

VET Vital Statistics



Training Accreditation Council
WESTERN AUSTRALIA

Activities Report

July to December 2007

The Training Accreditation Council is the registering/course accrediting body for vocational education and training (VET) in Western Australia.

Secretariat services to the Council are provided by the Department of Education Services through the Education and Training Regulation Directorate, referred to in this document as 'the secretariat'.

This document highlights the activity of the Training Accreditation Council during the period from 1 July 2007 to 31 December 2007. In addition to the vital statistics provided on this page, the document contains analysis of the data and additional information such as the outcomes of client satisfaction surveys.

The survey results show that **89% of respondents found the audit process added value to their business.**

The data provides a comprehensive picture of the operation of the VET sector. Some stakeholders may find the data important in planning or projecting their business activities.

RTOs (see p.2)	Jul-Dec 07	Jan-June 07	Jul-Dec 06
Total RTOs	1,394	1,363	1,286
WA RTOs	443	440	433
Regional WA RTOs	84	86	82
Interstate RTOs	951	923	853
WA RTOs delivering overseas	43	86	40
WA RTOs deregistered	0	3	3
Audit Activity (see p. 5)	Jul-Dec 07	Jan-June 07	Jul-Dec 06
Initial registration	24	21	23
Renewal of registration	58	45	5
Extensions to scope	34	89	91
Accreditation reviews	20	17	53
Monitoring audits	63	56	60
Accreditation (see p. 6)	Jul-Dec 07	Jan-June 07	Jul-Dec 06
Total of accredited courses	403	394	415
Skills recognition (see p 7)	Jul-Dec 07	Jan-June 07	Jul-Dec 06
Trade certificates issued	61	51	55
Sector development by number attending (see p 8)		Jan-Jun 07	Jul-Dec 06
Registration Information Session	40	51	53
AQTF Standards Workshop	14	35	19
'Help ... the Auditor is coming'	41	20	36
Regional workshops	0	106	0
Client survey results (see p. 9)			

Implementation of Australian Quality Training Framework (AQTF) 2007

This reporting period covers the first six months of implementation of AQTF 2007 from 1 July 2007. AQTF 2007 includes new outcomes-focused standards for both Registered Training Organisations (RTOs) and registering bodies, such as the Training Accreditation Council (the Council) in Western Australia, new standards for accrediting bodies (the Council in Western Australia) and a range of supporting documentation for both RTOs and registering and accrediting bodies.

The *AQTF 2007 Standards for State and Territory Registering Bodies* and the *AQTF 2007 National Guidelines for Risk Management* provide a framework for Council to determine where its audit and monitoring resources will be focussed. Through this nationally consistent risk management process, those training organisations who are delivering high-quality training and assessment outcomes should receive less monitoring by Council. Council will focus audit attention to those RTOs assessed as presenting greater risk to the achievement of quality outcomes for their clients and the VET system in general.

Audits conducted by the Council are in accordance with the *AQTF 2007 Standards for State and Territory Registering Bodies* and the *Audit Handbook for conducting audits of training organisations against the AQTF 2007 Essential Standards for Registration*. Any non-compliances identified at audit are processed in accordance with the *National Guideline for Managing Non-Compliance*.

Other supporting documentation being implemented by the Council as a part of AQTF 2007 includes *National Guideline for Responding to Complaints about Vocational Education and Training Quality*; *National Guideline for Managing Non-Compliance*; *National Guideline for Industry Regulator Engagement*; and the *National Guideline for Conducting Audits of the Interstate Operations of an RTO*.

All of these supporting documents are enhancing national consistency in the registration and accreditation processes in the VET sector. They are publicly available on the national website, www.training.com which is the definitive source for all AQTF 2007 related information and publications. This is enhancing understanding of the system by stakeholders and achieving an open and transparent, nationally consistent and quality focused VET system being implemented in Western Australia by the Council.

