

# VET Vital Statistics



**Training Accreditation Council**  
WESTERN AUSTRALIA

## Activities Report

January to June 2005

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

This document highlights the activity of the Training Accreditation Council during the period from 1 January 2005 to 30 June 2005. 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.

One of the ways that the Council assesses its services is through client satisfaction surveys. Data from the surveys are also included.

The survey results show that **74% of respondents found the audit process added value to their business.**

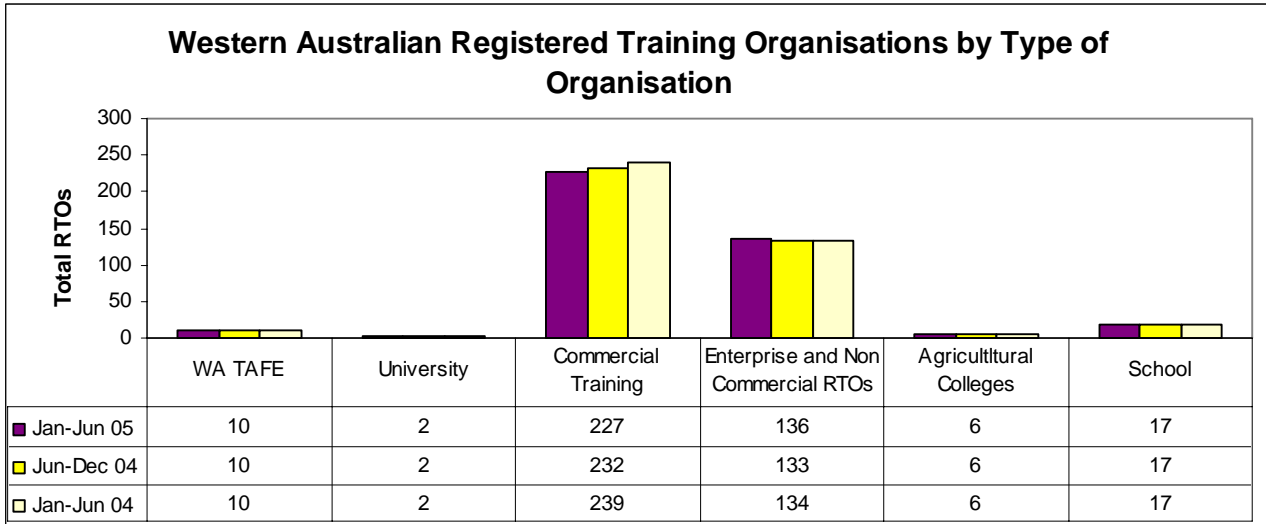
The data provides a comprehensive picture of the operation of the vocational education and training sector. Some stakeholders may find this data vitally important in planning or projecting their business activities.

### Vital Statistics

RTOs (see p.2)	Jan-Jun 05	Jun-Dec04	Jan-Jun 04
Total RTOs	1059	1016	1029
WA RTOs	398	400	408
Regional WA RTOs	83	78	81
Interstate RTOs	661	616	621
WA RTOs delivering overseas	32	2	2
WA RTOs deregistered	2	Nil	2
Audit Activity (see p. 5)	Jan-Jun 05	Jun-Dec 04	Jan-Jun 04
Initial registration	8	9	11
Renewal of registration	2	28	76
Extensions to scope	71	87	64
Accreditation reviews	24	16	1
Monitoring audits	37	81	24
Accreditation (see p. 6)			
Total of accredited courses	360	376	399
Skills recognition (see p. 7)			
Trade equivalent certificates issued	9	18	18
Sector development by number attending (see p. 8)			
Registration Information Session	60	353	235
AQTF Standards Workshop	44	16	36
'Help ... the Auditor is coming'	30	62	n/a
Regional workshops	0	82	n/a
Client survey results (see p. 8)			

## Registered Training Organisations in Western Australia

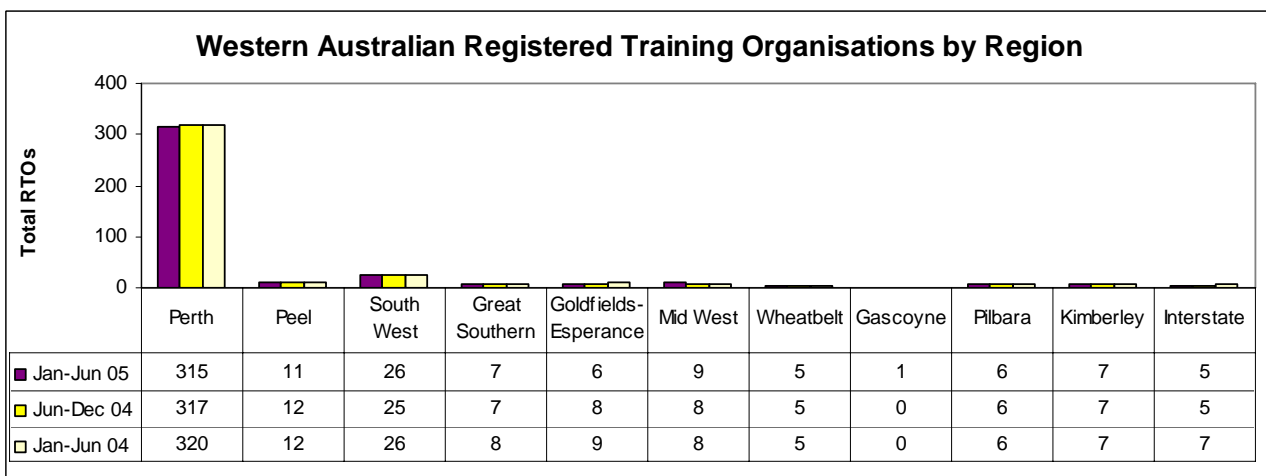
At the end of June 2005, a total of 1059 organisations were registered to deliver nationally recognised training in Western Australia. Of these organisations, 398 are registered with the Training Accreditation Council in Western Australian. The following table shows the Western Australian Registered Training Organisations by type of business, comparing this reporting period to the previous two:



As the graph shows, there has been very little change over the three reporting periods. The number of commercial training organisations has dropped slightly from 239 in June 2004 to 227 in June 2005.

