

## TRAINING ACCREDITATION COUNCIL SNAPSHOT OF ACTIVITIES As at 30 June 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 January to June 2018 period.

### Registration of Training Organisations

RTOs	Jan-June 18	Jul-Dec 17	Jan-Jun 17
RTOs registered by TAC	224	228	244
TAC RTOs registered to deliver Interstate	4	7	6
TAC RTOs registered to deliver overseas	7	11	12
TAC RTOs whose registration was cancelled	0	2	0
TAC RTOs subject to suspension orders *	0	1	0
TAC RTOs subject to conditions *	5	0	2
TAC RTOs that did not renew registration when it expired	1	6	8
TAC RTOs that voluntarily relinquished registration during the reporting period	2	8	9

\* 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 30 June 2018 a total of 224 Western Australian (WA) RTOs were registered with the Training Accreditation Council.
- Of the 224 RTOs registered with TAC, 165 or 74% had their head office located in the Perth region, while 20 or 9% were located in the South West region, with the remaining RTOs located across WA.
- For the January to June 2018 reporting period 2 WA RTOs voluntarily relinquished their registration and 1 RTO 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 4 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-June 18	Jul-Dec 17	Jan-Jun 17
Expired courses	2	9	22
Total number of accredited courses	95	96	107

- As at 30 June 2018 a total of 95 courses were accredited in WA.
- The number of expired courses for this reporting period is lower than the two last reporting periods however, this can be attributed to variations in the course accreditation registration period.
- The overall number of accredited courses has remained consistent when compared with the July to December 2017 reporting period.

## Risk Assessment

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

RTO Risk Assessments	Jan-June 18	Jul-Dec 17	Jan-Jun 17
Risk Assessments conducted	52	79	88

Outcomes of Risk Assessments	Jan-June 18	Jul-Dec 17	Jan-Jun 17
No audit required	20	38	22
Desk audit required	18	16	20
Site audit required	14	25	46

- The number of risk assessments undertaken during the reporting period decreased from 79 to 52 for the January to June 2018 period. The decrease in activity could be attributed to RTOs better managing their scope of delivery, minimal changes that have occurred to training products resulting in less applications for amendments to registration, and fewer applications for renewal of registration occurring during this period,
- 32 of the 52 (62%) risk assessments undertaken in this reporting period required an audit as a result of the risk assessment, which is an increase of 10% when compared with the July to December 2017 reporting period. The increase in risk assessments resulting in an audit could be attributed to the application of TAC's Annual Regulatory Strategy and Risk Framework.

## Audit Activity

Audits	Jan-June 18	Jul-Dec 17	Jan-Jun 17
Client initiated audits	41	50	69
TAC initiated audits	12	191	15
Accreditation reviews	2	2	7

- Of the 41 client initiated audits conducted during the reporting period, 23 were amendment to registration audits, 11 were renewal of registration audits and 7 were initial registration audits. During the June 17 to June 18 period client initiated audit activity decreased from 50 to 41 audits.
- TAC initiated audits included Monitoring audits (6); Compliance Monitoring Audits (3) Post Initial audits (2) and Complaint audits (1).

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	Jan-June 18	Jul-Dec 17	Jan-Jun 17
Compliant	25 (47%)	66 (27%)	26 (31%)
Minor	12 (23%)	136 (56%)^	27 (32%)
Significant	15 (28%)	37 (15%)^	25 (30%)
Critical	1 (2%)	2 (1%)	6 (7%)

^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 January to June 2018 the overall level of compliance increased (27% to 47%) compared with the previous reporting period, while increases were noted in relation to overall level of significant non-compliances (15% to 28%) when compared with the July to December 2017 period.
- The changes in overall levels of compliant and non-compliance outcomes noted during July to December 2018 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	Jan-June 18	Jul-Dec 17	Jan-Jun 17
Initial registration	4	2	1
Renewal of registration	15	33	11
Amendment to registration	54	100	131
Courses accredited	0	1	8
Courses re-accredited	1	4	5
Extension to accreditation	2	12	20

- During the January to June 2018 period the number of renewal of registrations endorsed by the TAC decreased (33 to 15). The decrease is not considered notable and can be linked to the RTO registration period.
- During the reporting period a decrease in amendment to registrations (100 to 54) activity was noted. Amendments to registration are client initiated and while the decrease is significant this could reflect RTOs better managing their scope of delivery and that minimal changes have occurred to training products in the last reporting period.

## Complaints

Complaints	Jan-June 18	Jul-Dec 17	Jan-Jun 17
Complaints formalised	10	15	9
Complaints investigated and closed	8	14	6
Complaints audited following investigation	1	2	2

- A total of 26 complaint enquiries were received during the reporting period, which comprised of 10 complaints that were formalised and 16 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 10 complaints formalised during the reporting period all but three complaints had been investigated and closed. The remaining complaints were still under investigation, in line with the TAC's Complaints process. One complaint progressed to audit during the reporting period.
- The 10 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 cessation of training.
- In this reporting period, the issues raised in the formalised complaints range across Standards 1, 3, 4, 7 and 8 of the *Standards for RTOs* with three complaints against the Act.
- All complaints received during previous reporting periods have now been closed.

### Education Program

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

<sup>^</sup>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 January to June 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 five live webinar sessions. All webinars were recorded and made available on the TAC website. Webinar topics included: Becoming an RTO Information Session (16 participants), The Audit Experience; Facts & Fiction (6 participants) and The Accreditation Process (7 participants).
- In addition to the webinars, TAC hosted three education workshops on 13 – 15 March 2018 with a focus on Design and Development of an Assessment System. A total of 121 participants from metropolitan and regional WA attended the workshops (66 attending face to face and 55 attending online), with a recording of the session accessed a total of 79 times.

### Client Feedback

During January to June 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.