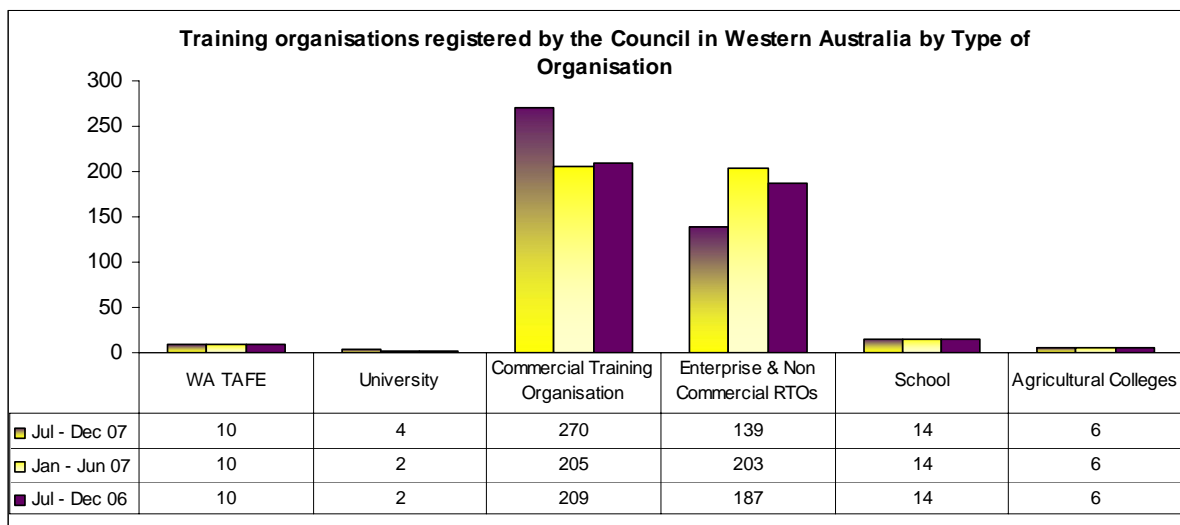
RTOs in Western Australia

At the end of 2007, a total of 1,394 organisations were registered to deliver nationally recognised training in Western Australia. Of these organisations, 443 were registered with the Training Accreditation Council (the Council) in Western Australia and 951 were registered by other states/territories.

The following table shows the Western Australian RTOs by type of business, comparing this reporting period to the previous two reporting periods:

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Graph 1



The number of TAFE colleges, schools and agricultural colleges registered with the Council has remained consistent over the three reporting periods. The changes in the figures for commercial training organisations and enterprise and non-commercial RTOs are due primarily to a modification to the grouping of training organisations within the Council's database and should appear relatively static in the next reporting period. This is in response to the changed classifications to the collection of AVETMISS data.

Western Australian RTOs by region

The table below shows the regional distribution of Western Australian RTOs based on their head office location.

Table 1

Head office location	Jul - Dec 07	Jan - Jun 07	Jul - Dec 06
Perth	359	354	349
Interstate	5	6	6
Gascoyne	1	1	1
Goldfields-Esperance	6	7	6
Great Southern	6	6	7
Kimberley	7	7	7
Mid West	8	9	9
Peel	13	9	9
Pilbara	4	5	5
South West	29	31	29
Wheatbelt	5	5	5
	443	440	433

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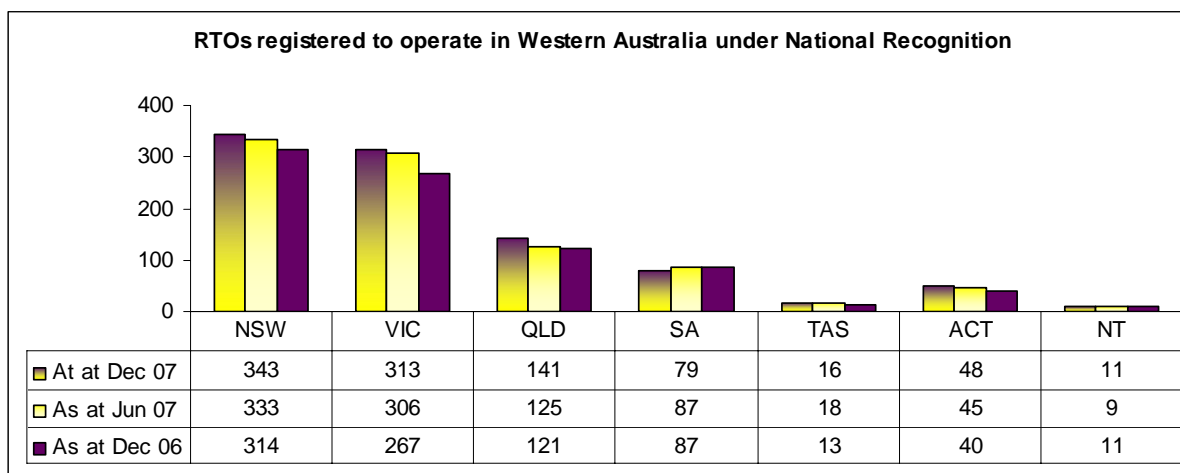
The number of RTOs operating in the Perth metropolitan area has increased by five over the last reporting period. There has been little variation in the distribution of regional RTOs, other than the Peel region where the number of RTOs has increased by 4, or almost 50% over the last reporting period.

