

APES 320 Quality Management for Firms that provide Non-Assurance Services

[Supersedes APES 320 Quality Control for Firms issued in September 2019]

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'APES 320 *Quality Management for Firms that provide Non-Assurance Services*' contains material and elements from the *International Standard on Quality Control* (ISQC 1) and the *International Standard on Quality Management* (ISQM 1) of the International Auditing and Assurance Standards Board, as issued in the *Handbook of International Quality Control, Auditing, Review, Other Assurance, and Related Service Pronouncements, 2020 Edition* published by the International Federation of Accountants (IFAC) in April 2021, and is used with permission of IFAC.

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1. Scope and Application

- 1.1 The objectives of APES 320 *Quality Management for Firms that provide Non-Assurance Services* are to specify the mandatory obligations of a Firm in respect of establishing and maintaining a System of Quality Management for non-assurance services designed to provide it with reasonable confidence that the:
- Firm and its Personnel are complying with Professional Standards and applicable legal and regulatory requirements; and
 - Engagement Outputs~~reports~~ issued or provided^{SC38 & SC39} by the Firm or Engagement Partners are appropriate in the circumstances.
- 1.2 Accounting Professional & Ethical Standards Board (APESB) has reissued professional standard APES 320 *Quality Management for Firms that provide Non-Assurance Services (the Standard)*. Firms are required to incorporate appropriate amendments to their systems by 1 January 2023 to establish a System of Quality Management. Earlier adoption of this Standard is permitted.
- 1.3 APES 320 sets the standards for Members in Public Practice to establish and maintain a System of Quality Management in their Firms in respect of the provision of quality and ethical Professional Services. The mandatory requirements of this Standard are in **bold-type**, preceded or followed by discussion or explanations in normal type. The Standard also includes paragraphs with considerations specific to smaller Firms on how this Standard is scalable. APES 320 should^{1GC21} be read in conjunction with other professional duties of Members and any legal obligations that may apply.
- 1.4 **Members in Public Practice in Australia shall follow the mandatory requirements of APES 320.**
- 1.5 **Members in Public Practice practising outside of Australia shall follow the provisions of APES 320 to the extent to which they are not prevented from so doing by specific requirements of local laws and/or regulations.**
- 1.6 **Members in Public Practice shall comply with other applicable Professional Standards and be familiar with relevant guidance notes when providing Professional Services. All Members shall comply with the fundamental principles outlined in the Code.**
- 1.7 The Standard is not intended to detract from any responsibilities which may be imposed by law or regulation.
- 1.8 All references to Professional Standards, guidance notes and legislation are references to those provisions as amended from time to time.
- 1.9 In applying the requirements outlined in APES 320, Members in Public Practice should be guided not merely by the words but also by the spirit of the Standard and the Code.
- 1.10 Firms that provide non-assurance services are required to apply APES 320 to their non-assurance practice and Engagements. Assurance Practices within Firms are required to comply with APES 210 *Conformity with Auditing and Assurance Standards*, which includes the quality management standards issued by the AUASB being:
- ASQM 1 – *Quality Management for Firms that Perform Audits or Reviews of Financial Reports and Other Financial Information, or Other Assurance Engagements or Related Services Engagements* (ASQM 1);

¹ Section 5, Paragraph 5.2(e) of APESB's *Due process and working procedures for the development and review of APESB pronouncements* provides guidance on the meaning of the term 'should' used in this Standard.

- ASQM 2 – *Engagement Quality Reviews* (ASQM 2); and
- ASA 220 *Quality Management for an Audit of a Financial Report and Other Historical Financial Information* (ASA 220).

A flow chart ~~and table~~ illustrates the quality management standard(s) that applies based on the **Professional Services** provided by a **Firm** ~~are~~ set out in Appendix 1 to the Standard. Appendix 2 sets out a high-level comparison of the elements in APES 320 to the components in ASQM 1.

- 1.11 In this Standard, unless otherwise specified, words in the singular include the plural and vice versa, words of one gender include another gender, and words referring to persons include corporations or organisations, whether incorporated or not.

2. Definitions

Defined terms are shown in the body of the Standard in title case.

For the purpose of this Standard:

Assurance Engagement means an **Engagement** in which a **Member in Public Practice** aims to obtain sufficient appropriate evidence in order to express a conclusion designed to enhance the degree of confidence of the intended users other than the responsible party about the subject matter information.

This includes an **Engagement** in accordance with the *Framework for Assurance Engagements* issued by the AUASB or in accordance with specific relevant standards, such as International Standards on Auditing, for Assurance Engagements.

(For guidance on Assurance Engagements, see the *Framework for Assurance Engagements* issued by the AUASB. The *Framework for Assurance Engagements* describes the elements and objectives of an Assurance Engagement and identifies **Engagements** to which *Australian Auditing Standards* (ASAs), *Standards on Review Engagements* (ASREs) and *Standards on Assurance Engagements* (SAEs) apply.)

Assurance Practice means the assurance division or section of a **Firm**, encompassing every **Assurance Engagement** and agreed-upon procedures **Engagement**² conducted by the **Firm**, whether or not required to be conducted by a Registered Company Auditor and whether or not conducted by an individual auditor, an audit **Firm** or an audit company.

AUASB means the Australian statutory body called the Auditing and Assurance Standards Board established under section 227A of the *Australian Securities and Investments Commission Act 2001*.

Client means an individual, firm, entity or organisation to whom or to which **Professional Activities** are provided by a **Member in Public Practice** in respect of **Engagements** of either a recurring or demand nature.

Code means APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)*.

Engagement means an agreement, whether written or otherwise, between a **Member in Public Practice** and a **Client** relating to the provision of **Professional Services** by a **Member in Public Practice**. However, consultations with a prospective **Client** prior to such agreement are not part of an Engagement.

Engagement Document means the document (i.e. letter, agreement or any other appropriate means) in which the terms of engagement are specified in writing.^{SC44}

² As described in ASRS 4400 *Agreed-Upon Procedures Engagements*.

Engagement Documentation means the record of work performed, results obtained, and conclusions the **Member in Public Practice** reached (terms such as “working papers” or “work papers” are sometimes used).

Engagement Output means the report or other output of an Engagement as specified in the Engagement Document. The Engagement Output may include, but is not limited to, a report, presentation, regulatory return or other completed form, advice, systems implementation, provision of managed services or project management outputs.^{GC23, GC24, SC38, SC43 & SC44}

Engagement Partner means the **Partner** or other person in the **Firm** who is responsible for the **Engagement** and its performance, and for the ~~report~~ **Engagement Output** that is issued or provided^{SC43, SC45 & SC46} on behalf of the **Firm**, and who, where required, has the appropriate authority from a professional, legal or regulatory body.

Engagement Team means all **Partners** and **Staff** performing the **Engagement**, and any other individuals who perform procedures on the **Engagement**, excluding an **External Expert**.

*Engagement Teams include any other individuals who perform procedures on the **Engagement** who are from a **Network Firm** or a **Service Provider**.*

External Expert means an individual (who is not a partner or a member of the professional staff, including temporary staff, of the **Firm** or a **Network Firm**) or organisation possessing skills, knowledge and experience in a field other than accounting or auditing, whose work in that field is used to assist the **Member** in obtaining sufficient appropriate evidence.

Firm means:

- (a) A sole practitioner, partnership, corporation or other entity of professional accountants;
- (b) An entity that controls such parties, through ownership, management or other means;
- (c) An entity controlled by such parties, through ownership, management or other means; or
- (d) An Auditor-General’s office or department.

Independence comprises:

- (a) Independence of mind – the state of mind that permits the expression of a conclusion without being affected by influences that compromise professional judgement, thereby allowing an individual to act with integrity, and exercise objectivity and professional scepticism.
- (b) Independence in appearance – the avoidance of facts and circumstances that are so significant that a reasonable and informed third party would be likely to conclude that a **Firm’s**, or an **Engagement Team** member’s, integrity, objectivity or professional scepticism has been compromised.

