[Insert audit companies letter head]

Mr / Ms [name]

[job title]

[company / organisation]

[address]

Dear Mr / Ms [name]

**Clause 28 – Performance Evaluation**

The Assisted School Travel Program (ASTP) is undertaking contract performance evaluations.

[Company/organisation] has been selected in accordance with clause 32 of the *Eligible Service Provider List Contract for the Provision of Assisted School Travel Services to the Assisted School Travel Program Agreement (Contract Agreement)* to take part in a contract performance audit.

The performance evaluation is requested to commence at [time] on [date] allowing time for [company / organisation] to prepare the necessary documentation for the evaluation. The evaluation is expected to require two days at your office and will be conducted by [auditor name and company].

**Evaluation Scope**

This evaluation will focus on contract compliance in the following areas:

* Vehicle registration and insurance details
* Vehicle maintenance logs
* Driver details and currency of Working with Children Check
* Payment of wages and allowance in accordance with relevant NSW awards
* Sub-contracting arrangements
* Customer complaint handling processors
* Adherence to the departments code of conduct practices

**Responsibilities of Auditor**

The evaluation will be conducted in accordance with the contract requirements and the Departments of Education’s (the Department) *Code of Conduct*. An evaluation involves undertaking procedures to obtain evidence about the performance of a contractor in meeting the contractual obligations.

This process also includes evaluating the appropriateness of policies and practices employed in fulfilling the requirements of the contract and the Department’s *Code of Conduct*.

At the conclusion of the evaluation and following the delivery of the contract performance evaluation report, I will write to you concerning any significant findings relevant to the performance requirements of the contract or any identified breaches in contract.

**Responsibilities of Contractor**

As part of the evaluation process, written confirmation accepting the proposed arrangements as detailed in this letter is requested.

In accordance with clause 32 of the *Contract Agreement*, you are required to make available all relevant documents and personal to satisfy the requirements outlined in this letter which extends to:

* access to all information of which you are aware that is relevant to the evaluation
* additional information that may be requested following the evaluation
* unrestricted access to persons within the business from whom we determine it necessary to obtain evidence
* to provide advice to us of any material and/or contentious issues relating to the evaluation prior to commencement
* ensuring that proper contractual internal controls are in place prior to commencement of the evaluation

**Health and Safety**

Auditors are required to comply with work health and safety legislation by taking all practical steps to ensure the health and safety of our employees.

This responsibility is extended to your business in accordance with the *Work Health and Safety Act 2011*.

Please sign and return the attached copy of this letter to indicate your acknowledgement and agreement with the arrangements for the performance evaluation.

Further detail on this evaluation will be provided closer to the day. I thank you in advance for your cooperation and assistance in conducting this highly valuable exercise.

Should your require any further details or be unable to conduct the performance evaluation on the date provided, please contact me on [details] on to discuss alternative arrangements

Yours sincerely

[Auditor’s details]

...........................................................................................................

[Name and Title of Contractor]

I acknowledged and agree to the terms contained in this letter for conducting a performance

evaluation on behalf of…………………………………………………………………………………

...........................................................................................................

Signature

Date: ............................................