



Training Accreditation Council Surveys of RTOs and Stakeholder Perceptions of Performance 2018

September 2018

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1.0 EXECUTIVE SUMMARY

The Training Accreditation Council (TAC) undertakes a survey of its registered training organisations (RTOs) and stakeholders biennially. The combined surveys form part of its commitment to communicate effectively with stakeholders and gather appropriate information to enhance its regulatory functions.

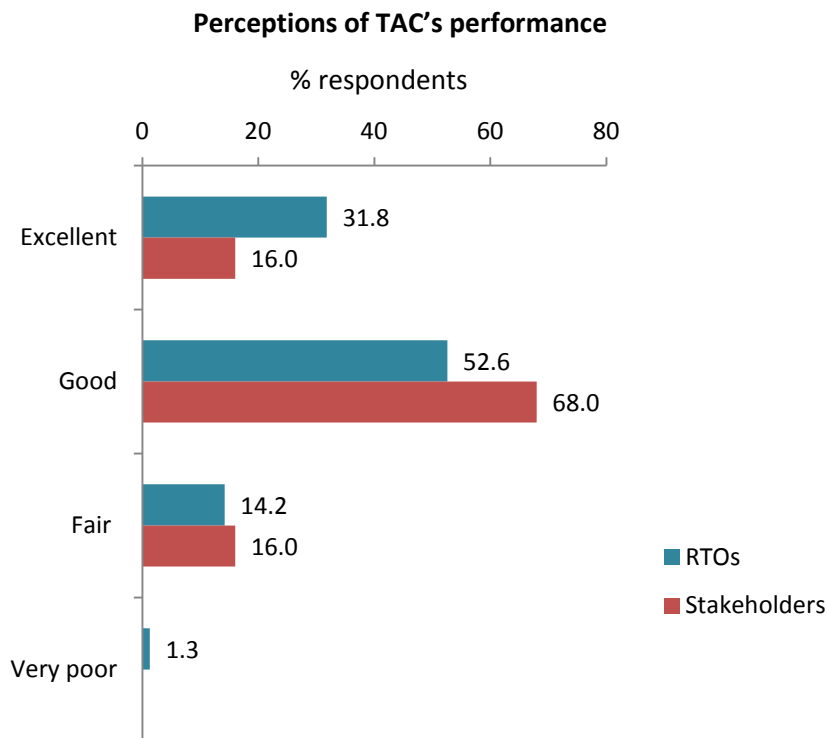
This year Research Solutions was engaged to review the questionnaire and undertake the perceptions survey of 224 RTOs and 62 stakeholders. A total of 140 RTOs or 64.5% of RTOs contacted responded to the survey; 15 RTOs provided responses from both the Legally Responsible Person and the Registration Contact in the organisation, as bringing the sample to 155 responses.

The stakeholder survey was completed by 26 out of a possible 62 stakeholders available, representing a 42% response rate which is slightly lower than the 2016 study. The stakeholders included government, industry, employer and professional associations and were sourced from a list provided by TAC. As each participant represents approximately 4% of the sample, stakeholder results have been provided as whole numbers. We recommend that the information provided by stakeholders be interpreted as indicative, providing insight into stakeholder perceptions, and not taken as a definitive percentage.

The 2018 questionnaire was significantly revised and shortened in some areas, in comparison to the 2016 questionnaire and hence comparisons have been made to the 2016 study where it is possible to do so. Further in most questions where the respondent gave a rating of fair, poor or very poor, the respondent was asked to explain the reasons for their rating. This imposed quite a burden on respondents as there were over 50 possible questions where respondents may be asked for an explanation of their rating, hence the provision of additional information was optional, though many did provide further insight; where the rating given was good or excellent respondents were not asked to provide an explanation. The impact of this additional questioning was that in a report where the ratings, particularly from RTOs, are very positive the comments are generally rather negative and focus on the improvements which can be made, making the report appear more negative than it is.

1.1 Perceptions of TAC

Overall perceptions of TAC by both RTOs and stakeholders were positive with 84% of RTOs and stakeholders rating TAC as good or excellent, the majority rating TAC as good as shown in the figure below.



Q.2 Please rate TAC's performance overall. RTOs n=154, don't know =1; stakeholders n=26

The results are similar to the 2016 results for RTOs. The areas of strength as seen by RTOs were:

- Promotes and encourages continuous improvement of RTOs 82.7%
- Improves the quality of their outcomes in WA 81.0%
- Open to hearing concerns about the quality of their outcomes 80.9%

For stakeholders the areas of strength were similar and perceived to be:

- Provides and encourages continuous improvement of RTOs 95%
- Applies consistent regulatory decisions 88%
- Open to hearing concerns about the quality of their outcomes 84%

The areas which received lower ratings were:

- For RTOs (see Fig7 page 15):
 - Applies consistent regulatory decisions 74.0%
- For stakeholders (see Fig22 page 44):
 - Provides timely and quality advice about the VET sector to my organisation 59%
 - Acts on stakeholder feedback 58%
 - Acts on complaints about its own performance 45%

The criticisms of the TAC were:

- **Applies consistent regulatory decisions (for RTOs):**
 - As the system allows RTOs to build their own compliance processes and regulators make their own judgements and therefore the system is inherently subjective.
- **Timely and quality advice in its regulatory activities (for RTOs):**
 - Many months to try and sort out issues with many staff changes and no one reading their documents.
 - Sometimes my emails take a while to receive a response.
- **Provides timely and quality advice about the VET sector to my organisation (for stakeholders):**
 - The timeliness of advice can be inconsistent.
 - Few updates are provided without prompting.
- **Acts on stakeholder feedback (for stakeholders):**
 - They could improve the way they act on stakeholder feedback.
- **Acts on complaints about its own performance (for stakeholders):**
 - Very slow to react and in many cases needs to be prodded into action.
 - There is no feedback from complaints made or actions being taken.

1.2 TAC communications

1.2.1 Communications with TAC

TAC communications with the stakeholders or RTOs generally received high levels of satisfaction with between 85% and 93% of RTOs rating TAC communications as good or excellent and between 67% and 100% of stakeholders rating TAC good or excellent.

The strengths of TAC's communication were:

- Current, up to date information.
- Accurate information.
- Easy to understand information.

Areas where stakeholders particularly felt that the performance was fair and could improve were:

- The ability to search the website.
- The website navigation.
- The helpfulness of the information provided in TAC's communications.

Both the ease of understanding the information and ease of navigating the website was felt to be more difficult for somebody who was not fully engaged in the VET sector or did not access the website regularly.

1.2.2 Communications with TAC by email or telephone

Communicating with TAC by email or telephone was generally felt to be a good or excellent experience with both RTOs and stakeholders rating TAC between 75% and 97% as good or excellent.

The strengths of the email and telephone communications were felt to be:

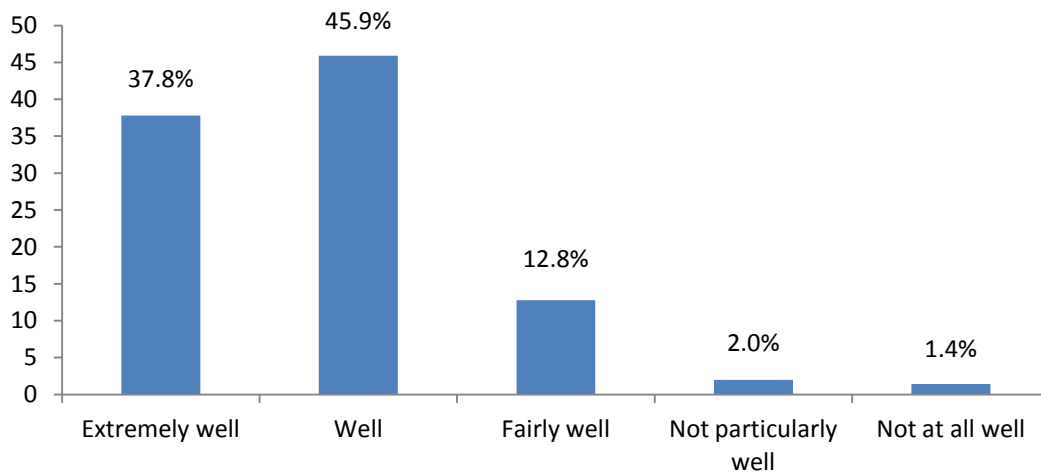
- TAC's courtesy.
- Providing sufficient contact details to be able to recontact staff.
- TAC respecting confidentiality.

Scores were slightly lower for:

- Clarity of response (stakeholders).
- Efficiency of response (stakeholders).

1.2.3 The TAC service model

Generally the TAC service model was felt to work well, as shown in the figure below.



Q.11 How well do you feel that TAC's service model works? n=148, missing n=7

1.3 RTO audits

All RTOs participating in the research had participated in an audit in the last 12 months, with 70% participating in a desk audit and 40% participating in a site audit. Almost all (87.9%) RTOs responding to the survey perceived that both the desk audit and the site audit were worthwhile experiences.

RTOs perceived the value of the audits were that the audit:

- Reassured the RTO that they were doing the right thing.
- Identified opportunities for improvement that have been taken on board.
- Showed the RTO where they were doing well and the few areas that needed improvement.
- Gave the RTO an opportunity for an independent look at how it was doing.
- The auditor was perceived to be highly experienced and very supportive looking for solutions not problems.
- Was good for employees as it provided them with clarity on what was needed.
- Exposed weaknesses and made the RTO think about things.

The overall experience of RTOs with the TAC desk audit was high with 88.9% of respondents rating the desk audit as good or excellent. All aspects of the desk audit were rated between 88.0% and 98.0% as good or excellent.

The RTO experience of the site audit was similarly high with 82.3% of RTOs rating the site audit as good or excellent. The ratings of the various aspects of the site audit were also high, rating between 80.0% and 95.0% as good or excellent.

Overall the site audit was more likely to be a better experience than the desk audit and was rated as excellent (rather than good) compared to the desk audit where the majority of respondents rating the various aspects of the desk audit as good rather than excellent. Generally RTOs in the metropolitan area rated the experience of the site audit more highly than their rural and regional counterparts.

The experience with the TAC audit team during the site audit was very positive with respondents rating each feature of the site audit team as good or excellent.

1.4 Introduction of the new RTO Portal

Whilst RTOs acknowledged that there were a few teething problems with the introduction of the new RTO Portal, attitudes to the portal have now stabilised and 80% or more of RTOs are now rating the RTO Portal as good or excellent in terms of the three measures taken:

- The information provided on the TAC website about the portal.
- The support provided to my organisation.
- The improvement and streamlining of our interactions following the implementation of the portal.

Comments about the portal included:

- TAC could have offered more help with the portal.
- The RTO Portal has some functions which are less user friendly than previously and some do not seem to work.
- Logging in continues to be a problem.
- Electronic forms are still cumbersome.
- Information on previous audits/applications is no longer on the site.
- The information on the website regarding the portal was brief but it seems to have disappeared now so it is difficult for infrequent users to be able to use it.

1.5 TAC's presentations and workshops

One in three stakeholders responding to the survey had either attended a workshop or TAC had presented to their organisation during the last year. All of these stakeholders felt the information provided was current, useful, insightful and the staff presenting the information were knowledgeable.

Three-quarters of stakeholders who had had contact with TAC to discuss VET regulation issues described the information provided, the knowledge of the staff and understanding of your issues as good or excellent and the currency of information was considered as good or excellent by all stakeholders who had had contact with TAC to discuss VET regulation issues.

1.6 Regulating the VET sector

Most stakeholders and RTOs were aware of TAC's Annual Regulatory Strategy but not familiar with its content. In all 20% of stakeholders and 21.1% of RTOs were aware of and felt familiar with TAC's Annual Regulatory Strategy. As one may expect, RTOs in the public sector were more likely to be aware of TAC's Annual Regulatory Strategy than those in the private sector.

To identify areas for future focus the research measured RTO's perceptions of areas of regulatory support where RTOs felt they generally did not do well. These were:

- Recognition of prior learning – 25.8%
- Continuous improvement – 24.5%
- Appropriate course duration and length – 22.5%
- Adequate training provided to learners – 21.3%
- Employers and others engaged in client training and assessment – 20.0%

To identify areas for future focus the research measured Stakeholder perceptions of areas where RTOs were felt not to perform well. These included:

- Assessments meeting workplace regulatory requirements – 38%
- Assessments in line with training packages – 35%
- Appropriate course duration – 35%
- Appropriately trained trainers and assessors – 35%
- Monitoring training conducted on behalf of an RTO – 27%

When asked about qualifications or units of competency as areas of concern only 20% of stakeholders expressed concern and ten courses were identified, though each course elicited comments from a single person (see section 18.0 page 58).

1.7 Conclusions

The results of the RTO and stakeholder surveys continue to record a high level of satisfaction, amongst RTOs with areas of improvement generally limited to the need for consistent advice and to timeliness in response.

Rural and regional based RTOs consistently rate TAC lower in terms of their satisfaction, whilst the reasons for this are less obvious, distance can sometimes lead to a feeling of isolation and TAC may be considered as rather Perth centric, further there are a greater proportion of small RTOs (1-5 employees) in the regions whom the comments indicate can struggle with the regulatory process. Being aware of the lower satisfaction in rural areas will bring a focus on to their issues.

Meanwhile the stakeholder scores which were generally good rather than excellent, and taking into account some of the comments given indicate a relationship which is less harmonious than with the RTOs and perceived by some stakeholders to not always be collaborative. Note that the number of stakeholders responding is only 26, so the results are indicative but this response rate in itself, given the amount of effort expended by TAC and Research Solutions to achieve a response to the survey, indicates a lack of closeness between TAC and its stakeholders.

Stakeholders were asked to provide reasons where they gave lower ratings to questions in the survey and these comments provided some insight into how TAC could improve its relationship with stakeholders. The comments indicated that TAC is not seen by some stakeholders to:

- Be particularly proactive;
- Be interested in its stakeholders or to see them as an important or integral part of the process;
- Act on stakeholder feedback; and
- Investigate or at least report on the outcomes of complaints.

As an important group who can keep TAC in touch with its wider market, TAC may like to consider a different approach to the one it uses with RTOs; in its approach to stakeholders it may be better to adopt a more personal approach. This approach has been used successfully by some Government Agencies to build a stronger relationship with their stakeholders and hence to be seen to listen to stakeholders and place more value on the stakeholder relationship.

The complaints process as noted above was raised by stakeholders. TAC may wish to ensure that the process is understood, manage expectations and ensure that feedback is always provided throughout the process, particularly if the process takes some time and at the end to explain what has been decided and the reasons for it.

The website and RTO Portal received less criticism than may have been expected but there are still issues with it for some RTOs and stakeholders. Both the website and the RTO Portal suffer from not meeting expectations in some areas particularly amongst stakeholders (detailed comments are to be found in the appendix). The issues raised included:

- Clarity and extent of user instructions
- Ease of navigation and
- Ease of use including the search function

2.0 INTRODUCTION

The Training Accreditation Council (TAC) registers training organisations and accredits courses in the Vocational Education and Training (VET) sector in Western Australia. In June 2018 TAC undertook a survey of Registered Training Organisations (RTOs) and stakeholders. The combined surveys form part of its commitment to communicate effectively with stakeholders and gather appropriate information to enhance its regulatory functions.