Inspection means in relation to completed **Engagements**, procedures designed to provide evidence of compliance by **Engagement Teams** with the **Firm’s** quality management policies and procedures.

Member means a member of a **Professional Body** that has adopted this Standard as applicable to their membership, as defined by that **Professional Body**.

Member in Business means a **Member** working in areas such as commerce, industry, service, the public sector, education, the not-for-profit sector, or in regulatory or professional bodies, who might be an employee, contractor, partner, director (executive or non-executive), owner-manager or volunteer.

Member in Public Practice means a **Member**, irrespective of functional classification (for example, audit, tax, or consulting) in a **Firm** that provides **Professional Services**. This term is also used to refer to a **Firm** of Members in Public Practice and means a practice entity and a participant in that practice entity as defined by the applicable **Professional Body**.

Monitoring means a process comprising an ongoing consideration and evaluation of the Firm's System of Quality Management, including a periodic Inspection of a selection of completed Engagements, designed to provide the Firm with reasonable confidence that its System of Quality Management is operating effectively.

Network means a larger structure:

- (a) That is aimed at cooperation; and
- (b) That is clearly aimed at profit or cost sharing or shares common ownership, control or management, common quality management policies or procedures, common business strategy, the use of a common brand-name, or a significant part of professional resources.

Network Firm means a Firm or entity that belongs to a Network.

Partner means any individual with authority to bind the Firm with respect to the performance of a Professional Services Engagement.

Personnel means Partners and Staff.

Professional Activity means an activity requiring accountancy or related skills undertaken by a Member, including accounting, auditing, tax, management consulting, and financial management.

Professional Bodies means Chartered Accountants Australia and New Zealand, CPA Australia and the Institute of Public Accountants.

Professional Services means Professional Activities performed for Clients.

Professional Standards means all standards issued by Accounting Professional & Ethical Standards Board Limited and all professional and ethical requirements of the applicable Professional Body.

Public Document means a disclosure document, product disclosure statement or other documentation provided to shareholders, unit holders or holders of a relevant interest in an entity (or which is provided to management of an entity) in relation to a scheme of arrangement under Part 5.1 of the Corporations Act 2001 or a takeover or compulsory acquisition under Chapter 6 of the Corporations Act 2001.³

Service Provider means an individual or organisation external to the Firm that provides a resource that is used in the System of Quality Management or in the performance of Engagements. Service Providers exclude the Firm's Network, other Network Firms or other structures or organisations in the Network.

Staff means professionals, other than Partners, including any experts the Firm employs.

System(s) of Quality Management means a system established and maintained by a Firm designed to provide the Firm with reasonable confidence that the Firm and its Personnel comply with Professional Standards and applicable legal and regulatory requirements and that Engagement Outputs~~reports~~ issued or provided^{SC43 & SC50} by the Firm or Engagement Partners are appropriate in the circumstances.

Those Charged with Governance means the person(s) or organisation(s) (for example, a corporate trustee) with responsibility for overseeing the strategic direction of the entity and obligations related to the accountability of the entity. This includes overseeing the financial reporting process. For some entities in some jurisdictions, Those Charged with Governance might include management personnel, for example, executive members of a governance board of a private or public sector entity, or an owner-manager.

³ For further information about Public Documents refer to APES 345 Reporting on Prospective Financial Information prepared in connection with a Public Document and APES 350 Participation by Members in Public Practice in Due Diligence Committees in connection with a Public Document.

3. Firm's responsibilities for a System of Quality Management

- 3.1 A Firm shall establish and maintain a **System of Quality Management** for non-assurance services designed to provide it with reasonable confidence that the Firm and its Personnel comply with Professional Standards and applicable legal and regulatory requirements and that **Engagement Outputs**~~reports~~ issued or provided^{SC51 & SC53} by the Firm or Engagement Partners are appropriate in the circumstances.
- 3.2 A **System of Quality Management** consists of policies designed to achieve the requirement in paragraph 3.1 and the procedures necessary to implement and monitor compliance with those policies.
- 3.3 The public interest is served by the consistent performance of quality Engagements which is enabled by the Firm establishing and maintaining the **System of Quality Management**. Quality Engagements are achieved by planning and performing Engagements and issuing or providing Engagement Outputs~~reporting~~^{SC54} ~~on them~~ in accordance with Professional Standards and applicable legal and regulatory requirements. This involves having an inquiring mind, exercising professional judgement and using the reasonable and informed third party test in the Code.⁴
- 3.4 The Firm's quality management policies and procedures developed in accordance with this Standard should be embedded within the Firm's risk management framework required to be established and maintained under APES 325 *Risk Management for Firms* (APES 325). This will facilitate a Firm complying with this Standard and APES 325 and ensure consistency within the Firm's policies and procedures.

The System of Quality Management

- 3.5 A Firm shall establish and maintain a **System of Quality Management** that includes policies and procedures that address each of the following elements:
- (a) Governance and Leadership;
 - (b) Professional Standards;
 - (c) Acceptance and continuance of Client relationships and specific Engagements;
 - (d) Resources;
 - (e) Engagement performance;
 - (f) Information and communication; and
 - (g) Monitoring and remediation.
- 3.6 A Firm shall document its policies and procedures and communicate them to the Firm's Personnel.
- 3.7 The nature and extent of the policies and procedures developed by an individual Firm to comply with this Standard will depend on various factors such as the size and operating characteristics of the Firm, and whether it is part of a Network.
- 3.8 The requirements of this Standard are designed to enable a Firm to implement a **System of Quality Management** that achieves the requirement in paragraph 3.1 of this Standard. A Firm shall consider the nature and circumstances of the Firm or its Engagements and:
- (a) comply with each requirement of this Standard unless the requirement is not relevant to the Firm; and

⁴ Refer to Section 120 of the Code.

- (b) consider whether there are particular matters or circumstances that require the Firm to establish policies and procedures in addition to those required by this Standard.
- 3.9 This Standard does not call for compliance with requirements that are not relevant. In the circumstances of a sole practitioner with no Staff, the following requirements for policies and procedures are not applicable:
- (a) for the assignment of appropriate Personnel to the Engagement Team (see paragraph 4.28);
 - (b) relating to Engagement performance specific to Engagement Teams and supervision and review responsibilities (see paragraph 4.38); and
 - (c) that extend to Staff in relation to compliance with Professional Standards (see paragraph 4.4) and Independence (see paragraph 4.9).
- 3.10 In general, communication of quality management policies and procedures to the Firm's Personnel includes a description of these policies and procedures and the objectives they are designed to achieve, and that each individual has a personal responsibility for quality and is expected to comply with these policies and procedures. Encouraging the Firm's Personnel to communicate their views or concerns on quality management matters recognises the importance of obtaining feedback on the Firm's System of Quality Management.
- 3.11 Documentation and communication of policies and procedures for smaller Firms may be less formal and extensive than for larger Firms.

Allocation of responsibilities within the Firm

- 3.12 The policies and procedures developed by a Firm need not be complex or time-consuming to be effective. This Standard describes responsibilities for several different roles and functions within the Firm, including overall quality management and Monitoring. For a small Firm, it may be necessary for one person to perform more than one of these functions. In some circumstances, it may be appropriate to use Service Providers and, in such circumstances, care should be taken to establish the legal responsibilities of the parties and to safeguard Client confidentiality.
- 3.13 The Firm's chief executive officer (or equivalent) or the Firm's managing Partner (or equivalent) or, if appropriate, the Firm's managing board of Partners (or equivalent), shall assume ultimate responsibility for the Firm's System of Quality Management. The Firm shall document this in the Firm's policies and procedures.
- 3.14 A Firm shall establish policies and procedures such that any person or persons assigned operational responsibility for the Firm's System of Quality Management, or for specific aspects of the System of Quality Management, by the Firm's chief executive officer, managing Partner or managing board of Partners:
- (a) has the appropriate experience, knowledge, influence and authority within the Firm, and sufficient time, to fulfill their assigned responsibility; and
 - ~~(b) understands their assigned roles and that they are accountable for fulfilling them;~~
~~and~~
 - ~~(c)(b) have a direct line of communication to the individual(s) assigned ultimate responsibility for the System of Quality Management.~~^{SC57}
- 3.15 Appropriate experience and knowledge enables the person or persons assigned operational responsibility for the Firm's System of Quality Management to identify and understand quality management issues and to develop appropriate policies and procedures. Appropriate influence

and authority within the Firm enables the person or persons to implement those policies and procedures.

