



**TRAINING ACCREDITATION COUNCIL
SNAPSHOT OF ACTIVITIES
As at 30 June 2011**

The Training Accreditation Council (TAC) is the registering body and course accrediting body for vocational education and training (VET) in Western Australia. Below is a snapshot of TAC functions during the January to June 2011 period which provides vital statistics and highlights of the Council's activities.

Registration of Training Organisations

RTOs	Jan-Jun 11	Jul-Dec 10	Jan-Jun 10
WA RTOs registered by TAC	552	547	547
Interstate RTOs in WA (Note: these figures represent intent and do not reflect actual delivery by interstate RTOs)	1304	1228	1181
WA RTOs delivering Interstate	152	148	176
WA RTOs delivering overseas	53	52	66
WA RTOs whose registration was cancelled	1	5	1
WA RTOs who did not renew registration when it expired	1	0	0
RTOs voluntarily relinquished during the registration period	7	11	1
WA RTOs subject to suspension orders *	1	1	3
WA RTOs subject to conditions *	0	1	1

- As at 30 June 2011, a total of 552 WA RTOs were registered with the Council.
- During the reporting period 7 WA RTOs voluntarily relinquished their registration. Relinquishments can be attributed to a variety of reasons including business requirements of RTOs and viability of operations.

* Under the *Vocational Education and Training (VET) Act 1996*, TAC is able to register providers subject to conditions or for their operations to be varied or suspended for not complying with the Australian Quality Training Framework (AQTF).

Accreditation of Courses

Accreditations	Jan-Jun 11	Jul-Dec 10	Jan-Jun 10
Expired courses	15	56	92
Total number of accredited courses	303	303	307

- As at 30 June 2011, a total of 303 courses were accredited in WA.
- Of the 15 courses that expired 8 were re-accredited by the Council.

Audit Activity

Audits	Jan-Jun 11	Jul-Dec 10	Jan-Jun 10
Client initiated audits	144	157	105
TAC initiated audits	45	73	58
Accreditation reviews	30	36	40

- Of the 144 client initiated audits conducted during the reporting period, 114 were amendments to registration audits, 14 were initial registration audits, with a further 16 being renewal of registration audits.
- TAC initiated audits included Post Initial audits (21), Follow Up audits (11), Contract audits (4), Complaints (4) and Strategic audits (5).
- Across Client and TAC initiated audits, the majority of non compliances identified at audit were in relation to assessments not meeting training package/accredited course requirements and not being conducted in accordance with the principles of assessment and rules of evidence (Elements 1.5a & b). Non compliances were also common against staff, facilities, equipment and training and assessment materials not meeting training package/accredited course requirements (Element 1.3).
- Against the Conditions of Registration, the most common non compliances were: governance (Condition 1), accuracy and integrity of marketing (Condition 8) and certification and issuing of qualifications and statements of attainment (Condition 6).

Risk Assessment

All applications are risk assessed in line with the *National Guideline for Risk Management*.

RTO Risk Assessments	Jan-Jun 11	Jul-Dec 10	Jan-Jun 10
Risk Assessments conducted	243	325	287

Outcomes of Risk Assessments	Jan-Jun 11	Jul-Dec 10	Jan-Jun 10
No audit required	92	127	192
Desk audit required	64	76	31
Site visit audit required	87	122	64

- Of the 243 risk assessments undertaken in this reporting period 62% of applications required an audit as a result of the risk assessment, which is comparable with the percentage of applications requiring audit for the July to December 2010 reporting period.

Applications endorsed by the Training Accreditation Council

Applications	Jan-Jun 11	Jul-Dec 10	Jan-Jun 10
Initial registration	21	22	33
Renewal of registration	21	11	7
Amendment to registration	410	359	486
Courses accredited	13	17	12
Courses re-accredited	12	38	59

- All applications for renewal of registration were approved in the reporting period.
- Amendment applications endorsed by the Council increased by 14% in the reporting period.
- The decrease in courses re-accredited can be attributed to the cyclic nature of the accreditation

registration period.

Complaints

Complaints	Jan-Jun 11	Jul-Dec 10	Jan-Jun 10
Complaints received	22	32	27
Complaints investigated and closed	9	16	8
Complaints audited following investigation	4	2	2

- Of the 22 complaints received during the reporting period, 9 complaints were closed following investigation. The remaining 13 complaints are still under investigation, in line with the Council's Complaints process.
- Complaints received included issues related to Standard 1 – The RTO provides quality training and assessment (73%), Standard 2 – access and equity (50%); and Condition 6 – Certification and Issuing of Qualifications and Statements of Attainment (68%). It should be noted that the majority of complaints received covered more than one Standard and/or Condition.
- Of the 32 complaints received in the July to December 2010 reporting period, 24 have been investigated and closed, while the remaining 8 complaints were in the process of being finalised.
- All complaints received during the January to June 2010 reporting period have been closed, with the exception of one which was due to be finalised in July 2011.

Client Support and Feedback

Workshops/Information Sessions	Jan-Jun 11	Jul-Dec 10	Jan-Jun 10
Information sessions for potential RTOs	8	30	39

- In late 2010 the structure of information sessions was reviewed with a group session approach adopted. The information sessions also incorporate opportunities for participants to meet TAC Secretariat staff one on one. Eight (8) information sessions were held during the reporting period, with a total of 60 participants attending.
- 96% of respondents to the client survey sent to RTOs following an audit agreed that the audit experience added value to their business.
- 100% of respondents agreed the information provided by the registering body before and during the audit met their needs.