

TRAINING ACCREDITATION COUNCIL SNAPSHOT OF ACTIVITIES As at 31 December 2016

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 2016 period which provides vital statistics and highlights of the Council's activities.

Registration of Training Organisations

RTOs	Jul-Dec 16	Jan-Jun 16	Jul-Dec 15
RTOs registered by TAC	265	281	300
TAC RTOs registered to deliver Interstate	9	11	11
TAC RTOs registered to deliver overseas	11	12	13
TAC RTOs whose registration was cancelled	0	11	1
TAC RTOs subject to suspension orders *	1	0	1
TAC RTOs subject to conditions *	0	5	0
TAC RTOs that did not renew registration when it expired	6	5	2
TAC RTOs that voluntarily relinquished registration during the reporting period	12	6	9

* 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 2016, a total of 265 WA RTOs were registered with the Training Accreditation Council.
- Of the 265 RTOs registered with Council 75% or 200 had their head office located in the Perth region, while 8% (22) were located in the South West region, with the remaining RTOs located across WA.
- During the January to June 2016 reporting period 11 WA RTOs were cancelled and 5 WA RTOs were subject to conditions. Both cancellations and conditions imposed on WA RTOs were directly related to new arrangements implemented by the State Government in April 2016 as part of its Training Sector Reform project. The changes implemented involved replacing the existing 11 State Training Providers with a network of 5 new WA TAFE Colleges.
- For the July to December 2016 reporting period 12 WA RTOs voluntarily relinquished their registration and 6 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 9 WA RTOs identified as delivering interstate during the reporting period represent those RTOs that are not a trading corporation and are regulated by the TAC, and RTOs registered to deliver in WA and Victoria only.

Accreditation of Courses

Accreditations	Jul-Dec 16	Jan-Jun 16	Jul-Dec 15
Expired courses	28	18	26
Total number of accredited courses	114	137	146

- As at 31 December 2016, a total of 114 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.
- The overall number of accredited courses has decreased by 23 compared with the January to June 2016 reporting period. While the decrease is considered noticeable it can be attributed to course owners reviewing the relevance and appropriateness of accredited courses, Training Package developments with changes better reflecting industry requirements and reducing the need for accredited courses, and changes to fees.

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 16	Jan-Jun 16	Jul-Dec 15
Risk Assessments conducted	78	83	79

Outcomes of Risk Assessments	Jul-Dec 16	Jan-Jun 16	Jul-Dec 15
No audit required	14	24 [^]	27
Desk audit required	17	17	21
Site audit required	47	42 [^]	31

[^]Note: data for the Jan-Jun16 period has been updated to reflect amended figures.

- The number of risk assessments undertaken during the July to December 2016 period decreased slightly (83 to 78) and is not considered significant. The number of risk assessments undertaken over the last three reporting periods has remained relatively consistent which could be attributed to the TAC's approach to regulation and reducing regulatory burden for RTOs. This includes an increased focus on the risk assessment of the RTOs profile rather than risk associated with specific training products.
- 64 of the 78 (82%) risk assessments undertaken in this reporting period required an audit as a result of the risk assessment, which is an increase when compared with the January to June 2016 reporting period (71%). The increase in risk assessments resulting in an audit may be linked to the large number of amendment applications in reviewed Training Packages that are considered high risk (Health and Community Services).

Audit Activity

Audits	Jul-Dec 16	Jan-Jun 16	Jul-Dec 15
Client initiated audits	54	80	65
TAC initiated audits	20	23	34
Accreditation reviews	7	4	14

- Of the 54 client initiated audits conducted during the reporting period, 37 were amendment to registration audits, 7 were renewal of registration audits, with a further 10 being initial registration audits. During the July to December 2016 period client initiated audit activity decreased from 80 to 54.
- TAC initiated audits included Monitoring audits (11); Post Initial audits (5) and Complaint audits (4). The decrease in TAC initiated audits during the July to December 2016 is not considered significant.
- 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, 1.8a & 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 11a-b).

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

Audit Outcome	Jul-Dec 16	Jan-Jun 16	Jul-Dec 15
Compliant	28 (38%)	41 (40%)	31 (31.3%)
Minor	11 (15%)	30 (29%)	28 (28.3%)
Significant	29 (39%)	27(26%)	30 (30.3%)
Critical	6 (8%)	5 (5%)	10 (10.1%)

- The Council considered non-compliance outcomes identified at audit in accordance with the *National Guideline for Managing Non-Compliance*.
- During July to December 2016 the overall level of compliance remained consistent (40% to 38%) compared with the previous reporting period, while increases were noted in relation to overall level of significant non-compliances when compared with the January to June 2016 period.