## Regional Registered Training Organisations

The table below shows the distribution of WA Registered Training Organisations based on their head office location.

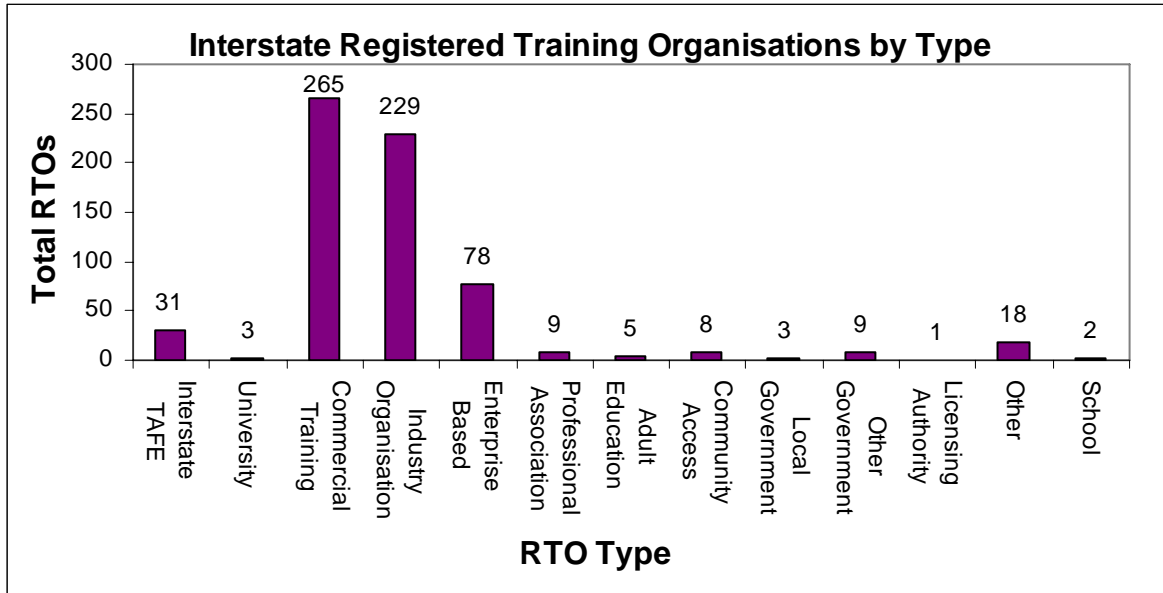


The number of Registered Training Organisations in Perth has reduced by five during the past twelve months. The reduction of the number of Registered Training Organisations in the Goldfields-Esperance region is significant; from nine to six over twelve months. The number of Registered Training Organisations in other regions has remained static or reduced only slightly.

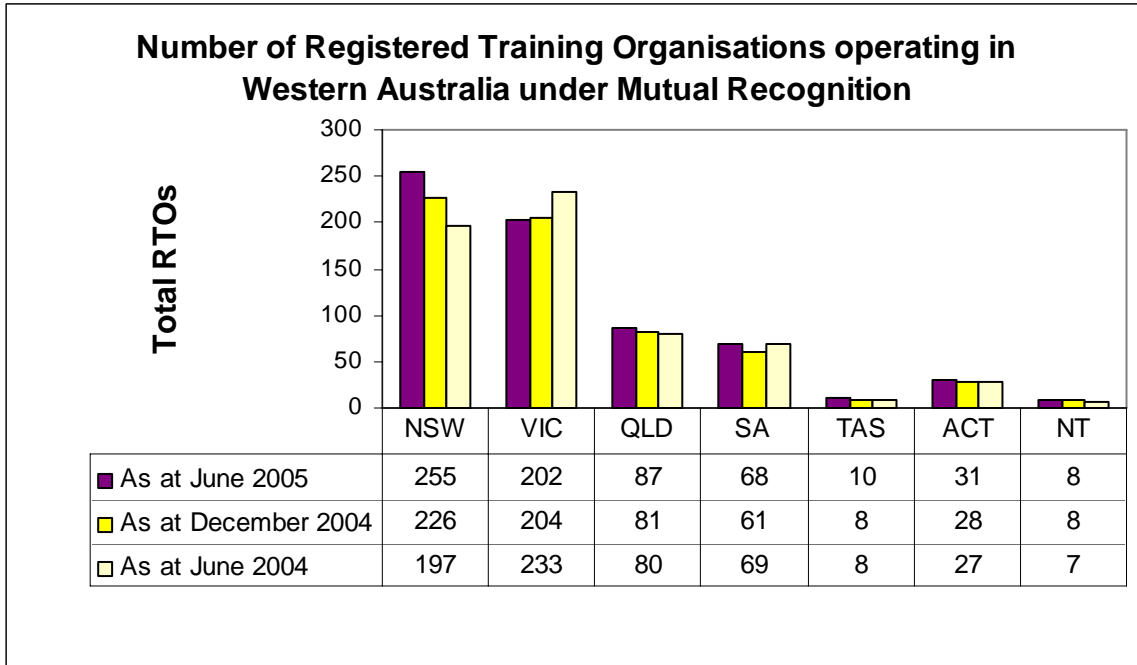
## VET Vital Statistics - Jan to June 2005

### Mutually Recognised Registered Training Organisations

The total number of Registered Training Organisations registered by other registering/ course accrediting bodies to deliver in Western Australia under mutual recognition is 661. The following graph shows the type of training organisations registered to deliver in Western Australia.