TAC uses the survey information to inform its review and continuous improvement processes and to benchmark its performance. The surveys also provide an opportunity for TAC to communicate with its RTOs and stakeholders, seek their feedback and then feedback to them the improvements it has made as the result of their suggestions, thereby creating a closer relationship.

TAC appointed Research Solutions to conduct its 2018 RTO and stakeholder perceptions survey. There are 224 RTOs in Western Australia, each of which was sent a link to an online survey designed to ascertain their perceptions of TAC's performance over the past 12 months. In addition a link to a similar but slightly shorter survey was sent to TAC's major stakeholders comprising government, industry, employer and professional associations. Significant changes were made to the questionnaire used in the 2016 survey (this is a biennial survey) so comparisons have been made where it is possible to do so. Details of the method and the sample profile are provided below and a copy of the two questionnaires is attached to this report.

Many of the questions require the respondent to rate the performance of TAC on key measures and in many of the questions where the respondent gave a rating of fair, poor or very poor, the respondent was asked to explain the reasons for their rating. This imposed a significant burden on respondents as there were over 50 possible questions where respondents may be asked for an explanation of their rating, hence the provision of this additional information was optional, though many did provide further insight; where the rating given was good or excellent respondents were not asked to provide an explanation. The impact of this additional questioning was that in a report where the ratings, particularly from RTOs, are very positive the comments are generally rather negative and focus on the improvements which can be made, making the report appear more negative than it is.

The results of the surveys are detailed in the following pages of this report.

3.0 METHODOLOGY

The study was conducted as follows with more detail on the method provided in the technical appendix.

3.1 The questionnaire

The objectives of the survey were discussed at the scoping meeting and TAC provided a draft questionnaire for discussion. Research Solutions reviewed the questionnaire and made recommendations about question order, the type of scale to be used and question wording. These recommendations were accepted by TAC and the questionnaires finalised and approved by TAC.

The questionnaires were programmed into Web Survey Creator, Australian online software which is compliant with the Privacy Act 2014 and tested by TAC. Once TAC was satisfied with the look and feel of the questionnaires TAC sent a Special Bulletin to each of its RTOs and stakeholders, by email advising them that they would receive an email containing a link from Research Solutions and asking them to complete the questionnaire.

3.2 Data collection

TAC provided Research Solutions with a list of contact details for the Legally Responsible Person and Registration Contact for each RTO and all stakeholder contacts. Whilst there are 224 RTOs, seven could not be contacted either because the email bounced on repeated attempts or because there was only one contact who was away for the duration of the survey (it was conducted in school holidays due to timing constraints).

Of the 217 contactable RTOs:

- 140 RTOs completed the survey, generating a response rate of 64.5%.
- In 15 RTOs both the Legally Responsible Person and the Registration Contact completed the survey making a total sample of 155 respondents

Of the 68 stakeholders provided by the TAC

- 3 refused
- 3 were away for the duration of the survey
- 3 had left the organisation and not been replaced.

In total 26 stakeholders out of a possible 62 responded to the survey.

Where email addresses bounced back or the survey was blocked by the RTO/ stakeholder, TAC assisted where possible by seeking alternative email addresses.

TAC sent a special bulletin to all RTOs and stakeholders informing them of the survey and then Research Solutions sent an email with a unique hyperlink to the Legally Responsible Person and the Registration Contact provided by TAC. A further three reminder emails containing the link were sent including an extension to the closure date of the survey, so that the survey closed after the school holiday period to allow those returning to work time to complete the survey. The survey was open between the 26th June and the 19th July 2018.

3.3 Data analysis

The rating scales used in the survey were generally five-point unipolar scales with ratings from excellent to very poor. The results are provided for the top two positive results as in previous surveys, which are the good and excellent ratings, and based on the people able to answer the question i.e. excluding those who said don't know or not applicable. The results are as given by the respondents, no attempt has been made to assign weightings to the results.

The stakeholder sample is small, only 26 people which whilst a reasonable response rate at 42%, the small sample achieves a low confidence interval of $\pm 15\%$ and the results are subject to wide variation and should therefore be treated as indicative and illustrative.

3.4 Profile of the RTO sample

Note that the sample size for each of these charts is 155 respondents

Figure 1: Location

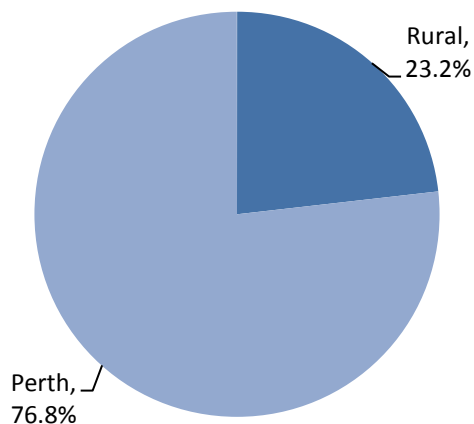


Figure 2: Length of time in business

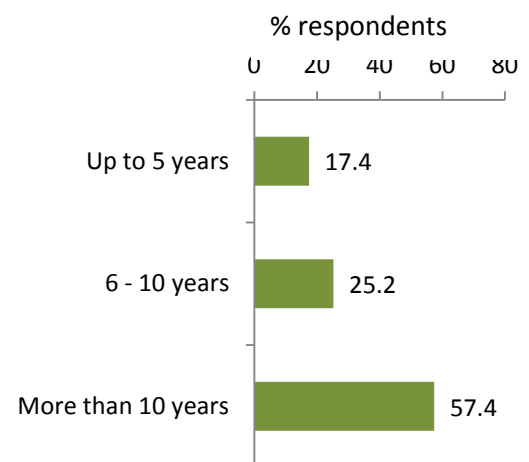


Figure 3: Number of employees

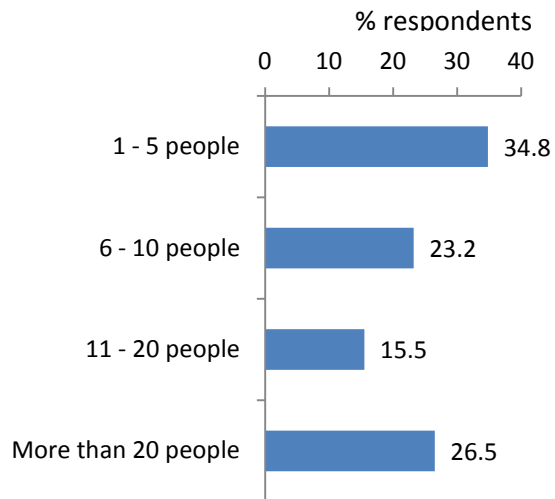


Figure 4: Public or private sector (organisations 11 people or more employed)

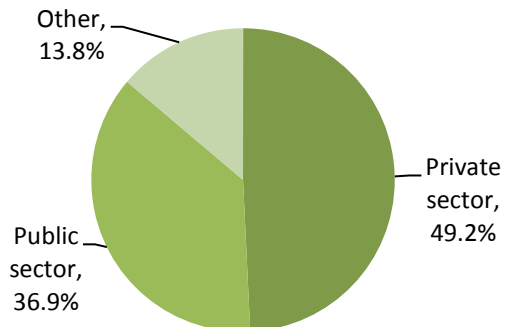
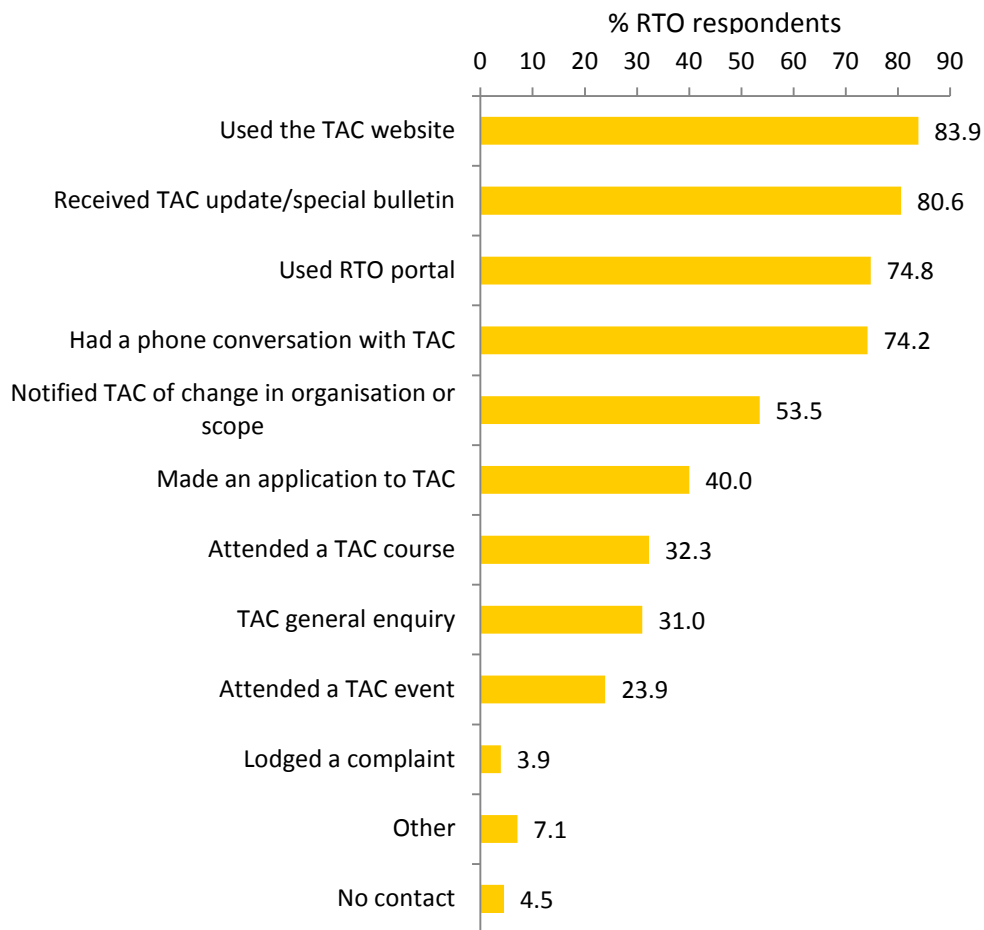


Figure 5: Contact with TAC



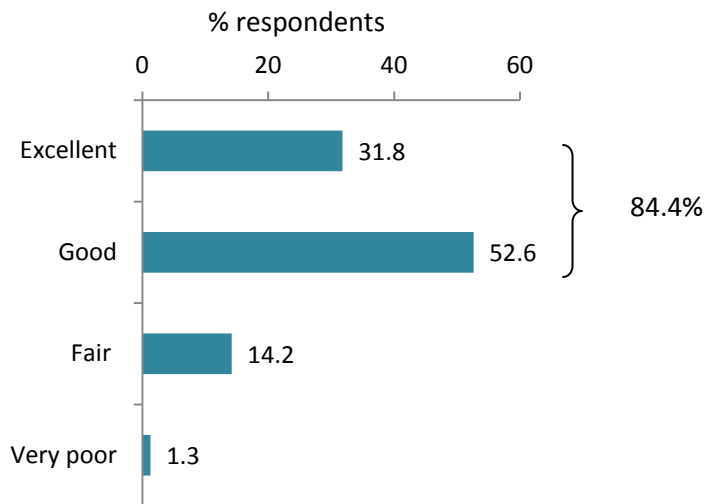


Registered
Training
Organisations

4.0 PERCEPTIONS OF TAC

Overall perceptions of TAC are very positive with 84.4% of respondents rating TAC as good or excellent. Only 1.3% of respondents rated TAC as very poor.

Figure 6: Overall perceptions of TAC



Q.2 Please rate TAC's performance overall. n=149, don't know n=6

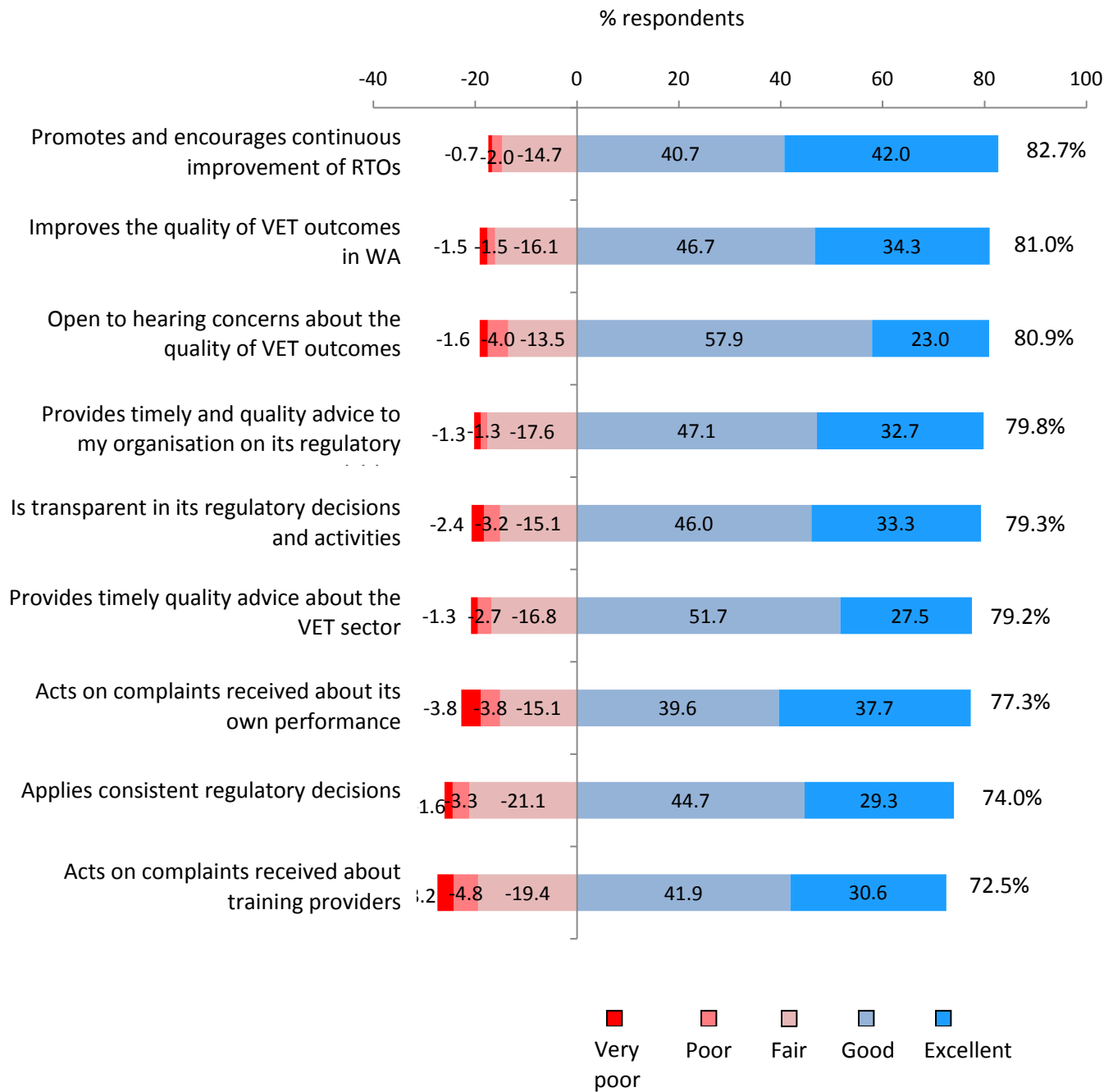
The results are the same as in 2016 when 84.5% of respondents rated TAC as good or excellent overall.

