

VET Vital Statistics



Training Accreditation Council
WESTERN AUSTRALIA

Activities Report

January to June 2006

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 2006 to 30 June 2006. 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 **90% of respondents found the audit process added value to their business.**

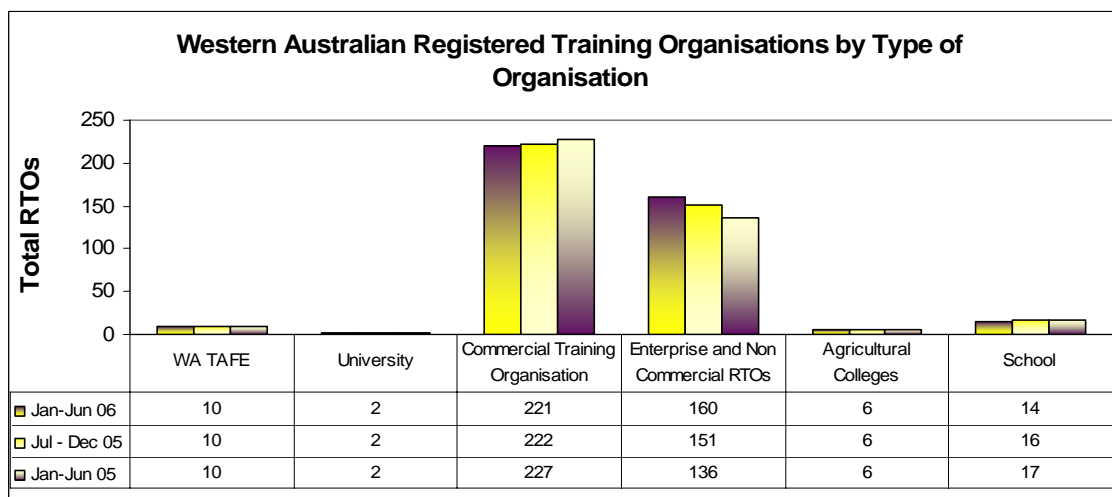
The data provides a comprehensive picture of the operation of the vocational education and training sector. Some stakeholders may find this data important in planning or projecting their business activities.

Vital Statistics

<u>RTOs (see p.2)</u>	Jan-June 06	Jul-Dec 05	Jan-June 05
Total RTOs	1,228	1,154	1,059
WA RTOs	413	407	398
Regional WA RTOs	81	79	83
Interstate RTOs	815	747	661
WA RTOs delivering overseas	15	26	32
WA RTOs deregistered	1	5	2
<u>Audit Activity (see p. 5)</u>	Jan-Jun 06	Jun-Dec 05	Jan-Jun 05
Initial registration	25	22	8
Renewal of registration	0	0	2
Extensions to scope	49	37	71
Accreditation reviews	48	7	24
Monitoring audits	57	47	37
<u>Accreditation (see p. 6)</u>			
Total of accredited courses	385	372	360
<u>Skills recognition (see p. 7)</u>			
Trade equivalent certificates issued	22	28	9
<u>Sector development by number attending (see p. 8)</u>			
Registration Information Session	36	24	60
AQTF Standards Workshop	13	29	44
'Help ... the Auditor is coming'	4	17	30
Regional workshops	0	0	0
<u>Client survey results (see p. 8)</u>			

Registered Training Organisations in Western Australia

At the end of June 2006, a total of 1,228 organisations were registered to deliver nationally recognised training in Western Australia. Of these organisations, 413 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 a gradual increase in Enterprise and Non Commercial RTOs over the three reporting periods. The number of commercial training organisations has dropped slightly from 227 in June 2005 to 221 in June 2006.