Network Firms

- 3.16 The Firm remains responsible for its System of Quality Management, including professional judgements made in establishing and maintaining the System of Quality Management. ~~The Firm shall not allow e~~Compliance with Network requirements or use of Network services to does not necessarily result in compliance with~~contravene the requirements of~~ this Standard.^{SC58}

Documentation of the System of Quality Management

- 3.17 A Firm shall maintain appropriate documentation to provide evidence of the operation of each element of its System of Quality Management.

- 3.18 The form and content of documentation evidencing the operation of each of the elements of the System of Quality Management is a matter of judgement and depends on a number of factors, including:

- The size of the Firm and the number of offices.
- The nature and complexity of the Firm's practice and organisation.

For example, large Firms may use electronic databases to document matters such as performance evaluations and the results of Monitoring Inspections. Smaller Firms may use more informal methods in the documentation of their Systems of Quality Management, such as manual notes, checklists and forms.

4. Elements of the System of Quality Management

Governance and Leadership

- 4.1 A Firm shall establish policies and procedures designed to promote an internal culture recognising that quality is essential in performing Engagements.

- 4.2 The Firm's leadership and the examples it sets significantly influence the internal culture of the Firm. The promotion of a quality-oriented internal culture depends on clear, consistent and frequent actions and messages from all levels of the Firm's management that emphasise the Firm's quality management policies and procedures, and to perform work and issue or provide Engagement Outputs~~reports~~^{SC60} that comply with the requirements of the System of Quality Management.

Such actions and messages encourage a culture that recognises and rewards high-quality work. These actions and messages may be communicated by, but are not limited to, training seminars, meetings, formal or informal dialogue, mission statements, newsletters, or briefing memoranda. They may be incorporated in the Firm's internal documentation and training materials, and in Personnel appraisal procedures such that they will support and reinforce the Firm's view on the importance of quality and how, practically, it is to be achieved.

- 4.3 Of particular importance in promoting an internal culture based on quality is the need for a Firm's leadership to recognise that the Firm's business strategy is subject to the overriding requirement for the Firm to achieve quality in all the Engagements that the Firm performs. Promoting such an internal culture includes:

- (a) establishment of policies and procedures that address performance evaluation, compensation, and promotion (including incentive systems) with regard to its Personnel, in order to demonstrate the Firm's overriding commitment to quality;

- (b) assignment of management responsibilities so that commercial considerations do not override the quality of work performed; and
- (c) provision of sufficient resources for the development, documentation and support of its quality management policies and procedures.

Professional Standards

- 4.4 A Firm shall establish policies and procedures designed to provide it with reasonable confidence that the Firm and its Personnel comply with Professional Standards.
- 4.5 Ethical requirements are contained in the Professional Standards. The Code establishes the fundamental principles of professional ethics:
- (a) Integrity;
 - (b) Objectivity;
 - (c) Professional competence and due care;
 - (d) Confidentiality; and
 - (e) Professional behaviour.
- 4.6 The Code illustrates how the conceptual framework is to be applied in specific situations. The Code provides examples of how to identify, evaluate and address threats to compliance with the fundamental principles, including examples of situations where safeguards are not available to address the threats.
- 4.7 The fundamental principles are reinforced in particular by:
- (a) the governance and leadership of the Firm;
 - (b) education and training;
 - (c) Monitoring; and
 - (d) a process for dealing with non-compliance.

Independence

- 4.8 The type of Professional Services the Firm provides may result in the Firm being subject to Independence requirements. If the Firm is providing non-assurance services to a Client and the Firm is also engaged to conduct an Assurance Engagement, the Firm needs to consider Part 4A Independence for Audit and Review Engagements or Part 4B Independence for Assurance Engagements Other than Audit or Review Engagements of the Code, as applicable. Other Professional Standards with Independence requirements include:
- (a) APES 215 *Forensic Accounting Services*;
 - (b) APES 225 *Valuation Services*;
 - (c) APES 230 *Financial Planning Services*;
 - (d) APES 315 *Compilation of Financial Information*;
 - (e) APES 330 *Insolvency Services*;
 - (f) APES 345 *Reporting on Prospective Financial Information prepared in connection with a Public Document*, and
 - (g) APES 350 *Participation by Members in Public Practice in Due Diligence Committees in connection with a Public Document*.

- 4.9 A **Firm** shall establish policies and procedures designed to provide it with reasonable confidence that the **Firm**, its **Personnel** and, where applicable, others subject to **Independence** requirements (including **Network Firms' Personnel**) maintain **Independence** where required by **Professional Standards**. Such policies and procedures shall enable the **Firm** to:
- (a) communicate its **Independence** requirements to its **Personnel** and, where applicable, others subject to them; and
 - (b) identify and evaluate circumstances and relationships that create threats to **Independence**, and to take appropriate action to eliminate those threats or reduce them to an acceptable level by eliminating the circumstances creating the threats, applying safeguards (if available), or to withdraw from the **Engagement** (where withdrawal is possible under applicable law or regulation).

Acceptance and continuance of Client relationships and specific Engagements

- 4.10 A **Firm** shall establish policies and procedures for the acceptance and continuance of **Client** relationships and specific **Engagements**, designed to provide the **Firm** with reasonable confidence that it will only undertake or continue relationships and **Engagements** where the **Firm**:
- (a) is competent to perform the **Engagement** and has the capabilities, including time and resources, to do so;
 - (b) can comply with **Professional Standards**; and
 - (c) has considered the integrity of the **Client** and does not have information that would lead it to conclude that the **Client** lacks integrity.
- 4.11 Consideration of whether the **Firm** has the competence, capabilities and resources to undertake a new **Engagement** from a new or an existing **Client** involves reviewing the specific requirements of the **Engagement** and the existing **Personnel** at all relevant levels, and including whether:
- (a) the **Firm's Personnel** have knowledge of relevant industries or subject matters;
 - (b) the **Firm's Personnel** have experience with relevant regulatory, ~~or~~ reporting, or other applicable^{SC64} requirements, or the ability to gain the necessary skills and knowledge effectively;
 - (c) the **Firm** has sufficient **Personnel** with the necessary competence and capabilities;
 - (d) experts are available, if needed;
 - (e) appropriate reviewers meeting the eligibility criteria are available, where applicable (see paragraph 4.48); and
 - (f) the **Firm** is able to complete the **Engagement** within the ~~reporting deadline timelines~~ agreed with the Client^{SC64}.
- 4.12 With regard to the integrity of a **Client**, matters to consider include, for example:
- The identity and business reputation of the **Client's** principal owners, key management, related parties and **Those Charged with Governance**.
 - The nature of the **Client's** operations, including its business practices.
 - Information concerning the attitude of the **Client's** principal owners, key management and **Those Charged with Governance** towards such matters as the aggressive interpretation of accounting standards or tax laws and regulations.
 - Whether the **Client** is aggressively concerned with maintaining the **Firm's** fees as low as possible.

- Indications of an inappropriate limitation in the scope of work.
- Indications that the **Client** might be involved in money laundering or other criminal activities.
- The reasons for the proposed appointment of the **Firm** and non-reappointment of the previous **Firm**.
- The identity and business reputation of related parties.

The extent of knowledge a **Firm** will have regarding the integrity of a **Client** will generally grow within the context of an ongoing relationship with that **Client**.

