



TRAINING ACCREDITATION COUNCIL SNAPSHOT OF ACTIVITIES As at 31 December 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 July to December 2011 period which provides vital statistics and highlights of the Council's activities.

Registration of Training Organisations

RTOs	Jul-Dec 11	Jan-Jun 11	Jul-Dec 10
WA RTOs registered by TAC	382	552	547
Interstate RTOs in WA (Note: these figures represent intent and do not reflect actual delivery by interstate RTOs)	1633	1304	1228
WA RTOs delivering Interstate	16	152	148
WA RTOs delivering overseas	19	53	52
WA RTOs whose registration was cancelled	0	1	5
WA RTOs who did not renew registration when it expired	4	1	0
RTOs voluntarily relinquished during the registration period	11	7	11
WA RTOs subject to suspension orders *	0	1	1
WA RTOs subject to conditions *	0	0	1

- As at 31 December 2011, a total of 382 WA RTOs were registered with the Training Accreditation Council. The significant decrease in the total number of WA RTOs can be directly attributed to the establishment of the National VET Regulator (Australian Skills Quality Authority (ASQA)) which commenced operation on the 1 July 2011, and the transfer of impacted RTOs.
- Of the 382 WA RTOs registered with Council 76% or 289 were located in the Perth region, while 9% (34) were located in the South West region, with the remaining RTOs located across WA.
- During the reporting period 11 WA RTOs voluntarily relinquished their registration. Relinquishments can be attributed to a variety of reasons including business requirements of RTOs and viability of operations.
- The changes noted in the number of interstate RTOs in WA and WA RTOs delivering interstate and overseas during the reporting period can also be attributed to the establishment of ASQA.
- The 16 WA RTOs identified as delivering interstate for the July – December 2011 reporting period represents those RTOs who are not a trading corporation and are therefore regulated by both the Council and ASQA under the new arrangements. The Council is only responsible for WA delivery.

* 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	July-Dec 11	Jan-Jun 11	Jul-Dec 10
Expired courses	54	15	56
Total number of accredited courses	282	303	303

- As at 31 December 2011, a total of 282 courses were accredited in WA.
- The increase in expired courses for this reporting period can be attributed to the cyclic nature of the accreditation registration period. The majority of expired courses were re-accredited by the Council.

Audit Activity

Audits	July-Dec 11	Jan-Jun 11	Jul-Dec 10
Client initiated audits	109	144	157
TAC initiated audits	26	45	73
Accreditation reviews	30	30	36

- Of the 109 client initiated audits conducted during the reporting period, 81 were amendments to registration audits, 20 were initial registration audits, with a further 8 being renewal of registration audits.
- TAC initiated audits included Post Initial audits (19), Follow Up audits (4), Contract audits (2) and Complaints (1).
- The decrease in audit activity for the July to December 2011 reporting period can be linked to the commencement of ASQA.
- 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), issuing of qualifications and statements of attainment (Condition 6), accuracy and integrity of marketing (Condition 8) and transition to Training Packages/expiry of accredited courses (Condition 9).

Risk Assessment

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

RTO Risk Assessments	July-Dec 11	Jan-Jun 11	Jul-Dec 10
Risk Assessments conducted	197	243	325

Outcomes of Risk Assessments	July-Dec 11	Jan-Jun 11	Jul-Dec 10
No audit required	75	92	127
Desk audit required	62	64	76
Site visit audit required	60	87	122

- Of the 197 risk assessments undertaken in this reporting period 61% of applications required an audit as a result of the risk assessment, which is comparable with the percentage of applications requiring audit for the January to June 2011 reporting period.

Applications endorsed by the Training Accreditation Council

Applications	July-Dec 11	Jan-Jun 11	Jul-Dec 10
Initial registration	11	21	22
Renewal of registration	9	21	11
Amendment to registration	326	410	359
Courses accredited	15	13	17
Courses re-accredited	33	12	38

- The decrease noted in registration activity for the July to December 2011 period can be linked to the establishment of ASQA.
- During the reporting period the Council considered 10 applications for renewal of registration with one application being rejected and 327 amendments to registration applications, with one application being rejected.

Complaints

Complaints	July-Dec 11	Jan-Jun 11	Jul-Dec 10
Complaints received	2	22	32
Complaints investigated and closed	1	9	16
Complaints audited following investigation	1	4	2

- Of the 2 complaints received during the reporting period, 1 complaint was closed following investigation. The remaining complaint is 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 (50%), Standard 3 – Access and equity (100%); and Condition 6 – Certification and Issuing of Qualifications and Statements of Attainment (50%).
- Of the 22 complaints received in the January to June 2011 reporting period, 21 have been investigated and closed, while the remaining complaint is still in the investigation process.
- All complaints received during the July to December 2010 reporting period have been closed, with the exception of one which is in the investigation process and still to be finalised.

Client Support and Feedback

Workshops/Information Sessions	July-Dec 11	Jan-Jun 11	Jul-Dec 10
Information sessions for potential RTOs	6	8	30

- 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. Six information sessions were held during the reporting period, with a total of 54 participants attending.
- 100% of respondents to the client survey sent to RTOs following an audit agreed that the audit experience added value to their business.
- 96% of respondents agreed the information provided by the registering body before and during the audit met their needs.