

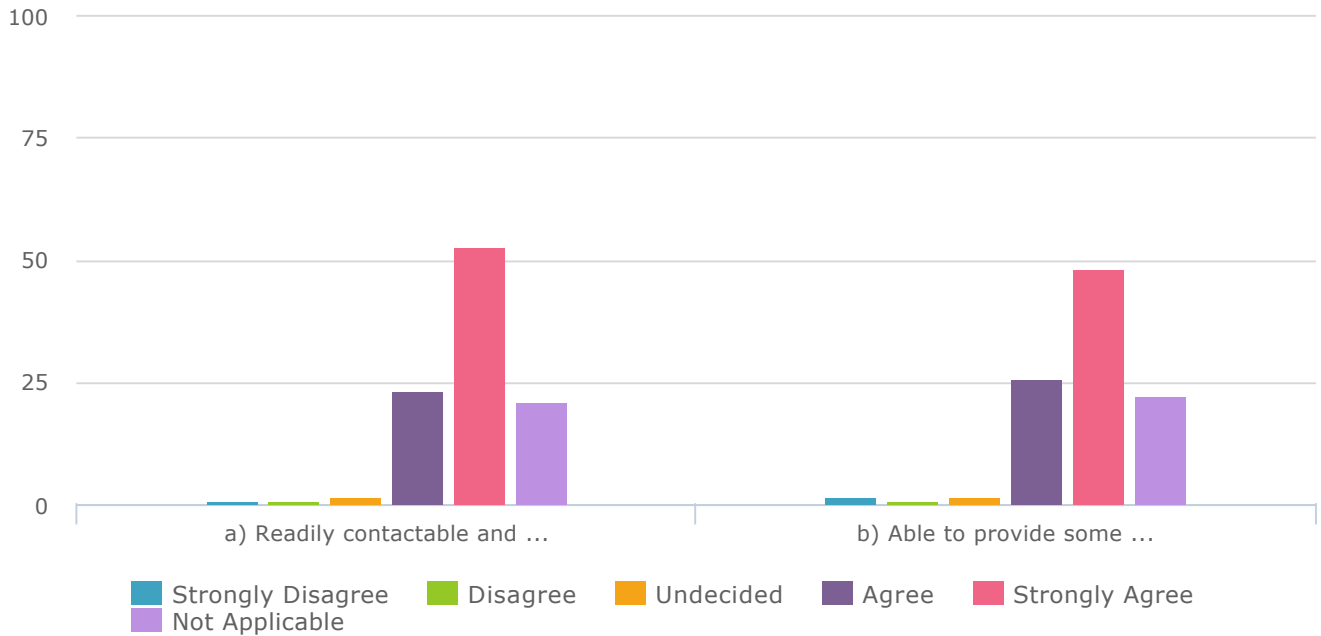


National Association of Testing Authorities, Australia



Targeted Post Notification Survey

1. 1. If clarification on the findings of the confirmed report were necessary, was the Lead Assessor.

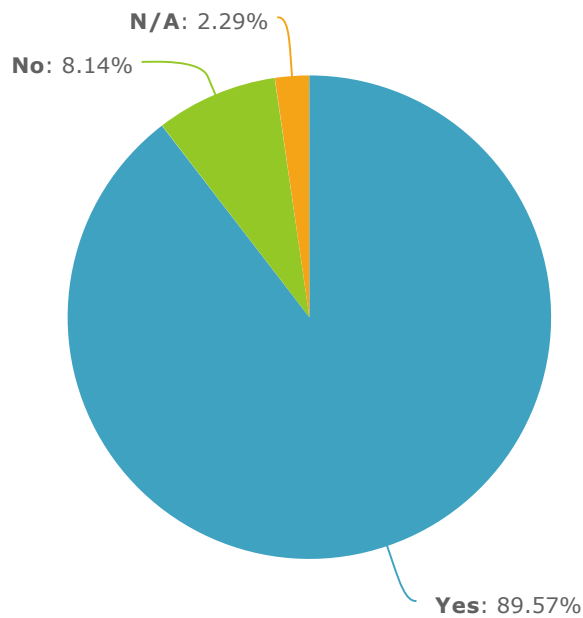


	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable	Response
a) Readily contactable and quick to respond	4 0.93%	4 0.93%	7 1.62%	100 23.15%	227 52.55%	90 20.83%	432
b) Able to provide some qualification on the finding(s) in question	6 1.42%	4 0.95%	7 1.65%	108 25.53%	204 48.23%	94 22.22%	423

Total Responses 433

Skipped 1

2. 2. In the absence of the Lead Assessor was your appointed client co-ordinator or another member of NATA staff able to assist you with any questions associated with this activity?