The following graph shows the number of Registered Training Organisations from each state or territory.



In comparison to the previous period, the graph indicates slight increases in the number of Registered Training Organisations from other states delivering in Western Australia, with New South Wales showing the highest growth. The number of Registered Training Organisations from Victoria has reduced over the last twelve months.

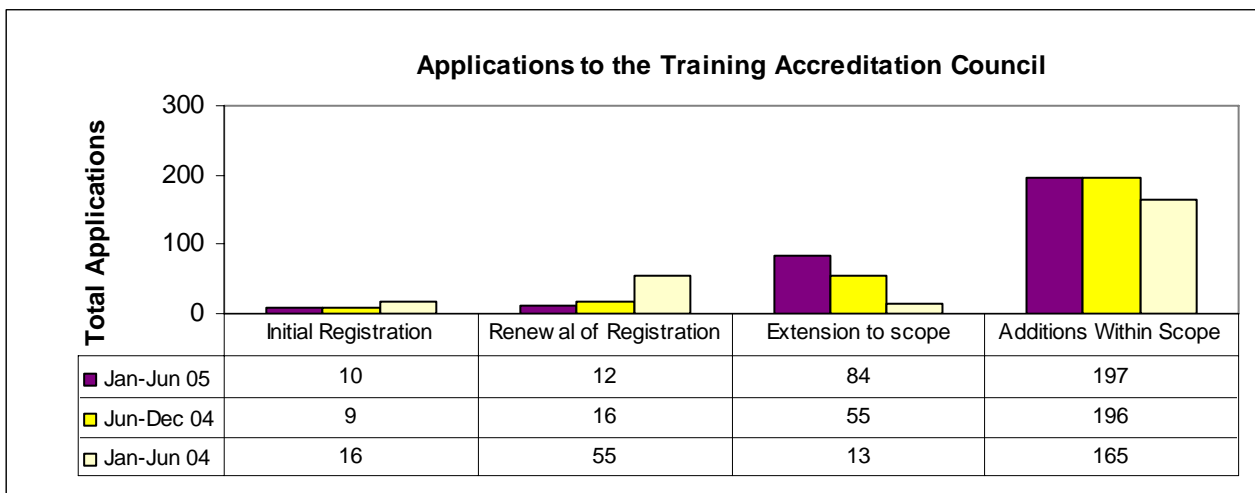
## Australian Quality Training Framework Activity

The Training Accreditation 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.

### Applications to the Training Accreditation Council

The Training Accreditation Council meets monthly and an Executive Committee meets two weeks prior to the Council meeting. Applications for initial registration, renewal of registration and extension to scope are considered every fortnight, either by the Executive Committee or the Council.

The graph below compares the number of applications to the Council during this period with the preceding two reporting periods. There difference between the figures for initial registration and renewal of registration between this graph and the graph on the *Total Audits* graph on the next page is due to the audits occurring at the end of 2004 (not included in this reporting period) and the applications going to the Training Accreditation Council in February 2005.



The graph shows a significant drop in the number of registration renewals. This reflects the transition from the Australian Recognition Framework with a three year registration period to the Australian Quality Training Framework with a five year registration period. There will be very few renewals of registration during 2005 and 2006 for this reason.

The increase in extension to scope applications shown in the graph also reflects the transition from the Australian Recognition Framework to the Australian Quality Training Framework. Under the Australian Recognition Framework, training organisations, at the time of initial registration with the Council, could include in their scope the qualifications that would immediately be delivered as well as any qualifications that may be delivered some time in the future. Under the Australian Quality Training Framework, only those qualifications to be initially delivered can be included in the scope of registration. An extension to scope is required for any qualifications that are to be delivered during the registration period.

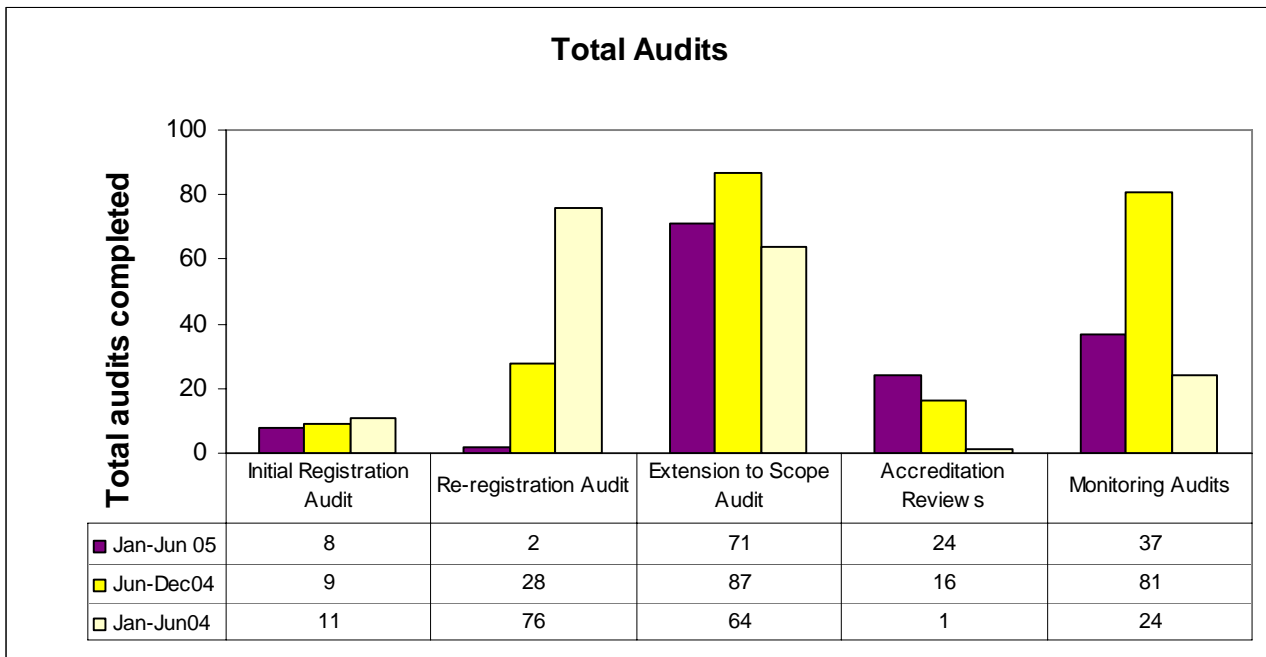
Between 1 January and 30 June 2005, three organisations had their application for registration rejected as they failed to demonstrate compliance with the Australian Quality Training Framework. One Registered Training Organisation voluntarily relinquished registration and two Registered Training Organisations were de-registered for failure to comply with the Australian Quality Training Framework standards.