Nationally Recognised RTOs

The total number of RTOs registered by other registering/course accrediting bodies at 31 December 2007 to deliver in Western Australia under national recognition was 951. It should be noted that these figures represent intent and do not reflect actual delivery by interstate RTOs. Most RTOs register with their primary recognition authority to operate in Western Australia and for a variety of reasons fail to follow through with delivery in this state.

The following graph shows the number of RTOs from each state or territory registered to operate in Western Australia.

Graph 2



Most of the interstate RTOs registered to operate in Western Australia are registered by either the New South Wales or Victorian registering bodies. The graph shows a gradual increase over the three reporting periods. With the exception of South Australia and Tasmania, there has been an increase in the number of interstate RTOs registering their interest to deliver in Western Australia. The greatest increase in RTOs registered in other states/territories to operate in Western Australia comes from Queensland in this reporting period.

AQTF 2007 Activity

The Council is required under the *Vocational Education and Training Act 1996* to register and de-register training organisations and to accredit courses in the vocational education and training sector in Western Australia. As the Western Australian body responsible for registration and course accreditation in the VET sector, the Council is responsible for implementation of AQTF 2007.

Applications Considered by the Council

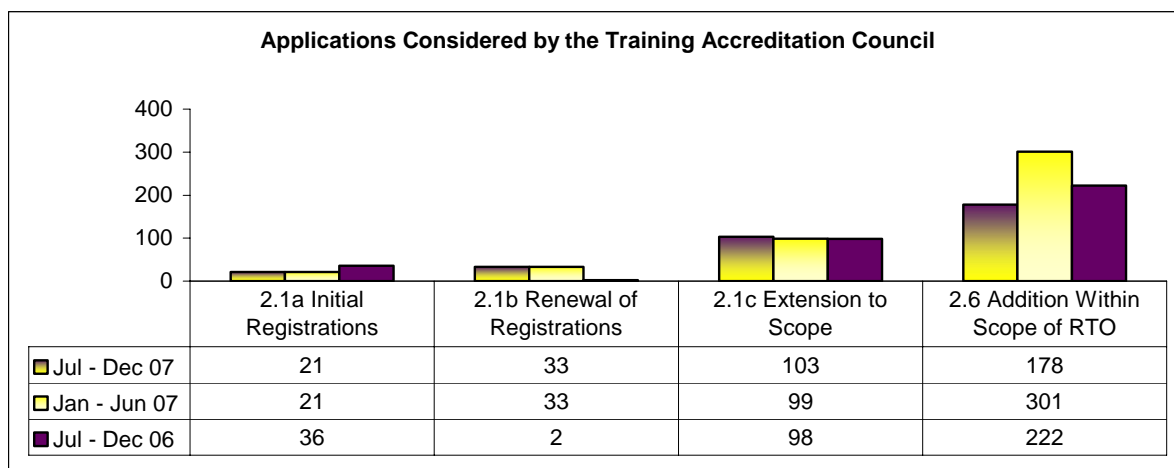
During the reporting period, the Council met every two months and an Executive Committee meeting was held every two weeks between Council meetings. Applications for initial registration,

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renewal of registration, extension to scope of registration and course accreditations were considered every fortnight, either by the Executive Committee or the Council. During the reporting period the Council met twelve times, of which three were full Council meetings and nine were Executive meetings.

The graph below compares the number of applications considered by the Council during this period with the preceding two reporting periods.

Graph 3



It should be noted that the data does not identify the number of audits conducted.

Between 1 July and 31 December 2007, one organisation had its application for renewal of registration rejected for failure to demonstrate compliance with the AQTF 2007 and thirteen RTOs voluntarily relinquished registration. No RTOs were de-registered during this reporting period.