Regional Registered Training Organisations

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

Location	Jan-Jun 06	Jul-Dec 05	Jan-Jun 05
Perth	332	327	315
Peel	9	9	11
South West	28	28	26
Great Southern	7	7	7
Goldfields-Esperance	6	6	6
Mid West	9	9	9
Wheatbelt	5	5	5
Gascovne	1	1	1
Pilbara	4	4	6
Kimberley	7	7	7
Interstate	5	4	5

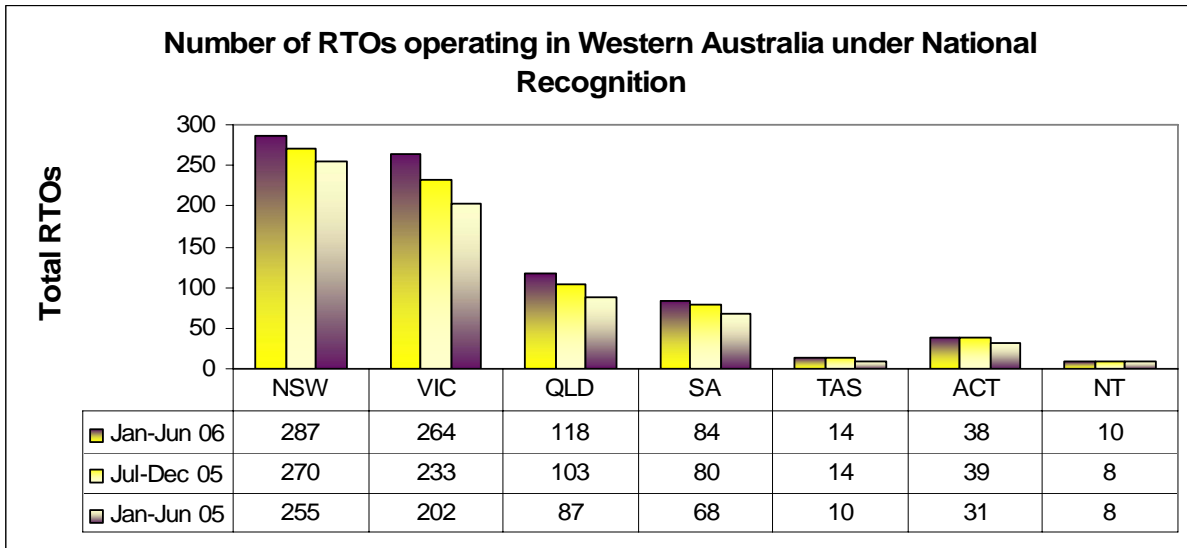
The number of Registered Training Organisations in Perth has increased by seventeen over the last three reporting periods. This is in contrast to previous reporting periods which showed a

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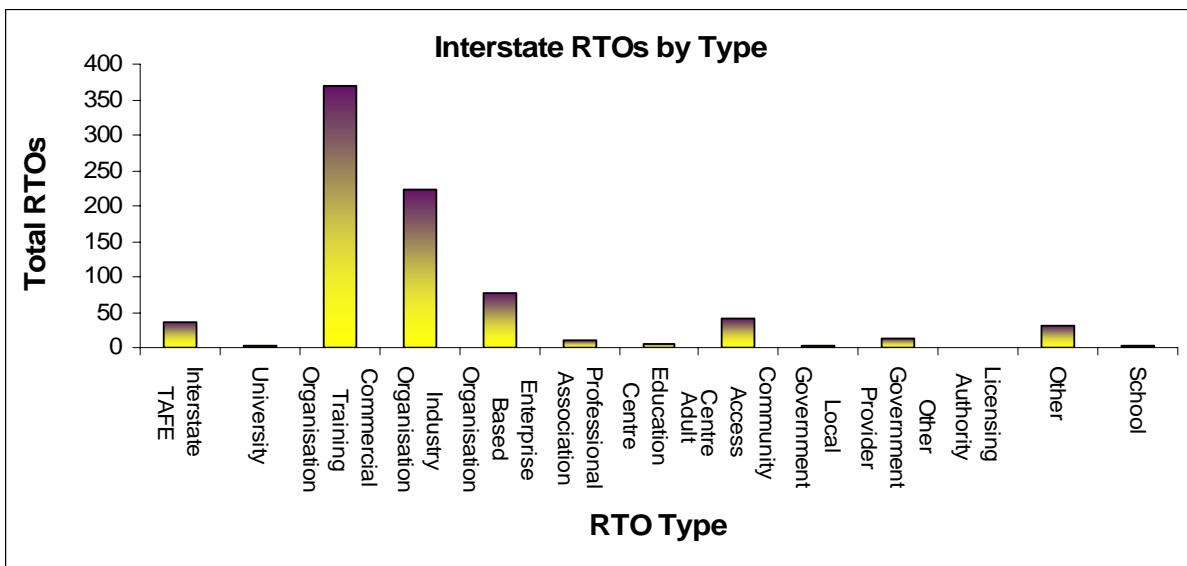
decrease in the number of Perth RTOs. During the past 18 months, the number of regional RTOs has mostly remained static. There is a slight decrease in both the Pilbara and Peel regions.

