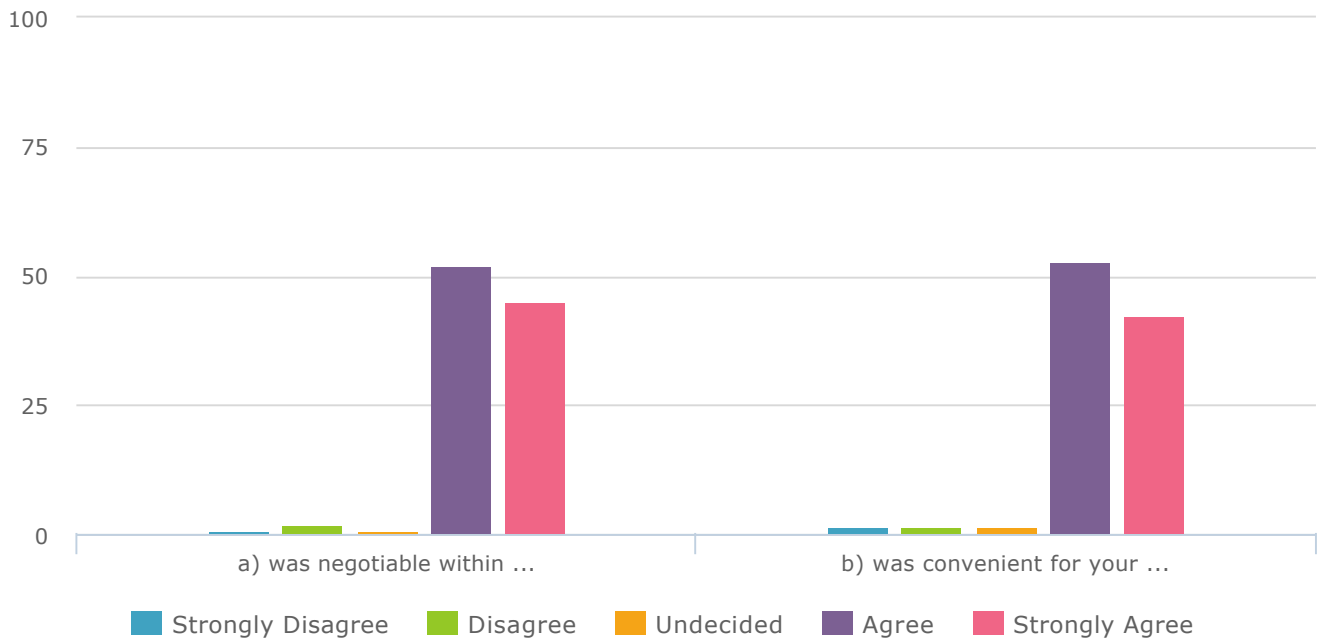
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## 2. 2. The Assessment Information Document or equivalent:



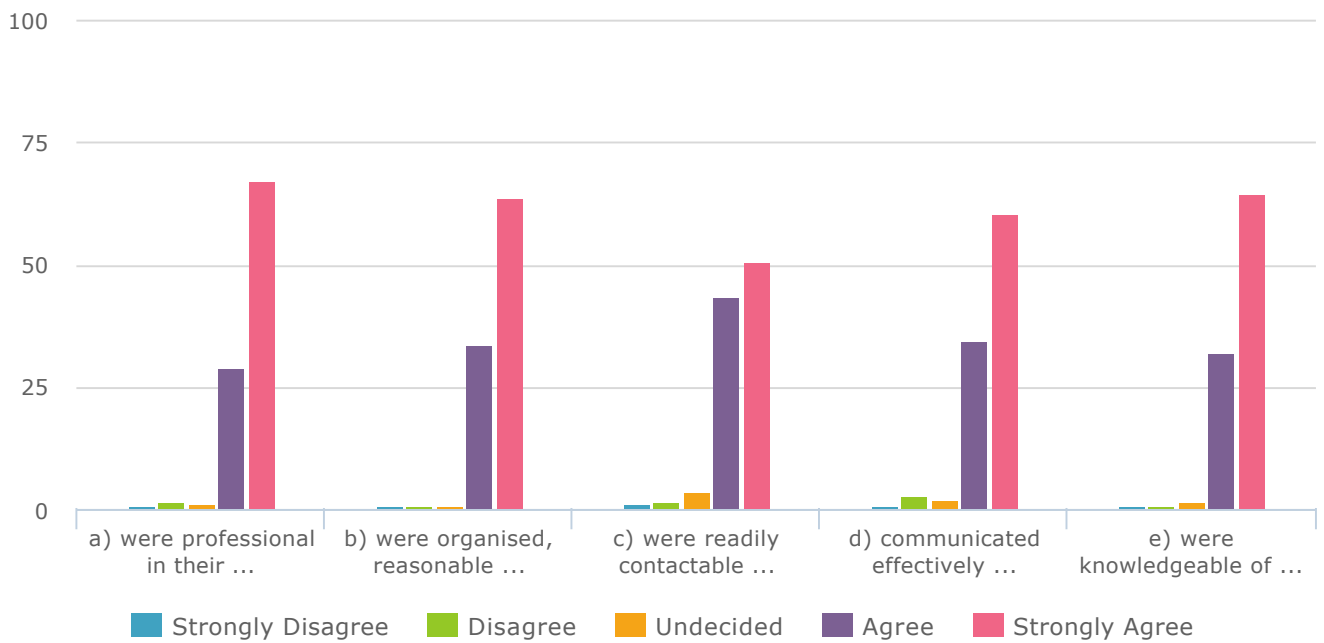
	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) was straightforward to complete	<b>3</b> 0.71%	<b>7</b> 1.66%	<b>10</b> 2.38%	<b>294</b> 69.83%	<b>107</b> 25.42%	421
b) was clear and uncomplicated in its format	<b>3</b> 0.71%	<b>8</b> 1.90%	<b>13</b> 3.09%	<b>291</b> 69.12%	<b>106</b> 25.18%	421
c) readily permitted entry of all necessary information	<b>5</b> 1.19%	<b>10</b> 2.38%	<b>30</b> 7.14%	<b>267</b> 63.57%	<b>108</b> 25.71%	420
Total Responses						421
Skipped						2

### 3. 3. The timing of the visit:



	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) was negotiable within reason	<b>3</b> 0.73%	<b>7</b> 1.70%	<b>3</b> 0.73%	<b>214</b> 51.94%	<b>185</b> 44.90%	412
b) was convenient for your facility	<b>6</b> 1.44%	<b>7</b> 1.68%	<b>7</b> 1.68%	<b>220</b> 52.76%	<b>177</b> 42.45%	417
Total Responses						417
Skipped						6