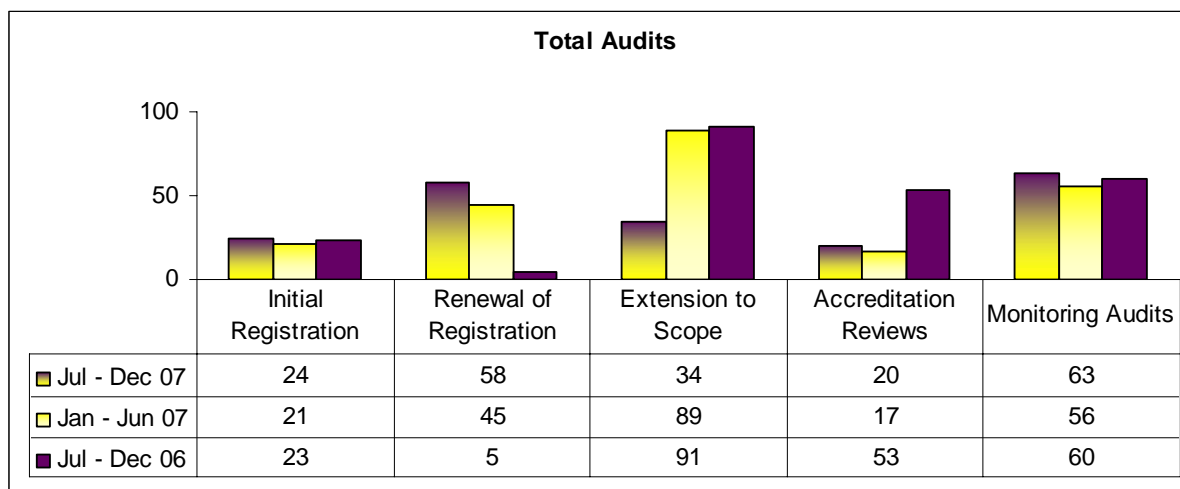
Audit Activity

The audit activity undertaken during this reporting period was in accordance with the requirements of the *AQTF 2007 Standards for Registering Bodies*, the *National Guideline for Risk Management* and the *Audit Handbook*. Some audits, such as initial registration, renewal of registration, extension to scope of registration or review of an application for course accreditation, were initiated by the RTO.

Other audits were initiated by the Council and are indicated in Graph 4 under 'Monitoring Audits'. These audits included: the post initial audit that is conducted within the first year of registration; a follow-up audit where required; strategic industry audits, which are on the basis of a risk identified at either the state or national level; and audits authorised by the Council to investigate a complaint.

The graph below indicates that 199 audits were undertaken during the reporting period.

Graph 4



To ensure the professionalism and consistency of auditors, a number of moderation workshops were conducted with the RTO auditors during the year both at state and national forums. It is mandatory for auditors to attend at least all the state moderation forums, which provide professional development, discussion of any issues that may have arisen and case studies to maximise consistency of outcomes.

Management of Complaints

During the reporting period, complaints continued to be managed in accordance with the Council's published complaints policy, which is available from the Council's website at www.tac.wa.gov.au.

From 1 July to 31 December 2007 fourteen complaints were lodged with the Council against RTOs registered by the Council. In addition, one complaint was recorded against a Victorian registered RTO and one against an RTO registered in NSW. A complaint was also received by the Council against a training organisation that is not registered with the Council.

At the conclusion of the reporting period, ten complaints remained open and three were closed.

No complaints were received against the Council during the reporting period.

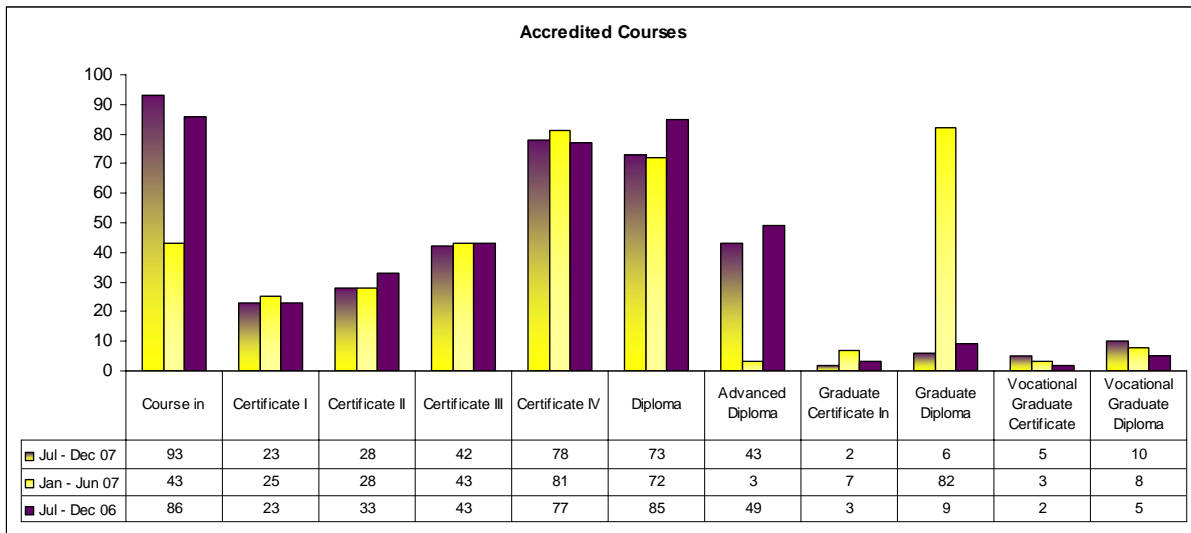
Course Accreditation

Courses are accredited by the Council to meet training needs not addressed by endorsed Training Packages. The Council will not accredit a course if a Training Package qualification exists that can meet the same training outcome through customisation.