## VET Vital Statistics - Jan to June 2005

### Audit Activity

The Training Accreditation Council is required under the Australian Quality Training Framework to undertake audits of Registered Training Organisations against the Australian Quality Training Framework standards. Some audits, for example initial registration, renewal of registration, extension to scope or review of an application for course accreditation are initiated by the Registered Training Organisation. Monitoring audits, such as strategic industry audits, are initiated by the Training Accreditation Council. These audits include the audit that must occur within twelve months of initial registration, audits on the basis of a risk identified at either the state or national level and audits authorised by the Training Accreditation Council on the basis of a complaint.

The graph below indicates the total number of audits undertaken from 1 January to 30 June 2005:



### Monitoring Audits

At the commencement of each year, the Training Accreditation Council endorses an audit strategy outlining the audits to be undertaken during the year. The 2005 auditing strategy, endorsed by the Council at the beginning of the year, includes the following monitoring audits:

- Contracted Providers (those private Registered Training Organisations contracted to the Department of Education and Training for the provision of publicly funded training)
- Process manufacturing
- Outdoor recreation
- Firearms
- Registered Training Organisations delivering overseas (32 training organisations registered with the Training Accreditation Council are currently delivering overseas.
- Hospitality (this is a national audit)
- Registered Training Organisations within 12 months of initial registration
- Registered Training Organisations without site visit audit for three years.

## VET Vital Statistics - Jan to June 2005

Where possible, audits are integrated to minimise disruption to the Registered Training Organisation and to make effective use of resources.

### Management of Complaints

From 1 January 2005 to 30 June 2005 twenty five complaints were lodged with the Training Accreditation Council including four complaints against Registered Training Organisations from other states/territories. These complaints were forwarded on to the appropriate registering/course accrediting body.

Of the twenty-one remaining, two complaints were withdrawn and required no further action and four complaints could not be substantiated. The remaining fifteen complaints relate to the following Australian Quality Training Framework standards. Five of these complaints were still being investigated at 30 June 2005.

Type of Complaint	No. Received
Systems for quality training and assessment	1
Issuance of Statements of Attainment and Qualifications	2
Use of national and State\Territory logos	6
Ethical Marketing	3
Assessments and Ethical Marketing	2
Issuing of qualifications and Statements of Attainment and Use of logos	1
<b>Total Complaints</b>	<b>15</b>

### Course Accreditation

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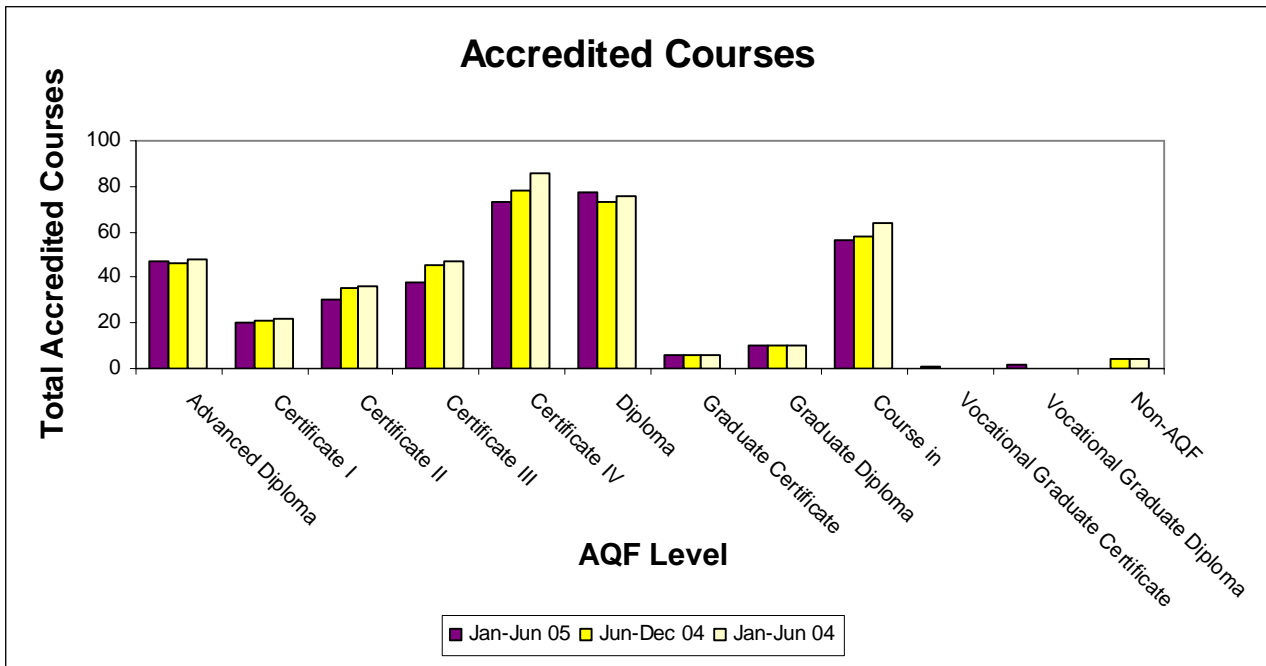
Accredited courses meet training needs not addressed by endorsed Training Packages. An application for course accreditation will not be approved if a Training Package qualification exists that can meet the same training outcome through customisation.