4.13 Sources of information on such matters obtained by the **Firm** may include:

- Communications with existing or previous providers of **Professional Services** to the **Client** in accordance with **Professional Standards** including ethical letters and discussions with other third parties.
- Inquiry of other **Firm's Personnel** or third parties such as financial institutions, legal counsel and industry peers.
- Background searches of multiple sources including relevant databases, the internet and industry forums.

4.14 **A Firm shall establish policies and procedures that require:**

- (a) the Firm to obtain such information as it considers necessary in the circumstances before accepting an Engagement with a new Client, when deciding whether to continue an existing Engagement, and when considering acceptance of a new Engagement with an existing Client;**
- (b) if a potential conflict of interest is identified prior to accepting an Engagement from a new or an existing Client or during the conduct of an Engagement, the Firm to determine whether it is appropriate to accept or continue the Engagement; and**
- (c) if issues have been identified, and the Firm decides to accept or continue the Client relationship or a specific Engagement, the Firm to document how the issues were resolved.**

4.15 Deciding whether to continue a **Client** relationship includes consideration of significant matters that have arisen during the current or previous **Engagements** and their implications for continuing the relationship. For example, a **Client** may have started to expand its business operations into an area where the **Firm** does not possess the necessary expertise.

4.16 **A Firm shall establish policies and procedures on continuing an Engagement and the Client relationship, addressing the circumstances where the Firm obtains information that would have caused it to decline the Engagement had that information been available earlier. Such policies and procedures shall include consideration of:**

- (a) when a Member encounters or becomes aware of instances of non-compliance or suspected non-compliance with laws and regulations (NOCLAR) that they comply with NOCLAR provisions in the Code⁵;**
- (b) the professional and legal responsibilities that apply to the circumstances, including whether there is a requirement for the Firm to report to the person or persons who made the appointment or, in some cases, to regulatory authorities; and**

⁵ **Members in Public Practice** are required to comply with Section 360 *Responding to Non-Compliance with Laws and Regulations* in the **Code** and **Members in Business** are required to comply with Section 260 *Responding to Non-Compliance with Laws and Regulations* of the **Code**.

- (c) the possibility of withdrawing from the **Engagement** or from both the **Engagement** and the **Client** relationship.

- 4.17 Policies and procedures on withdrawal from an **Engagement** or from both the **Engagement** and the **Client** relationship should address issues that include the following:
- Discussing with the appropriate level of the **Client's** management and **Those Charged with Governance** the appropriate action that the **Firm** might take based on the relevant facts and circumstances.
 - If the **Firm** determines that it is appropriate to withdraw, discussing with the appropriate level of the **Client's** management and **Those Charged with Governance** withdrawal from the **Engagement** or from both the **Engagement** and the **Client** relationship, and the reasons for the withdrawal.
 - Considering whether there is a professional, legal or regulatory requirement for the **Firm** to remain in place, or for the **Firm** to report the withdrawal from the **Engagement**, or from both the **Engagement** and the **Client** relationship, together with the reasons for the withdrawal, to regulatory authorities.
 - Documenting significant matters, consultations, conclusions and the basis for conclusions.

Resources

- 4.18 A **Firm's** size and circumstances and the nature and complexity of the **Engagements** the **Firm** performs will influence the resources employed and policies and procedures the **Firm** establishes. **Firms** should consider the following resources when establishing policies and procedures:
- (a) Human resources;
 - (b) Technology resources;
 - (c) Intellectual resources; and
 - (d) **Service Providers**.
- 4.19 A **Firm** shall establish policies and procedures to provide it with reasonable confidence that the **Firm** has sufficient and appropriate resources for use in the **Firm's System of Quality Management** and in the performance of **Engagements**.

Human Resources

- 4.20 **Personnel** ~~matters~~^{issues}^{SC66} relevant to a **Firm's** policies and procedures related to human resources include, for example:
- Recruitment.
 - Performance evaluation.
 - Capabilities, including time to perform assignments.
 - Competence.
 - Career development.
 - Promotion.
 - Compensation.
 - The estimation of **Personnel** needs.

Effective recruitment processes and procedures help the Firm select individuals of integrity who have the capacity to develop the competence and capabilities necessary to perform the Firm's work and possess the appropriate characteristics to enable them to perform competently.

- 4.21 Competence can be developed through a variety of methods, including:
- Professional education.
 - Continuing professional development, including training.
 - Work experience.
 - Coaching by more experienced Staff, for example, other members of the Engagement Team.
 - Independence education for Personnel who are required to be independent.
- 4.22 Effective policies and procedures should emphasise the need for continuing training for all levels of the Firm's Personnel and should provide the necessary training resources and assistance to enable Personnel to develop and maintain the required competence and capabilities.
- 4.23 A Firm may use a Service Provider, for example, when internal technical and training resources are unavailable.
- 4.24 Performance evaluation, compensation and promotion procedures give due recognition and reward to the development and maintenance of competence and commitment to ethical principles. Steps a Firm may take in developing and maintaining competence and commitment to ethical principles include:
- (a) making Personnel aware of the Firm's expectations regarding performance and ethical principles;
 - (b) providing Personnel with evaluation of, and counselling on, performance, progress and career development; and
 - (c) helping Personnel understand that advancement to positions of greater responsibility depends, among other things, upon performance quality and adherence to ethical principles, and that failure to comply with the Firm's policies and procedures may result in disciplinary action.
- 4.25 The size and circumstances of a Firm will influence the structure of the Firm's performance evaluation process. Smaller Firms, in particular, may employ less formal methods of evaluating the performance of their Personnel.

Assignment of Engagement Teams

- 4.26 A Firm shall assign responsibility for each Engagement to an Engagement Partner and shall establish policies and procedures requiring that:
- (a) the identity and role of the Engagement Partner are communicated to key members of Client management and where applicable^{SC67} Those Charged with Governance;
 - (b) the Engagement Partner has the appropriate competence, capabilities and authority to perform the role;
 - (c) the Engagement Partner has the capacity to be sufficiently and appropriately involved throughout the Engagement; and
 - (d) the responsibilities of the Engagement Partner are clearly defined and communicated to that Partner.

- 4.27 Policies and procedures may include systems to monitor the workload and availability of **Engagement Partners** to enable these individuals to have sufficient time to adequately discharge their responsibilities.
- 4.28 A Firm shall establish policies and procedures to assign appropriate individuals to the Engagement Team with the necessary competence and capabilities to perform Engagements that comply with the requirements of the System of Quality Management.**
- 4.29 A Firm's assignment of **Engagement Teams** and the determination of the level of supervision required include, for example, consideration of the **Engagement Team's**:
- (a) understanding of, and practical experience with, **Engagements** of a similar nature and complexity through appropriate training and participation;
 - (b) understanding of **Professional Standards** and applicable legal and regulatory requirements;
 - (c) technical knowledge and expertise, including knowledge of relevant information technology;
 - (d) knowledge of relevant industries in which the **Clients** operate;
 - (e) ability to apply professional judgement; and
 - (f) understanding of the **Firm's** quality management policies and procedures.

Technology Resources

- 4.30 Technological resources that are relevant for the purposes of this Standard are:
- (a) directly used in establishing and maintaining the **Firm's System of Quality Management**;
 - (b) used directly by **Engagement Teams** in the performance of **Engagements**; and
 - (c) essential to enabling the effective operation of the above.
- 4.31 A **Firm** may consider the following matters in establishing policies and procedures in obtaining, developing, implementing and maintaining sufficient and appropriate technological resources including information technology (IT) applications:
- (a) the data inputs are complete and appropriate;
 - (b) confidentiality of the data is preserved;
 - (c) the IT application operates as designed and achieves the purpose for which it is intended;
 - (d) the outputs of the IT application achieve the purpose for which they will be used;
 - (e) the general IT controls necessary to support the IT application's continued operation as designed are appropriate;
 - (f) the need for specialised skills to utilise the IT application effectively, including the training of individuals who will use the IT application; and
 - (g) the need to develop procedures that set out how the IT application operates.

