

Updates to the WIC Act Audit Services Panel

The Independent Pricing and Regulatory Tribunal of NSW (IPART) is proposing to simplify the structure of the *Technical Services and Audit Panel* and update and streamline application forms.

The panel supports the audit framework under the *Water Industry Competition Act* (NSW) 2006 (WIC Act). IPART keeps a list of approved auditors to ensure all WIC Act licensees have access to appropriate auditors. Licensees can also nominate auditors and request their approval by IPART. IPART's preferred approach is for pre-approved auditors to be used to conduct all audits.

The updated *WIC Act Audit Services Panel Guide* and application forms are provided as attachments. You can provide feedback electronically to wica@ipart.nsw.gov.au (due by 24 March 2021).

WIC Act Audit Services Panel

The updated WIC Act Audit Services Panel (Panel) requirements:

- ▼ No longer include a list of technical service providers. Our requirements have changed, and we now procure technical advice services via the NSW Government [professional services scheme](#).
- ▼ Allow operational audits of network operator licensee's compliance to be conducted by any auditor on the Panel. Auditors can also apply to be included as specialist auditors in four additional categories for licence plans and new infrastructure audits.
- ▼ Remove the separate auditor category for sustainability assessments, and instead, licensees are instructed to use the appropriate specialist licence plans auditor.
- ▼ Remove the environmental management category as it was not being used by our licensees.
- ▼ Now allow operational audits of retail supply licensee's compliance to be conducted by any auditor on the Panel, and eliminated the retail category.
- ▼ Revise our selection criteria and minimum requirements to be listed on the Panel.
- ▼ Provide a two part application process:
 - *Application for WIC Act Audit Services Panel - Form A – Organisations*
 - *Application for WIC Act Audit Services Panel - Form B – Auditor*.¹
- ▼ Are described in the updated *WIC Act Audit Services Panel Application Guide* to help applicants to prepare applications.
- ▼ Provide for applicants to sign and submit applications electronically.

Current Panel members (with up-to-date Panel agreements) will not need to apply to become members of the updated Panel. They will be provided with the updated Panel agreement for signing in due course.

¹ We propose to prepare a separate variation Form B for organisations that are already members of the Panel and wish to add or remove auditors or amend the categories of auditors.

Auditor criteria and requirements

Auditors do not need to be registered with or certified by a professional body as auditors, but need to have completed the appropriate training. This includes both auditor and lead auditor classifications. A lead auditor should have acquired additional audit experience to develop the knowledge and skills to lead audit teams.

Exemplar Global (formerly RABQSA²) has recently revised its auditor certifications and changed the auditor grade structure.³

IPART requires auditors to demonstrate:

- ▼ At least 5 years' experience in the water industry, either employed directly in the water industry or as a consultant to the water industry.
- ▼ A degree or diploma recognised in Australia in a field that contributes to the development of knowledge and skills for auditing in the water industry.
- ▼ Auditor knowledge and skills relevant to the water industry. This may be demonstrated using a combination of the following:
 - Recognised generic auditor training evidenced, or auditor observed to be competent by a certified skill examiner or person with the appropriate competencies to assess. This would be evidenced by a Certificate of achievement, or Certificate IV Workplace Training and Assessment, Exemplar Global SE assessment, or similar.
 - At least 5 audits or 100 hours of audit experience in the last 5 years in the water industry, as an auditor or acquired under the supervision of an auditor documented in an audit log.
 - Experience in a water industry technical or professional position involving exercise of judgement, decision-making, establishing or reviewing risk management systems and problem solving.
- ▼ Lead Auditor knowledge and skills can be demonstrated using a combination of the following:
 - Recognised generic lead auditor training. Evidenced by a certificate of achievement and audit log showing at least 2 audits conducted in the last 5 years.
 - Knowledge and skill to lead audit teams acquired by working under the direction and guidance of a different audit team leader.

² Changed in 2014 from Registrar Accreditation Board and Quality Society of Australasia (RABQSA) to Exemplar Global.

³ On 14 November 2019, Exemplar Global announced changes: <https://exemplarglobal.org/news/important-update-regarding-exemplar-global-certification/>, accessed on 26 November 2020.

Speciality auditor criteria and requirements

In addition to operational audits, auditors can apply to be included in four additional audit categories:

- ▼ Infrastructure performance
- ▼ Drinking water quality
- ▼ Recycled water quality
- ▼ Sewage management.

The basic requirements for auditors apply to all specialist auditors and additional criteria must be met.

For the drinking water quality and recycled water quality specialty auditor categories only, NSW Health is involved in assessing and approving auditors.