Nationally Recognised Registered Training Organisations

The total number of Registered Training Organisations registered by other registering/course accrediting bodies to deliver in Western Australia under national recognition is 815. The following graph shows the number of Registered Training Organisations from each state or territory delivering in Western Australia.



In comparison to the previous period, the graph indicates increases in the number of Registered Training Organisations from all other states (except Tasmania) delivering in Western Australia, with Victoria showing the highest growth. Significant growth is also recorded by New South Wales and Queensland.



The graph above identifies the type of Registered Training Organisations registered to deliver nationally recognised training in Western Australia.

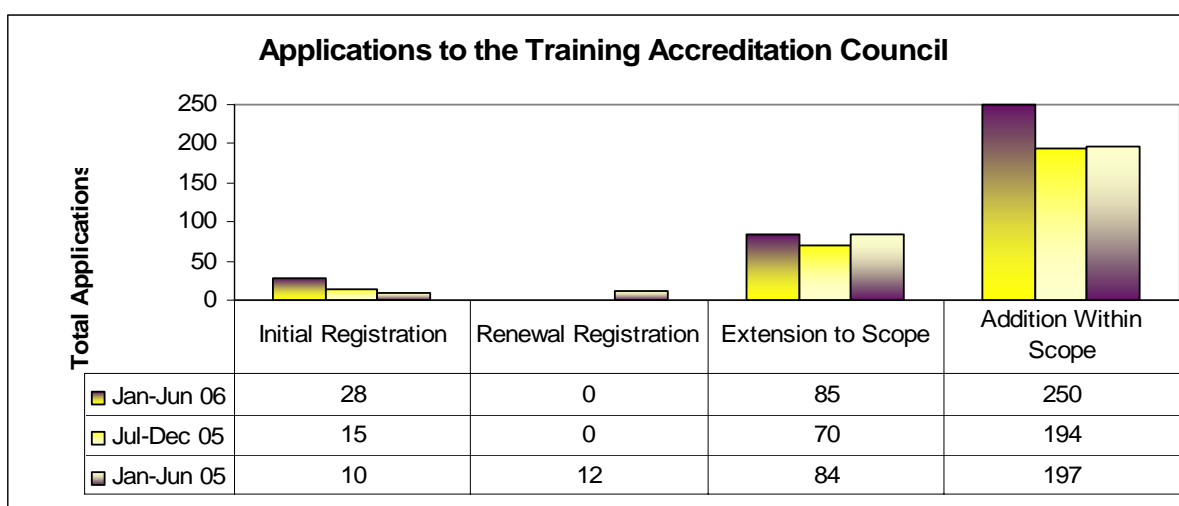
Australian Quality Training Framework Activity

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, extension to scope and course accreditations are considered every fortnight, either by the Executive Committee or the Council. During the reporting period the council met ten times, including six Executive meetings.

The graph below compares the number of applications to the Council during this period with the preceding two reporting periods. The discrepancies between the *Total Audits* graph on page 5 and the following graph is due to those audits that occurred in the reporting period, but the decision will not be made by the Council until the following reporting period.



Although static over the last twelve months, the graph shows a significant drop in the number of registration renewals from the first reporting period last year. 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.