Intellectual Resources

- 4.32 Examples of a **Firm's** intellectual resources include written policies and procedures, a methodology, industry or subject matter-specific guides, accounting guides, standardised documentation or access to information sources that are typically used in the performance of **Engagements**.

- 4.33 Intellectual resources may also be embedded in technological resources, for example, the Firm's methodology may be embedded in an IT application that facilitates the planning and performance of an Engagement. A Firm may establish policies and procedures regarding the use of the Firm's intellectual resources which may:
- Require the use of certain intellectual resources or IT applications in the performance of Engagements.
 - Specify the qualifications or experience that individuals need to use the resource, including the need for an expert or training.
 - Specify the responsibilities of the Engagement Partner regarding the use of intellectual or technological resources.
 - Set out how the intellectual resources are to be used, including how individuals should interact with an IT application or how the intellectual resource should be applied, and the availability of support or assistance in using the resource.

Service Providers

- 4.34 Where a Firm uses resources provided by a Service Provider, including when a Firm does not have access to the appropriate resources internally, the Firm remains responsible for its System of Quality Management. Examples of resources from a Service Provider include:
- Individuals engaged to perform the Firm's Monitoring activities or to provide consultation on technical matters.
 - A commercial IT application used in the performance of Engagements.
 - Individuals performing procedures on the Firm's Engagements from other Firms not within the Firm's Network.
 - External Experts.
- 4.35 Members in Public Practice should refer to APES GN 30 *Outsourced Services* (APES GN 30) to determine whether a service provided by a Service Provider is an outsourced service (which may include cloud computing) and guidance on professional and ethical obligations in respect of outsourced services. APES GN 30 includes guidance on the outsourcing agreement and terms to include therein, and performance of the outsourcing agreement including monitoring and managing performance. Such guidance may also be useful in relation to Service Providers even if it is not an outsourced service.
- 4.36 A Firm may establish policies and procedures in order to identify and assess whether the use of Service Providers are appropriate including consideration of:
- (a) the nature of the resources provided by Service Providers;
 - (b) how Service Providers will be used by the Firm and whether its suitable for that purpose; and
 - (c) the general characteristics of the Service Providers, including:
 - Whether the Service Provider updates its methodology to reflect changes in professional standards and applicable legal and regulatory requirements.
 - The nature and scope of the resources and the conditions of the service including how the Service Provider addresses the confidentiality of data.
 - The extent of customisation of the resource for the Firm.
 - The Firm's previous use of the Service Provider.
 - The Service Provider's experience in the industry and reputation in the market.

Engagement Performance

- 4.37 A Firm shall establish policies and procedures designed to provide it with reasonable confidence that the Firm performs Engagements that comply with the requirements of the System of Quality Management.
- 4.38 Where a Firm utilises an Engagement Team, the policies and procedures required in paragraph 4.37 shall include:
- (a) Engagement Teams understand and fulfill their responsibilities in connection with the Engagements;
 - (b) members of the Engagement Team have an inquiring mind, exercise professional judgement and use the reasonable and informed third party test in the Code⁶;
 - (c) matters relevant to promoting consistency in the quality of Engagement performance;
 - (d) supervision responsibilities; and
 - (e) review responsibilities, including that the work of less experienced team members is reviewed by more experienced Engagement Team members.
- 4.39 A Firm promotes consistency in the quality of Engagement performance through its policies and procedures. This is often accomplished through written or electronic manuals, software tools or other forms of standardised documentation, and industry or subject matter-specific guidance materials. Matters addressed may include:
- How Engagement Teams are briefed on the Engagement to obtain an understanding of the objectives of their work.
 - Processes for complying with applicable Engagement standards.
 - Processes of Engagement supervision, Personnel training and coaching.
 - Methods of reviewing the work performed, the significant judgements made and the form of the Engagement Output report being issued or provided^{SC72 & SC73}.
 - Where applicable, appropriate oversight of External Experts.
 - Appropriate documentation of the work performed and of the timing and extent of the review.
 - Processes to keep all policies and procedures current.
- 4.40 Appropriate teamwork and training assist less experienced members of an Engagement Team to clearly understand the objectives of the assigned work.
- 4.41 Engagement supervision includes:
- (a) tracking the progress of the Engagement;
 - (b) considering the competence and capabilities of individual members of the Engagement Team, whether they have sufficient time to carry out their work, whether they understand their instructions and whether the work is being carried out in accordance with the planned approach to the Engagement;
 - (c) addressing significant matters arising during the Engagement, considering their significance and modifying the planned approach appropriately; and
 - (d) identifying matters for consultation or consideration by more experienced Engagement Team members during the Engagement.

⁶ Refer to Section 120 of the Code.

- 4.42 A review consists of consideration of whether:
- (a) the work has been performed in accordance with **Professional Standards** and applicable legal and regulatory requirements;
 - (b) significant matters have been raised for further consideration;
 - (c) appropriate consultations have taken place and the resulting conclusions have been documented and implemented;
 - (d) there is a need to revise the nature, timing and extent of work performed;
 - (e) the work performed supports the ~~conclusions reached~~ **Engagement Output^{SC74}** and is appropriately documented;
 - (f) where relevant, ^{SC75} the evidence obtained is sufficient and appropriate to support the **Engagement Output^{SC75}** ~~report~~; and
 - (g) the objectives of the **Engagement** procedures have been achieved.

Consultation

4.43 A Firm shall establish policies and procedures designed to provide it with reasonable confidence that:

- (a) appropriate consultation takes place on difficult or contentious matters and high-risk Engagements;**
- (b) sufficient resources are available to enable appropriate consultation to take place; and**
- (c) conclusions resulting from consultations are implemented.**

4.44 Consultation includes discussion at the appropriate professional level, with individuals within or outside the **Firm** who have specialised expertise.

4.45 Consultation uses appropriate research resources as well as the collective experience and technical expertise of the **Firm**. Consultation helps to promote quality and improves the application of professional judgement. Appropriate recognition of consultation in the **Firm's** policies and procedures helps to promote a culture in which consultation is recognised as a strength and encourages **Personnel** to consult on difficult or contentious matters.

4.46 Effective consultation on significant technical, ethical and other matters within the **Firm**, or where applicable, outside the **Firm**, can only be achieved when those consulted:

- are given all the relevant facts that will enable them to provide informed advice;
- have appropriate knowledge, seniority and experience; and
- have a process to resolve differences of opinion,

and when conclusions resulting from consultations are appropriately documented and implemented.

4.47 A **Firm** needing to consult externally, for example, a **Firm** without appropriate internal resources may take advantage of advisory services provided by:

- (a) other **Firms**;
- (b) professional and regulatory bodies; or
- (c) commercial organisations that provide relevant quality management services.

Before contracting for such services, consideration of the competence and capabilities of the external provider helps the **Firm** to determine whether the external provider is suitably qualified for that purpose.

High-Risk Engagements

- 4.48 A Firm may establish policies and procedures in relation to appropriate consultation for high-risk Engagements to consist of an appropriate reviewer⁷ to provide an objective evaluation of the significant judgements made by the Engagement Team and ~~any~~the conclusions reached in formulating the ~~Engagement Output~~report^{SC79 & SC80}. Such policies and procedures may⁸:
- (a) require an appropriate reviewer to perform a review for all Engagements meeting criteria used to evaluate high-risk Engagements, including for example:
 - (i) the nature and complexity of the Engagement, including the extent to which it involves a matter of public interest;
 - (ii) the size of the Client and number of stakeholders that will rely on the ~~Engagement Output~~report^{SC79 & SC80};
 - (iii) the identification of unusual circumstances, risks or subjectivity involved in an Engagement or class of Engagements;
 - (iv) whether the Engagement includes the preparation of a Public Document; and
 - (v) whether laws or regulations require such a review to be performed; and
 - (b) set out the appointment and eligibility of the appropriate reviewer and the appropriate reviewer's responsibilities relating to the performance and documentation of the review.

