

**TRAINING ACCREDITATION COUNCIL
SNAPSHOT OF ACTIVITIES
As at 31 December 2010**

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 2010 period which provides vital statistics and highlights of the Council's activities.

Registration of Training Organisations

RTOs	Jul-Dec 10	Jan-Jun 10	Jul-Dec 09
WA RTOs registered by TAC	547	547	528
Interstate RTOs in WA	1228	1181	1,245
WA RTOs delivering Interstate	148	176	166
WA RTOs delivering overseas	52	66	57
WA RTOs whose registration was cancelled	5	1	0
WA RTOs who did not renew registration when it expired	0	0	8
RTOs voluntarily relinquished during the registration period	11	1	5
WA RTOs subject to suspension orders *	1	3	0
WA RTOs subject to conditions *	1	1	0

- As at 31 December 2010, a total of 547 WA RTOs were registered with the Council. While the total number of WA RTOs remained unchanged compared with the previous reporting period, it was noted that the number of WA RTOs delivering interstate and overseas had declined during the July to December 2010 period.
- Increase of 47 (4%) interstate RTOs delivering in WA for the period July to December 2010. As at 31 December 2010 a total of 1,228 interstate RTOs in WA were noted (Note: these figures represent intent and do not reflect actual delivery by interstate RTOs).
- During the reporting period 11 WA RTOs voluntarily relinquished their registration. The increase in relinquishments can be attributed to a variety of reasons including business requirements of RTOs and viability of operations.
- Of the 547 WA RTOs, 110 are located in Regional areas. Of these over 55% are located in the South West/Peel regions, with the remaining RTOs spread across the other regions.

* 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	Jul-Dec 10	Jan-Jun 10	Jul-Dec 09
Expired courses	56	92	69
Total number of accredited courses	303	307	355



- As at 31 December 2010, a total of 303 courses were accredited in WA.
- Approximately 70% of the 56 courses that expired were re-accredited.

Audit Activity

Audits	Jul-Dec 10	Jan-Jun 10	Jul-Dec 09
Client initiated audits	157	105	106
TAC initiated audits	73	58	46
Accreditation reviews	36	40	33

- During the July to December 2010 period the number of client initiated audits increased by over 49% (from 105 audits in the previous reporting period to 157 audits). Of the 157 client initiated audits conducted during the reporting period, 125 were amendments to registration audits, 18 were initial registration audits, with 14 renewal of registration audits.
- 50 of the 73 TAC initiated audits were for either post initial audits (23) or as part of the Strategic industry audit of security training (27), with the remaining consisting of follow ups, contracts and complaints audits.
- 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, not being conducted in accordance with the principles of assessment and rules of evidence, and not being systematically validated (Element 1.5a,b,c,d). Non compliances were also common against strategies for training and assessment, staff, facilities, equipment and training and assessment materials not meeting training package/accredited course requirements (Elements 1.2 and 1.3).
- Against the Conditions of Registration, the most common non compliances were: governance (Condition 1) 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	Jul-Dec 10	Jan-Jun 10	Jul-Dec 09
Risk Assessments conducted	325	287	439

Outcomes of Risk Assessments	Jul-Dec	Jan-Jun 10	Jul-Dec 09
No audit required	127	192	332
Desk audit required	76	31	49
Site visit audit required	122	64	58

- An increase of 38 risk assessments was noted for the July to December 2010 period.
- The increase in the number of desk and site visit audits required as a result of risk assessments conducted can be attributed to the introduction of the revised AQTF in July 2010 and the implementation of the new *AQTF National Guidelines for Risk Management*. This is due to the new guidelines incorporating a broader range of risk indicators as part of the overall risk assessment process for each application.

Applications considered by the Training Accreditation Council

Applications	Jul-Dec 10	Jan-Jun 10	Jul-Dec 09
Initial registration	22	33	37
Renewal of registration	11	7	48
Amendment to registration	359	486	524
Courses accredited	17	12	11
Courses re-accredited	38	59	38

- Of the 22 applications for initial registration, 1 application was rejected by the Council.
- Of the 11 renewal of registration applications considered by the Council, all applications were approved during the reporting period.
- During the July to December 2010 period the number of amendment to registration applications decreased by over 26% (from 486 applications in the previous reporting period to 359 applications). Amendments to registration are client initiated and while the decrease in applications is considered high, it can be partly attributed to the maturing of RTOs business requirements and delivery focus.

Complaints

Complaints	Jul-Dec 10	Jan-Jun 10	Jul-Dec 09
Complaints received	32	27	21
Complaints investigated and closed	16	8	10
Complaints audited following investigation	2	2	1

- Of the 32 complaints received during the reporting period, 16 complaints were closed following investigation. The remaining 16 complaints were still under investigation, in line with the Council's Complaints process.
- The majority of complaints received were related to Standard 1, specifically in relation to assessments conducted by RTOs.
- Of the 27 complaints received in the previous reporting period, 25 were closed within the reporting period, while the remaining 2 complaints were finalised in the following reporting period.
- All complaints received during the July to December 2009 reporting period have been closed.

Client Support and Feedback

Workshops/Information Sessions	Jul-Dec 10	Jan-Jun 10	Jul-Dec 09
Information sessions for potential RTOs	30	39	50

- During the reporting period, 91 people attended 30 workshops conducted by the TAC Secretariat.
- 94% of respondents to the client survey sent to RTOs following an audit agreed that the audit experience added value to their business. An increase of 6% on the previous reporting period.
- 98% of respondents agreed the information provided by the registering body before and during the audit met their needs.