During the reporting period fifty one courses were approved by the Training Accreditation Council for accreditation or re-accreditation. The reason that courses have been accredited or re-accredited is that they are within specialist areas that are not currently covered by Training Packages.

During the same period, the Training Accreditation Council extended the accreditation of twenty-five courses.

The table below shows the total accredited courses by Australian Qualifications Framework level for the current and last two reporting periods. The trend over the past two years has been a reduction in the total number of accredited courses due to the continued implementation of new Training Packages.

## VET Vital Statistics - Jan to June 2005



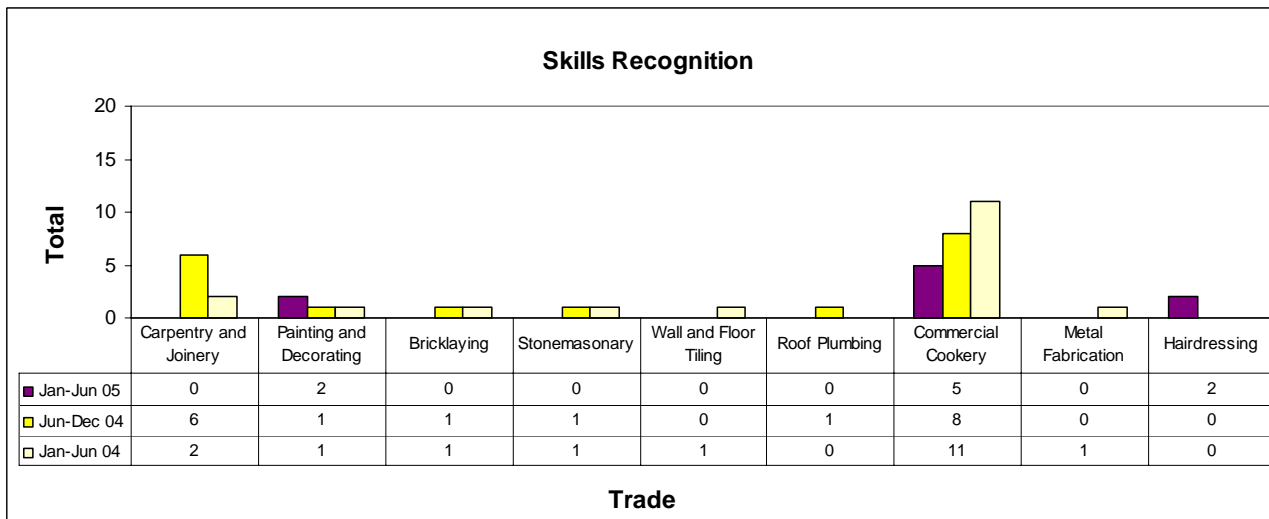
As at 30 June 2005, there were seventy-two endorsed industry Training Packages and three enterprise Training Packages. Forty-one Training Packages have been fully reviewed and nineteen are currently under review.

The non-AQTF category represents a database anomaly, which has been corrected and will not appear in future reports.

## Skills recognition

One of the Training Accreditation 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 equivalent certificate in Designated Trade areas to successful applications. The process is managed by Industry Training Councils endorsed by the Training Accreditation Council.

From January to June 2005 the Council issued nine trade equivalent certificates. The following graph compares the issuance of trade equivalent certificates over the last twelve months.



## VET Vital Statistics - Jan to June 2005

There has been a significant reduction in the number of commercial cookery trade equivalent certificates issued over the last twelve months.

### Sector Development

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The Office of the Training Accreditation Council is committed to assisting Registered Training Organisations to understand and comply with the Australian Quality Training Framework. Accordingly, information sessions and registration workshops, which have been held since February 2002, are conducted to assist Registered Training Organisation staff understand their obligations and responsibilities and the requirements of the Australian Quality Training Framework. The workshops and information sessions are facilitated by Office of TAC staff or Australian Quality Training Framework auditors. There were six registration workshops and three information sessions held during the reporting period. Attendance during the period is tabled below.

Workshop Title	No. Of Attendees
Registration Information Sessions	60
Registration Workshops	44
'Help ... the Auditor is coming'	30
Total	308

Participants are asked to complete an evaluation at the conclusion of each session. The feedback collected is important as it assists the Office of the TAC to assess the success of the sessions and to make improvements where required to better meet client needs.