Engagement Documentation

- 4.49 A Firm shall establish policies and procedures in relation to Engagement Documentation including:
- (a) the completion of the assembly of final Engagement files on a timely basis after the ~~Engagement Outputs-reports~~^{SC81 & SC82} have been finalised;
 - (b) to maintain the confidentiality, safe custody, integrity, accessibility and retrievability of Engagement Documentation; and
 - (c) for the retention of Engagement Documentation for a period sufficient to meet the needs of the Firm or as required by law or regulation.

Completion of the assembly of final Engagement files

- 4.50 Law or regulation may prescribe the time limits by which the assembly of final Engagement files for specific types of Engagement is to be completed. Where no such time limits are prescribed, subparagraph 4.49(a) requires the Firm to establish time limits to complete the assembly of final Engagement files on a timely basis. Acceptance of electronic signatures, where permitted under relevant laws and regulations, may assist Firms to complete the assembly of final Engagement files on a timely basis.
- 4.51 Where two or more different ~~Engagement Outputs-reports~~ are issued ~~or provided~~^{SC83} in respect of the same subject matter of an entity, a Firm's policies and procedures relating to time limits for the assembly of final Engagement files address each ~~Engagement Output~~report^{SC83} as if it were for a separate Engagement.

⁷ An appropriate reviewer is described in paragraph 300.8 A4 of the Code as a professional with the necessary knowledge, skills, experience and authority to review, in an objective manner, the relevant work performed or service provided. Such an individual might be a Member.

⁸ The Firm may develop the policies and procedures referred to in paragraph 4.48 or the Firm may base such policies and procedures on ASQM 2.

Confidentiality, safe custody, integrity, accessibility and retrievability of Engagement Documentation

- 4.52 **Professional Standards** establish an obligation for the **Firm's Personnel** to observe at all times the confidentiality of information contained in **Engagement Documentation**, unless specific **Client** authority has been given to disclose information, or there is a legal or professional right or duty to do so. Specific laws or regulations may impose additional obligations on the **Firm's Personnel** to maintain **Client** confidentiality, particularly where data of a personal nature are concerned.
- 4.53 Whether **Engagement Documentation** is in paper, electronic or other media, the integrity, accessibility or retrievability of the underlying data may be compromised if the documentation could be altered, added to or deleted without the **Firm's** knowledge, or if it could be permanently lost or damaged. Accordingly, controls that the **Firm** designs and implements to avoid unauthorised alteration or loss of **Engagement Documentation** may include those that:
- (a) enable the determination of when and by whom **Engagement Documentation** was created, changed or reviewed;
 - (b) protect the integrity of the information at all stages of the **Engagement**, especially when the information is shared within the **Engagement Team** or transmitted to other parties via the internet;
 - (c) prevent unauthorised changes to the **Engagement Documentation**; and
 - (d) allow access to the **Engagement Documentation** by the **Engagement Team** and other authorised parties as necessary to properly discharge their responsibilities.
- 4.54 Controls that the **Firm** designs and implements to maintain the confidentiality, safe custody, integrity, accessibility and retrievability of **Engagement Documentation** may include the following:
- The use of a password among **Engagement Team** members to restrict access to electronic **Engagement Documentation** to authorised users.
 - Appropriate backup routines for electronic **Engagement Documentation** at appropriate stages during the **Engagement**.
 - Procedures for properly distributing **Engagement Documentation** to the team members at the start of the **Engagement**, processing it during the **Engagement**, and collating it at the end of the **Engagement**.
 - Procedures for restricting access to, and enabling proper distribution and confidential storage of, hardcopy **Engagement Documentation**.
- 4.55 For practical reasons, original paper documentation may be electronically scanned for inclusion in **Engagement** files. In such cases, the **Firm's** procedures designed to maintain the integrity, accessibility, and retrievability of the documentation may include requiring the **Engagement Teams** to:
- (a) generate scanned copies that reflect the entire content of the original paper documentation, including manual signatures, cross-references and annotations;
 - (b) integrate the scanned copies into the **Engagement** files, including indexing and signing off on the scanned copies as necessary; and
 - (c) enable the scanned copies to be retrieved and printed as necessary.

There may be legal, regulatory or other reasons for a **Firm** to retain original paper documentation that has been scanned.

Retention of Engagement Documentation

- 4.56 The needs of a Firm for retention of Engagement Documentation, and the period of such retention, will vary with the nature of the Engagement and the Firm's circumstances, for example, whether the Engagement Documentation is needed to provide a record of matters of continuing significance to future Engagements. The retention period may also depend on other factors, such as whether local law or regulation prescribes specific retention periods for certain types of Engagements, or whether there are generally accepted retention periods in the jurisdiction in the absence of specific legal or regulatory requirements.
- 4.57 Procedures that a Firm adopts for retention of Engagement Documentation include those that enable the requirements of subparagraph 4.49(c) to be met during the retention period, for example to:
- (a) enable the retrieval of, and access to, the Engagement Documentation during the retention period, particularly in the case of electronic documentation since the underlying technology may be upgraded or changed over time;
 - (b) provide, where necessary, a record of changes made to Engagement Documentation after the Engagement files have been completed; and
 - (c) enable authorised external parties to access and review specific Engagement Documentation for quality management or other purposes.

Ownership of Engagement Documentation

- 4.58 Unless otherwise specified by law or regulation, Engagement Documentation is the property of a Firm. The Firm may, at its discretion, make portions of or extracts from Engagement Documentation available to Clients, provided such disclosure does not undermine the validity of the work performed. ~~Engagement Documentation does not include t~~The original source documents provided to the Firm by the Client remain the property of the Client^{SC85}.

Information and Communication

- 4.59 **The Firm shall establish policies and procedures that address obtaining, generating or using information regarding the System of Quality Management, and communicating that information within the Firm and to external parties on a timely basis to enable the establishment and maintenance of the System of Quality Management.**
- 4.60 The procedures for obtaining, generating, using and communicating information may be enforced through IT applications, and in some cases, may be embedded within the Firm's other policies and procedures. In addition, digital records may replace or supplement physical records.
- 4.61 Smaller Firms with fewer Personnel and direct involvement of leadership may not need rigorous policies and procedures that specify how information should be obtained, generated, used and communicated within the Firm.
- 4.62 When establishing and maintaining policies and procedures in relation to communicating information regarding the System of Quality Management within the Firm, matters to consider include:
- The Firm communicates to Personnel and Engagement Teams:
 - the responsibility for implementing the Firm's policies and procedures.
 - changes to the System of Quality Management to the extent that the changes are relevant to their responsibilities.

- information obtained during the Firm's acceptance and continuance process that is relevant to Engagement Teams in planning and performing Engagements.
- Engagement Teams communicate to the Firm information:
 - obtained during the performance of an Engagement relevant to acceptance and continuance of Client relationships and specific Engagements.
 - about the operation of the Firm's policies and procedures, which in some cases, may indicate a deficiency in the Firm's System of Quality Management.
- Engagement Teams communicate information to individuals providing consultation.
- The individual(s) assigned operational responsibility for compliance with Professional Standards communicates to relevant Personnel and Engagement Teams changes in the Professional Standards and the Firm's policies and procedures to address such changes.