### 4. 4. NATA staff:

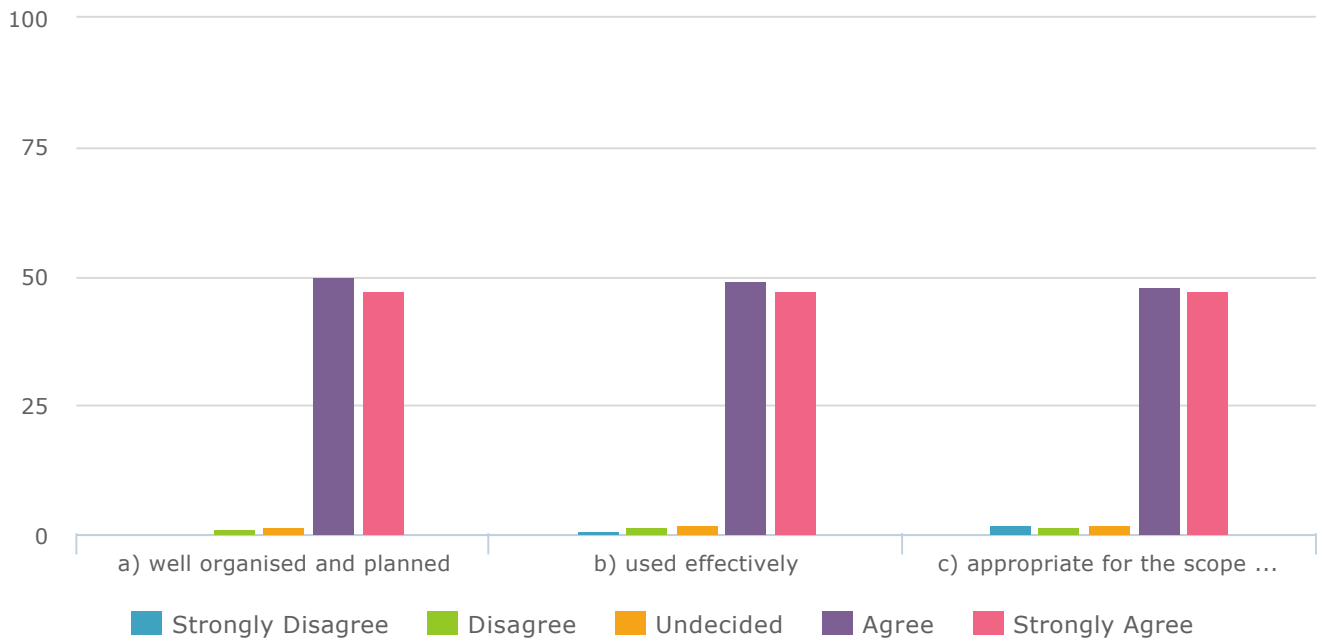


	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) were professional in their dealings with you	4 0.95%	6 1.43%	5 1.19%	122 29.05%	283 67.38%	420
b) were organised, reasonable and accountable	4 0.95%	4 0.95%	4 0.95%	141 33.41%	269 63.74%	422
c) were readily contactable and quick to respond	5 1.18%	6 1.42%	15 3.55%	183 43.36%	213 50.47%	422
d) communicated effectively with you and your staff	3 0.71%	11 2.62%	8 1.90%	144 34.29%	254 60.48%	420
e) were knowledgeable of NATA's requirements	4 0.95%	3 0.71%	7 1.66%	135 32.07%	272 64.61%	421