During the reporting period twenty-nine courses were approved by the Council for accreditation and twelve courses were approved for re-accreditation. The Council also extended the accreditation of twenty seven courses. The total number of accredited courses as at 31 December 2007 was 403.

The graph below shows the total accredited courses by Australian Qualifications Framework (AQF) level for the current and last two reporting periods.

Graph 5



Skills recognition

One of the Council's functions under the *Vocational Education and Training Act 1996* is skills recognition. Council exercises this function to recognise skills leading to the issuance of a trade certificate in designated trade areas to successful applicants who have not undertaken an indentured apprenticeship. As at 31 December 2007, seven Industry Training Councils and five RTOs had been approved by the Council to offer trade skills recognition as agents of the Council, in accordance with the Council's skills recognition policy available on the Council's website

From July to December, Council issued sixty-one trade certificates. The following table shows the distribution across trades:

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Table 2

Trade	Jul - Dec 07	Jan - Jun 07	Jul - Dec 06
Wall and Ceiling Fixing	2	7	4
Carpentry and Joinery	3	6	11
Bricklaying	2	4	9
Stonemasonry	1	0	0
Tilelaying	4	4	4
Plastering	5	1	0
Roof Tiling	0	0	1
Roof Plumbing	3	3	0
Carpentry (Housing)	0	0	1
Wall and Floor Tiling (Housing)	1	2	0
Pastrycooking	1	0	0
Cooking	0	9	4
Chef	9	1	0
Engineering Tradesperson (Mechanical)	12	8	8
Engineering Tradesperson (Fabrication)	9	5	12
Hairdressing	5	1	1
Automotive Technician	3	0	0
Panel Beater	1	0	0
	61	51	55

Sector Development

The Council is committed to assisting RTOs to understand and comply with the AQTF 2007. Accordingly, information sessions and workshops are conducted to assist the staff of potential RTOs and current RTOs understand their obligations and responsibilities and the requirements of AQTF 2007.

Registration information sessions were provided by staff from the Council's secretariat on a one-to-one basis and covered the VET system and policies including AQTF 2007 and the AQF, Training Packages and the rights and responsibilities of RTOs, alternatives to registration, the application, registration and audit process, course accreditation (where appropriate) and 'where to from here'.

The workshop *AQTF 2007 Essential Standards for Registration*, provides in depth information on the registration process as well as group exercises to improve participant understanding of AQTF 2007 standards and supporting documentation. The Council has also developed a workshop on the audit process, titled 'Help...the Auditor is coming'. Participants are provided with in depth information on the audit process, as well as practical information on preparing for an audit.

The following table shows the sector development provided by the Council for the reporting period July – December 2008, by number of attendees:

Table 3

Workshop Title	No. Of Attendees
One-on-one Registration Information Sessions	40
AQTF 2007 Essential Standards for Registration Workshops	14
'Help ... the Auditor is coming' Workshops	41
	106