The significant increase in addition within scope applications and the return to an increased number of 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 amendment to registration, that is either extension to scope or addition within scope is required for any additional qualifications that are to be delivered during the registration period.

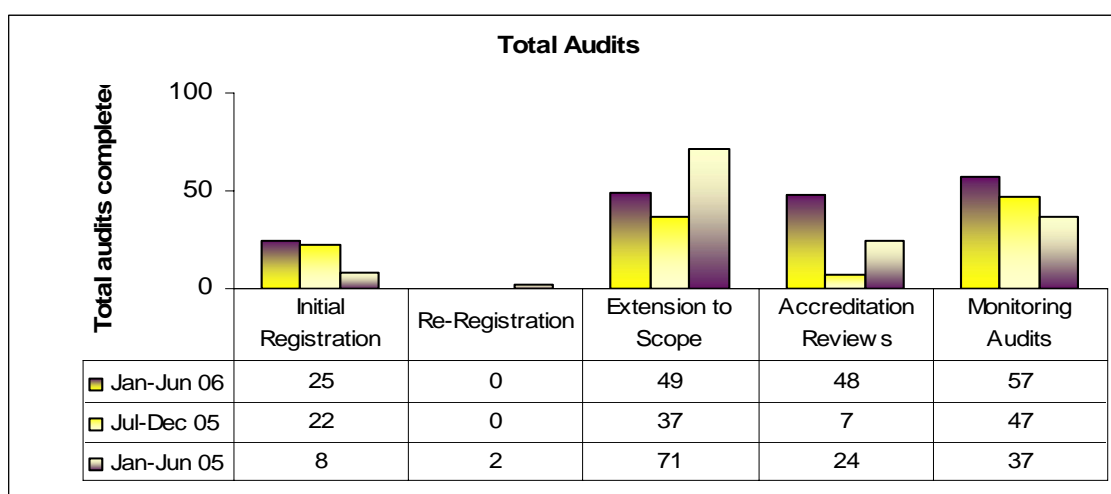
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Between 1 January and 30 June 2006, two organisations had their application for registration rejected as they failed to demonstrate compliance with the Australian Quality Training Framework. Fourteen Registered Training Organisations voluntarily relinquished registration and one Registered Training Organisation was de-registered for failure to comply with the Australian Quality Training Framework standards.

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 2006:



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 2006 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)
- Firearms
- Registered Training Organisations delivering overseas
- Offshore Delivery
- Follow Up Audits
- Registered Training Organisations within 12 months of initial registration
- Registered Training Organisations without site visit audit for three years.
- 2005 audits carried over to 2006

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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 two complaints were lodged with the Training Accreditation Council.

Of these, fifteen have been resolved and seven were still being investigated at 30 June 2006. The complaints received during this reporting period relate to the following Australian Quality Training Framework standards.

Type of Complaint	No. Received
Systems for quality training and assessment	2
Issuance of Statements of Attainment and Qualifications	8
Use of national and State\Territory logos	3
Ethical Marketing	4
Issuing of qualifications and Statements of Attainment and Use of logos	1
Assessor competence, assessment judgements and issuance	3
Recognition of qualifications issued by other RTOs	1
Total Complaints	22