Total Responses 422

Skipped 1

## 5. 5. The time the assessment team spent on site was:

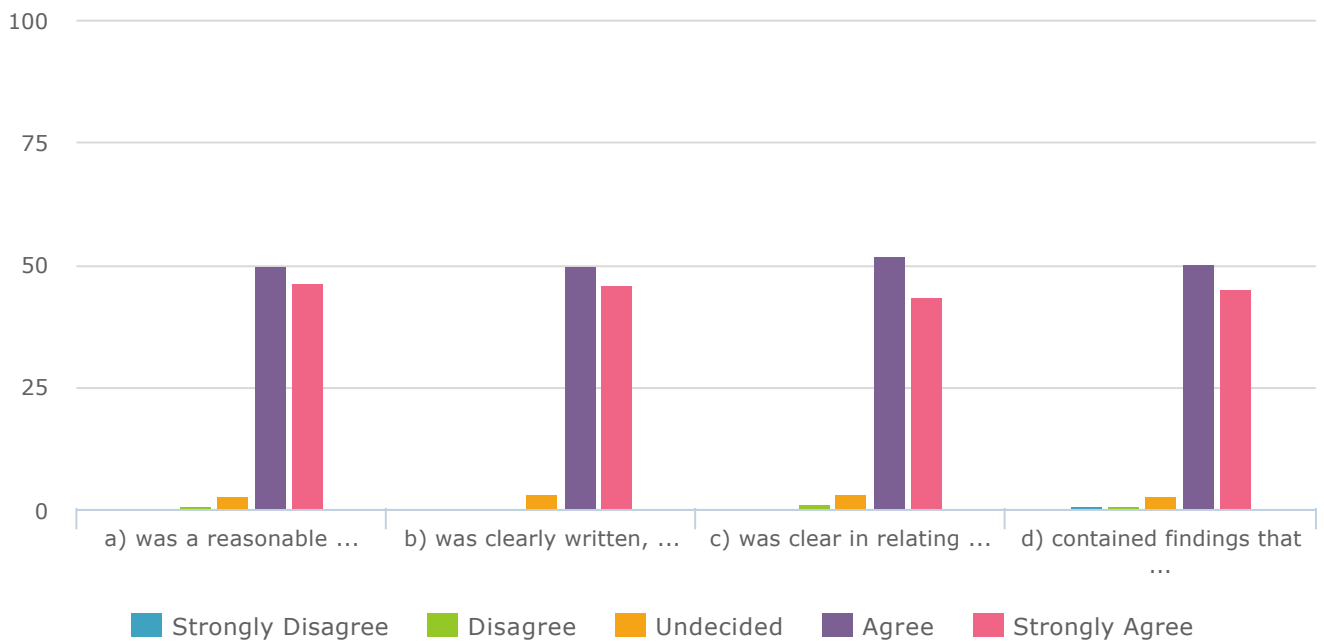


	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) well organised and planned	2 0.48%	5 1.21%	6 1.45%	205 49.64%	195 47.22%	413
b) used effectively	3 0.73%	6 1.45%	7 1.69%	202 48.91%	195 47.22%	413
c) appropriate for the scope of the accreditation	7 1.70%	6 1.46%	7 1.70%	198 48.06%	194 47.09%	412

Total Responses 413

Skipped 10

## 6. 6. The report left at the end of the visit:

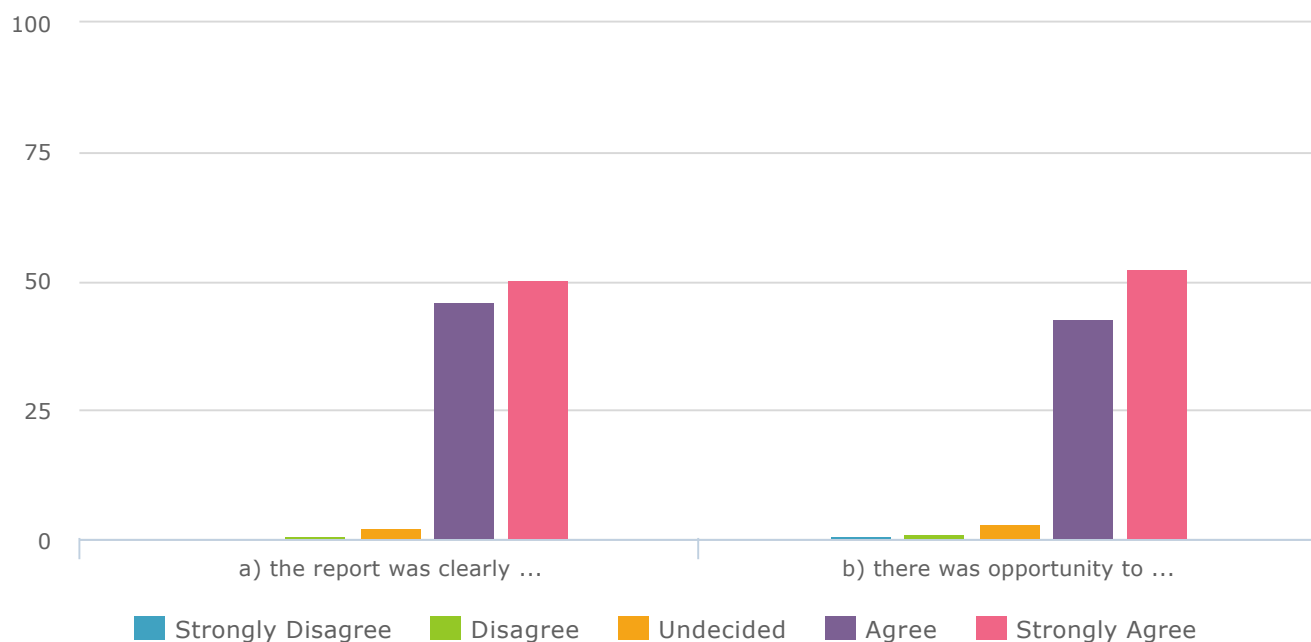


	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) was a reasonable reflection of discussions during the visit	2 0.48%	3 0.71%	12 2.86%	209 49.76%	194 46.19%	420
b) was clearly written, expressed and understandable	2 0.48%	2 0.48%	14 3.34%	209 49.88%	192 45.82%	419
c) was clear in relating conditions to particular requirements	2 0.48%	5 1.19%	14 3.33%	217 51.67%	182 43.33%	420
d) contained findings that were based on objective evidence	4 0.95%	3 0.71%	12 2.86%	211 50.24%	190 45.24%	420