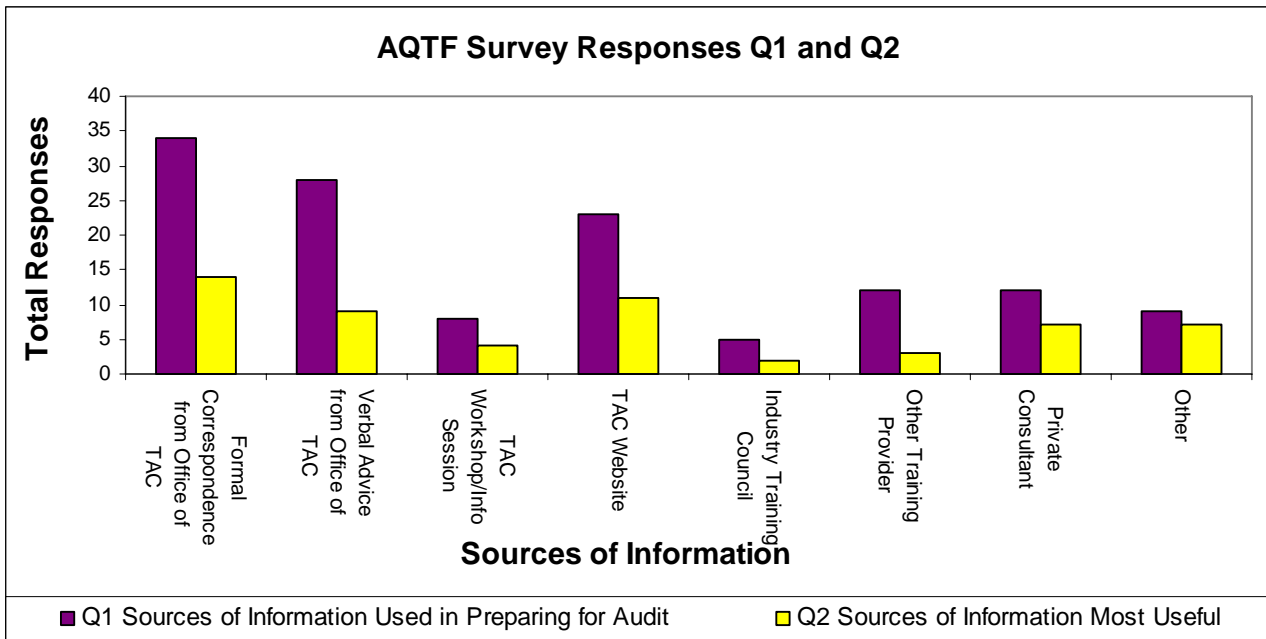
### Results of client surveys

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At the conclusion of every audit, a client satisfaction survey is sent to the Registered Training Organisation. A copy of the survey is attached to this document. The surveys inform the Training Accreditation Council on the level of client satisfaction with the audit services provided by the Office of the Training Accreditation Council, the Council's secretariat, and the panel of Australian Quality Training Framework auditors. The surveys are used to inform continuous improvement in the provision of services to the Council's clients.

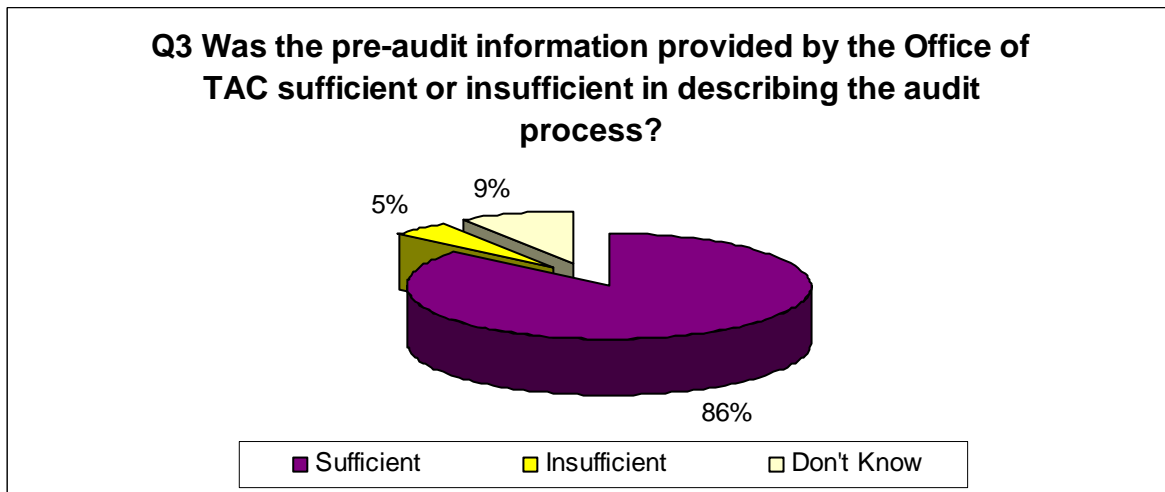
The following graphs contain the survey responses for the questions that did not require written comment. The first graph relates to the first two questions on the survey: What sources of information did you use in preparing for the audit; and of all the sources of pre-audit information, which did you find the most useful and why? Comments have not been included in this document. The comments are analysed by the Office of the Training Accreditation Council and are incorporated into the continuous improvement cycle.

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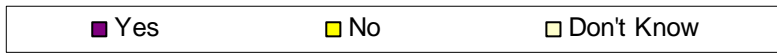
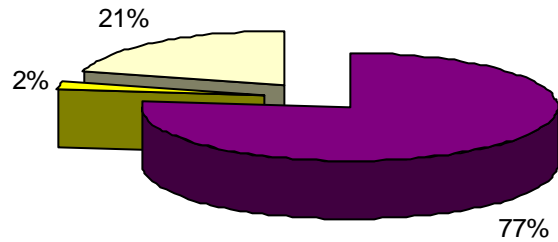
The graph shows that a wide range of sources of information are accessed by clients. The Office of the Training Accreditation Council received feedback from clients that the Council’s website was difficult to navigate. The website was reviewed and redesigned. The new website has recently been launched and the Training Accreditation Council anticipates that the effectiveness of this source of information for clients will increase substantially.

The graph indicates that clients have not found correspondence or verbal advice from the Office of the Training Accreditation Council as effective as Council would want it to be. The comments provided by clients will be analysed and improvements implemented during the second half of 2005.