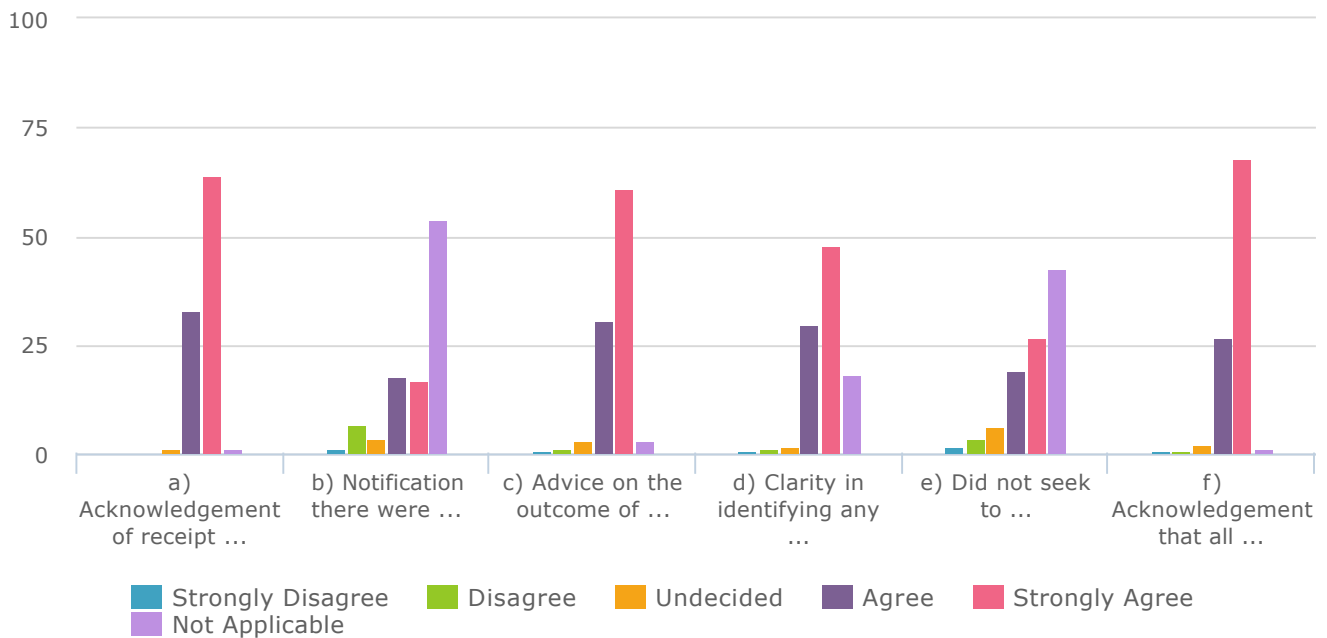


Yes	89.57%		352
No	8.14%		32
N/A	2.29%		9
Total Responses			393
Skipped			41

3. If the answer to Q2 is 'No', please use this section to provide additional information.

Total Responses	41
Skipped	393

4. 3. Submission review correspondence(s) provided.



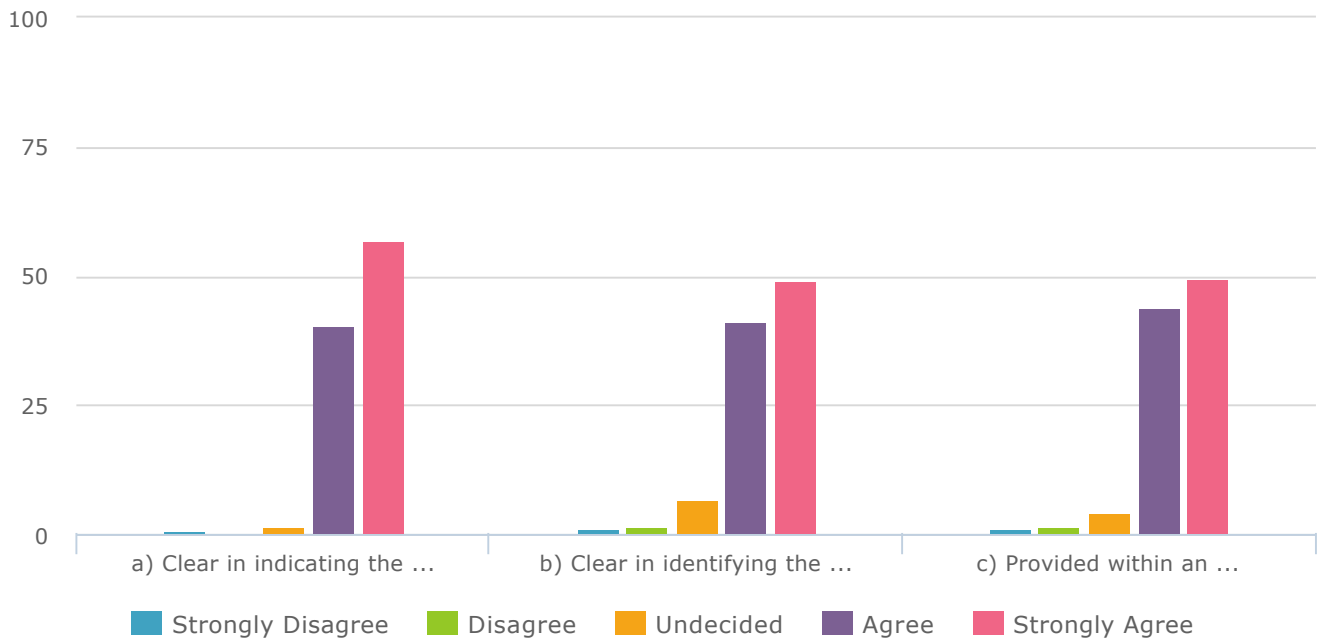
	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable	Re
a) Acknowledgement of receipt of submission;	2 0.46%	2 0.46%	5 1.16%	141 32.71%	275 63.81%	6 1.39%	
b) Notification there were delays in the review process;	5 1.17%	28 6.54%	15 3.50%	76 17.76%	73 17.06%	231 53.97%	