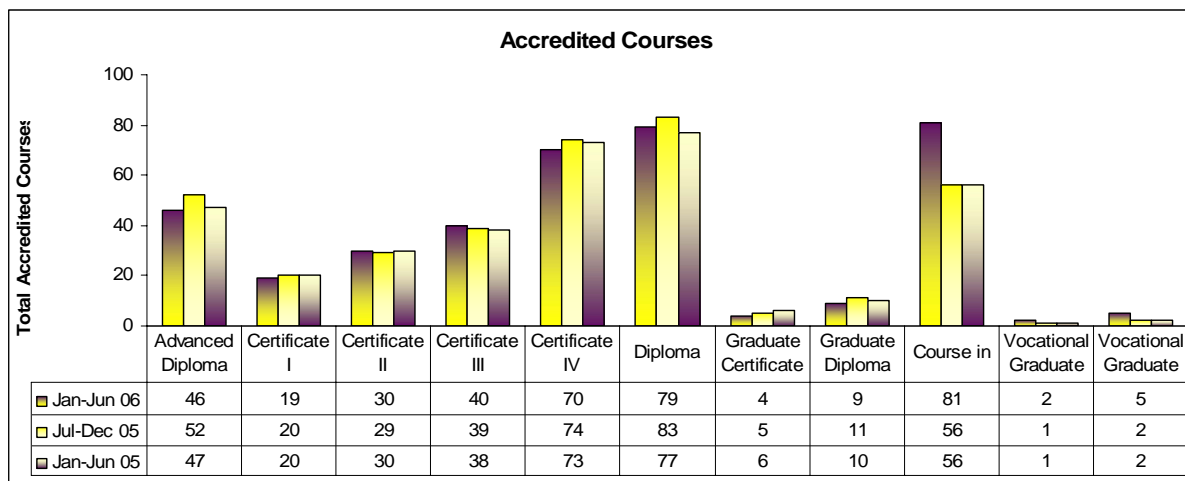
Course Accreditation

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 nine 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.

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As at 30 June 2006, there were seventy-four endorsed industry Training Packages and ten enterprise Training Packages. Thirty-Four Training Packages have been fully reviewed and Forty are currently under review.

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 has been managed by Industry Training Councils endorsed by the Training Accreditation Council.

From January to June 2006 the Council issued twenty two trade equivalent certificates. The following graph compares the issuance of trade equivalent certificates over the last twelve months.

Trade	Jan-Jun 06	Jul-Dec 05	Jan-Jun 05
Breadmaking	0	0	1
Cabinetmaking	0	0	1
Carpentry & Joinery	6	0	4
Commercial Cookery	0	5	7
Cooking	7	0	3
Engineering Tradesperson (Mechanical)	1	0	0
Engineering Tradesperson Fabrication	7	0	4
Floor Covering	0	0	1
Hairdressing	0	2	3
Jewellery	0	0	0
Painting & Decorating	0	2	2
Roof Plumbing	0	0	1
Tile Laying	0	0	1
Wall and Ceiling Fixing	1	0	0

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

Sector Development

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.

With a view to provide more streamlined targeted information to clients, the Office of the Training Accreditation Council now provides, one-to-one, advice about becoming a registered training organisation. The session, conducted by an Office of TAC Case Manager, covers: the National Skills Framework, rights and responsibilities of RTOs, alternatives to registration, the application, registration and audit process, course accreditation (where appropriate) and where to from here.

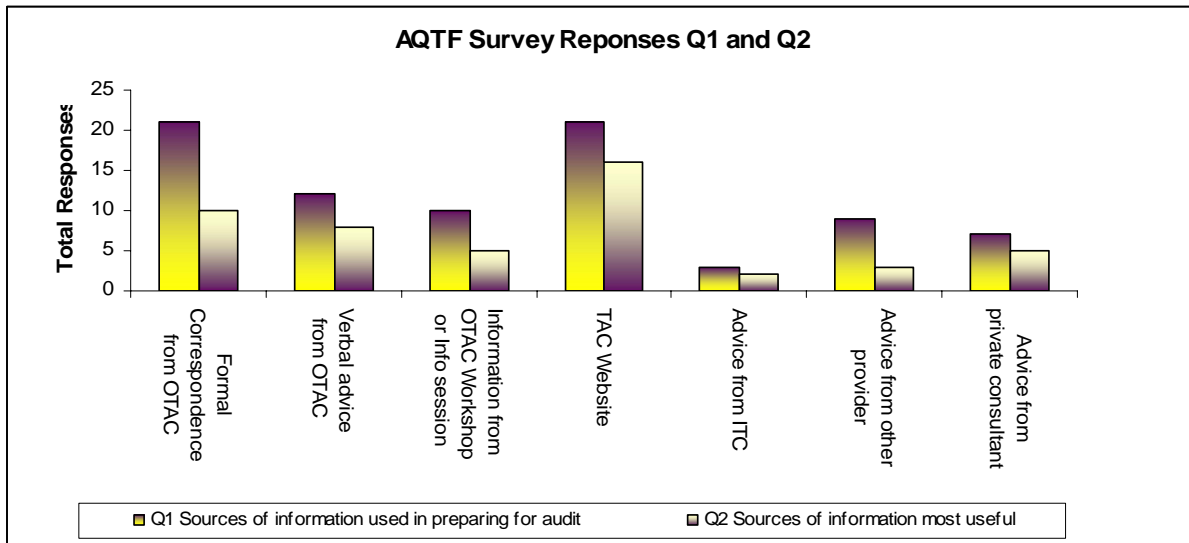
Workshop Title	No. Of Attendees
Registration Information Sessions	22
New Format Information Appointments	14
Registration Workshops	13
'Help ... the Auditor is coming'	4
Total	53