Metropolitan based RTOs were more likely to rate TAC's performance overall significantly higher (88.1%) than rural RTOs (72.2%).

Respondents who gave good or excellent ratings were not asked for their reasons for doing so and the small number of respondents (15.5%) who gave fair or poor ratings made the following comments:

- Decisions are not clear and not transparent.
- TAC should be more proactive rather than acting on problems. The VET system is a minefield, having better communication with the regulator on a level that is non-threatening would be beneficial.
- Process and complaint resolutions have taken over 18 months and are still not sorted out yet.
- Auditors can be inconsistent, what is fine for one auditor is non-compliant for another.
- We do not feel that TAC supports small enterprise and auditors can be particularly aggressive.

Figure 7: Rating on TAC's performance



Q.2 Please rate TAC's performance on each of the following. n=53-153, don't know 2-102
 Note: 'Acts on complaints received about training providers' and 'Acts on complaints about its own performance' was rated by only a small group of RTO survey participants.

The ratings received by TAC are positive with between 72.5% and 82.7% of RTOs rating TAC either good or excellent for each aspect. 30% or more of RTOs rated TAC as excellent in all but three of the areas measured. The reasons for these high ratings were not measured for each area due to the length of the questionnaire and the burden it would place on respondents.

The dot points below outline the comments accompanying a fair, poor or very poor score where it was given on each measure. The comments are listed below with the proportion of respondents who gave a fair, poor or very poor rating: (more detail is appended to this report)

- **Open to hearing concerns (19.1%):**
 - Issues not addressed in a timely manner.
 - No transparency to address our concerns.
 - They don't understand small RTOs.

- **Timely and quality advice in its regulatory activities (20.2%):**
 - It took over 18 months to try and sort out issues with many staff changes and no one reading their documents.
 - Received poor advice from a case manager.
 - Sometimes my emails take a while to receive a response.
 - Takes ages to get updated after numerous feedback sent to TAC.
 - Received contradictory advice from TAC and the Department of Training and Workforce Development (DTWD WA). We feel that TAC and DTWD should ensure that information given to RTOs corresponds in both instances.

- **Provides timely and quality advice about the VET sector (20.8%)**
 - Their provision of advice is not frequent enough about the VET sector.
 - Staff give conflicting advice, reports and information, even contradicting their own reports and correspondence.

- **Acts on complaints received by training providers (27.5%):**
 - RTOs that provide bad or inadequate training are still in business.

- **TAC acting on complaints received about its own performance (22.7%):**
 - A complaint was made but no feedback provided about how TAC could prevent a recurrence of poor quality audits and decisions.
 - Slow response to complaint and documents lost after being sent to the office.

- **TAC is transparent in its regulatory systems and activities (20.7%):**
 - It is very hard to get a clear answer about decisions.
 - There is no transparency at all, they believe they are not answerable to anyone.
 - When RTOs are investigated or sanctioned it is not clear why that is the case and it is difficult to get a clear sense of how TAC is regulating underperforming RTOs.
- **TAC applies consistent regulatory decisions (26.0%):**
 - The decisions made by TAC auditors are inconsistent due to differing interpretations and application of the standards by different auditors, a better way may be to allocate a specific auditor to an organisation so that person becomes familiar with the operation of the RTO.
 - As the system allows RTOs to build their own compliance processes and regulators make their own judgements therefore the system is inherently subjective. (Note: this issue was raised multiple times and examples are given in the verbatim comments in the appendix).
 - Sometimes advice can be inconsistent or in the past personnel have been unwilling to provide advice, particularly in writing. It's challenging for an RTO to not be able to confirm planned approaches will be supported at audit.
- **TAC promotes and encourages continuous improvement (17.8%):**
 - Improvement is driven more by the RTOs wanting to improve themselves rather than through TAC's help.
 - I'd like auditors to be there to actually help rather than show up and criticise.
 - Standards seem to be inconsistent between RTOs.
- **TAC improves the quality of VET outcomes in Western Australia (19.0%):**
 - I haven't seen any improvements.

Comparing the results to 2016 only five statements were measured in 2016 of which one measure had declined significantly:

- Timely and quality advice on its regulatory activities has declined significantly from 88.8% in 2016 to 79.8% in 2018.

The measures for the remaining statements are similar to 2016:

- Applies consistent regulatory decisions.
- Improves the quality of VET outcomes in WA.
- Is transparent in its regulatory decisions and activities.
- Promotes and encourages continuous improvement of RTOs.

The only differences in perceptions were between rural RTOs and metropolitan RTOs. Rural RTOs were less positive about:

- TAC applying consistent regulatory decisions – rural RTOs rated 57.6% good/excellent compared to the Perth based RTOs 80.0%.
- Improves the quality of VET outcomes in WA – rural RTOs 65.7% good/excellent compared to 85.7% by Perth based RTOs.

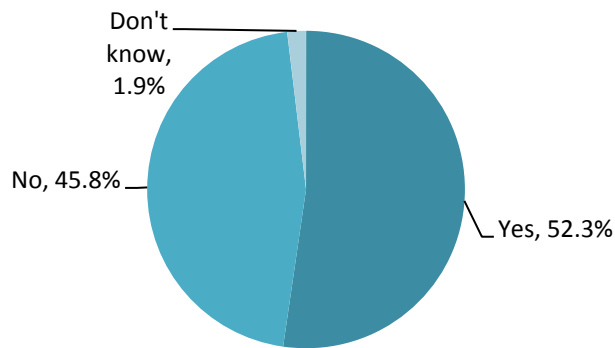
Small RTOs with ten or less employees felt that TAC was less likely to be:

- Open to hearing concerns about quality VET outcomes – 76.0% good/excellent.

5.0 LODGING AN APPLICATION

Just over half of the RTOs surveyed said that they had lodged an application during the last 12 months.

Figure 8: Lodged an application

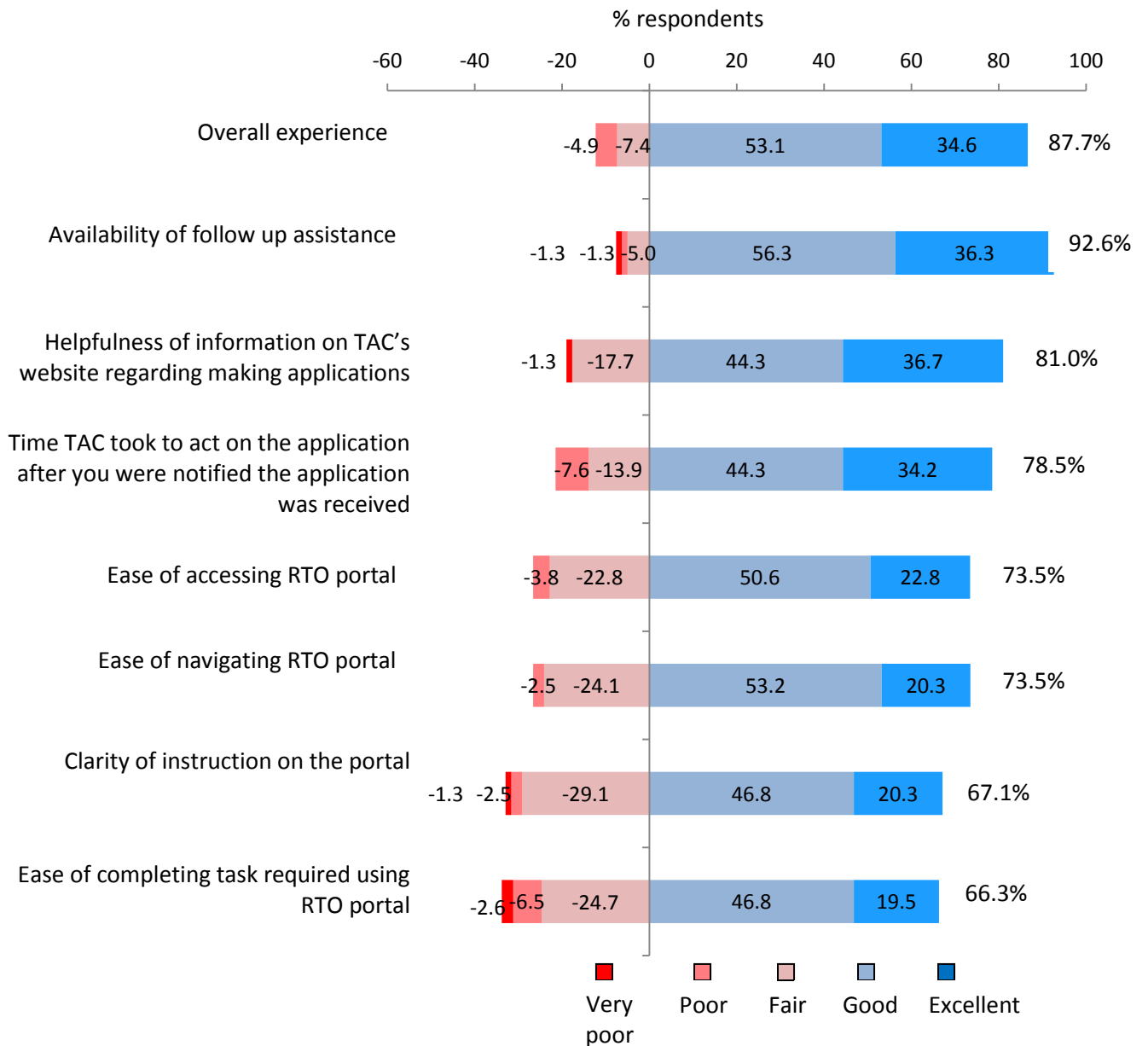


Q.4 Has your organisation lodged an application with TAC during the last 12 months? n=155

The larger an organisation was the more likely it was to have lodged an application, with 68.3% of medium sized organisations with 20 or more employees having lodged an application in the last 12 months compared to 42.5% of organisations with one to five employees. Similarly, the longer an organisation had been in business the more likely they were to lodge an application. Of organisations that had been in business more than ten years, 60.7% had lodged an application.

RTOs experience with lodging an application is shown in figure 9 on the following page.

Figure 9: Experience when lodging an application



Q.5 Rate your experience based on the applications you have submitted to TAC. n=77-81, don't know 0-4

There are no comparative figures from 2016 as TAC moved from the RTONet used in 2016 to the RTO Portal in 2017/18.

The results were strong for the overall experience in lodging an application at 87.8% of RTOs rating TAC's performance as good or excellent as shown in Fig 9 (p.20), as shown below the main issue was the time it took to lodge the application, acknowledgement that the application had been received and the ability to know how the application is progressing.

The availability of follow up assistance was particularly good with 92.6% of RTOs rating this as good or excellent and nearly half of these rating the experience as excellent. However the survey as noted above did not explore the reasons for the positive results.

The RTO Portal clearly had some issues when it was launched last year and some of these issues still exist or are perceived to still exist. Issues were raised by 1 in 4 people when measuring:

- Ease of accessing the RTO Portal
- Ease of navigation

The reasons for fair, poor and very poor scores were:

- **Ease of accessing RTO Portal:**
 - The task was not easy because the RTO Portal does not work with all browsers.
 - No clear error message to explain what was wrong when you hit a problem.
 - There is no way of accessing anything in the application registration and accreditation history.
 - I stopped using the portal because of my inability to access it.
- **Ease of navigating the RTO Portal:**
 - It's not easy to navigate around for infrequent users.
 - A better intuitive menu and help options would help.

Issues were raised by 1 in 3 people when measuring:

- Ease of completing the task on the RTO Portal
- Clarity of instructions about the RTO Portal
- **Ease of completing the task required:**

For 1 in 3 people, completing the task was not as easy as they would wish it to be and issues they identified when rating it, fair, poor or very poor were:

- The support documentation is written by technical people for technical people – it is not easy to understand.
- The list of auditors on the electronic application form doubles up and you have to tick each auditor twice.
- You can't remove one delivery site from the qualification or change the delivery site.
- Have added third party twice but they don't show in the portal.
- You can't change the mode of delivery.
- You can't go back to the home page from electronic forms.

- The forms still need a witness for the signature, the responsible officer sign-off is a new and unnecessary step.
 - Cannot skip an area if you are still waiting for more information and want to come back later and fill it in. At the end of the application it would be useful to have a checklist showing the sections still missing.
 - The portal itself makes some functions more difficult than previously, particularly in regard to existing applications.
 - Linking an application to an invoice is not always straightforward.
 - Doc-u-sign doesn't seem to function correctly and it sends the document to the Legally Responsible Person who isn't always the most appropriate person.
 - Previously been able to check details of submission of an application under the RTONet was valuable.
 - Unable to extract the scope report.
 - Under application registration accreditation history unable to open current activity to see what the application number relates to.
 - Conflict of interest doubled up.
 - Difficulty with the application reference numbers, it's not clear what application a number relates to.
 - Difficult to use a particular area if you are waiting for more information and come back later, this could be improved by at the end of the application indicating the sections that are still missing.
 - I think that the functions for extracts not working.
 - Additional documentation was requested, which had already been provided. The portal does not allow you to see what you have submitted.
- **Clarity of the instruction on the RTO Portal:**
 - Lack of menu help options or intuitive search options.
 - No instructions on the website or in the portal.
 - No help function to guide you if it's not clear what to do.
 - The language used assumes full awareness of what to do.
 - **Helpfulness of the information on the TAC website:**
 - A help type function or 'what does this mean' function would assist new users.
 - Some of the information regarding our re-registration audit requirements is inaccurate.
 - The diagrams can be difficult to follow.

