

TRAINING ACCREDITATION COUNCIL SNAPSHOT OF ACTIVITIES As at 31 December 2018

The Training Accreditation Council (TAC) is established under the *Vocational Education and Training Act 1996* (the Act) 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 which provides vital statistics and highlights of the Council's activities during the July to December 2018 period.

Registration of Training Organisations

RTOs	Jul-Dec 18	Jan-June 18	Jul-Dec 17
RTOs registered by TAC	215	224	228
TAC RTOs registered to deliver Interstate	6	4	7
TAC RTOs registered to deliver offshore	7	7	11
TAC RTOs whose registration was cancelled	1	0	2
TAC RTOs subject to suspension orders *	0	0	1
TAC RTOs subject to conditions *	1	5	0
TAC RTOs that did not renew registration when it expired	3	1	6
TAC RTOs that voluntarily relinquished registration during the reporting period	8	2	8

* Under the *Vocational Education and Training 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 2018 a total of 215 Western Australian (WA) RTOs were registered with the Training Accreditation Council.
- Of the 215 RTOs registered with TAC, 158 or 73% had their head office located in the Perth region and 57 or 27% had their head office located in regional WA. Of the 57 RTOs with their head office located in regional WA 19 or 33% were located in the South West region, 7 or 12% were located in the Peel regional, with the remaining RTOs located across WA and interstate.
- For the July to December 2018 reporting period 8 WA RTOs voluntarily relinquished their registration and 3 RTOs did not renew their registration when it expired. Relinquishments can be attributed to a variety of reasons, including the changing business requirements 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	Jul-Dec 18	Jan-June 18	Jul-Dec 17
Expired courses	0	2	9
Total number of accredited courses	98	95	96

- As at 31 December 2018 a total of 98 courses were accredited in WA.
- The overall number of accredited courses has remained consistent when compared with the previous two reporting periods.

Risk Assessment

All renewal and amendment to registration applications are risk assessed in line with TAC's Risk Framework.

RTO Risk Assessments	Jul-Dec 18	Jan-June 18	Jul-Dec 17
Risk Assessments conducted	60	52	79

Outcomes of Risk Assessments	Jul-Dec 18	Jan-June 18	Jul-Dec 17
No audit required	25	20	38
Desk audit required	22	18	16
Site audit required	13	14	25

- The number of risk assessments undertaken during the reporting period increased from 52 to 60 for the July to December 2018 period.
- 35 of the 60 (58%) risk assessments undertaken in this reporting period required an audit as a result of the risk assessment, which is a slight decrease when compared with the January to June 2018 reporting period.

Audit Activity

Audits	Jul-Dec 18	Jan-June 18	Jul-Dec 17
Client initiated audits	55	41	50
TAC initiated audits	11	12	191
Accreditation reviews	3	2	2

- Of the 55 client initiated audits conducted during the reporting period, 29 were amendment to registration audits, 21 were renewal of registration audits and 5 were initial registration audits. During the June 2018 to December 2018 period client initiated audit activity increased from 41 to 55 audits.
- TAC initiated audits included Monitoring audits (5); Post Initial audits (4) and Complaint audits (2).

Note: 175 of the 191 (92%) TAC initiated audits undertaken during the July to December 2017 reporting period were related to the Marketing and Governance Audit Strategy to review marketing and governance practices of RTOs.

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

Audit Outcome	Jul-Dec 18	Jan-June 18	Jul-Dec 17
Compliant	21 (32%)(25 (47%)	66 (27%)
Minor	19 (29%)	12 (23%)	136 (56%)^
Significant	26 (39%)	15 (28%)	37 (15%)^
Critical	0	1 (2%)	2 (1%)

^Note: data for the Jul-Dec17 period has been updated to reflect amended figures

Note: TAC's Risk Framework focuses on those RTOs that pose the highest level of risk to the quality of VET outcomes. As a result high risk RTOs will comprise a larger proportion of TAC's audit activity over time.