c) Advice on the outcome of the review of submission within an acceptable time frame;	4 0.93%	6 1.40%	13 3.03%	131 30.54%	262 61.07%	13 3.03%
d) Clarity in identifying any further action required;	4 0.94%	5 1.17%	8 1.87%	127 29.74%	205 48.01%	78 18.27%
e) Did not seek to extrapolate the original finding(s);	7 1.64%	15 3.50%	27 6.31%	82 19.16%	114 26.64%	183 42.76%
f) Acknowledgement that all report findings were satisfactorily addressed;	3 0.70%	3 0.70%	10 2.34%	115 26.87%	291 67.99%	6 1.40%

Total Responses 432

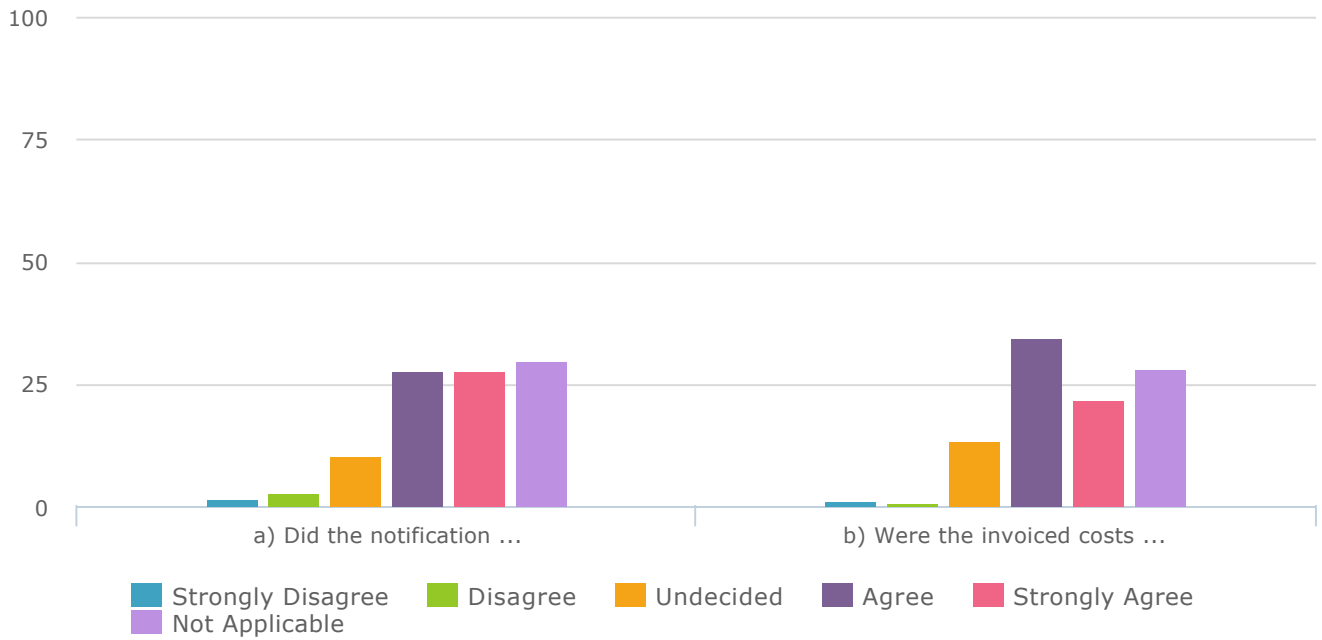
Skipped 2

5. 4. The subsequent notification letter was.



	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Responses
a) Clear in indicating the accreditation status;	3 0.70%	1 0.23%	6 1.39%	175 40.60%	246 57.08%	431
b) Clear in identifying the next visit type and due date;	5 1.17%	7 1.64%	29 6.78%	177 41.36%	210 49.07%	428
c) Provided within an acceptable time frame.	5 1.17%	7 1.63%	17 3.96%	188 43.82%	212 49.42%	429
Total Responses						432
Skipped						2

6. 5. Where the activity was chargeable in accordance with the Fee Schedule.



	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable	Respons
a) Did the notification letter include a job number;	7 1.67%	11 2.62%	43 10.24%	117 27.86%	117 27.86%	125 29.76%	420
b) Were the invoiced costs reflective of the work undertaken.	5 1.19%	4 0.95%	56 13.33%	145 34.52%	92 21.90%	118 28.10%	420

Total Responses 426

Skipped 8

7. Please use this section to provide any additional information in relation to responses given.

Total Responses	92
Skipped	342