Results of client surveys

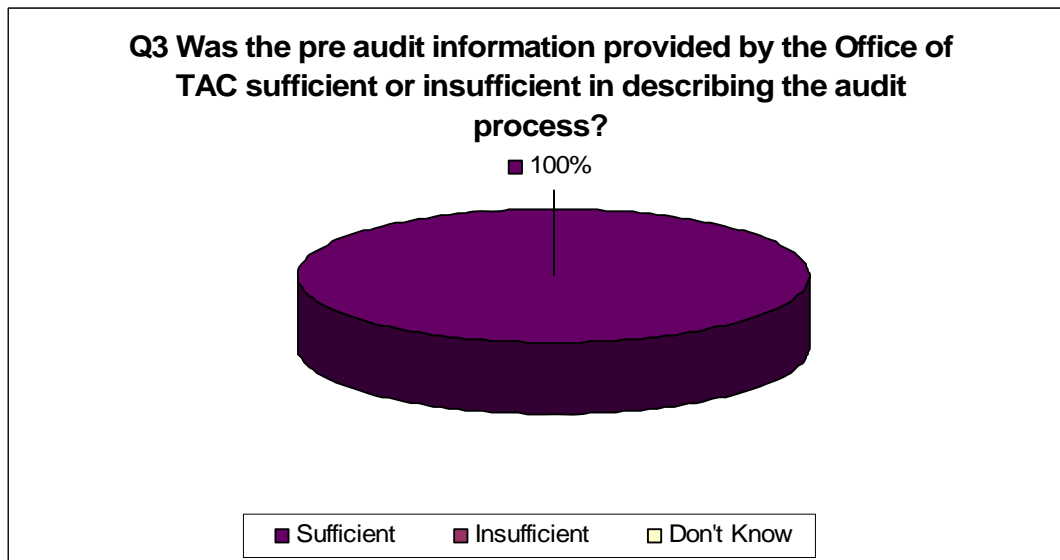
At the conclusion of every audit, a client satisfaction survey is sent to the Registered Training Organisation. The surveys inform the Training Accreditation Council on the level of client satisfaction with the audit services provided by the Office of the Training Accreditation Council, and the panel 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 Training Accreditation Council website, which was reviewed and redesigned last year, is identified as the most used and most useful source of information. The website provides comprehensive information, is written in “FAQ” style language for clients at all stages of the registration process and its navigation is far more intuitive than its predecessor. The result is pleasing for the Council and the Office of TAC as both are committed to providing clear and well informed communications to their clients.



The graph above shows an excellent result. The Office of TAC continually reviews the information it provides to clients regarding the audit process.