Communication with External Parties

- 4.63 A Firm may need to establish and maintain policies and procedures in relation to communicating information within the Firm's Network or to or from a Service Provider that supports the Firm in establishing and maintaining its System of Quality Management.
- 4.64 Policies and procedures in relation to communicating information regarding the System of Quality Management to external parties should include consideration of laws, regulations or Professional Standards that:
- (a) may require the Firm to communicate information to external parties such as:
 - The Firm becomes aware of suspected or actual NOCLAR by a Client and Section 360 *Responding to Non-Compliance with Laws and Regulations* of the Code requires the Firm to report to an appropriate authority outside the Client or to consider whether such reporting is an appropriate action in the circumstances.
 - Securities law or regulation requires the Firm to communicate certain matters to Those Charged with Governance.
 - (b) may preclude the Firm from communicating information related to its System of Quality Management externally including, for example:
 - Privacy or secrecy laws or regulations prohibits disclosure of certain information.
 - Provisions addressing the duty of confidentiality, including Subsection 114 *Confidentiality* of the Code.

Monitoring and remediation

Monitoring a Firm's quality management policies and procedures

- 4.65 A Firm shall establish a Monitoring process designed to provide it with reasonable confidence that the policies and procedures relating to the System of Quality Management are relevant, adequate, and operating effectively. This process shall:
- (a) include an ongoing consideration and evaluation of the Firm's System of Quality Management, including, on a cyclical basis, Inspection of at least one completed Engagement for each Engagement Partner; and
 - (b) require that those performing the Engagement are not involved in Inspections.

- 4.66 The purpose of **Monitoring** compliance with quality management policies and procedures is to provide an evaluation of:
- (a) adherence to **Professional Standards** and applicable legal and regulatory requirements;
 - (b) whether the **System of Quality Management** has been appropriately designed and effectively implemented; and
 - (c) whether the **Firm's** quality management policies and procedures have been appropriately applied, so that **Engagement Outputs/reports** issued **or provided**^{SC87 & SC88} by the **Firm** or **Engagement Partners** are appropriate in the circumstances.
- 4.67 Ongoing consideration and evaluation of the **System of Quality Management** include matters such as:
- Analysis of:
 - new developments in **Professional Standards** and applicable legal and regulatory requirements, and how they are reflected in the **Firm's** policies and procedures where appropriate;
 - continuing professional development, including training; and
 - decisions related to acceptance and continuance of **Client** relationships and specific **Engagements**.
 - Determination of remedial actions to be taken and improvements to be made in the system, including the provision of feedback into the **Firm's** policies and procedures relating to education and training.
 - Communication to appropriate **Firm Personnel** of weaknesses identified in the system, in the level of understanding of the system, or compliance with it.
 - Follow-up by appropriate **Firm Personnel**, so that necessary modifications are promptly made to the quality management policies and procedures.
- 4.68 In determining the scope of the **Inspections**, **Firms** may take into account quality reviews conducted by the **Professional Bodies** or regulators.
- 4.69 A Firm shall establish policies and procedures that require retention of documentation for a period of time sufficient to permit those performing Monitoring procedures to evaluate the Firm's compliance with its System of Quality Management, or for a longer period if required by law or regulation.**
- 4.70 Appropriate documentation relating to **Monitoring** should include, for example:
- **Monitoring** procedures including the procedure for selecting completed **Engagements** to be inspected.
 - A record of evaluation of:
 - adherence to **Professional Standards** and applicable legal and regulatory requirements;
 - whether the **System of Quality Management** has been appropriately designed and effectively implemented; and
 - whether the **Firm's** quality management policies and procedures have been appropriately applied, so that **Engagement Outputs/reports** issued **or provided**^{SC89 & SC90} by the **Firm** or **Engagement Partners** are appropriate in the circumstances.
 - Identification of the deficiencies noted, an evaluation of their effect, and the basis for determining whether and what further action is necessary.

Complaints and allegations

4.71 A Firm shall establish policies and procedures requiring documentation on **receiving and investigating**^{SC91} complaints and allegations and the responses to them and that provide the Firm with reasonable confidence that it deals appropriately with:

- (a) complaints and allegations that the work performed by the Firm fails to comply with Professional Standards and applicable legal and regulatory requirements; and
- (b) allegations of non-compliance with the Firm's System of Quality Management.

As part of this process, the Firm shall establish clearly defined channels for the Firm's Personnel to raise any concerns in a manner that enables them to come forward without fear of reprisals.

4.72 Complaints and allegations (not including those that are clearly frivolous) may be made by the Firm's Personnel, Clients or other third parties. They may be received by Engagement Team members or other Personnel. Firms should consider their obligations under whistleblower protection laws.⁹

4.73 It may not be practicable for Firms with few Partners, for the Partner supervising the investigation not to be involved in the Engagement. In such circumstances, Service Providers such as another Firm, may be used to carry out the investigation into complaints and allegations.

Remediation

4.74 The Firm shall respond to circumstances and undertake appropriate remedial actions when findings of the Monitoring process, or investigations into complaints and allegations, indicate that there are deficiencies in the Firm's System of Quality Management.

4.75 Appropriate remedial actions for deficiencies may include:

- Taking all reasonable steps to advise the Client where the Engagement Outputs reports issued or provided^{SC92 & SC93} may be inappropriate and to advise the Client to take the necessary steps to inform anyone who may have received the erroneous Engagement Outputs reports^{SC92 & SC93} of the situation.
- Taking appropriate action to comply with relevant Professional Standards and applicable legal and regulatory requirements.
- When the Engagement Output report^{SC92 & SC93} is considered inappropriate, considering the implications and taking appropriate action, including considering whether to obtain legal advice.
- Taking corrective appropriate actions to understand address the cause of the deficiencies, identified through, for example through, but not limited to, root cause analysis.¹⁰ SC10, SC11, SC12, SC15, SC16, SC17 & SC19
- Making Changes to the quality management policies and procedures.
- The Communicating of the findings to those responsible for training and professional development.

⁹ In Australia, whistleblower protection is addressed in the *Corporations Act 2001* and the *Taxation Administration Act 1953* (for the private sector) and in other legislation in place federally and in states and territories (for the public sector). All public companies, large proprietary companies, and public companies and proprietary companies that are trustees of registrable superannuation entities are required under legislation to have a whistleblower policy. Charities or not-for-profits structured as public companies limited by guarantee with annual (consolidated) revenue of \$1 million or more are also required to have a whistleblower policy.

¹⁰ Assurance Practices within Firms are required to undertake root cause analysis in accordance with ASQM 1. The material on root cause analysis in ASQM 1 may also be applicable to Firms subject to this Standard that undertake non-assurance services.

- Disciplinary action against those who fail to comply with the policies and procedures of the Firm, especially those who do so repeatedly.

5. Transitional Provisions

- 5.1 This Standard replaces APES 320 issued in September 2019 and Firms are required to incorporate appropriate amendments to their systems by 1 January 2023 to establish Systems of Quality Management. Firms should consider the appropriate transitional arrangements for Engagements in process at that date.

Conformity with International Pronouncements

APES 320 and ISQC 1/ISQM 1

Reissued APES 320 (February 2022) contains material and elements from the International Standard on Quality Control 1 Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and Related Services Engagements (ISQC 1) and the International Standard on Quality Management 1 Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements (ISQM 1) issued by the International Auditing and Assurance Standards Board (IAASB).

