

TAC UPDATE

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Training And Assessment Training Package

Don't forget that RTOs who wish to deliver and assess the qualifications from the TAA04 must apply to TAC to extend their scope of registration. An application guide which provides details of the requirements for this process is available on the TAC website at www.tac.wa.gov.au.

An RTO can only start to promote, deliver and assess the new qualification(s) from the TAA04 when it has received approval for its extension to scope application from the Council. However, in the initial stage, delivery and assessment can only be undertaken by the assessor(s) nominated by the RTO as part of its extension to scope application. This process has been put in place so that initially RTOs will have at least one person within their organisation who is able to deliver and assess the new qualifications. The onus is then on the RTO to ensure that their nominated assessor(s) applies for formal recognition of the qualification's by undertaking a skills recognition process with an RTO that has the qualification(s) on its scope.

Further details about the requirements for the extension to scope process can be found on the TAC website or by contacting Rozana Kemp on 9441 1921. Other useful information relating to the TAA04 can be found on the website of Innovation and Business Skills Australia at www.ibsa.org.au.

New Website!

The finishing touches are being made to a new look website for TAC which will 'go live' within the next

few weeks. The TAC website has been redeveloped as a result of feedback from internal and external clients which showed some of the content on the current website is difficult to locate.

The new website has a clean fresh look and provides an easy to follow navigation to allow users to quickly and efficiently source the information they require.

To ensure that our website continues to meet your needs we are keen for feedback so let us know what you think.

New Complaints Process

The TAC has undertaken an extensive review of the TAC Complaints Handling Policy and processes. The new policy ensures that all complaints received by the Office of TAC are handled in an efficient, fair, and transparent manner.

TAC Complaints Handling Policy has two parts:

- **Part A** addresses the TAC Complaints Handling Process for complaints against Registered Training Organisations; and
- **Part B** addresses TAC Complaints Handling Process for appeals against TAC decisions; complaints against TAC processes and services and complaints against individual officers.

The review was undertaken to ensure that the TAC Complaints Handling Guidelines met the requirements of:

- Standard 11 of the Standards for Registering and Course Accrediting Bodies;
- the National Code of Good Practice for Responding to Complaints about Quality;
- the Australian Standard, Complaints Handling AS 4269 – 1995 (Premiers Circular 2004/04) and
- the ISO Complaints Handling - Guidelines for Organizations ISO/DIS 10018 (draft).

The new policy is available on the TAC website.

Update

Training Accreditation Council

2005 Audit Strategy

Each year the Council develops an extensive audit strategy based on a risk management approach. In addition to undertaking registration audits, the Council is required to undertake audits:

- at least within 12 months of the RTO's initial registration;
- for targeted RTOs within the registration period, undertaken in response to identified risk factors or as part of a program of strategic industry audits, or in response to complaints, and
- of RTOs prior to renewal of registration.

Earlier this year, the Council endorsed the 2005 Audit Strategy and identified the following five areas where a strategic industry audit will be undertaken:

1. Firearms Training;
2. Outdoor Recreation;
3. Process Manufacturing;
4. Offshore Delivery; and
5. Participation in the national strategic industry audit in the Hospitality Industry.

The strategic industry audits may focus on specific qualifications within the industry area that has been identified as presenting a high level of risk. RTO's will be contacted by the Office of TAC in writing throughout the year if they are required to participate in any of the scheduled audits.

Using The Correct Forms

In 2004 the Office of TAC reviewed its processes for initial and renewal of registration and the process for extension to scope. The new processes are more streamlined and provide greater clarity to RTOs on the process to be followed and the information to be submitted to TAC.

As a result of the review, the forms required to be submitted as part of the application process have been redeveloped and renumbered. To ensure that your application is processed as soon as possible it

is important that the correct forms are submitted.

Prior to submitting your application, please check that the correct forms have been used by viewing the TAC website at www.tac.wa.gov.au

New OHS Legislation

Under AQTF Standard 2, RTOs are required to ensure that compliance with Commonwealth, State/Territory legislation and regulatory requirements relevant to its operations is integrated into its policies and procedures and that compliance is maintained.

Compliance with Occupational Health and Safety legislation is applicable to all RTOs and RTOs should be aware that Legislation to bring about major changes in occupational safety and health (OSH) laws has passed through the Western Australian Parliament. Full details of the legislative changes are available for the Department of Employer and Consumer Protection at www.safetyline.wa.gov.au

Revised AQTF Standards Out Now

ANTA has released copies of the revised Australian Quality Training Framework (AQTF) standards. The revised standards will be implemented from 1 July 2005.

To help registered training organisations (RTOs) learn more about the changes, ANTA has produced a new series of publications on the 2005 AQTF standards. These include the revised standards, a booklet explaining the changes, an evidence guide and overview booklet. It is expected that the Training Accreditation Council will be able to send hard copies of the publications to RTOs in late April. In the meantime, download electronic copies at www.anta.gov.au/aqtfstandards2005.asp.

Training Accreditation Council

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