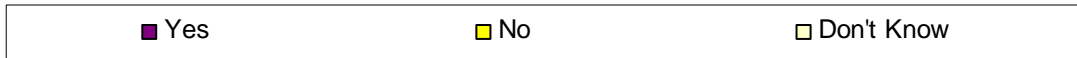
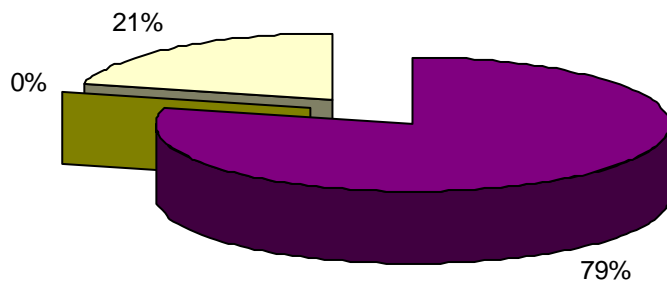
The relatively high percentage of ‘Don’t Know’ responses in this and subsequent graphs could reflect the position of the person completing the survey. In this case, the person completing the survey may not have had access to the pre-audit information provided by the Office of the Training Accreditation Council.

**Q5 Did the Auditor clearly explain the audit process during the entry interview?**



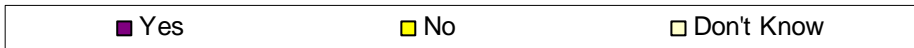
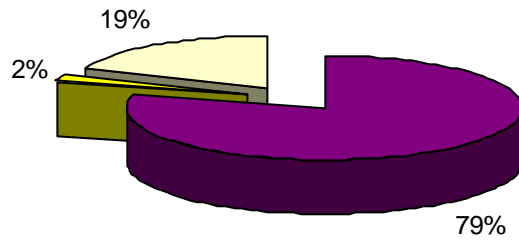
Again, the high percentage of 'Don't Know' responses could be the result of the person completing the survey not having been in attendance at the entry interview.

**Q6 During the Audit was the Auditor courteous?**

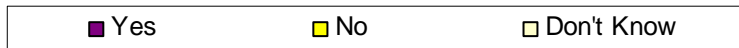
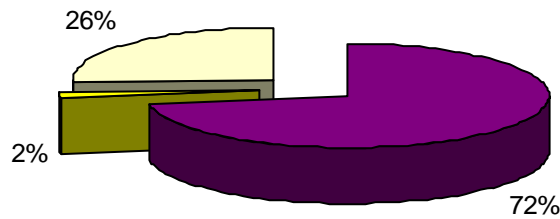


This outcome and the outcomes of the following graphs relating to the performance of auditors reflect the courteousness and professionalism of the Australian Quality Training Framework auditors contracted by the Training Accreditation Council.

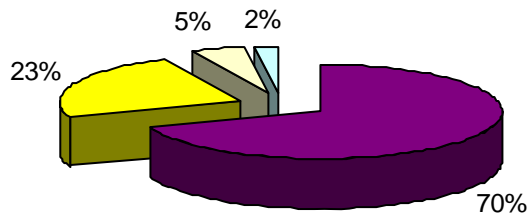
**Q7 During the audit, did the Auditor clearly explain what they required?**



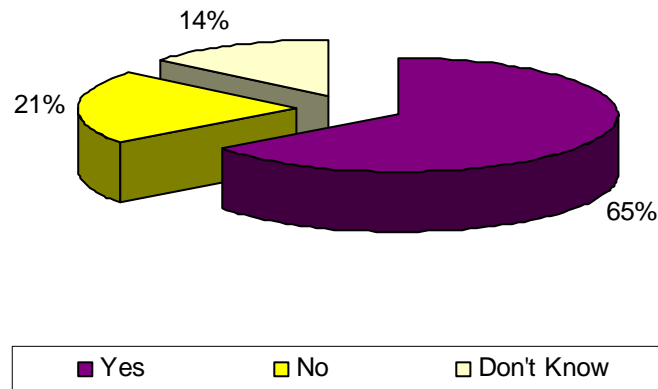
**Q8 During the Audit did the Auditor listen carefully to you?**