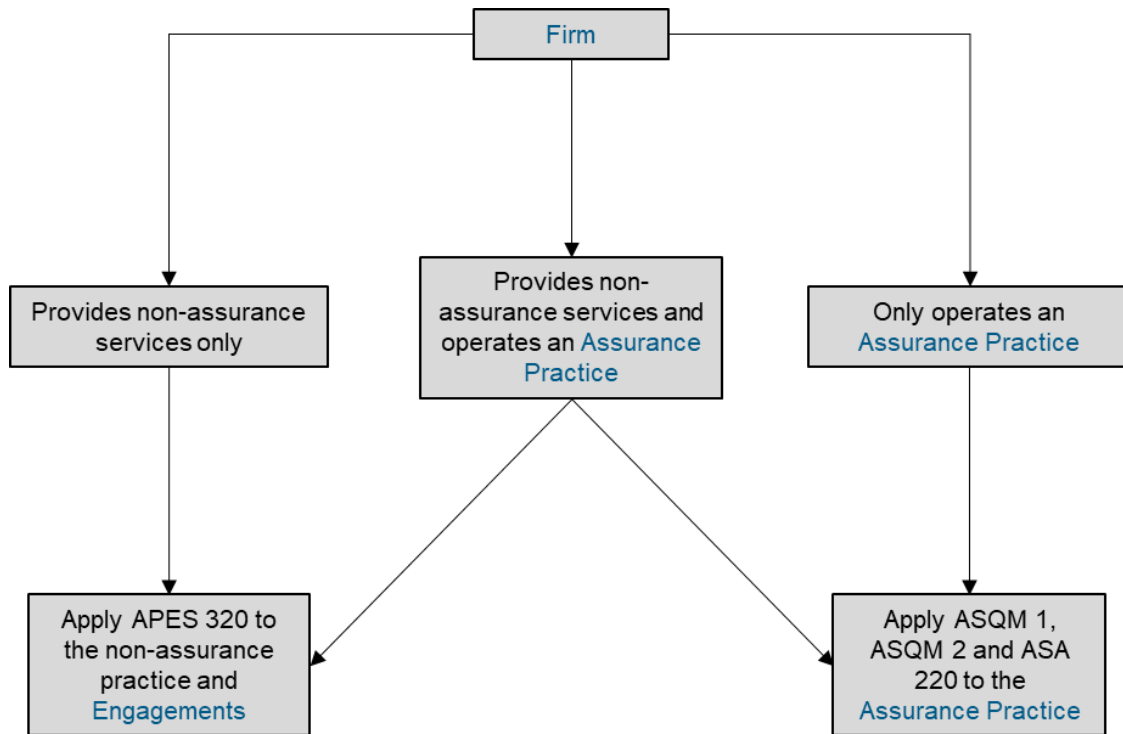
The previous version of APES 320 (September 2019) incorporated the requirements and application material of ISQC 1 and included AUST paragraphs to reflect the Australian environment. Reissued APES 320 (February 2022) maintains the requirements and application material of ISQC 1 that are not specific to Assurance Practices.

The elements of reissued APES 320 (February 2022) are aligned at a high-level with the components of ISQM 1 and the reissued APES 320 (February 2022) incorporates: ~~APES 320 excludes quality management requirements for Assurance Practices.~~

- definitions from, or aligned to, ISQM 1 including Engagement Team, Service Provider and System of Quality Management;
- application material in relation to technological and intellectual resources and Service Providers ISQM 1; and
- a requirement and application material in relation to information and communication.

Appendix 1 – Application of quality management standards by Firms

Firms are required to apply quality management standards based on the type of Professional Services that the Firms provide. The flow chart below sets out the key considerations of a Firm in determining the quality management standards that the Firm must comply with. The table following the flow chart provides a non-exhaustive list of Professional Services provided by non-assurance practices and Engagements and the Professional Services that are provided by Assurance Practices^{GC24, SC5, SC41, SC42 & SC48}.



Professional Services provided by non-assurance practices and Engagements include, but are not limited to:	Professional Services provided by Assurance Practices consist of:
<u>Business services (including compilations of financial information)</u>	<u>Audit Engagements</u>
<u>Taxation services</u>	<u>Review Engagements</u>
<u>Valuation Services</u>	<u>Other assurance Engagements</u>
<u>Forensic accounting services</u>	<u>Related services Engagements including agreed-upon procedures Engagements¹¹</u>
<u>Insolvency services</u>	
<u>Corporate finance services</u>	
<u>Financial planning services</u>	
<u>Agreed-upon procedures Engagements¹¹</u>	

¹¹ ASQM 1 applies to a Firm that performs audits, reviews, other assurance and related services Engagements (paragraph Aus 0.1 of ASQM 1). Appendix 3 of ASRS 4400 Agreed-Up Upon Procedures Engagements provides differentiating factors between

agreed-upon procedures Engagements and Assurance Engagements. If a Firm does not provide any audits, reviews or other assurance Engagements, then for the quality management of Engagements, the Firm is required to apply APES 320.

Appendix 2 – Comparison of APES 320 elements to ASQM 1 components

This Appendix provides a high-level comparison of the elements in APES 320 to the components in ASQM 1 to assist *Firms* that provide non-assurance services (required to comply with APES 320) and also have *Assurance Practices* (required to comply with ASQM 1).

APES 320 Element and paragraph references	High-level Summary	ASQM 1 Component and paragraph references	High-level Summary ¹²
No specific element (Section 3)	<i>Firm's</i> responsibilities for quality management, system elements and allocation of responsibilities. Policies and procedures required by the Standard enable the Standard's objectives to be met (with scope to incorporate additional policies and procedures if necessary).	The firm's risk assessment process (paragraphs 23-27 and A39-A54)	Firm required to implement a risk-based approach to quality management by establishing quality objectives, identifying and assessing quality risks and designing and implementing responses ¹³ to address quality risks.
Governance and leadership (paragraphs 4.1-4.3)	Promote an internal culture recognising that quality is essential.	Governance and leadership (paragraphs 28, A32, A33, A35 and A55-A61)	Firm's culture, leadership responsibility and accountability, organisational structure, assignment of roles and responsibilities and resource planning and allocation.
Professional standards (paragraphs 4.4-4.9)	<i>Firm</i> and <i>Personnel</i> comply with <i>Professional Standards</i> .	Relevant ethical requirements (paragraphs 29, A22, A24 and A62-A66)	Fulfilling relevant ethical requirements by the firm, its personnel and others external to the firm to the extent relevant.
Acceptance and continuance of Client relationships and specific Engagements (paragraphs 4.10-4.17)	<i>Firm</i> competence, ability to comply with <i>Professional Standards</i> and consideration of client integrity, obtaining sufficient information before acceptance or continuance, dealing with conflicts of interest and consideration of professional and legal responsibilities.	Acceptance and continuance of client relationships and specific engagements (paragraphs 30 and A67-A74)	Judgments about whether to accept or continue a client relationship or specific engagements.
Resources (paragraphs 4.18-4.36)	Sufficient and appropriate resources in the <i>System of Quality Management</i> , including requirements on human resources and guidance on technological and intellectual resources and service providers.	Resources (paragraphs 32 and A86-A108)	Obtaining, developing, using, maintaining, allocating and assigning resources in a timely manner, including specific requirements on human technological and intellectual resources and service providers.
Engagement performance (paragraphs 4.37-4.58)	<i>Engagement Teams</i> understand responsibilities, use professional judgement, promote quality consistency and supervision and review	Engagement performance (paragraphs 31 and A75-A85)	Actions to promote and support <i>the</i> consistent performance of quality engagements, including through direction, supervision and review, consultation,

¹² Based on pages 9 to 10 of the IAASB publication *First-Time Implementation Guide (June 2021) International Standard on Quality Management 1, Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements*.

¹³ Specified responses required under ASQM 1 are set out in paragraph 34 (with guidance in paragraphs A116-A137).

APES 320 Element and paragraph references	High-level Summary	ASQM 1 Component and paragraph references	High-level Summary ¹²
	responsibilities. Appropriate consultation takes place and Engagement Documentation is maintained.		differences of opinion and supporting engagement teams exercise professional judgment and scepticism.
Information and communication (paragraphs 4.59 to 4.64)	Obtaining, generating or using information regarding the system and communicating information within and outside the Firm on a timely basis.	Information and Communication (paragraphs 33 and A109-A115)	Obtaining, generating or using information regarding the system and communicating information within and outside the firm on a timely basis.
Monitoring and remediation (paragraphs 4.65-4.75)	Policies and procedures are relevant, adequate and operating effectively, complaints and allegations are dealt with effectively and deficiencies in the system are remediated.	Monitoring and remediation process (paragraphs 35-47 and A138-A174)	Provide the firm with relevant, reliable and timely information about the design, implementation and operation of system and take appropriate actions to respond to deficiencies through remediation on a timely basis.