



TRAINING ACCREDITATION COUNCIL SNAPSHOT OF ACTIVITIES As at 31 December 2015

The Training Accreditation Council (TAC) is established under the *Vocational Education and Training Act 1996* and is an independent statutory body that assures the quality of training and assessment of RTOs registered with TAC, and accreditation of courses in the vocational education and training sector in Western Australia. Below is a snapshot of TAC functions during the July to December 2015 period which provides vital statistics and highlights of the Council's activities.

Registration of Training Organisations

RTOs	Jul-Dec 15	Jan-Jun 15	Jul-Dec 14
RTOs registered by TAC	300	313	317
TAC RTOs registered to deliver Interstate	11	12	11
TAC RTOs registered to deliver overseas	13	12	12
TAC RTOs whose registration was cancelled	1	1	0
TAC RTOs subject to suspension orders *	1	0	0
TAC RTOs subject to conditions *	0	0	0
TAC RTOs which did not renew registration when it expired	2	5	8
TAC RTOs voluntarily relinquished registration during the reporting period	9	5	5

* Under the *Vocational Education and Training (VET) Act 1996*, TAC is able to register providers subject to conditions or to vary or suspend a provider for not complying with the *Standards for Registered Training Organisations (RTOs) 2015*. Note: an RTO may be subject to more than one decision by Council.

- As at 31 December 2015, a total of 300 WA RTOs were registered with the Training Accreditation Council.
- Of the 300 RTOs registered with Council 74% or 222 had their head office located in the Perth region, while 9% (26) were located in the South West region, with the remaining RTOs located across WA.
- During the reporting period 9 WA RTOs voluntarily relinquished their registration and 2 RTOs did not renew their registration when expired. Relinquishments can be attributed to a variety of reasons including changing business requirements of RTOs and viability of operations.
- The 11 WA RTOs identified as delivering interstate for the July to December 2015 reporting period represent those RTOs that are not a trading corporation and are regulated by the Council, and RTOs registered to deliver in WA and Victoria only.

Accreditation of Courses

Accreditations	Jul-Dec 15	Jan-Jun 15	Jul-Dec 14
Expired courses	26	21	23
Total number of accredited courses	146	159	164

- As at 31 December 2015, a total of 146 courses were accredited in WA.
- The number of expired courses for this reporting period is not considered significant and can be attributed to the accreditation registration period, with a significant number of expired courses being re-accredited.

Risk Assessment

All initial, renewal and amendment to registration applications are risk assessed in line with the *National Guideline for Risk Management*.

RTO Risk Assessments	Jul-Dec 15	Jan-Jun 15	Jul-Dec 14
Risk Assessments conducted	79	104	151

Outcomes of Risk Assessments	Jul - Dec 15	Jan-Jun 15	Jul-Dec 14
No audit required	27	30	76
Desk audit required	21	29	41
Site audit required	31	45	34

- A decrease of 25 (104 to 79) was noted in the number of risk assessments undertaken for the July to December 2015 period. The decrease in activity could be attributed to RTOs better managing their scope of delivery in light of changes to fees and charges. Other factors include fewer applications for registration including amendments to registration occurring during this period, which has resulted in less risk assessments undertaken.
- 52 of the 79 (66%) risk assessments undertaken in this reporting period required an audit as a result of the risk assessment. This is a slight decrease compared with the January to June 2015 reporting period (71%).

Audit Activity

Audits	Jul-Dec 15	Jan-Jun 15	Jul-Dec 14
Client initiated audits	65	73	112
TAC initiated audits	34	28	22
Accreditation reviews	14	16	23

- Of the 65 client initiated audits conducted during the reporting period, 51 were amendment to registration audits, 8 were initial registration audits, with a further 6 being renewal of registration audits. Client initiated audit activity for July to December 2015 decreased from 73 to 65 and this can be attributed to fewer applications for registration or amendments to registration occurring during the reporting period.
- TAC initiated audits included Monitoring audits (15); Strategic Industry Audits (SIA - 12); Post Initial audits (5) and Complaint audits (2). The increase in TAC initiated audits is not considered significant and can be directly related to the outcomes of the SIA of units of competency that lead to issuance of High Risk Work Licences in WA. The increase in Monitoring audits can be attributed to the outcomes of the SIA of VET in Schools (2014) and monitoring audits conducted as part of the second stage of the SIA.
- Across Client and TAC initiated audits, the majority of non-compliances identified at audit were in relation to Standard 1 of the *Standards for RTOs* and in particular assessments not meeting training package/accredited course requirements and not being conducted in accordance with the principles of assessment and rules of evidence (Clauses 1.4, 1.8, 1.8a & 1.8b). Non compliances were also identified in Clause 1.1 of the standards in relation to RTO's training and assessment strategies and practices and not meeting the requirements of training packages and accredited courses. Non-compliances were also common against validation of RTO's assessment practices, vocational competencies and current industry skills, and knowledge and skills in vocational teaching and learning (Clauses 1.11 & 1.11a-b), and staff, educational and support services, learning resources, facilities and equipment (Clauses 1.3 & 1.3a-d).