Total Responses 420

Skipped 3

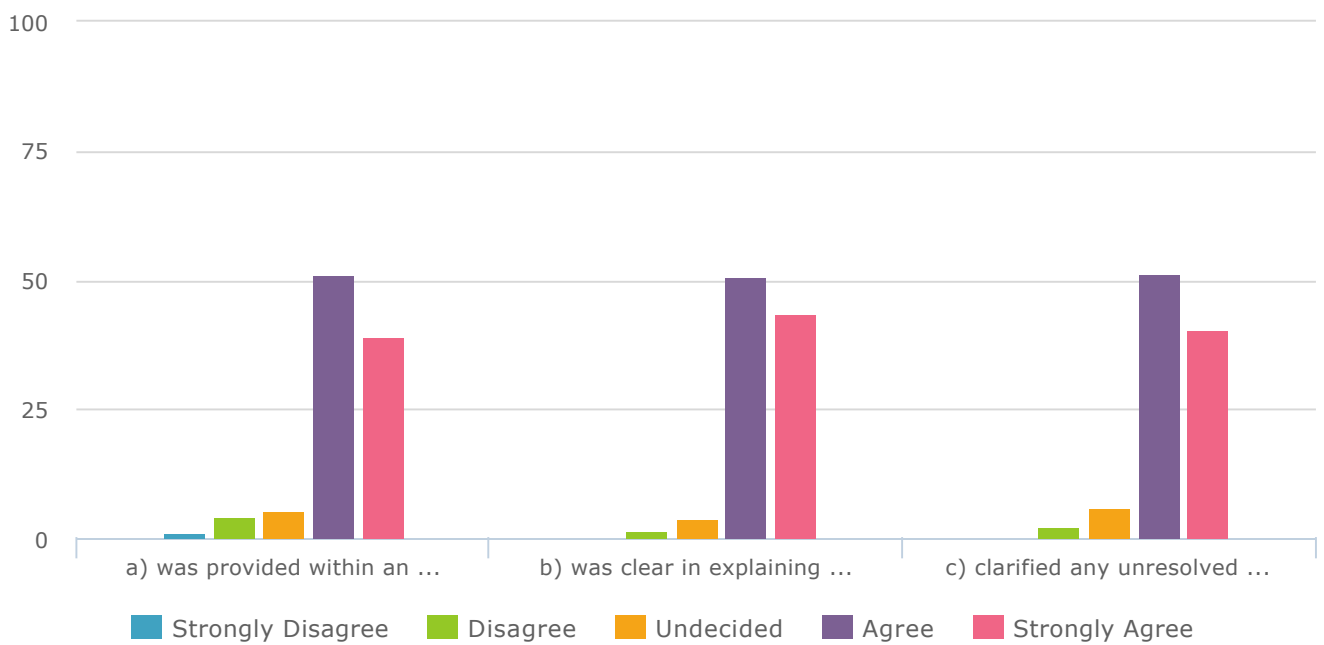
## 7. 7. During the exit meeting:



	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) the report was clearly presented and explained	2 0.48%	3 0.71%	10 2.38%	194 46.19%	211 50.24%	420
b) there was opportunity to discuss findings with the assessment team	3 0.71%	5 1.19%	12 2.86%	179 42.62%	221 52.62%	420
Total Responses						420
Skipped						3

## 8. 8. The subsequent letter and confirmed report:





	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) was provided within an acceptable time frame	4 0.95%	18 4.26%	22 5.20%	215 50.83%	164 38.77%	423
b) was clear in explaining any action required	2 0.47%	6 1.42%	16 3.79%	214 50.71%	184 43.60%	422
c) clarified any unresolved matters and explained any changes to the content of the report	2 0.47%	9 2.13%	25 5.92%	216 51.18%	170 40.28%	422

Total Responses 423

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