- The TAC considered non-compliance outcomes identified at audit in line with its established processes and RTOs must demonstrate compliance with the Standards in order to continue to operate within the WA VET market.
- During July to December 2018 the overall level of compliance decreased (47% to 32%) compared with the previous reporting period. Increases were noted in relation to overall level of significant non-compliances (28% to 39%) and overall level of minor non-compliances (23% to 29%) when compared with the January to June 2018 period.
- The changes in overall levels of compliant and non-compliance outcomes noted during July to December 2017 period can be attributed to the high number of audits conducted as part of the 2017 Marketing and Governance audit strategy.

Applications endorsed by the Training Accreditation Council

Applications	Jul-Dec 18	Jan-June 18	Jul-Dec 17
Initial registration	6	4	2
Renewal of registration	19	15	33
Amendment to registration	50	51	73
Replacement of equivalent training package products	232	3	27
Courses accredited	4	0	1
Courses re-accredited	0	1	4
Extension to accreditation	2	2	12

- During the July to December 2018 period the number of renewal of registrations endorsed by the TAC increased (15 to 19). The increase is not considered notable and can be linked to the RTO registration period.
- During the reporting period the number of amendment to registrations endorsed remained consistent when compared with the January to June 2018 period. While the number of replacement of equivalent training package products endorsed during the July to December 2018 period increased significantly (3 to 232). The increase can be attributed to changes to training products and in particular a high number of changes to units of competency.

Complaints

Complaints	Jul-Dec 18	Jan-June 18	Jul-Dec 17
Complaints formalised	13	10	15
Complaints investigated and closed	9	8	14
Complaints audited following investigation	2	1	2

- A total of 22 complaint enquiries were received during the reporting period, which comprised of 13 complaints that were formalised and 9 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 13 complaints formalised during the reporting period seven complaints had been investigated and closed. The remaining complaints were still under investigation, in line with the TAC's Complaints process. Two complaints progressed to audit during the reporting period, one of two complaints audits was initially received and recorded in the previous January to-June 2018 reporting period.
- The 13 complaints covered a wide range of complaint areas with the most common consisting of concerns with poor quality training and assessment, enrolment and information provided to learners and clients, and course duration.
- In this reporting period, the issues raised in the formalised complaints range across Standards 1, 3, 4, 5, 6 and 8 of the *Standards for RTOs* with two complaints against the Act.
- All complaints received during previous reporting periods have now been closed.

Education Program

Workshops/Information Sessions	Jul-Dec 18	Jan-June 18	Jul-Dec 17
Information sessions for prospective RTOs (webinar)	1	2	2
Accreditation sessions (webinar)	1	1	1
TAC Education Workshops (includes in person & via webinar)	6	3	6 [^]
The Audit Experience (webinar)	1	2	1

[^]Note: data for the Jul-Dec17 period has been updated to reflect amended figures.

- The TAC Education Program provides a range of development opportunities for RTOs and their staff to meet their obligations with regards to the *Standards for RTOs*. During July to December 2018, the Education Program offered a variety of mediums for the presentation of information including in person and delivery of information sessions online via webinar, allowing State-wide participation.
- During the reporting period TAC delivered three live webinar sessions. All webinars were recorded and made available on the TAC website. Webinar topics included: Becoming an RTO Information Session (10 participants), The Audit Experience; Facts & Fiction (16 participants), The Accreditation Process (4 participants).
- In addition to the webinars, TAC hosted six education workshops during the July to December 2018 period. The workshops consisted of three topics focusing on design, development and implementation of an Assessment System, which were repeated twice during the reporting period. Workshops were held on 17 - 18 July 2018 (Designing Assessment Tools), 23 - 24 October 2018 (Using assessment tools, making the assessment decision and keeping assessment records), and 6 - 7 November 2018 (Assessment appeals and the validation of assessment practices and outcomes). A total of 245 participants from metropolitan and regional WA attended the workshops (137 attending face to face and 108 attending online), with a recording of the session accessed a total of 95 times.

Client Feedback

During July to December 2018 feedback was collected from RTOs following completion of the site audit process. During the reporting period:

- 100% of respondents agreed or strongly agreed that the audit experience added value to their business
- 100% of respondents agreed or strongly agreed the information provided by the registering body before and during the audit met their needs.