The increase in overall level of significant non-compliances while notable can be attributed to audits linked to market entry (17 of 29 or 59%), which includes initial and amendment to registration audits and have no impact on the VET sector or the quality of training as no delivery had been undertaken prior to TAC endorsement. In addition, 5 of 29 (17%) audits identified with an overall level of significant non-compliance were directly linked to TAC audits of existing RTOs with identified risk.

- The changes in overall levels of compliant and non-compliance outcomes noted during the reporting period may be attributed to the high number of amendment to registration audits undertaken during the period and the implementation of the Standards for VET Regulation by RTOs, with an increased focus on assessment.

Applications endorsed by the Training Accreditation Council

Applications	Jul-Dec 16	Jan-Jun 16	Jul-Dec 15
Initial registration	10	8	5
Renewal of registration	9	14	11 [^]
Amendment to registration	140	376	150
Courses accredited	0	1	2
Courses re-accredited	5	9	20
Extension to accreditation	22	11	2

[^]Note: data for the Jul-Dec15 period has been updated to reflect amended figures

- During the July to December 2016 period the number of initial registrations endorsed by Council increased (8 to 10) compared with the previous reporting period.
- The number of renewal of registrations endorsed by the TAC decreased slightly (14 to 9) during the reporting period. The decrease is not considered significant and can be linked to the RTO registration period.
- During the reporting period a decrease in amendment to registrations (376 to 140) activity was noted. Amendments to registration are client initiated and while the decrease is noticeable it is not considered significant. Note: the increased number of amendments to registration for January to June 2016 can be directly attributed to the high volume of changes to endorsed Training Packages, which were implemented in line with the TAC's policy on Transition to Equivalent Training Package Qualifications and Units of Competency.

Complaints

Complaints	Jul-Dec 16	Jan-Jun 16	Jul-Dec 15
Complaints formalised	20	26	16
Complaints investigated and closed	15	21	8
Complaints audited following investigation	6	6	2

- A total of 52 complaint inquiries were received during the reporting period, which comprised of 20 complaints that were formalised and 32 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 20 complaints formalised during the reporting period 15 complaints were investigated and closed. Five complaints were still under investigation, in line with the TAC's Complaints process.
- A total of 6 complaints progressed to audit during the reporting period. As 4 of the 6 complaints were in relation to 2 RTOs and covered the same issues, audits were combined resulting in 4 audits being conducted.
- In this reporting period, the highest number of complaints formalised related to Standard 1 and Standard 4 of the *Standards for RTOs* with 20 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 and incorrect marketing practices.
- All complaints received during the January to June 2016 period have been closed. All complaints received during July to December 2015 have been investigated and closed with the exception of two complaints which have been investigated and are still to be finalised.

Education Program

Workshops/Information Sessions	Jul-Dec 16	Jan-Jun 16	Jul-Dec 15
Information sessions for prospective RTOs	2	12	15
Accreditation sessions	1	2	2
TAC Education Workshops	2	-	-
The Audit Experience - webinar	1	-	-

- In August 2016, the TAC implemented a new Education Program focusing on providing a range of development opportunities for RTOs. As a result of the new program the traditional one on one information sessions have been replaced with a range of webinars. In addition to participants attending the webinar sessions live, all webinars were recorded and made available on the TAC website. Webinars topics included: Becoming an RTO Information Session (16 participants, 18 views), The Audit Experience; Facts & Fiction (3 participants, 33 views) and The Accreditation Process (4 participants, 25 views).
- In addition to the webinars, the TAC hosted two education workshops on 2 and 7 November 2016 focusing on specific topics linked to the Standards for RTO. A total of 163 participants from metropolitan and regional WA attended the workshops, with the recordings accessed a total of 98 times.

Client Feedback

During July to December 2016 feedback was collected from RTOs following completion of the initial and renewal of registration process. During the reporting period:

- 87% of respondents agreed or strongly agreed that the audit experience added value to their business.
- 90% of respondents agreed or strongly agreed the information provided by the registering body before and during the audit met their needs.