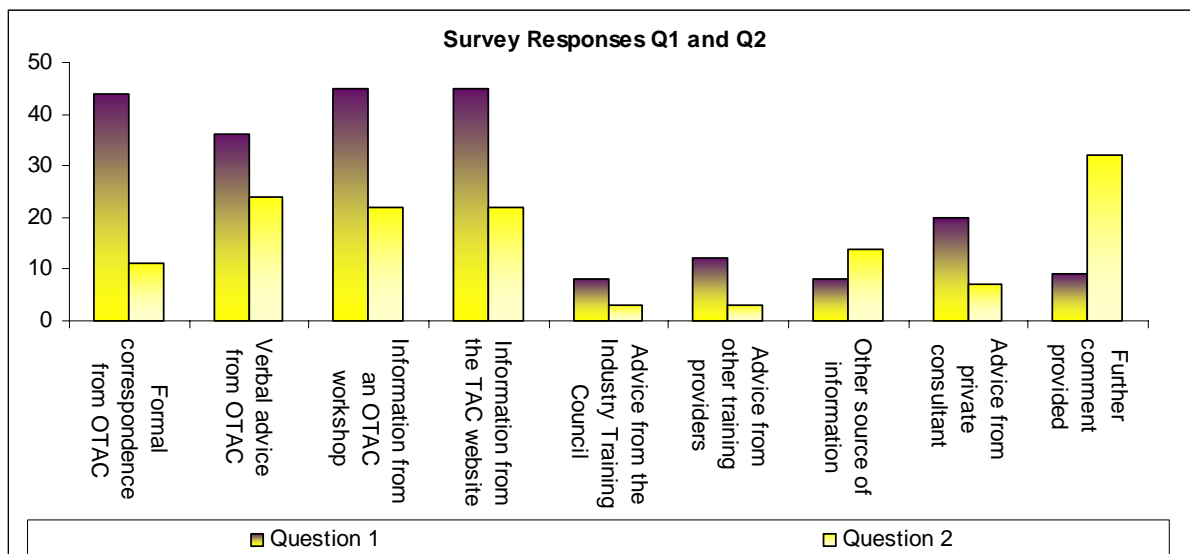
Results of client surveys

At the conclusion of every audit, a client satisfaction survey is sent to the RTO. The surveys inform the Council on the level of client satisfaction with the audit services provided by the Council's secretariat and the panel of AQTF 2007 auditors. The surveys are used to inform continuous improvement in the provision of services to the Council's clients.

Only results from questions that did not require a written response are included in this report and displayed in the following graphs in this section. Responses requiring written comments are analysed by the secretariat and incorporated into the Council's continuous improvement cycle, the performance management of auditors, and the monitoring and review process of the secretariat.

The first graph relates to the first two questions on the survey: "What sources of information did you use in preparing for the audit"; and "Of all the sources of pre-audit information, which did you find the most useful and why?"

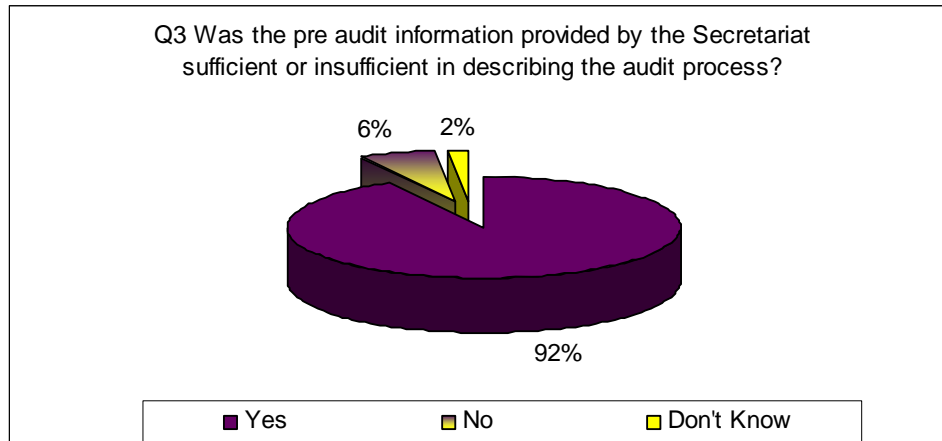
Graph 6



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The following graph indicates responses to the third question on the survey: 'Was the pre-audit information provided by the secretariat sufficient or insufficient in describing the audit process?'

