

RISK MANAGEMENT FRAMEWORK TOOL

FREQUENTLY ASKED QUESTIONS

How was this product developed? Is there an opportunity to provide feedback?

We initially tested this tool with a number of our public practitioners prior to launch, in line with best practice. We will continuously monitor the tool based on feedback from members, to ensure it remains current and relevant.

Where can I send my feedback?

You can provide your feedback via the tool. Alternatively, members can send feedback to qualityreview-technical@cpaaustralia.com.au

Where can I access information on potential risks?

To better understand potential risks to your practice, the tool has been designed to include prepopulated risks within specific categories. Further information can be found within the resources section of the tool and on our [website](#).

When will the tool be available?

The digital tool will be available to members from Friday 29 March.

The link to the tool is not working. What do I do?

If you are experiencing technical difficulties, contact qualityreview-technical@cpaaustralia.com.au

Is this tool free of charge?

Yes, this tool is complimentary for CPA Australia members in public practice, as part of our ongoing support to building a sustainable practice.

Can I use this tool for my clients?

No, this tool has been developed primarily for professional accountants and members in public practice to comply with APES 325 *Risk Management for Firms*. There may be some areas that are not suitable or applicable to your clients' entities or industries. However, members may find it useful to follow the process of creating a risk management framework, demonstrated by the tool, to assist in educating clients.

Can I promote this to a member discussion group?

Yes. If you would like a demonstration, contact your local office who will arrange a suitable time with CPA Australia's Quality Review team to present the tool to your group.

Can we promote this tool in other public practice events such as the Public Practice Program Intensive workshops?

Yes. We are currently identifying opportunities to demonstrate the tool to all members in practice and those working towards starting up their practice.

Can I access previously saved versions of my risk management framework?

The tool's final deliverable is the production of a risk management framework in a Word document, which can be saved on a member's local drive.

This document will automatically have a date included in the filename. Each time you make changes within the tool and produce another document, it will automatically include the latest date, allowing version control.

Will using this tool ensure that I am APES 325 compliant?

The tool will guide you to tailor the content to your specific practice circumstances. The documentation produced will be compliant, but if the mitigating strategies selected or described are not able to be evidenced in your operations, a member may be deemed to be non-compliant with the standard. For example, the risk management framework states that it will be reviewed every quarter, however there is no evidence to support this.

My reviewer advised me that I was not APES 325 compliant. Can you advise why the tool does not produce a compliant risk management framework?

While the tool has been designed to produce a risk management framework, in line with the requirements of APES 325, it is up to members to ensure what has been developed is applicable to their practice.

This will include following through any action which provides evidence that supports compliance with the standard.

Where a reviewer finds a member has not complied with APES 325, they will explain their findings including their reasons.

I find that the risk library is too vague or is not tailored to my needs. Can I add to the risk library or edit the prepopulated library?

No, members are unable to make changes to the prepopulated risk library however, should you identify any additional risks applicable to your practice, you can add these to the appropriate risk category. You will also be given the opportunity to provide us with your feedback after completing the tool.

How will the reviewer assess compliance with APES 325?

Reviewers will review the member's risk management framework to determine whether all the mandatory requirements have been met.

They will be looking for evidence that any policies and supporting procedures that have been developed in the risk management framework are being followed. For example, evidence supporting the specified frequency which the risk management framework is to be monitored.

Reviewers will also look to see whether the risks identified are relevant to the practice, and will make suggestions on risks which may be considered, based on the member's practice.

Can we schedule an email notification through the tool to review the risk management framework periodically?

The tool enables a calendar invite to be added to remind members to review their risk management framework based on the frequency specified within the tool.

What does action mean?

Action means that you will do something with the risk to reduce the effect on your business.

How do I save my work in the tool, as I am unable to see a save icon?

The tool has been developed to automatically save. You can go in and out of the tool as much as you like, and your information will automatically be saved.

Do we have resources available to help practitioners with developing a risk management framework?

Yes, you can access resources to help you via our [website](#).

Can I advise my insurer that my practice is APES 325 compliant?

All CPA Australia members holding a public practice certificate are expected to be APES 325 compliant. This is checked as part of your periodic quality review and is required to be confirmed by means of an annual declaration in your subscription renewal.

Can CPA Australia provide me with written confirmation that I am APES 325 compliant?

No. Unfortunately as risks and businesses are dynamic, it is not possible to provide confirmation of compliance with APES 325 at any given point in time. However, at the conclusion of a quality review, the completion letter will confirm that all mandatory elements of the applicable professional standards were able to be evidenced at the time of review. This will include APES 325 but will not explicitly refer to the standard.

In my last quality review, I was deemed compliant with APES 325. Will they be reviewing this again if I am selected for a quality review?

Yes, the risk management framework is considered a live document and members are required to monitor the documentation regularly. When members are selected for a quality review, their risk management framework will always be reviewed.

I already have a risk management framework. Do I need to use the tool to be compliant?

No, members do not have to use the tool if they think their risk management framework is sufficient and meets the requirement of APES 325.

Who should I contact if I have an issue with my reviewer's assessment of APES 325?

If you would like to provide feedback about your recent quality review, contact qualityreview@cpaaustralia.com.au

Is this tool relevant to Australian practitioners only?

No, all members who hold CPA Australia Public Practice Certificate who conduct the operations of a firm outside of Australia should follow the provisions of APES 325, to the extent of which they are not prevented from doing so by specific requirements of local laws or regulations.

I am a CPA Australia member but hold a CAANZ public practice certificate. Can I access this tool?

Yes, you can access this tool via our website.

I am a limited public practice certificate holder/certificate holder as an employee. Can I access this tool?

Yes, you can access this tool via our website.

If I have multiple practices, how do I use the tool?

A risk management framework should be created for each standalone business as the risks are likely to be different. Different offices of the same business entity may have the same risk management framework, but it should also consider the risks associated with operating out of more than one physical location.

We have more than one CPA Australia Public Practice Certificate holder, does this allow multiple user access?

No, the tool requires login from a unique CPA Australia member ID via the CPA Australia website, and it is not possible to link multiple accounts to the same data. CPA Australia does not recommend the sharing of logins between members.

If a CPA Australia Public Practice Certificate holder leaves the firm, will they be able to access the firm's documents?

Any data entered by a member will be recorded against that member's login and will continue to be available as long as they are a CPA Australia member.

I have a combined quality control and risk management framework manual for my practice. Will my manual still be acceptable, or should I use the tool and separate it?

As long as members regularly update their manual in accordance with the latest requirements of APES 320 and APES 325, a combined manual to meet the requirement of both standards is acceptable.

I have a separate succession planning document from the risk management framework documentation, is it okay for me to refer to this separate document in the risk management framework?

Yes, members can refer to another document for their succession planning policies and procedures. They do not have to display their succession planning in the risk management framework if they do not want to disclose their succession planning to their employees or staff.

However, members are required to provide evidence to their reviewers that they have succession planning policies and procedures for the quality review purpose, and are reminded that succession planning is a mandatory requirement of APES 325.

What system requirements are needed to access the tool?

To best utilise the tool ensuring all functionality works, all that members need to do is ensure that they are using the latest version of their browser.