The key changes to selection criteria for auditors are:

	Current Panel Criteria	Updated Panel Criteria
Auditor	<p>Licence and regulatory compliance</p> <p>You have provided a satisfactory curriculum vitae demonstrating at least 5 years accumulated full-time work experience in the water industry (except in the case of Retail supply where experience may be in areas other than the water industry).</p> <p>You must provide evidence of RABQSA⁴ certification, or equivalent, relevant to the category that you are applying for, if it is available and where prompted in this application form.⁵</p> <p>You must have completed a minimum of 4 compliance audits, totalling not less than 20 days, as a member of an audit team. These audits must have occurred within the last 2 years from the date of application.</p>	<p>Operational</p> <p>You must have at least 5 years' experience in the water industry, either employed directly in the water industry or being a consultant to the water industry.</p> <p>Auditor knowledge and skills which can be acquired by using a combination of the following:</p> <ul style="list-style-type: none"> ▼ Recognised generic auditor training evidenced, or auditor observed to be competent by a certified skill examiner or person with the appropriate competencies to assess. This would be evidenced by a by a Certificate of achievement, or Certificate IV Workplace Training and Assessment, Exemplar Global SE assessment, or similar. ▼ At least 5 audits or 100 hours of audit experience in the last five years in the water industry, as an auditor or acquired under the supervision of an auditor documented in an audit log. ▼ Experience in a water industry technical or professional position involving exercise of judgement, decision-making, establishing or reviewing risk management systems and problem solving.

⁴ Changed in 2014 from RABQSA to Exemplar Global.

⁵ Where there is no RABQSA certification available, you must provide details of your audit experience relevant to the category that you are applying for, as prompted.

	Current Panel Criteria	Updated Panel Criteria
Lead Auditor	<p>The individual has led at least 3 of the audits listed in the audit log.</p> <p>Speciality lead auditors need to demonstrate additional 3 lead audits in each additional category.</p>	<p>Recognised generic lead auditor training. Evidenced by a certificate of achievement and audit log showing at least 2 audits conducted in the last 5 years.</p> <p>Knowledge and skill to lead audit teams. This can be acquired by working under the direction and guidance of a different audit team leader.</p>
Speciality	<p>Infrastructure</p> <p>Attach copies of your RABQSA Asset Management System auditor certification (or higher), or equivalent, and audit log.</p> <p>You must have completed a minimum of 4 asset management system audits, totalling not less than 20 days, as a member of an audit team. These audits must have occurred within the last 2 years from the date of application.</p>	<p>Infrastructure performance</p> <p>Certified Asset Management Assessors (CAMA)⁶ or equivalent and audit log demonstrating 4 asset management system audits.⁷</p> <p>Or demonstrate relevant asset management training and 20 days audit experience, as a member of an audit team.</p> <p>These audits must have occurred within the last 5 years from the date of application.</p>

⁶ CAMA certification is designed for asset management professionals with at least five years' experience to further their knowledge and advance their careers.

⁷ Exemplar Global does not certify asset management systems or infrastructure auditors.

	Current Panel Criteria	Updated Panel Criteria
	Drinking Water Quality Attach copies of your RABQSA Drinking Water QMS Auditor certification (or higher), or equivalent, and audit log.	Drinking Water Quality This category requires an understanding of the application of the elements of the <i>Australian Drinking Water Guidelines</i> (ADWG). Auditors should: <ul style="list-style-type: none"> ▼ Be certified and demonstrate a minimum of 4 audits in the last 5 years, or ▼ Demonstrate relevant ADWG related audit training and 20 days audit experience in the last 5 years within drinking water management consistent with the ADWG.
	Recycled Water Quality Attach copies of your RABQSA Recycled Water QMS Auditor certification (or higher), or equivalent, and audit log.	Recycled Water Quality This category requires an understanding of the application of the elements of the <i>Australian Guideline for Water Recycling Managing Health and Environmental Risks (Phase 1)</i> (AGWR). Auditors should: <ul style="list-style-type: none"> ▼ Be certified and demonstrate a minimum of 4 audits in the last 5 years, or ▼ Demonstrate relevant AGWR related audit training and 20 days audit experience in the last 5 years within recycled water management consistent with the AGWR.
	Sewage management You must have completed a minimum of 4 sewage management audits, totalling not less than 20 days, as a member of an audit team. These audits must have occurred within the last 2 years from the date of application.	Sewage Management (and land disposal) Auditors should demonstrate a minimum of 4 sewage management audits, or 20 days audit experience, as a member of an audit team. These audits must have occurred within the last 5 years from the date of application.

	Current Panel Criteria	Updated Panel Criteria
	Sustainability Assessment Provide the following details for projects where you have previously completed sustainability assessments. You must have completed a minimum of 4 sustainability assessments, totalling not less than 20 days, as a member of an assessment team. These assessments must have occurred within the last 2 years from the date of application.	The sustainability assessment category has been eliminated. Instead licensees are instructed to use the appropriate specialist licence plans auditor.
	Environmental Management Attach copies of your RABQSA Environmental Auditor certification (or higher) - or equivalent - and Audit Log.	Environmental management category has been eliminated as it was not being used by licensees.
	Retail You must have completed a minimum of 4 retail supply audits, totalling not less than 20 days, as a member of an audit team. These audits must have occurred within the last 2 years from the date of application.	Any auditor on the Panel is considered suitable for conducting operational audits of retail supplier licensees.

