



WHAT

An upgrade to the ESS Portal enables you to view and respond to audit recommendations in the Portal.



WHY

The change enables you to see all audit recommendations, your response to these recommendations and IPART's comments.

Consolidating the recommendations and your responses to all audits makes it easier for you to identify issues or trends that may require attention to reduce compliance or business risks.

The feature makes it simpler for auditors to retrieve the recommendations when quoting or preparing Detailed Scopes of Works (DSWs).

The feature improves IPART's ability to assess ACP responses to audit recommendations for residual or emerging risk that may require administrative action ahead of the next audit.



WHO

Auditors, ACPs and IPART will have access to the new feature.

Once the auditor submits the final report and you have received the Scheme Administrator's acknowledgment letter, you will be able to view and respond to the recommendations on the accreditation dashboard. IPART will have the ability to request further information where appropriate.

The feature will also remind you of outstanding responses ahead of the due date.



HOW

In the ESS Portal you will be able to see all previous recommendations for an accreditation, and see which new, carried forward and unimplemented recommendations need to be assessed at the next audit.



WHEN

The feature is available immediately. You are required to use the feature once your auditor starts using the feature. There will be a short transition period where auditors may complete their current reports without using the feature.



WHAT NEXT

We will release an updated ESS Portal user guide for instructions on how to use the new feature in the ESS Portal.

We have identified a small number of user experiences that we are aiming to improve in the next update. In the meantime we welcome your feedback if you encounter particular problems with using the feature.