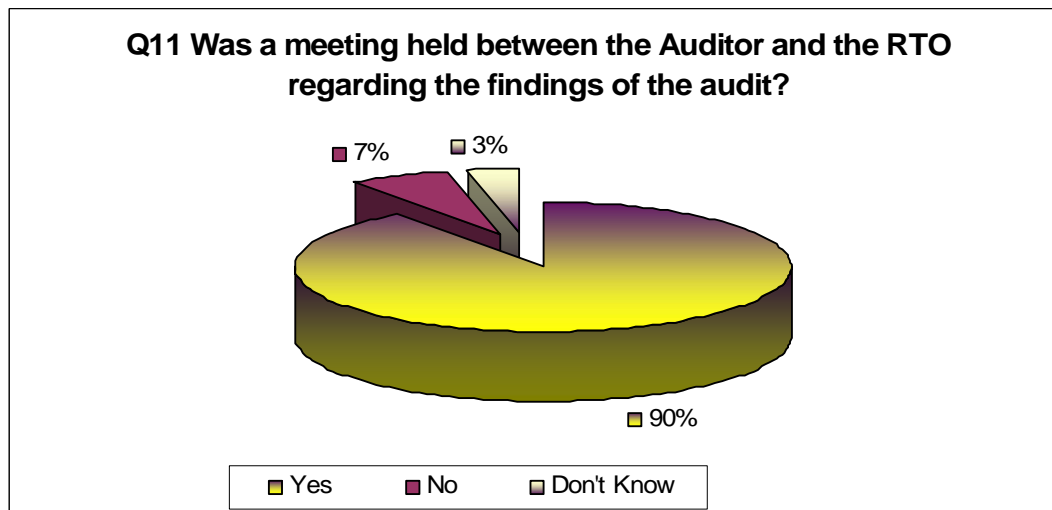
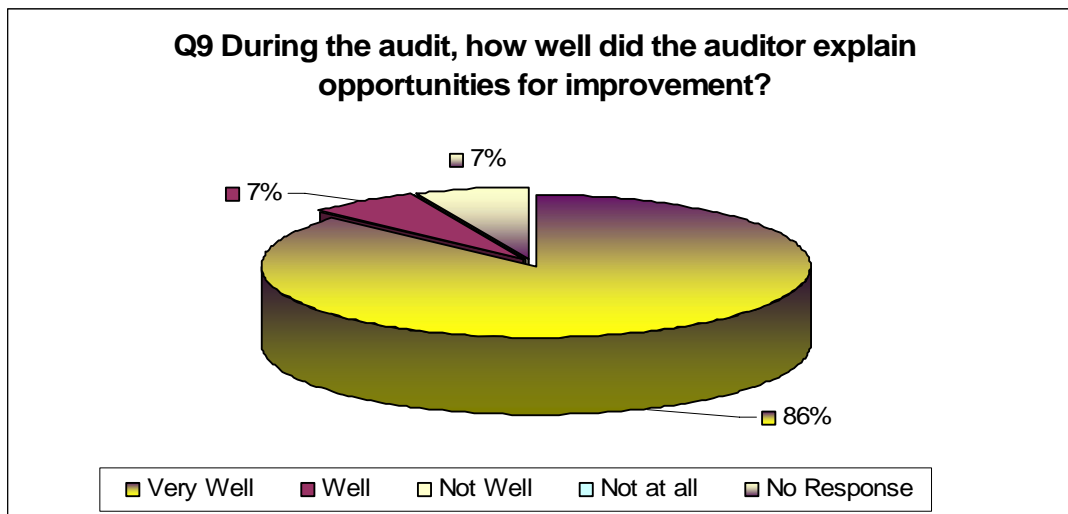
The two flyers produced by the Office of TAC, “*Preparing for your AQTF Audit*” and “*What happens following your AQTF Audit?*”, and the updated information on the Training Accreditation Council website have all contributed to this positive result.