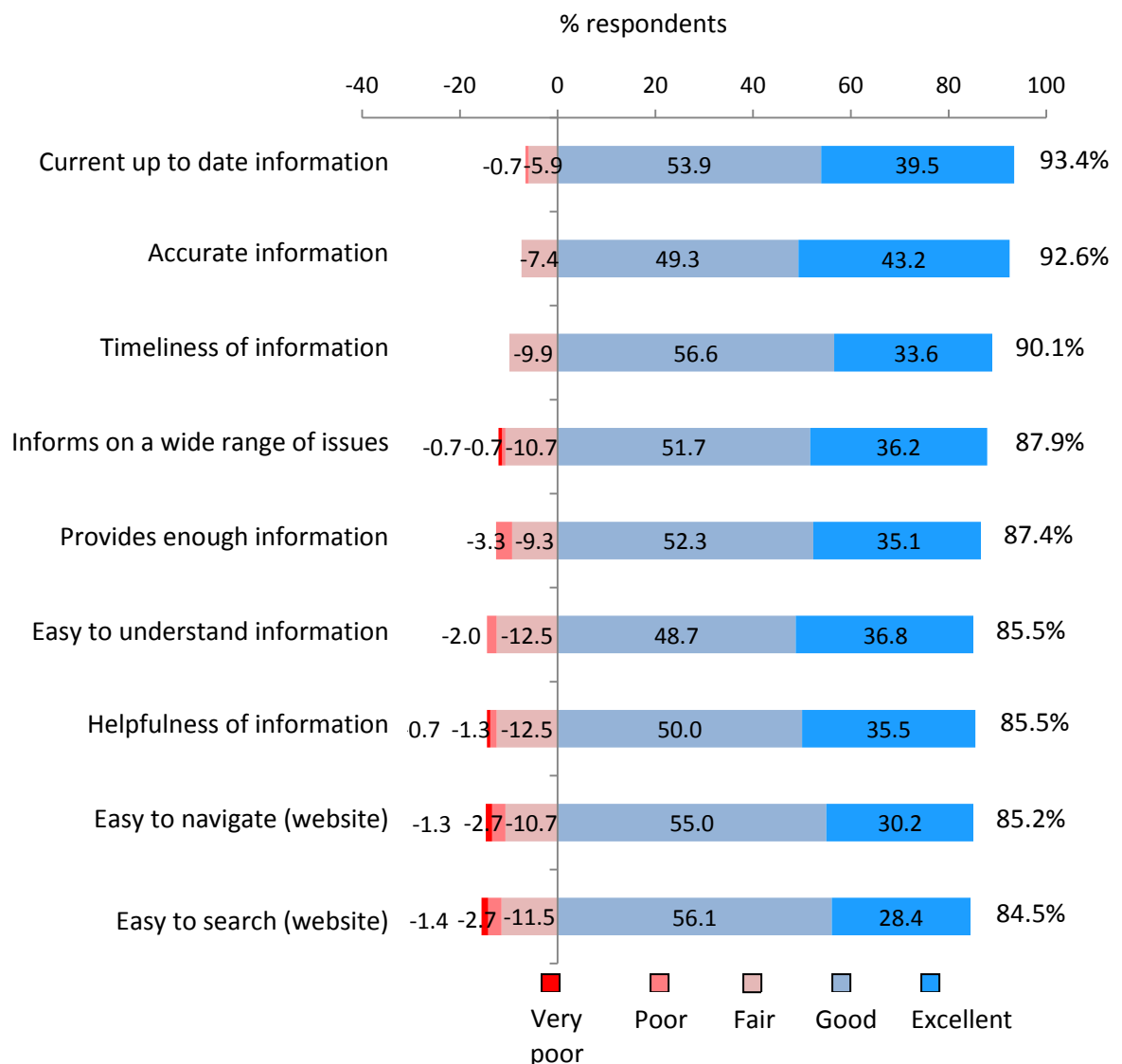
- **The time TAC took to act on the application after notification that it had been received:**
 - Applications through the portal are not acknowledged as having been received.
 - The time taken was much longer than expected. For an online application, the expectation was a two to three week turnaround time.
 - Communication regarding the progress of an application should be provided.
 - Feedback during the application assessment process rather than post-application would be better.
 - The time taken to review applications for a variation or addition to scope is too long in the current continuously changing environment. It should be four to eight weeks to be commercially realistic.

6.0 TAC COMMUNICATION

6.1 TAC communications with RTOs

All respondents were asked to rate TAC's communications with the RTO, the ratings were good with 85% of respondents rating TAC's communications as good or excellent, particularly on the features of currency, accuracy and timeliness.

Figure 10: TAC's communication with RTOs



Q.7 Please rate your experience with the communication platforms over the last year, since 1 July 2017. N=148-152, don't know 3-7

The perceptions of communications were similar across all segments. Easy to navigate and easy to search the website were the only two statements with similar wording to 2016 and the results for these two measures are statistically similar to 2016.

RTOs did not provide comments for all of the areas measured and only those people who rated the statement as fair, poor or very poor were asked for a comment. The great majority of people who rated communications as good or excellent were not asked for their comments.

Those areas on which comments were made are listed below:

- **Current up-to-date information**
 - Access to TAC factsheets (which are very good) is difficult as you have to log in each time which is very time consuming.
 - Information is limited and some out of date; have to refer to ASQA site to get more in-depth information.
- **Accurate information**
 - The fact sheets for assessments are not followed by the auditors and if you follow the fact sheet you will be non-compliant.
- **Easy to understand (clarity)**
 - The information is not as concise as it could be.
 - The language is foreign to new users.
 - Please identify the updates.
 - Fact sheets on the audit information required would be helpful.
 - What TAC looks for in an audit.
 - How information could be presented.
 - More examples would be helpful.
- **Provides enough information**
 - More useful information for small RTOs is needed.
 - ASQA website provides very informative examples, including a focus on the five phases of the student journey and a practical approach to governance.
 - More fact sheets would be helpful.
- **Helpfulness of the information**
 - The information is very “wordy”.
 - Hard to understand the point TAC is trying to get across sometimes.
- **Informs on a wide range of issues**
 - Would like more general information on national issues.

- **Easy to navigate (website only)**

- Logging on continues to be an issue for us.
- Some information is difficult to find and we use the search engine.

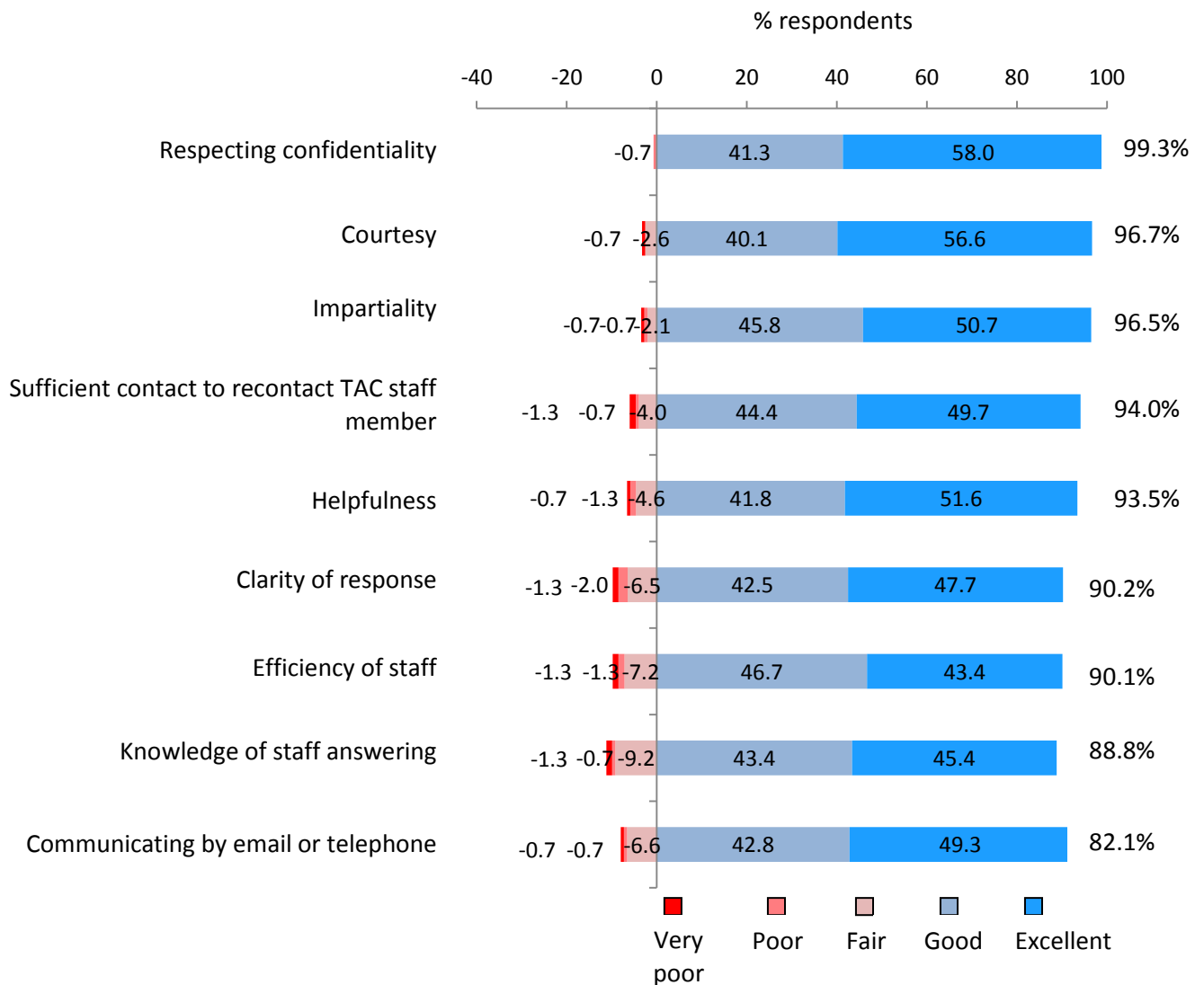
- **Easy to search**

- The search function is not easy to use and needs improving.
- Searching is not very intuitive, not well organised and it is not easy to locate the information.
- The search function doesn't usually return the information I am looking for.

6.2 Communication from RTOs to TAC

The experience of communicating with TAC by email or telephone was good with 92.1% of respondents describing it as good or excellent. Further, almost half of respondents (49.3%) described the communication experience by email and telephone as excellent (the far right section of the bar on the chart). These results are excellent.

Figure 11: Communications with TAC by email or telephone



Q.9 Please rate your most recent experience in communicating with TAC by email and/or telephone. n=143-153; don't know n=2-12

The 2016 survey measured email and telephone separately so the results are not comparable. There is some indication that there are small differences between rural and metropolitan RTOs in their perceptions of communications with TAC as shown on the following page.

- Respecting confidentiality of the organisation and privacy of individuals, where RTOs in the Perth metropolitan area were 50% more likely to rate TAC as excellent (62.7%) compared to rural and regional RTOs (42.4%).
- Clarity of response, where RTOs in the Perth metropolitan area were 50% more likely to rate TAC as excellent (51.7%) than rural and regional RTOs (34.3%).

These differences are significant at the 90% level of confidence.

There were very few negative responses in any area. The key themes in comments about fair, poor or very poor performance were:

- **Courtesy:**
 - Aggressive and arrogant.
 - Can get easily agitated when questioned.
- **Helpfulness:**
 - Did not want to answer any questions on inconsistencies in the documents and outcomes.
- **Clarity of response:**
 - Rarely get a definitive answer just the legislation quoted back without clarification.
 - We look elsewhere if at all possible to locate information.
 - While the audit was passed there was an insinuation that had the audit been conducted differently there could have been a different finding.
- **Efficiency:**
 - Delay in connecting with the right person after making initial telephone contact.
 - When staff are away no one really takes over, changes in staff have made it difficult to get any consistency.
 - We are required to provide information in specified time frames yet when we reply we are informed that the staff responsible for the review are on leave and it took weeks longer than the required response period for TAC to reply.

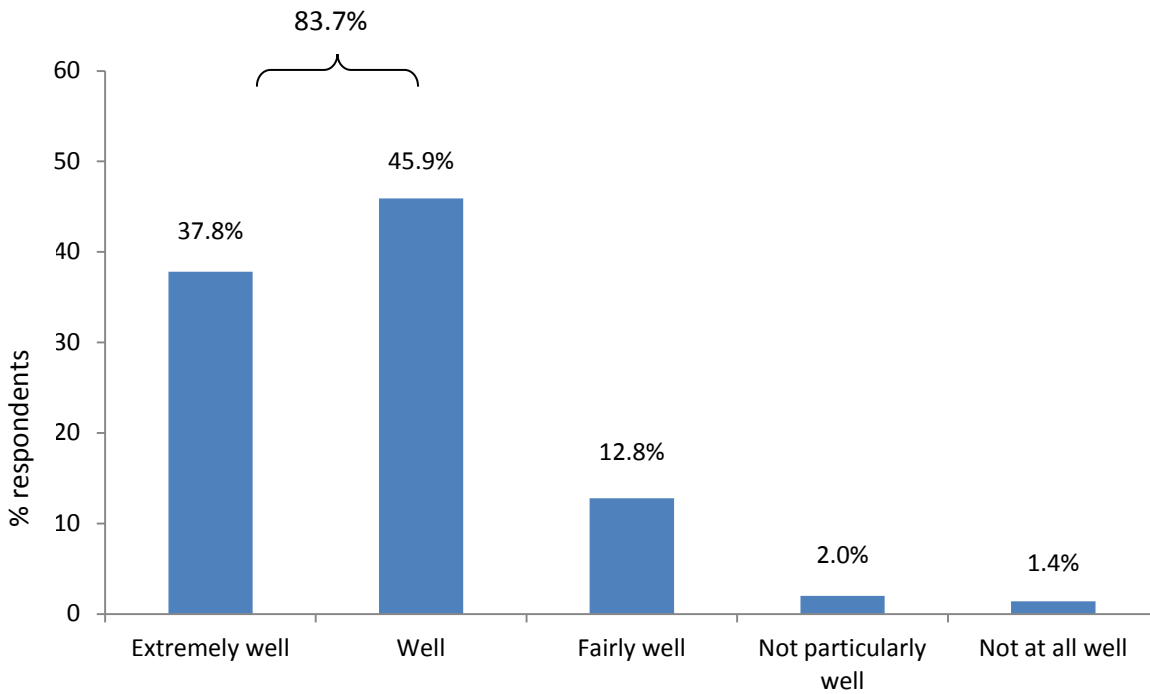
Knowledge of the staff:

- Staff members need to be aware of what is and what is not required, it took six weeks of trying to find out what I was doing was incorrect.
 - They are not familiar with their own findings and correspondence and can never give an explanation of inconsistencies.
- **Sufficient contact:**
 - The sole contact was on leave with no alternative provided.

6.3 TAC service model

The TAC service model was perceived to have worked well or extremely well by 83.7% of RTO respondents with most of the balance feeling that it worked fairly well, as shown in the figure below.

Figure 12: How well the TAC service model works



Q.11 How well do you feel that TAC's service model works? n=148, missing n=7

7.0 AUDITS

In the past 12 months all RTOs surveyed have participated in an audit, and some in more than one kind of audit as follows:

- Desk audit – 69.7%
- Site audit – 40.0%

The audit was perceived to provide a worthwhile experience for 87.9% of respondents, this was true of both desk audits and site audits and did not differ between size, location or length of time in business. The audit added value to the organisations through the following.

- Reassurance that we were doing the right thing.
- Identified opportunities for improvement that have been taken on board.
- Showed us where we were doing well and the few areas that needed improvement.
- Gave us the opportunity for an independent look at how we were doing.
- The auditor was highly experienced and very supportive looking for solutions not problems.
- Good for employees as it provided them with clarity on what is needed.
- It exposed weaknesses and made us think about things.