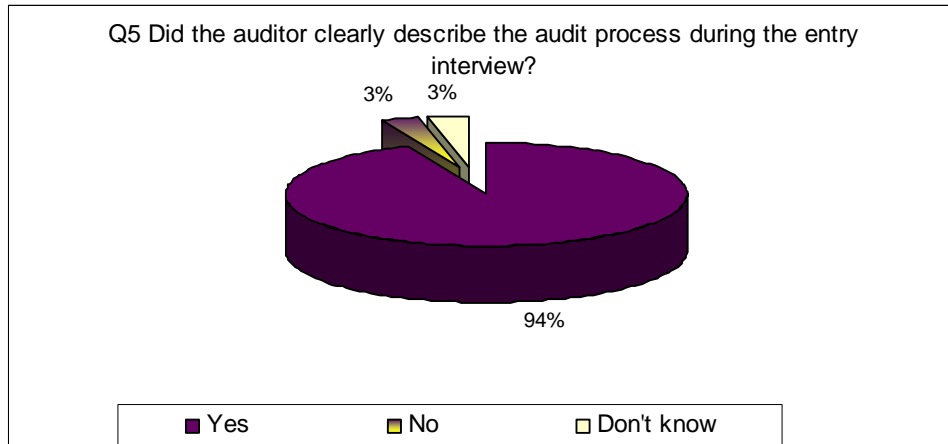
Graph 7



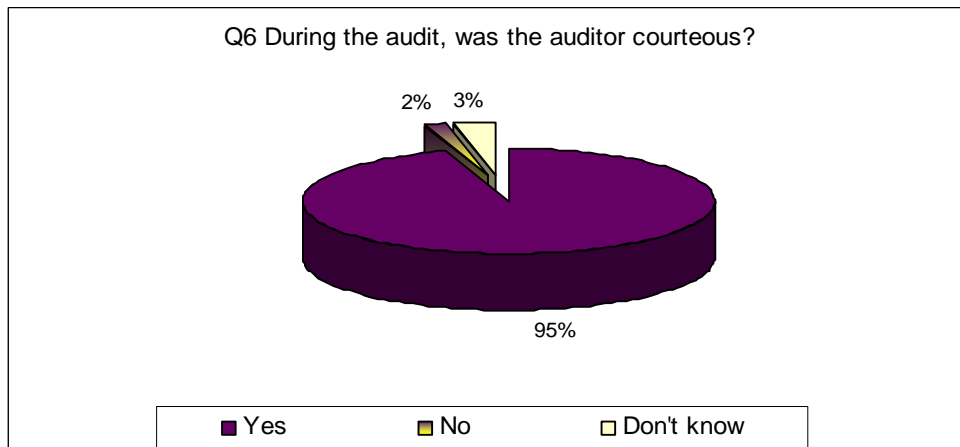
It is pleasing to note that 92% of respondents found that the information provided in describing the audit process was sufficient, a 2% increase from the preceding reporting period. The Council and the secretariat have undertaken a great deal of work to ensure that audits are conducted professionally and transparently. The following graphs demonstrate the level of client satisfaction with the auditors:

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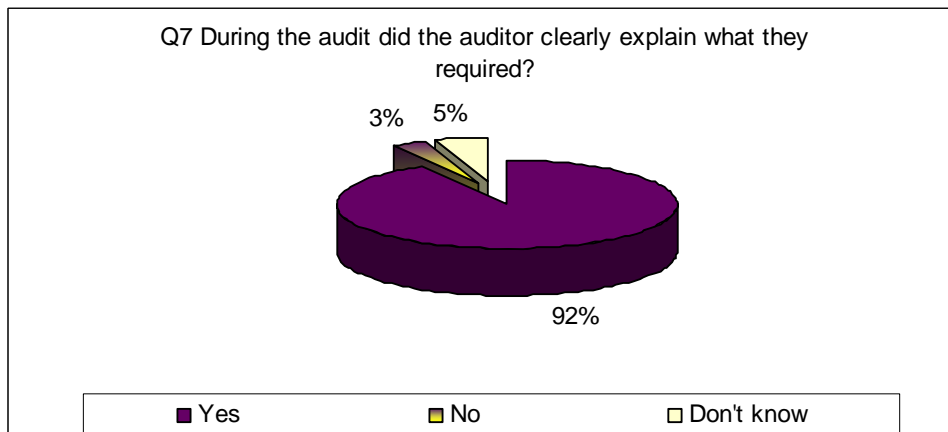
Graph 8