Audit Outcomes – overall level of non-compliance (at main audit)

Audit Outcome	Jul-Dec 15	Jan-Jun 15	Jul-Dec 14
Compliant	31 (31.3%)	32 (32%)	50 (37%)
Minor	28 (28.3%)	19 (19%)	29 (22%)
Significant	30 (30.3%)	42 (41%)	45 (34%)
Critical	10 (10.1%)	8 (8%)	10 (7%)

- The Council considered non-compliance outcomes identified at audit in accordance with the *National Guideline for Managing Non-Compliance*.
- During July to December 2015 the overall level of significant non-compliance decreased compared with the previous reporting period. While an increase was noted in the overall level of minor non-compliance when compared with the January to June 2015 period.

The changes in overall levels of non-compliance outcomes noted during the reporting period could be attributed to the introduction of the new Standards for VET Regulation in April 2015, which provide for increased prescription with regard to compliance requirements, and a more educative approach adopted by TAC during 2015.

Applications endorsed by the Training Accreditation Council

Applications	Jul-Dec 15	Jan-Jun 15	Jul-Dec 14
Initial registration	5	20	10
Renewal of registration	13	16	32
Amendment to registration	150	274	273
Courses accredited	2	4	6
Courses re-accredited	20	16	18
Extension to accreditation	2	4	9

- During the July to December 2015 period the number of initial registrations endorsed by Council decreased (20 to 5) compared with the previous reporting period. While the decrease is notable it is not considered significant as the number of initial registrations endorsed for the January to June 2015 period was considered unusually high when compared with previous reporting periods.
- The number of renewal of registrations endorsed by Council decreased slightly (16 to 13) during the reporting period. The decrease is not considered significant and can be linked to the RTO registration period.
- A decrease in amendment to registrations (274 to 150) activity was noted for the July to December 2015 reporting period. Amendments to registration are client initiated and while the decrease is considered significant it could be attributed to RTOs better managing their scope of delivery and business requirements in light of the changes to fees and charges, and the impact of the implementation of the Standards for VET Regulation in the previous reporting period.

Complaints

Complaints	Jul-Dec 15	Jan-Jun 15	Jul-Dec 14
Complaints formalised	16	21	6
Complaints investigated and closed	8	13	4
Complaints audited following investigation	2	7	0

- A total of 60 complaint inquiries were received during the reporting period, which comprised of 16 complaints that were formalised and 44 complaint inquiries.
- Complaint inquiries include matters outside of TAC's jurisdiction (issue not Standards related or RTO registered with other VET regulators), no grounds for complaint, issues resolved informally or issue withdrawn.
- Of the 16 complaints formalised during the reporting period eight complaints were investigated and closed. Eight complaints are still under investigation, in line with the Council's Complaints process.
- In this reporting period, the highest number of complaints formalised related to Standard 1 of the *Standards for RTOs* with seven complaints received in relation to training and assessment strategies and practices not being responsive to industry and learner needs and not meeting the requirements of the training packages and accredited courses. Six complaints were received in relation to Standard 5 in the area of learners not being properly informed and protected.
- All complaints received during the July to December 2014 and January to June 2015 reporting periods have been investigated and closed.

Client Support

Workshops/Information Sessions	Jul-Dec 15	Jan-Jun 15	Jul-Dec 14
Information sessions for prospective RTOs	15	14	10
Accreditation sessions	2	0	1

- During July to December 2015 a total of 15 information sessions were conducted by the TAC Secretariat for prospective RTOs, with 18 participants attending from across WA.
- During the reporting period the Council also conducted two course accreditation information sessions with two participants attending.

Client Feedback

Feedback from RTOs following audit

During July to December 2015 feedback was collected from RTOs following completion of the initial and renewal of registration process. During the reporting period:

- 78% of respondents agreed or strongly agreed that the audit experience added value to their business.
- 96% of respondents agreed or strongly agreed the information provided by the registering body before and during the audit met their needs.