Other points of value mentioned by one or two respondents:

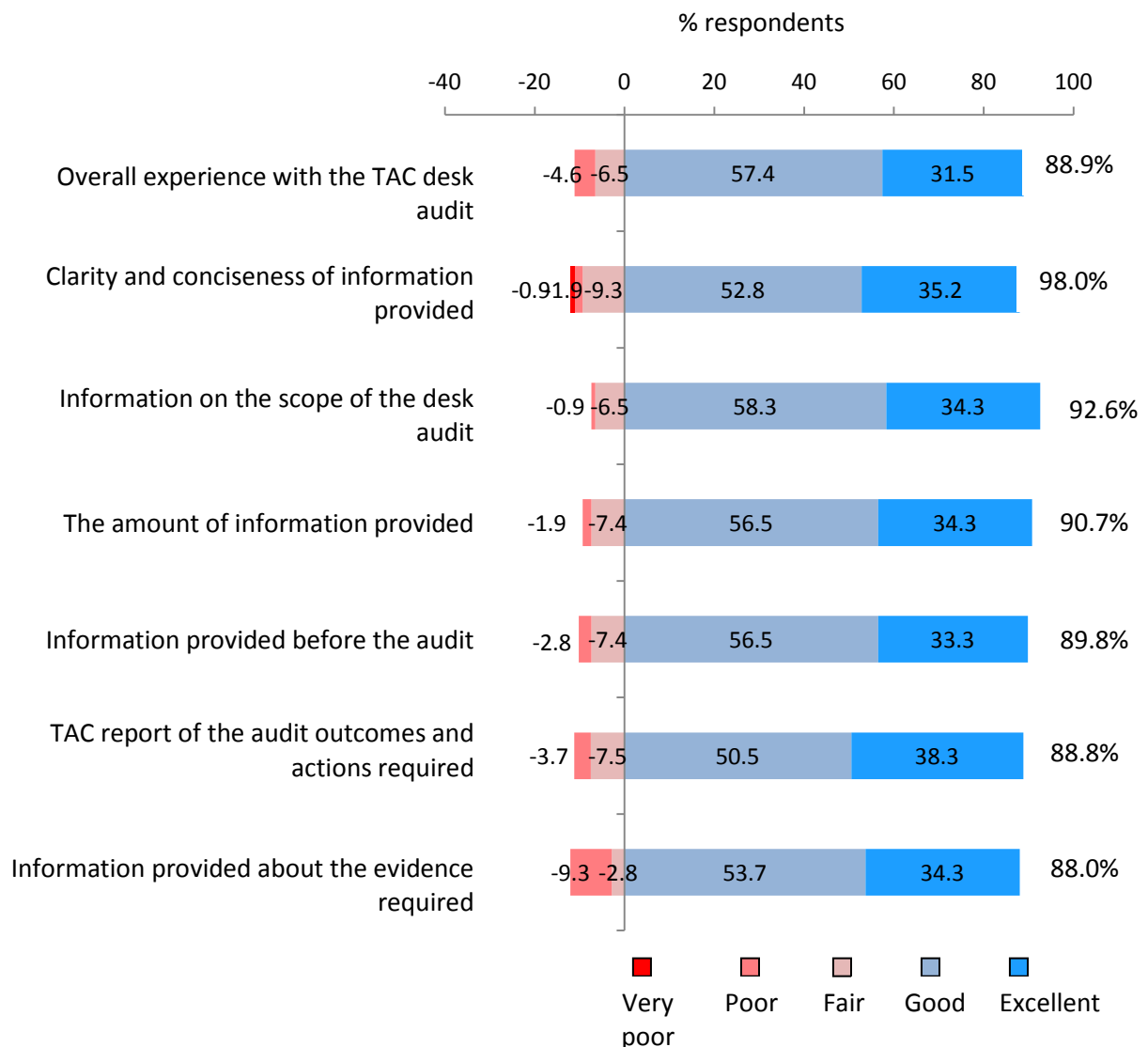
- The audit was the right size for our organisation
- There has been some discrepancy between the regulators and auditors in terms of interpretation of the standard which causes confusion.
- Having the same auditor for each audit provides consistency.
- The audit is better than using consultants.

7.1 The desk audit

The overall experience with the TAC desk audit, amongst those RTOs who experienced a TAC desk audit, was good with 88.9% of respondents rating the TAC desk audit as good or excellent. Less than 5% of respondents rated the experience as poor.

Small RTOs (those employing five or less people) and large RTOs (those employing more than 20 people) were most likely to rate the experience as good or excellent, with 91.4% and 96.7% rating the experience as good or excellent respectively.

Figure 13: The desk audit experience



Q.15 The following questions relate to your desk audit experience. n=107-108, don't know n=0-1

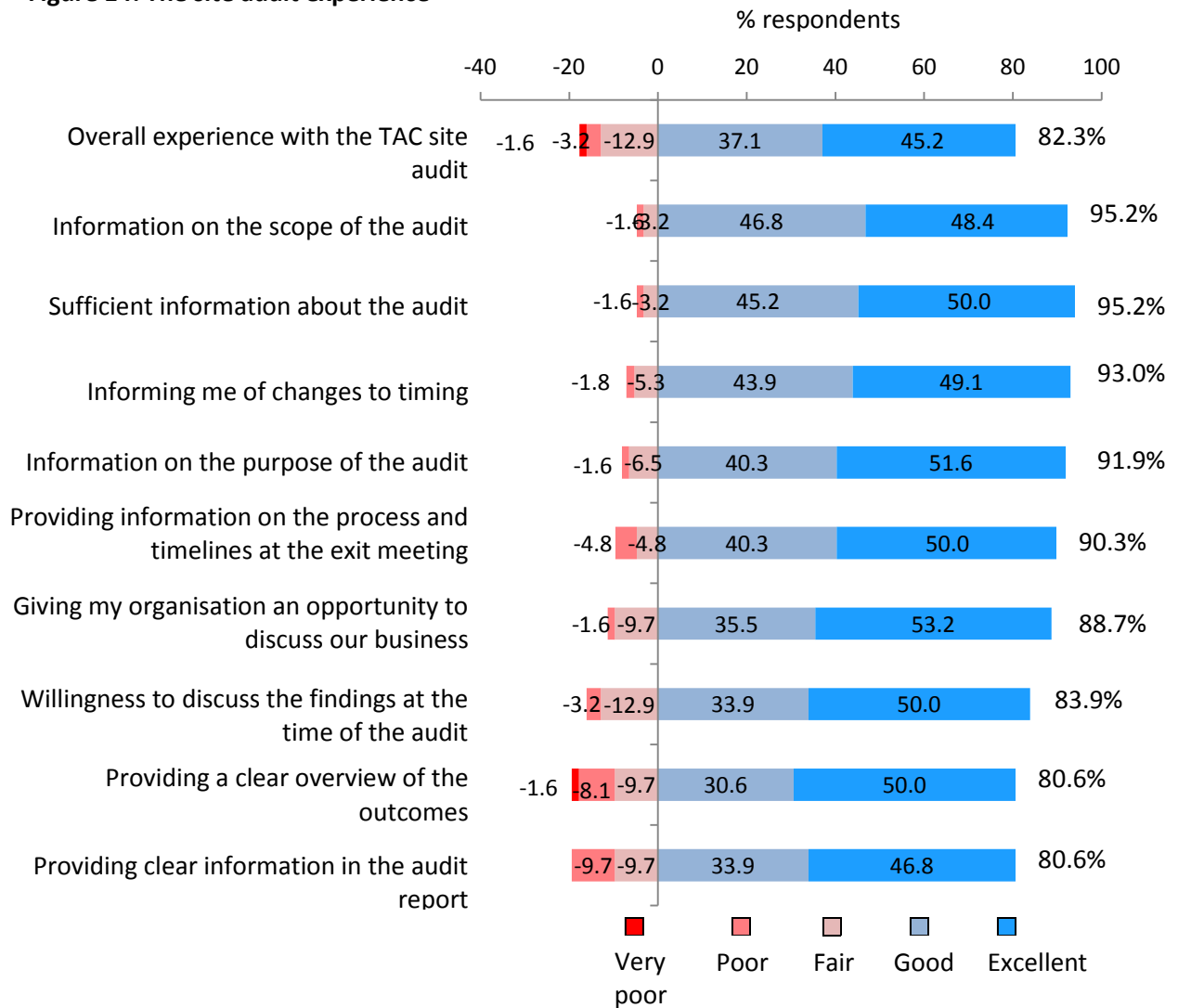
There were very few differences between the various groups of RTOs with the exception of:

- In terms of satisfaction with the performance of TAC in relation to the amount of information it provided about the desk audit, satisfaction was greatest amongst those RTOs who had been in business five years or less, so were relative newcomers. Here all the RTOs felt the information was good or excellent, by comparison with those RTOs who had been in business for six to ten years, 16.6% of organisations felt that the information was fair or poor and 9.7% of the organisations who had been in business ten years or more felt that the information was fair or poor.
- In terms of satisfaction with the TAC audit report on the audit outcome and actions required, the greatest gain was among RTOs who had been in business five years or less, so were relative newcomers. 90.1% of these rated the audit report as good or excellent with 50.0% of these RTOs rating the report as excellent. By comparison only 16.7% of RTOs who had been in business for six to ten years rated the report as excellent and 79.2% rated the report as good or excellent.

7.2 The site audit

In all, 40% of RTOs recorded receiving a site audit in the past 12 months. Of these RTOs, 82.3% rated the site audit as good or excellent, as shown in the figure below. All good and excellent ratings of the site audit were in excess of 80% which is excellent.

Figure 14: The site audit experience



Q.16 The following questions relate to your site audit experience. n=57-62, missing 0-5

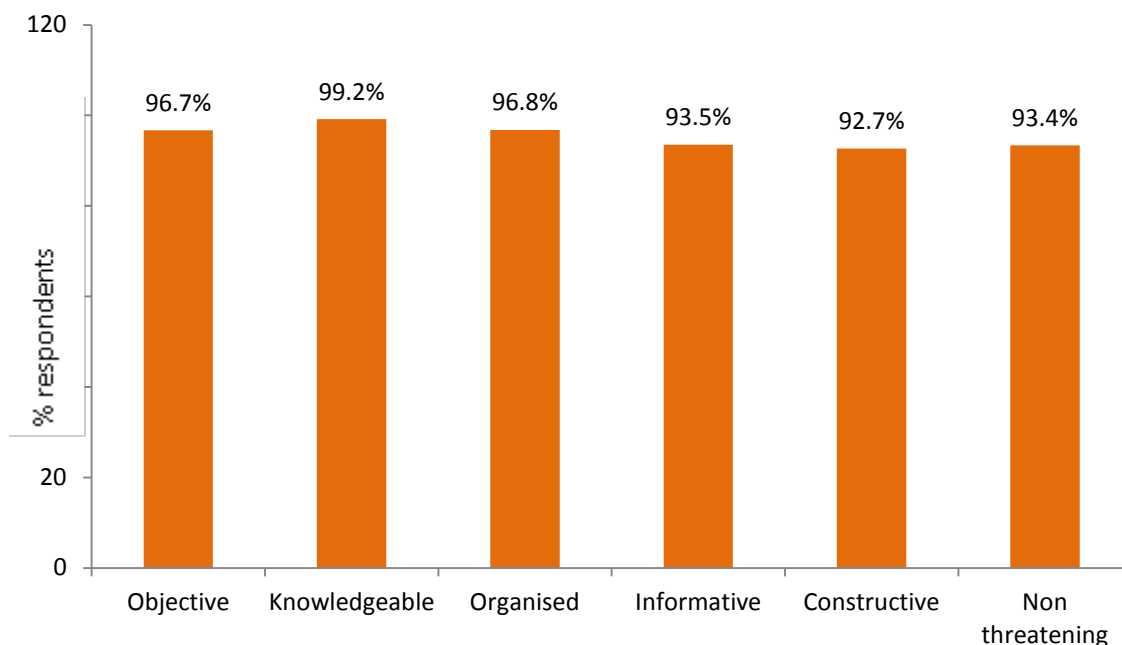
The only real differences in attitudes are between RTOs in the Perth metropolitan area and those in rural and regional areas. Rural and regional based RTOs consistently rated TAC significantly lower than Perth based RTOs, as shown on the following page.

- Providing information about the audit purpose and process before the site audit: RTOs in the Perth metropolitan area rated this as good and excellent 97.8%; rural and regional areas rating of good and excellent was 75.0%.
- Providing sufficient information about the audit: Perth based RTOs rated this at 97.8% where rural and regional and rural based RTOs rated measure at 87.5%.
- Clear overview of the audit outcomes including any non-compliances identified during the audit at the exit meeting: Perth based RTOs rated this as excellent or good at 80.6%, where rural and regional RTOs rated it as excellent and good 56.3%.
- Providing clear information in the audit report about the outcomes and actions required to be undertaken: Perth based RTOs rated this as good and excellent 91.3% where rural and regional RTOs good and excellent 50.0%.
- Information provided on the scope of the site audit: Perth based RTOs rated this as good and excellent at 97.8% where rural and regional RTOs rated it as good and excellent at 87.5%.

7.3 Experience with the TAC audit team during the site audit

Experiences with the TAC audit team during the site audit were generally very positive with the TAC audit team offering a range of positive characteristics as shown in the following table.

Figure 16: Experience with the TAC team



Q.17 Please rate your experience with the TAC audit team during the site audit N=145

Rural and regional RTOs were significantly more critical of the audit team than RTOs in the Perth metropolitan area as follows:

- Objective: 89.3% of rural and regional rated this as good or excellent compared to 98.9% of RTOs in the metropolitan area rating it as good or excellent.
- Non-threatening: 85.7% of rural and regional RTOs rated this as good or excellent, compared to 95.7% of metropolitan area RTOs which rated it as good or excellent.

RTOs made the following suggestions on what TAC could do to improve its audits:

- More consistency between auditors.
- Accurate, informed feedback to maintain and enhance quality training assessment. Suggest an open consultation process on this issue.
- Auditors read the documentation and give feedback consistent with the audit report at the end of the meeting.
- Be aware of school holidays, exam periods and reporting periods and audit outside these times.
- Include correct equipment to deliver the course content in the audit.
- Improve the clarity of the report so that the all the information is in one place separate from the complying information.
- Conduct mini desktop audits to ensure the RTO is on track with compliance before the larger site audit.
- Provide drop boxes to the auditors to receive the information.
- Give time frames for each part of the process.
- Offer assistance with internal audits, e.g. using retired auditors which would be so much better than the service offered currently by the private sector.
- Auditors to provide advice to the RTO on how to get things right.
- More communication one to one over the phone to answer queries.
- Stretch the audit over two days.
- Explain the evidence required more clearly.
- Second desktop audit should focus on non-conformances - not on everything.
- Know the qualifications in units prior to the audit to ensure that records are easily available at the audit.

8.0 TAC EDUCATION PROGRAM

TAC provides a range of education opportunities to support compliance with the standards for RTOs which include a range of strategies and published materials. The topics which RTOs responding to the survey would like TAC to cover include:

Application of the Standards

- Focus on sections of the standard and explain them in full.
- How to practically apply the standards to a small RTO that has only a few units on its scope of registration.
- The impact of regulatory change and government agenda on the sector and its application to RTOs.
- Strategies to meet each standard (not all at once).
- Volume of learning and how detailed lesson plans need to be.
- How to get someone from the industry to verify the documents (we are all in competition).
- Industry engagement.

Compliance

- Compliance with standards for RTO managers.
- Designing and developing systems.
- Evidence tools – exactly what evidence is required to prove that a trainer/assessor is competent.
- Legislative compliance.
- Provide examples of templates that will help RTOs with concepts like volume of learning, amount of training, benchmarks.
- Standards in easy to understand language.
- Internal audits trainers and assessor responsibilities.
- Benchmarks for practical assessments.
- Validation and assessment standards.
- Language, literacy and numeracy practice.
- Update on requirements for developing industry assessments instruments and marking.

Audit preparation

- How to approach an internal audit/self-assessment.
- How to communicate with an auditor.

RTO management / professional development

- A manual of easy step by step guides to show you how to manage an RTO.
- RTO management courses.
- More courses for administrative staff on what they need to do to maintain compliance.
- Trainer qualifications and industry currency.
- Basic courses for new staff coming into the industry.
- Industry consultation and professional development.
- ACSS and application of professional development.
- Validation and training plans, funding and how to operate best funding systems.
- Best practice models of high profile evidence to meet the standards (e.g. assessment tools).