**Q9 During the audit, how well did the Auditor explain opportunities for improvement?**

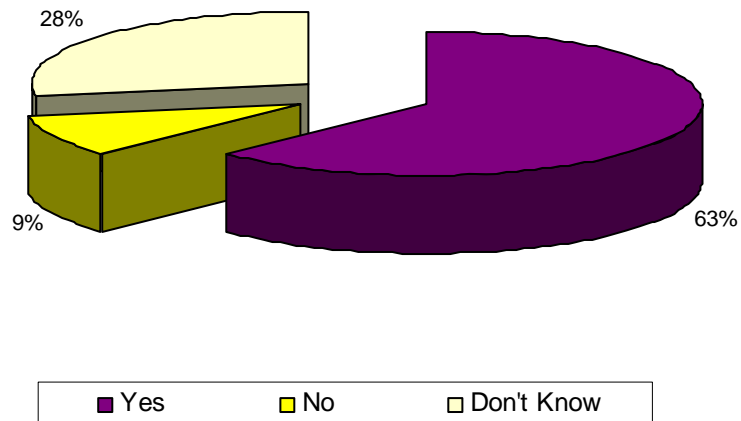


**Q11 Was a meeting held between the auditor and the RTO regarding the findings of the audit?**

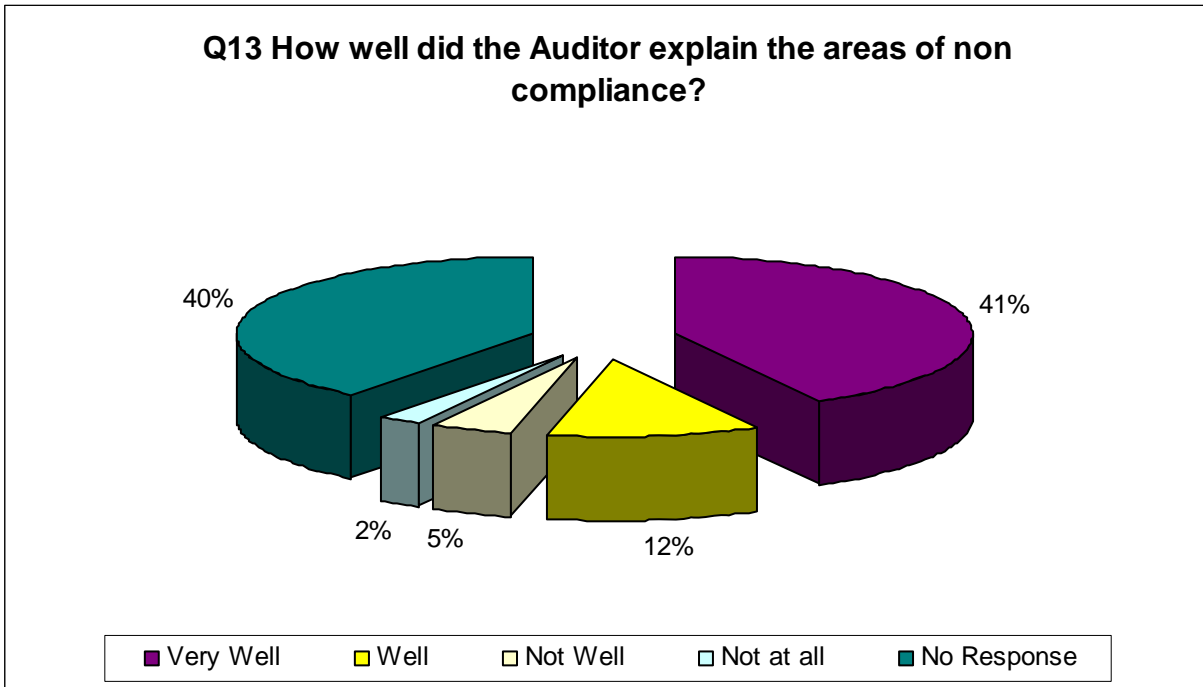


The responses to this question may indicate that the person completing the questionnaire did not attend the exit interview or was not aware that an exit interview took place.

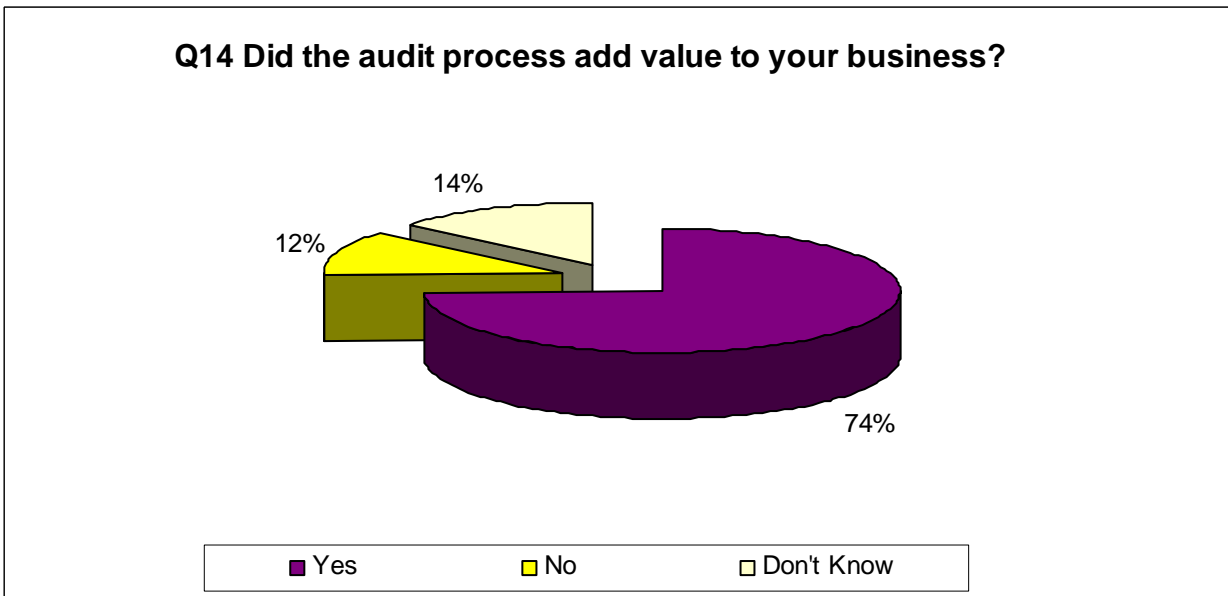
**Q12 Were areas of non compliance identified in this audit?**



A full description of non-compliances is generally not provided until the exit interview. An explanation for the percentage of 'Don't Know' responses could be that the person completing the survey did not attend the exit interview.



The high percentage of 'No response' could, in part, reflect the fact that where there were no non-compliances, the person completing the survey was not required to complete this question.



The Training Accreditation Council is pleased with the response to this question. The Council and the Office of the Training Accreditation Council strive to ensure that audits are a positive and affirming, albeit often stressful experience for the staff of Registered Training Organisations. Audits are an opportunity for an organisation to test the health of the systems and process that have been put in place to achieve the best outcomes for its clients. The responses to this questions shows that 74% of respondents found the audit process added value to their business.

While this is a good result, the Training Accreditation Council will be working hard to increase that percentage in the coming months and years.