Graph 9



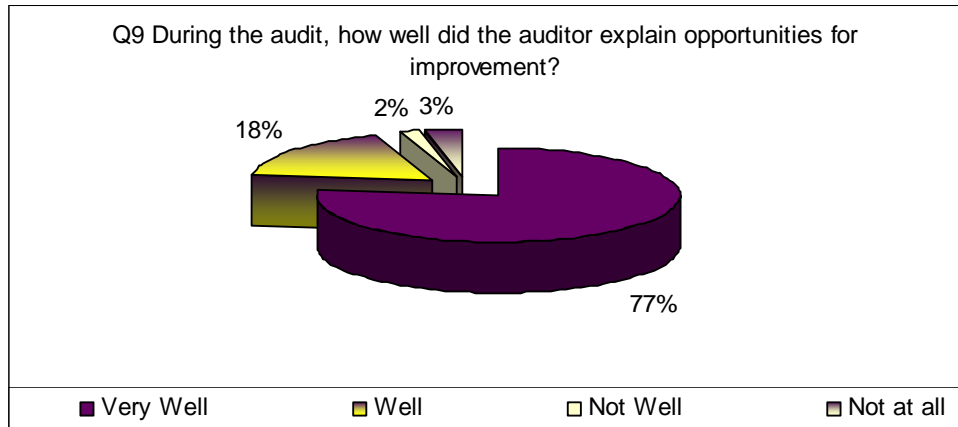
Graph 10



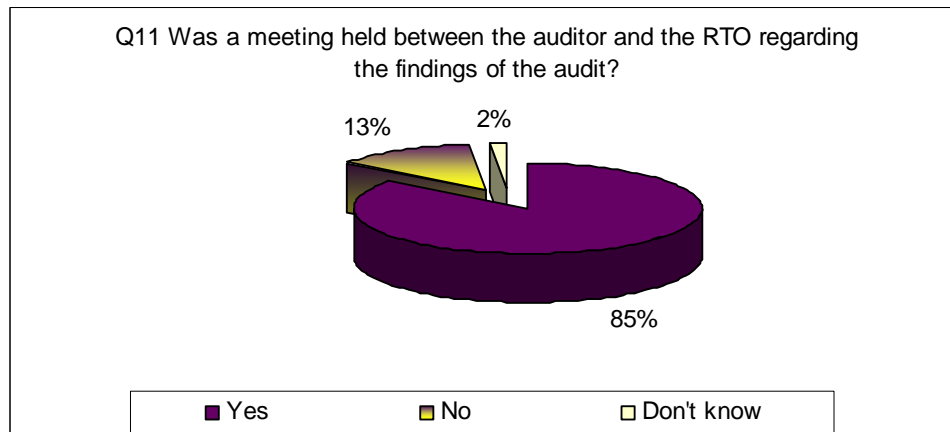
In the previous reporting period, question 7 elicited a 95% 'yes' response. This has fallen slightly in this reporting period and could be the result of initial implementation of AQTF 2007.

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Graph 11

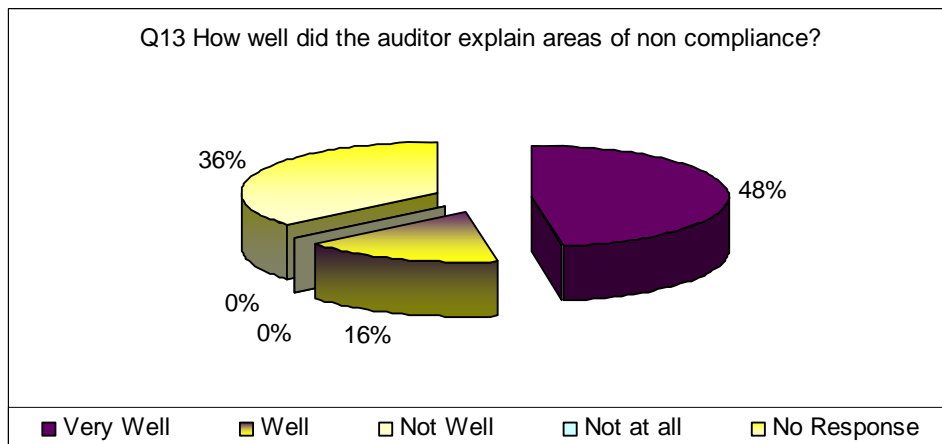


Graph 12



The “No” and “Don’t Know” responses to questions 7, 9 and 11 may indicate that the person completing the questionnaire was not an active participant in the audit.

Graph 13



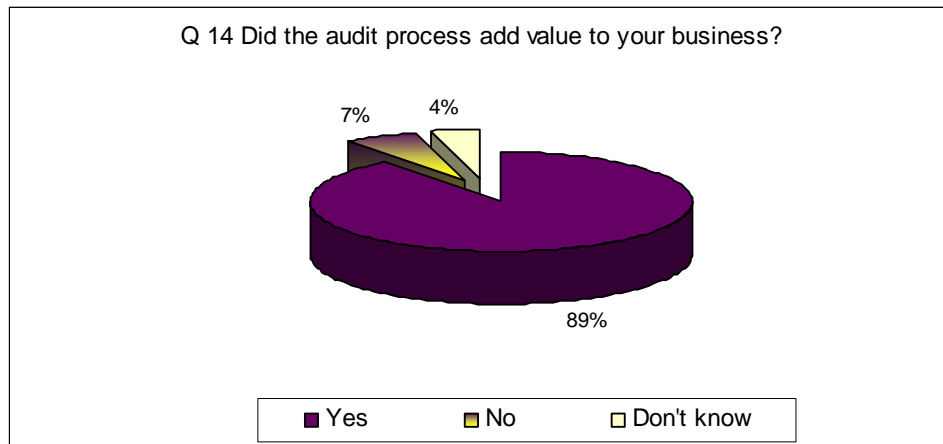
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Sixty four per cent of respondents stated that the auditor explained areas of non compliance either very well or well. The high percentage of 'No response' could be the result of audits where no non-compliances were identified.

All of these results will be discussed with auditors during performance management interviews, which are held every six months.

The final question on the survey asks the respondent whether the audit process has added value to the business. This is an important question for the Council as it provides an indication of the extent to which RTOs are viewing the standards and the audit process as an indication of their business's performance, rather than a regulatory burden of little value.

Graph 14



The responses indicate that 89% of respondents found the audit process added value to their business. This is an increase of 1% over the preceding reporting period.

The Council and the secretariat strive to ensure that audits are a positive and affirming, albeit often stressful, experience for the staff of RTOs. Audits are an opportunity for organisations to test the health of the systems and processes that have been put in place to achieve the best outcomes for their clients.