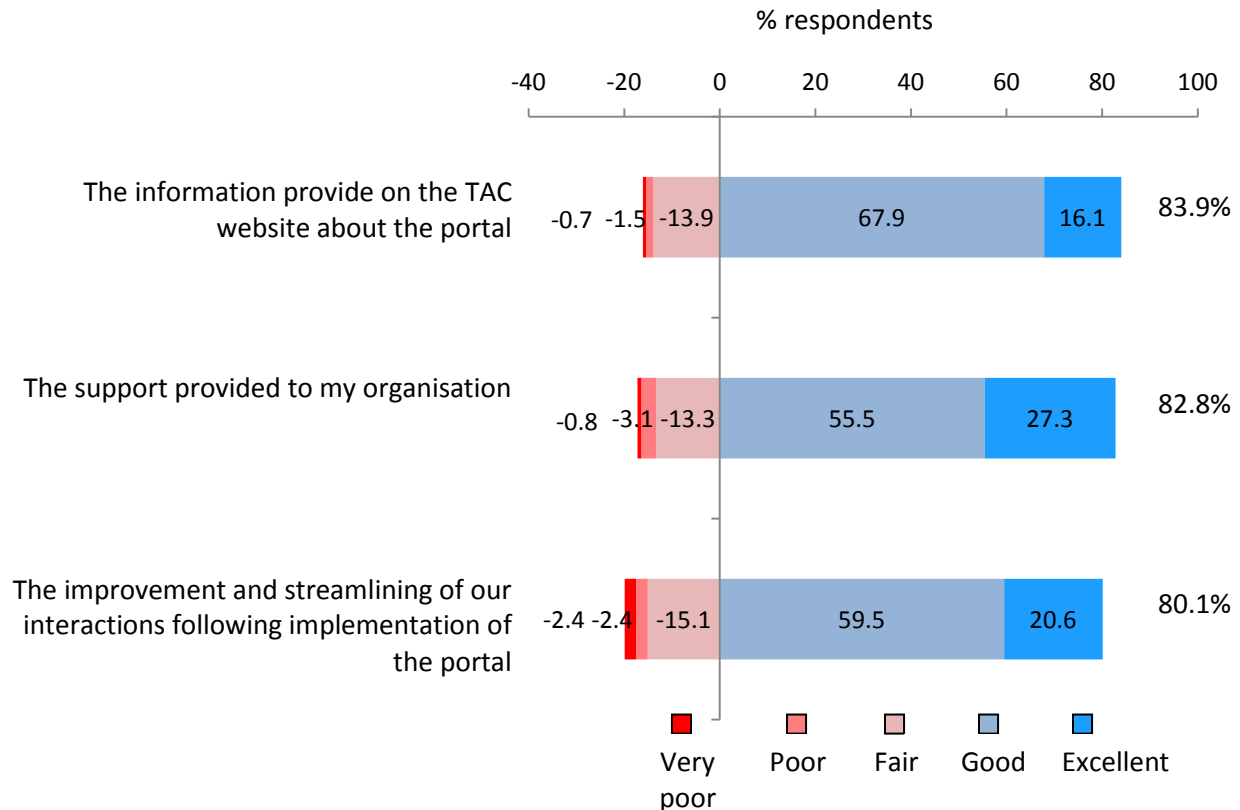
Update on standards / state and national

- Any changes in the standard.
- Issues that are on the radar across the national VET qualifications both ASQA and state regulators, particularly areas of above average to high non-compliance Audit preparation strategies and proforma guides.

9.0 INTRODUCTION OF A NEW RTO PORTAL

The new RTO Portal was introduced in October 2017 replacing the existing RTONet. The research results were quite good for the three areas measured: information, support and improvement of interactions with TAC. All of these scored 70% or more in terms of good and excellent.

Figure 17: Introduction of the new RTO Portal



Q.20 Please rate your experience with the introduction of the new online RTO Portal that replaced the existing RTONet. n=126-137; don't know n=18-29

Generally the RTO Portal was described as good rather than excellent but given how recently it was introduced and the issues experienced at that time, the results are quite commendable.

RTOs in rural and regional Western Australia were less likely to rate the RTO Portal positively (67.8%) in terms of improving and streamlining interactions with TAC and more likely to rate it as fair or poor (32.1%). In the metropolitan area RTOs were more likely to rate the RTO Portal positively (83.7%) and less likely to rate it fair or poor (16.3%).

Where the portal was described as poor or fair the comments were as follows:

- **The information provided on the TAC website about the RTO Portal:**
 - We have received no information on how to access the new RTO Portal (one respondent is still using the RTONet site for reporting).
 - Problems with alignment to the information on training.gov.au.
 - Information on the website regarding the portal was brief and seems to have disappeared so it is difficult to revisit and upskill.

- **Support provided to my organisation if we had any questions or needed assistance on the RTO Portal:**
 - There was a problem getting into the site the first few times we used it and again recently when accessing it for the first time on new equipment.
 - The portal should have active notification areas which show the status of your submitted application, whether it is pending, received process or completed. There should be a note to grab your attention on the portal home page.
 - Resolving issues regarding access requires multiple phone calls and TAC is slow to respond.
 - TAC afforded us little help and essentially told us to educate ourselves.
 - With the original logging in process TAC didn't seem to know what the issues were and took time to resolve them.

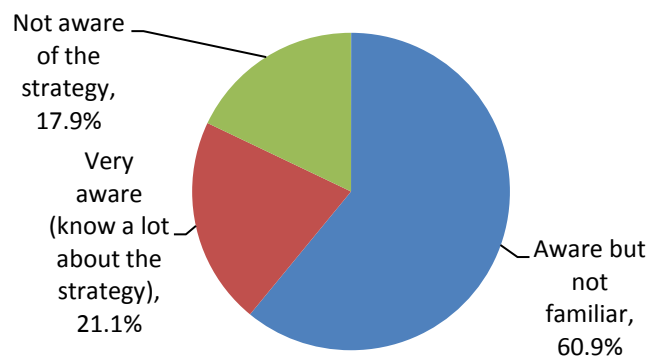
- **Improvement and streamlining of our interactions with TAC following the implementation of the RTO Portal:**
 - The RTO Portal has some functions which are less user friendly than previously and which were valuable to us, including the submission of applications.
 - Some functions such as printing or producing pdfs do not seem to work, including the scope report which could also be exported to Excel.
 - The information on previous audits/applications is no longer on the site.
 - Lots of issues with the portal implementation.
 - We are still having problems logging into the portal.
 - Cannot open any data to identify what it is and there is no way to track applications/ amendments.
 - Electronic forms are cumbersome.
 - Form signed digitally still needs to have a witness to the signature.
 - Problems with entering third party agreements, the portal will not accept my credit card details to make payments.
 - Electronic forms are cumbersome.

Full text of the comments are include in the appendix.

10.0 REGULATING THE VET SECTOR AND FUTURE REGULATORY SUPPORT

The majority of respondents were aware of TAC's Annual Regulatory Strategy but not familiar with its content, as shown in the figure below.

Figure 18: Knowledge of TAC's Annual Regulatory Strategy



Q.22 How would you describe your knowledge of TAC's Annual Regulatory Strategy? n=151, not applicable n=4

The research indicates that amongst the larger companies, public sector organisations were more likely to be aware of the strategy than private sector organisations as shown in the table below.

Figure 19: Knowledge of TAC's Annual Regulatory Strategy

	Private sector organisations	Public sector organisations
	%	%
Very aware	18.8	37.5
Aware	56.3	62.5
Not aware	25.0	0

Q.22 How would you describe your knowledge of TAC's Annual Regulatory strategy? n=56 (note private sector/public sector was only asked of organisations with 11 or more employees).

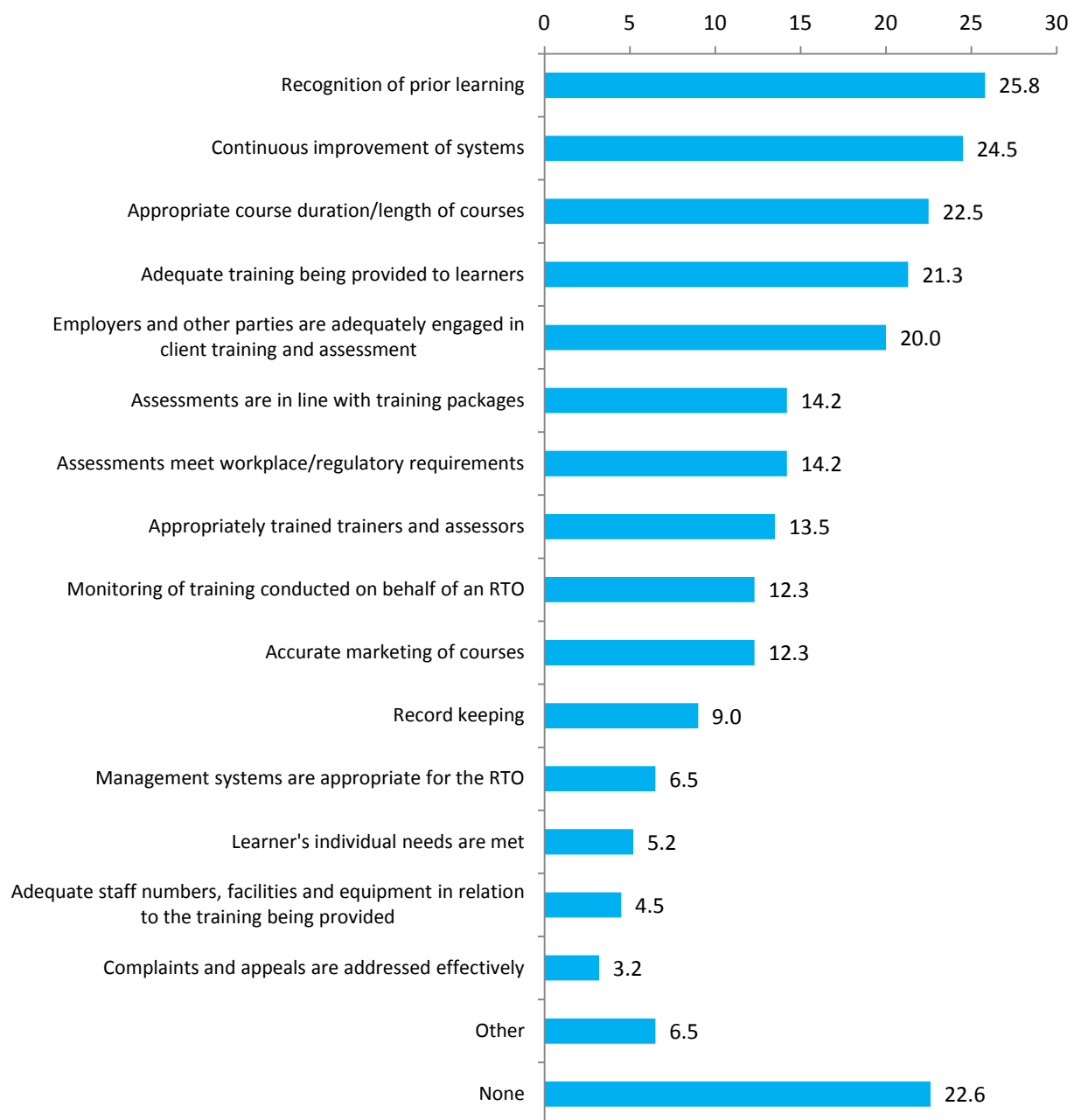
10.1 Areas in which RTOs could benefit from assistance

To assist TAC's regulatory support planning, including priorities and focus areas, respondents were asked which areas they felt that RTOs generally did not do well in. The main areas were identified as:

- Recognition of prior learning – 25.8%
- Continuous improvement – 24.5%
- Appropriate course duration/length of courses – 22.6%
- Adequate training provided to learners – 21.3%
- Employers and other parties adequately engaged in client training and assessment – 20.0%

Just over one in five RTOs felt that there were no areas in which RTOs generally did not do well, as shown in the figure overleaf.

Figure 20: Areas in which RTOs generally did not do well % respondents



Q.23 To assist TAC's regulatory support planning including priorities and focus areas, which areas do you consider RTOs generally **do not** do well? Please select up to 5 items. n=155

Comments classified as 'other' in the table above included:

- Ability for staff to update, retain or gain higher qualifications in VET
- Consistency across qualifications.
- Keep up with the volume of paperwork.
- A lack of focus on students enrolled in their courses.

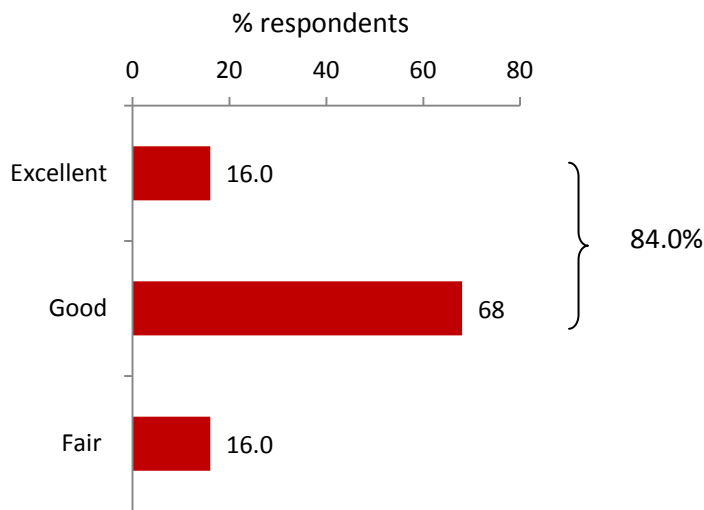


Stakeholders

11.0 STAKEHOLDER PERCEPTIONS OF TAC

Overall stakeholder perceptions of TAC were very positive, similarly to RTOs with 84% of respondents rating TAC as good or excellent; only 16% of respondents rated TAC as fair. It should be noted that these results are indicative only as the total sample of stakeholders participating in the survey is 26.

