

TRAINING ACCREDITATION COUNCIL SNAPSHOT OF ACTIVITIES As at 30 June 2017

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 January to June 2017 period which provides vital statistics and highlights of the Council's activities.

Registration of Training Organisations

RTOs	Jan-Jun17	Jul-Dec 16	Jan-Jun 16
RTOs registered by TAC	244	265	281
TAC RTOs registered to deliver Interstate	6	9	11
TAC RTOs registered to deliver overseas	12	11	12
TAC RTOs whose registration was cancelled	0	0	11
TAC RTOs subject to suspension orders *	0	1	0
TAC RTOs subject to conditions *	2	0	5
TAC RTOs that did not renew registration when it expired	8	6	5
TAC RTOs that voluntarily relinquished registration during the reporting period	9	12	6

* 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 30 June 2017, a total of 244 WA RTOs were registered with the Training Accreditation Council.
- Of the 244 RTOs registered with Council 75% or 182 had their head office located in the Perth region, while 9% (22) were located in the South West region, with the remaining RTOs located across WA.
- During the January to June reporting period a condition was imposed on 2 RTOs in relation to the RTO's delivery of the TAE40116 Certificate IV in Training and Assessment.
- For the January to June 2017 reporting period 9 WA RTOs voluntarily relinquished their registration and 8 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 6 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	Jan-Jun 17	Jul-Dec 16	Jan-Jun 16
Expired courses	22	28	18
Total number of accredited courses	107	114	137

- As at 30 June 2017, a total of 107 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 7 compared with the July to December 2016 reporting period. The decrease 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	Jan-Jun 17	Jul-Dec 16	Jan-Jun 16
Risk Assessments conducted	88	78	83

Outcomes of Risk Assessments	Jan-Jun 17	Jul-Dec 16	Jan-Jun 16
No audit required	22	14	24 [^]
Desk audit required	20	17	17
Site audit required	46	47	42 [^]

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

- The number of risk assessments undertaken during the January to June 2017 period increased slightly (78 to 88) 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.
- 66 of the 88 (75%) risk assessments undertaken in this reporting period required an audit as a result of the risk assessment, which is a decrease when compared with the July to December 2016 reporting period (82%). The decrease in risk assessments resulting in an audit are linked to the changes to, and full implementation of the Council's Risk Management Framework.

Audit Activity

Audits	Jan-Jun 17	Jul-Dec 16	Jan-Jun 16
Client initiated audits	69	54	80
TAC initiated audits	15	20	23
Accreditation reviews	7	7	4

- Of the 69 client initiated audits conducted during the reporting period, 48 were amendment to registration audits, 20 were renewal of registration audits, with a further 1 being initial registration audits. During the January to June 2017 period client initiated audit activity increased from 54 to 69.
- TAC initiated audits included Monitoring audits (6); Post Initial audits (8) and Complaint audits (1). The decrease in TAC initiated audits during the January to June 2017 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	Jan-Jun 17	Jul-Dec 16	Jan-Jun 16
Compliant	26 (31%)	28 (38%)	41 (40%)
Minor	27 (32%)	11 (15%)	30 (29%)
Significant	25 (30%)	29 (39%)	27 (26%)
Critical	6 (7%)	6 (8%)	5 (5%)

- The Council considered non-compliance outcomes identified at audit in accordance with the *National Guideline for Managing Non-Compliance*.
- During January to June 2017 the overall level of compliance remained consistent (38% to 31%) compared with the previous reporting period, while decreases were noted in relation to overall level of significant non-compliances when compared with the July to December 2016 period.
- 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	Jan-Jun 17	Jul-Dec 16	Jan-Jun 16
Initial registration	1	10	8
Renewal of registration	11	9	14
Amendment to registration	131	140	376
Courses accredited	8	0	1
Courses re-accredited	5	5	9
Extension to accreditation	20	22	11

- During the January to June 2017 period the number of initial registrations endorsed by Council decreased (10 to 1) compared with the previous reporting period. This reflect the overall reduction in new entrants to the sector.
- The number of renewal of registrations endorsed by the TAC increased slightly (9 to 11) during the reporting period. The increase is not considered significant and can be linked to the RTO registration period.
- During the reporting period a decrease in amendment to registrations (140 to 131) activity was noted. Amendments to registration are client initiated and while the decrease is noticeable it is not considered significant.

Complaints

Complaints	Jan-Jun 17	Jul-Dec 16	Jan-Jun 16
Complaints formalised	9	20	26
Complaints investigated and closed	6	15	21
Complaints audited following investigation	2	6	6

- A total of 35 complaint enquiries were received during the reporting period, which comprised of 9 complaints that were formalised and 26 complaint enquires. Complaint enquiries 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 9 complaints formalised during the reporting period 6 complaints were investigated and closed. Three complaints were still under investigation, in line with the TAC's Complaints process.
- A total of 2 complaints progressed to audit during the reporting period.
- In this reporting period, all complaints formalised related to Standards 1, 4 and 5 of the *Standards for RTOs* with the nine complaints formalized relating to training and assessment strategies and practices and not meeting the requirements of the training packages, trainers and assessors not meeting the requirements, incorrect marketing practices, complaints policies not being followed and students being unfairly treated.
- All complaints received during previous reporting periods have now been closed. All complaints received during January – June 2017 have been investigated and closed with the exception of three complaints which have been investigated and are still to be finalised.

Education Program

Workshops/Information Sessions	Jan-Jun 17	Jul-Dec 16	Jan-Jun 16
Information sessions for prospective RTOs	2	2	12
Accreditation sessions	1	1	2
TAC Education Workshops	3	2	-
The Audit Experience - webinar	1	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 (20 participants, 3 views*), The Audit Experience; Facts & Fiction (5 participants, 1 view*) and The Accreditation Process (5 participants, 3 views*).
- In addition to the webinars, the TAC hosted three education workshops on 20, 22 and 24 March 2017 focusing on Vocational Competency and Industry Currency for Trainers and Assessors. A total of 101 participants from metropolitan and regional WA attended the workshops (66 attending face to face and 35 attending online), with the recordings accessed a total of 21* times.

*A new system was introduced for the TAC Secretariat to monitor their website views on the 30 May 2017 – therefore the "views" data above is from the 30 May 2017 – 30 June 2017 only.

Client Feedback

During January to June 2017 feedback was collected from RTOs following completion of the initial and renewal of registration process. During the reporting period:

- 91.7% of respondents agreed or strongly agreed that the audit experience added value to their business.
- 87.5% of respondents agreed or strongly agreed the information provided by the registering body before and during the audit met their needs.