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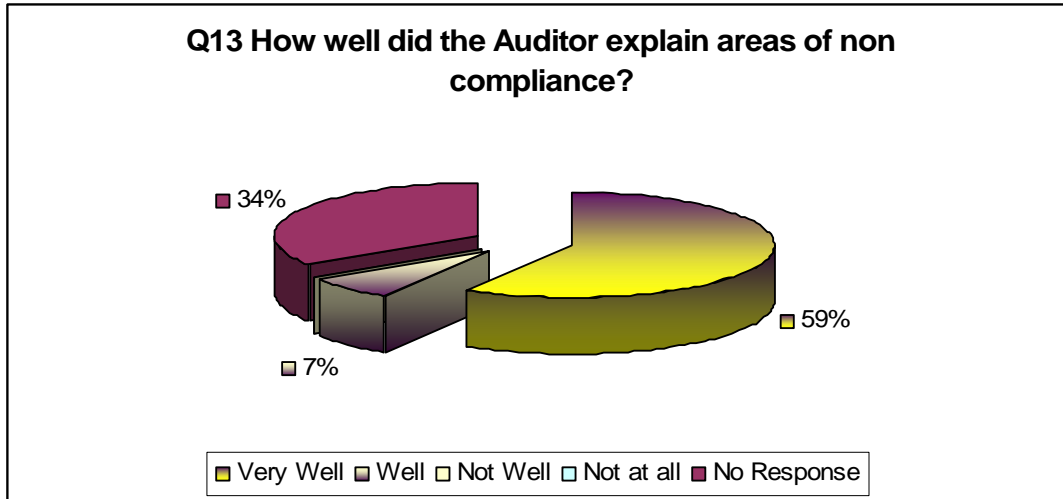
The Office of TAC post audit survey asks a number of questions about the RTO's experience of the auditors' conduct throughout the audit process. For this reporting period the results to the following questions were a resounding one hundred per cent "Yes".

- Q5 – Did the Auditor clearly explain the audit process during the entry interview?
- Q6 – During the audit was the auditor courteous?
- Q7 – During the audit, did the auditor clearly explain what they required?

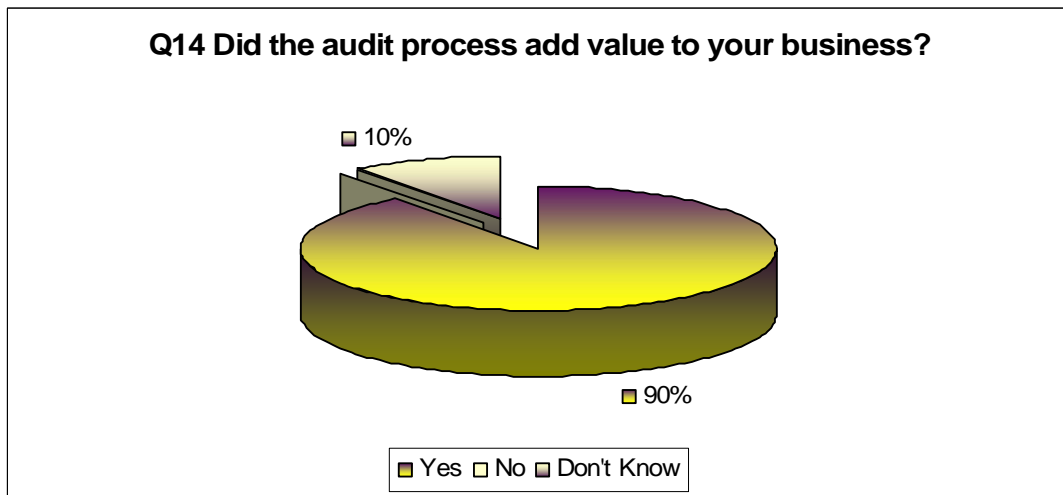
The Training Accreditation Council and the Office of TAC have undertaken a great deal of work to ensure that audits are conducted professionally and transparently. A number of moderation workshops are provided to auditors during the year both at state and national forums.



The "No Response" to questions 9 and 11 may indicate that the person completing the questionnaire did not attend the exit interview or was not aware that an exit interview took place.



Sixty six per cent of respondents stated that the auditor explained areas of non compliance either very well or well, there were not negative responses to this question. The high percentage of 'No response' could, in part, reflect the fact that where there were no non-compliances, and 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 responses to this questions shows that 90% of respondents found the audit process added value to their business. This is an increase of sixteen percentage points on the previous reporting period. 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 Training Accreditation Council will be working to ensure that improvements to services are continuous and that the excellent results are continued into the coming years.