Figure 21: Overall perceptions of TAC

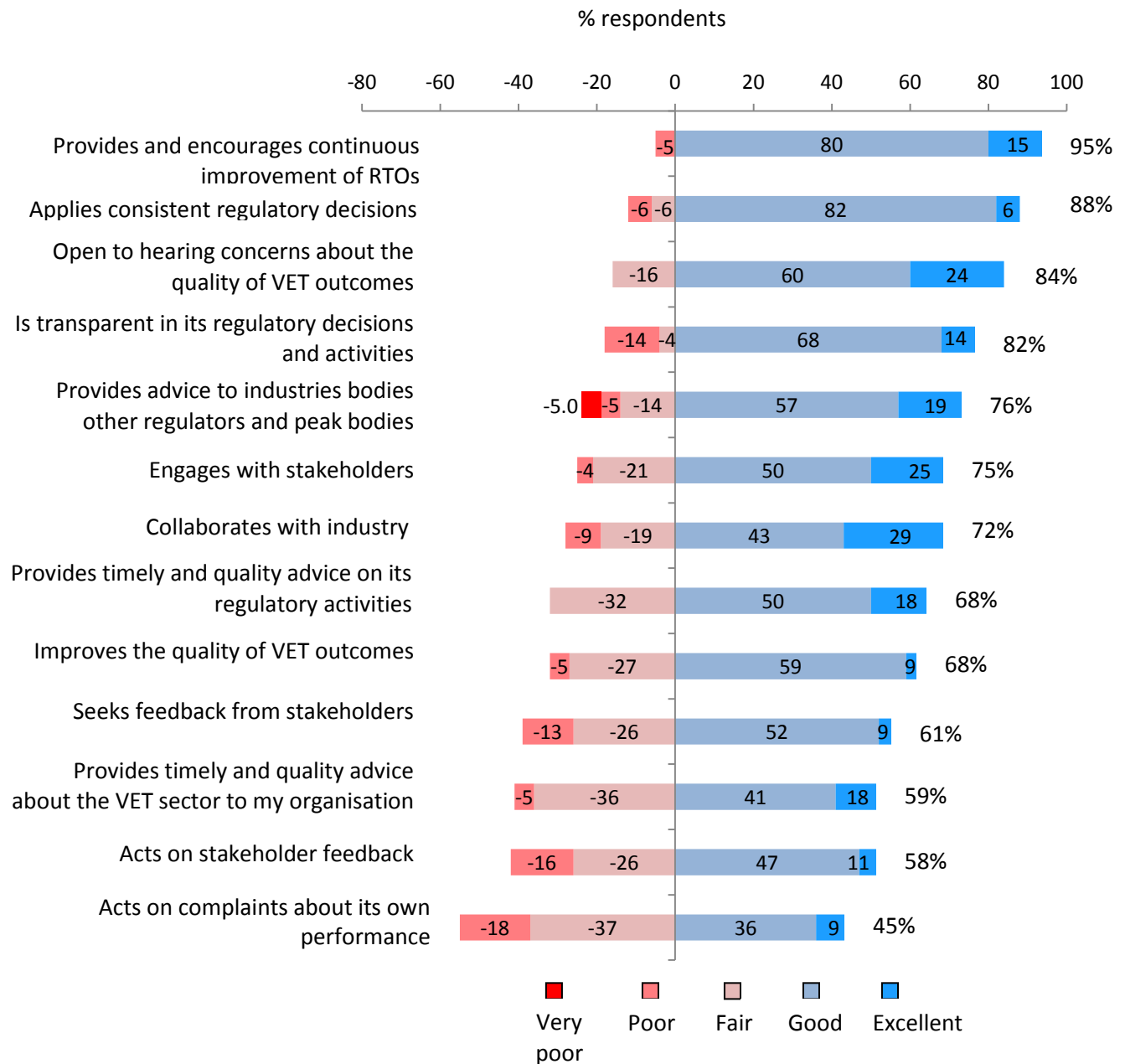


Q.2 Please rate TAC's performance overall as a regulator. n=25, don't know n=1

Two stakeholders explained their fair ratings:

- The outcome from RTO providers is a reflection of the regulator's proficiency.
- The credibility of the audit regime.

Analysis of stakeholder perceptions of TAC is shown on Figure 22 on the following page

Figure 22: Rating of TAC's performance

Q.2 Please rate TAC's performance on each of the following. n=11-24; don't know n=2-15

Comparisons to 2016 are difficult to make as the sample size in 2016 and in 2018 is small; however the results in 2018 appear to be lower on the issue of: 'provides timely, quality advice to my organisation on its regulatory activities'. The small number of remaining questions asked in both years appear to have similar results to 2016.

The ratings for the performance of TAC are variable, they range from providing and encouraging continuous improvement of RTOs at 95% and provides consistent regulatory decisions (88%) clearly two areas in which all most all stakeholders feel TAC does well, though not very well as few classed TAC as excellent in these areas. By comparison acting on complaints about themselves is an area where the majority of stakeholders rate TAC as fair or poor.

Those who rated TAC as good or very good were not asked for their reasons for their rating. The reasons for fair, poor or very poor scores were as follows:

- **TAC's performance on being open to hearing concerns about the quality of VET outcomes (16%):**
 - Can be defensive or deflective.
 - TAC seeks information and dismisses the information when it is provided.
- **Providing timely and quality advice to my organisation on its regulatory activities (32%):**
 - The advice received is often of good quality but it should be provided on a more regular basis rather than only when we ask for their input.
 - The response should have been a lot faster and they should have had more involvement in the process.
 - The timeliness of advice can be inconsistent. Need to share more on what their regulatory plans are.
 - They are not proactive.
- **Provides timely, quality advice about the VET sector to my organisation (41%):**
 - The advice is generally good quality and timely at times of need but few updates are provided without prompting.
 - Limited information provided.
 - They are not proactive.
- **Engage with stakeholders such as my organisation (25%):**
 - Because they are reactive, they do not contact or voluntarily engage with my organisation, we have to contact them.
 - Methods of engagement aren't easily synchronised.
 - More visible interaction with industry based organisations might be useful.
 - Improving relationships with industry based member organisations would be useful.
- **Seeks feedback from stakeholders (39%):**
 - Tend to seek feedback when they have a question or concern rather than when it is something that may affect the stakeholder.
 - This is the first opportunity I have had to provide formal feedback.

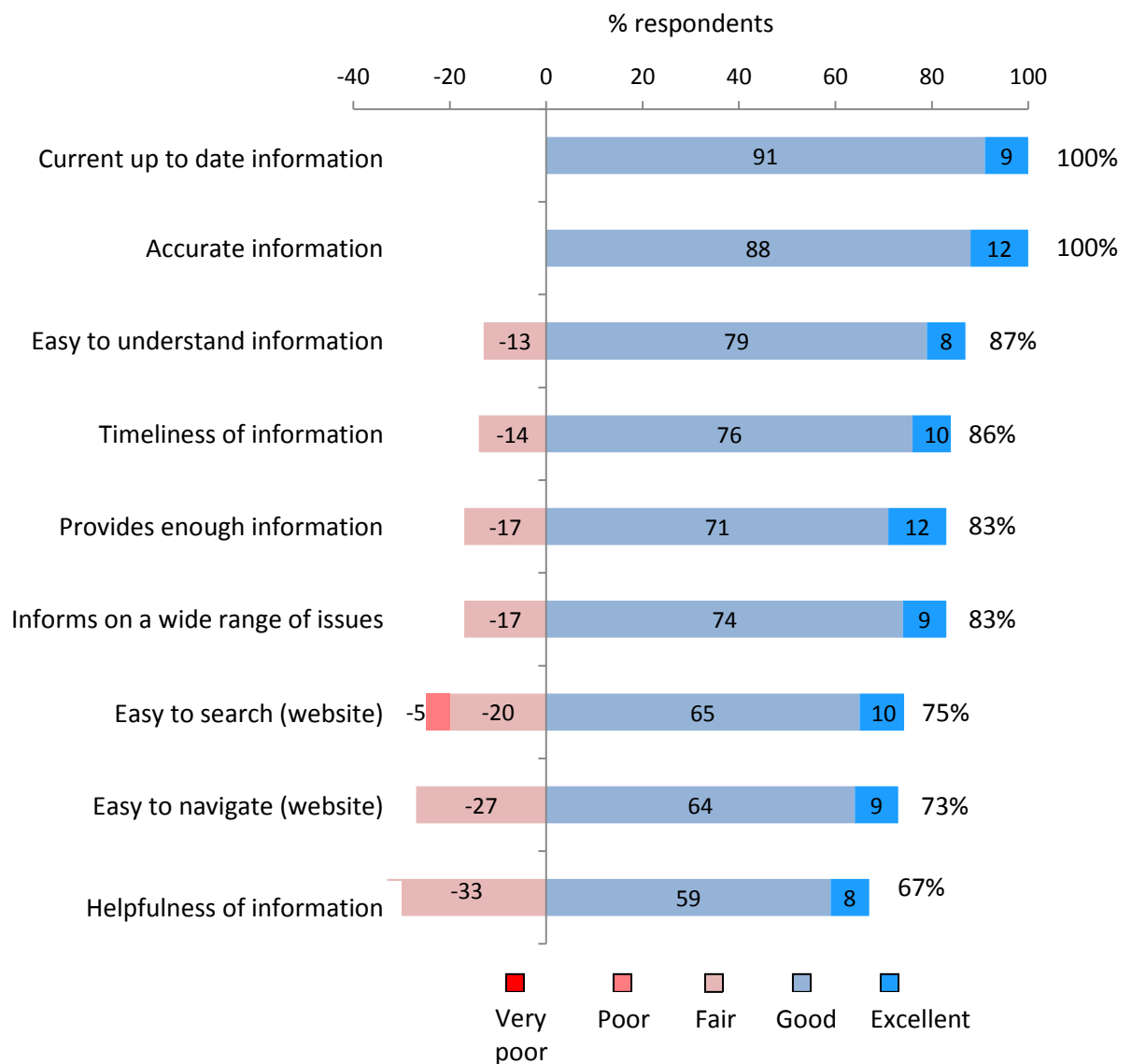
- **Acts on stakeholder feedback (42%):**
 - They could improve the way in which they act on stakeholder feedback
- **Acts on complaints received about its own performance (55%):**
 - It always has an excuse.
 - Very slow to react and in many cases needs to be prodded into action.
 - There is no feedback from complaints made or actions being taken.
 - Feedback from stakeholders suggests seeing a bit of arrogance from TAC staff when it comes to evaluating their own performance.
- **Is transparent in its regulatory decisions and activities (18%):**
 - The processes are opaque to external organisations.
 - We receive no feedback from them
- **Applies consistent regulatory decisions (12%):**
 - There appears to be inconsistency between VET providers and the performance standards required under the guidelines.
- **TAC's performance improves the quality of VET outcomes in Western Australia (32%):**
 - The focus appears to be compliance as opposed to VET outcomes.
 - There are still too many providers doing the wrong thing and not delivering training to the industry standards. Monitoring is not consistent.
- **Provides advice to industry such as Industry Skills Councils, other regulators and peak associations (24%):**
 - Advice is not always conclusive and on occasions inconsistent.
 - Is not done on a regular basis, TAC is not proactive in advising us.
- **Collaborates with industry bodies, other regulators and peak associations (28%):**
 - Generally opposing or different priorities.
 - Not collaborative that I can recall for a very long time.
 - TAC appears to be isolated from industry bodies.

12.0 TAC COMMUNICATION WITH STAKEHOLDERS

12.1 TAC's communication with stakeholders

TAC's communication with its stakeholders received high ratings for currency and accuracy as it did from the RTOs and lower ratings for the website communication and the helpfulness of the information

Figure 23: TAC's communication



Q.4 The TAC website and the TAC Update/TAC Special Bulletins are key platforms used by TAC to communicate with stakeholders. Please rate your experience with these communication platforms in the last year since 1 July 2107. n=20- 24; missing / don't know n=2-6

The helpfulness of the information and the website in terms of being easy to navigate and easy to search present slightly lower results, between a quarter and third of people rating these as fair.

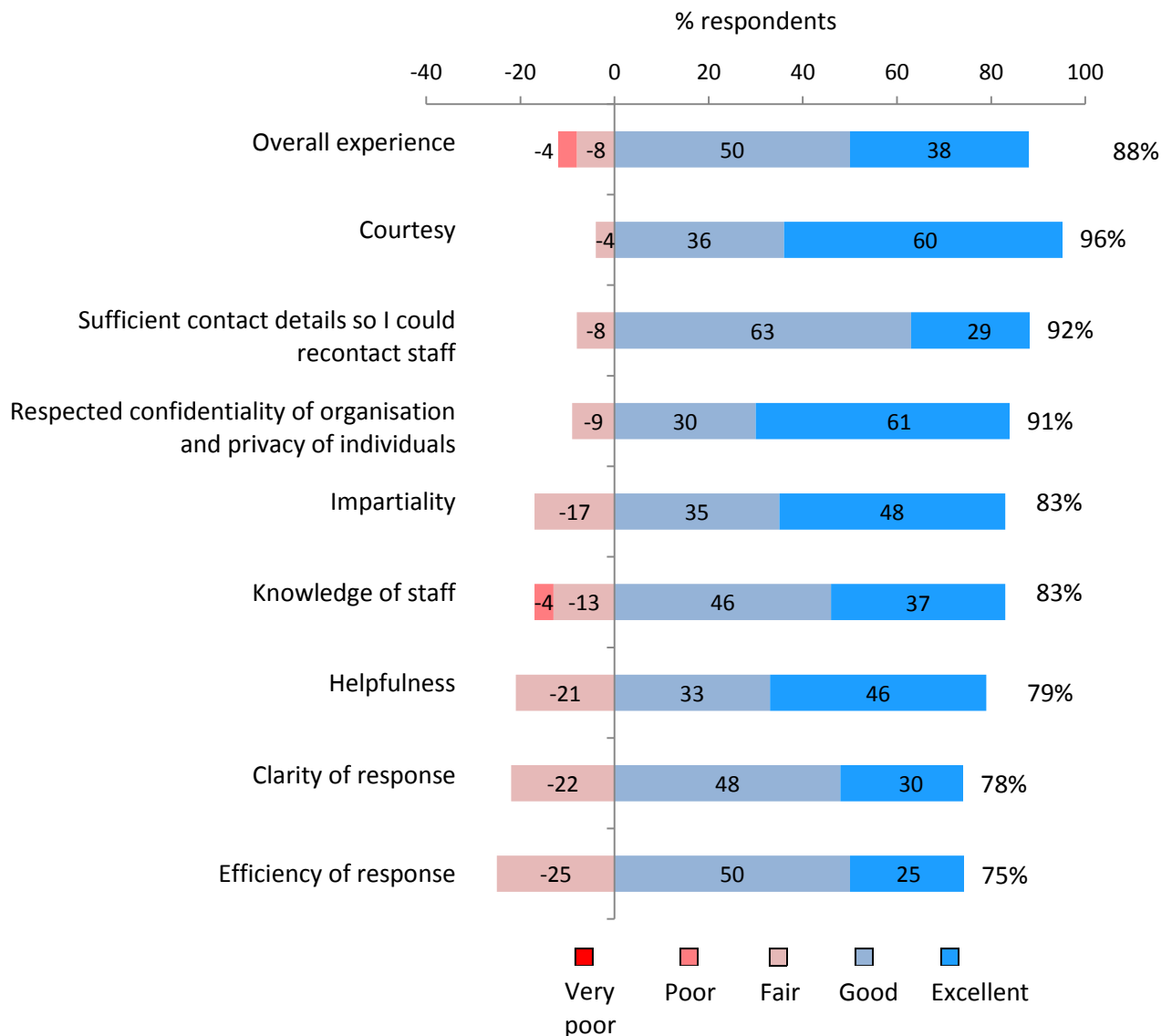
Reasons for fair or poor scores:

- **Information easy to understand:**
 - Some baseline information would benefit from further expansion.
 - The wording of information on TACs website may not be understood by someone who is not fully engaged in the VET sector. The language is bureaucratic.
- **Provides enough information:**
 - The policies are over-wordy and sometimes obtuse.
 - Some members indicate they are not always certain what is expected and that changes can occur or decisions have been made without notification provided.
- **Ease of navigating (website):**
 - The website assumes that a person knows about the VET compliance areas.
 - Website navigation isn't intuitive.
 - Website structure is somewhat clumsy and difficult to navigate if you haven't been there before and know where to find what you are looking for.
- **Easy to search (website)**
 - Shouldn't have to use Google to find things on the TAC website, you should be able to do an internal website search.

12.2 Communication with TAC by email and telephone

Generally the results of stakeholder communication to TAC by email or telephone were high with overall experience rated as good or excellent by 88% of stakeholders responding to the survey. TAC was rated particularly highly in terms of courtesy, providing sufficient contact details so that they could be recontacted and respecting confidentiality of the organisation and the privacy of individuals as shown below. It was rated less highly on clarity and efficiency of response where one in four stakeholders rated TAC as fair.

Figure 24: Contacting TAC by email or telephone



Q.6 Please rate your most recent experience in communicating with TAC by email or telephone. n=23-25 missing/ don't know n=1-3

Stakeholders gave few negative comments about general communication with TAC by email or telephone. Those that were made are listed below:

- **Impartiality:**

- TAC staff have made general negative comments about the quality of training provided by schools, often unfairly when TAC has only assessed compliance with policy. Compliance is a requirement of the RTO not the school they are partnered with. These comments have been made in public forums in previous years though I have not been to any public forums this year to witness this.

- **Helpfulness:**

- Some complex elements were difficult for TAC to deal with.
- A TAC staff member had their own opinion and would not consider other options which was not helpful.

- **Clarity of response:**

- Staff member would not explain response.

- **Knowledge of staff:**

- They have difficulty with complex or non-standard queries.

13.0 TAC'S PRESENTATIONS/WORKSHOPS

Only three of the stakeholders responding to the survey had attended a workshop or had had TAC present to their organisation in the last year. All of these stakeholders felt that the information received was current, useful, insightful and the staff presenting knowledgeable as follows.

Figure 25: Rating of the information received from TAC

	Good %	Excellent %	Good/Excellent %
Current	67	33	100
Usefulness	33	67	100
Knowledge of staff presenting	33	67	100
Insight	67	33	100

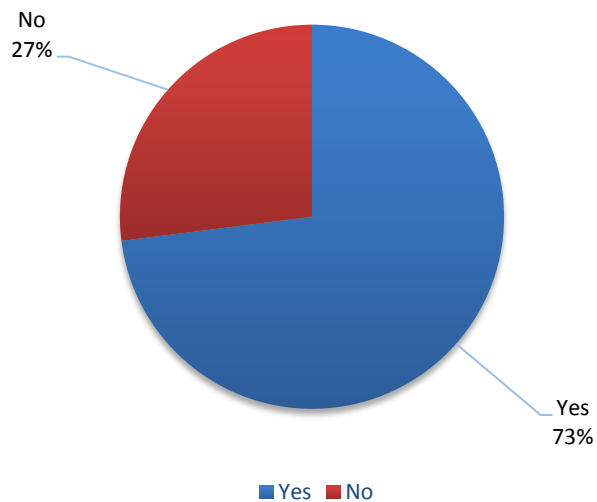
Q.9 Please rate the following information you received in terms of currency, usefulness, knowledge of staff presenting and insight n=3; N/A n=23

Two out of the three stakeholders who attended a workshop or received a presentation from TAC felt that a range of options was provided by TAC; only one felt that no options were provided.

14.0 VET REGULATION ISSUES

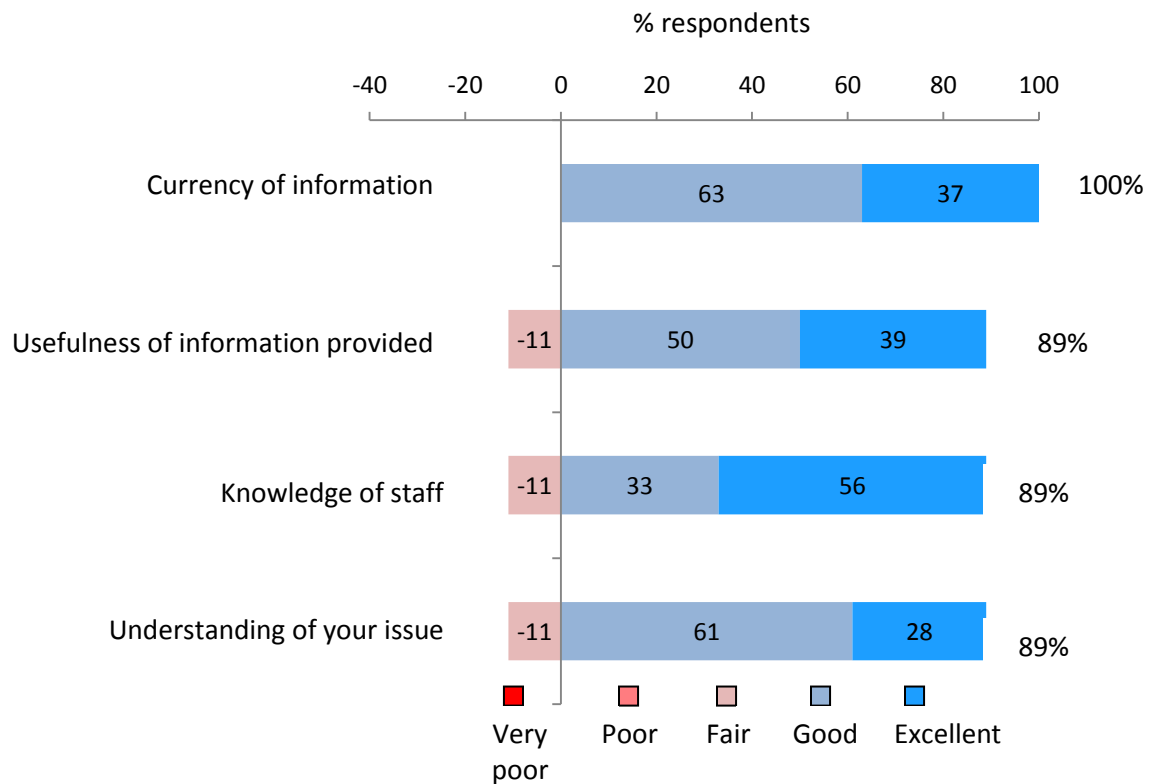
Almost three quarters of stakeholders have had contact with TAC to discuss VET regulation issues in the last year as shown in figure 26 below. The quality of the information and the experience with the staff was good or excellent.

Figure 26: Contact with TAC to discuss VET regulation issues



Q.11 Have you had contact with TAC to discuss VET regulation issues either face to face or by telephone in the last year since 1 July 2017? n=26

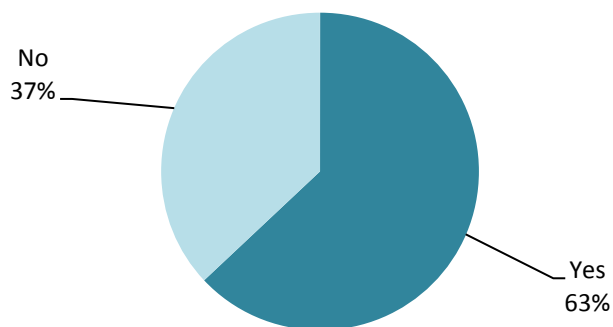
Figure 27: The quality of the information and experience with staff



Q.12: Please rate the information you received when you met with TAC to discuss VET regulation issues in relation to the following. n=19; N/A n=7

Stakeholders made no comments about the quality of information or experiences with staff.

Figure 28: Was a range of options provided by TAC



Q.14 Was a range of options provided by TAC? n=19; N/A n=7

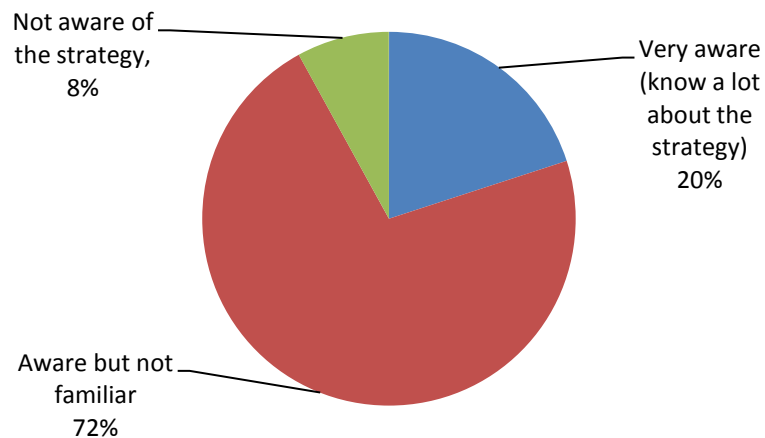
As shown in figure 28 above in almost two thirds of instances a range of options was provided to stakeholders.

15.0 REGULATING THE VET SECTOR

Stakeholders were asked to describe their knowledge of TAC's Annual Regulatory Strategy and provided with a hyperlink to access the strategy document if they wished to.

Most stakeholders were aware of TAC's Annual Regulatory Strategy but were not familiar with the detail of the strategy.

Figure 29: Awareness and knowledge of TAC's Annual Regulatory Strategy



Q.15 How would you describe your knowledge of TAC's annual regulatory strategy? n=25, N/A n=1

16.0 TAC'S PLANNING OF FUTURE REGULATORY SUPPORT

The peak areas where stakeholders felt that RTOs generally did not do well were:

- Assessments meeting workplace/regulatory requirements.
- Assessments which are in line with training packages.
- Appropriately trained trainers and assessors.
- Appropriate course duration/length of courses.

These comments are consistent with areas of improvement identified in the next question where a number of stakeholders commented on their concern about the length of the training courses administered and on the assessments.

The ratings are provided in Figure 29 on the following page.

Figure 30: Stakeholder Survey Areas in which RTOs generally did not do well

Q.16 To assist TAC's planning in regulatory support, including priorities and focus areas, which areas do you consider RTOs generally did not do well. *Please select up to five items.* n=26

The 'other' category in the table above prompted the following comments, each mentioned by one person:

- RTOs who hold MOUs with assessors are problematic.
- Variations between RTOs; some are excellent.
- Timely provision of verification of school student results.

17.0 THE AREAS OF CONCERN TO STAKEHOLDERS

Stakeholders were invited to nominate the 3 main issues of concern specific to their industry sector. The main areas of concern expressed by stakeholders, in order of most to least frequently mentioned, are listed below.

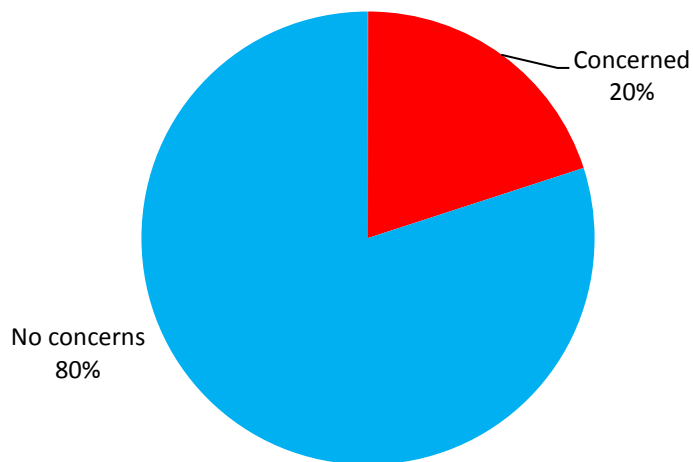
- Lack of quality RTOs.
- Compliance and assessment requirements.
- Insufficient time allocated to courses to achieve the qualification.
- Auditing requirements.
- Online courses inappropriate for qualifications.
- RTOs offering MOUs to assessor.
- The cost of courses.
- Capability of trainers and assessor.

See the appendix for verbatim quotes.

18.0 QUALIFICATIONS/UNITS OF COMPETENCY THAT RAISE THE MOST CONCERNS

Stakeholders were asked to name the top three qualifications/units of competency that raised the most concern for their industry/sector and reasons for their concern. As shown in the figure below 20% of stakeholders expressed concern about the qualifications/units of competency in their industry sector.

Figure 31: Concerns about qualifications/units of competency



Q.18 Please list the top three qualifications/units of competency that raise the most concern for your industry/sector regarding VET. n=25; missing n=1

The most frequently mentioned concern was the perception of the qualification having an unduly short duration, this issue does arise in general comments elsewhere and generally refers to the shortness of the course in comparison to the volume of information which need to be covered. It has arisen previously in relation to high risk skills which respondents have commented need more time to master correctly. In this instance the comment is made by one person and refers to the Maritime certificates: Coxswain's certificates 1 & 11 and Master's certificate less than 24m.

The qualification/units of competency that raised the most concern in the stakeholders' industry sector and the reason for the concern are listed in Figure 31 on the next page.

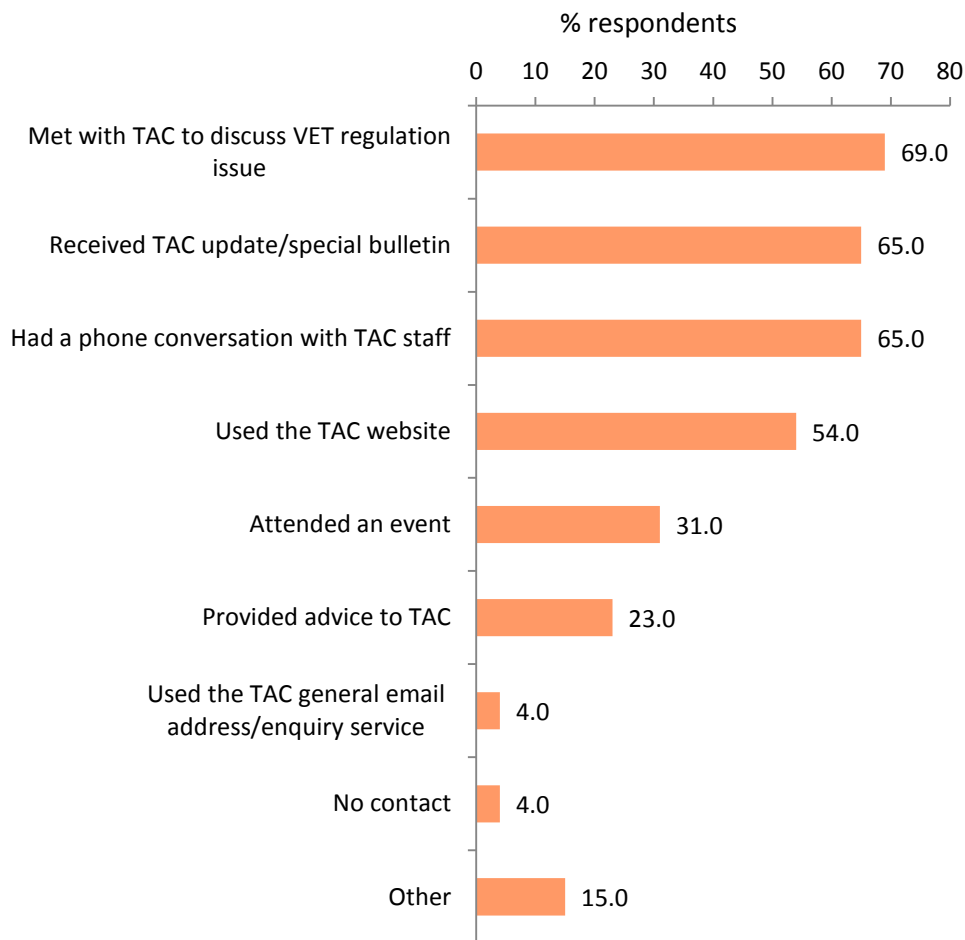
Figure 32: Concerns and reasons for concerns in the stakeholders' industry sector

COURSE	CONCERN
Certificate One Maritime Operations (Coxswain's Grade 2)	Unduly short duration
Certificate II in Maritime Operations (Coxswain's Grade 1)	Unduly short duration
Certificate III in Maritime Operations (Masters<24m)	Unduly short duration
CPCPGS4023B	Prerequisite of training package
UEE30811	On the job training recording
MEM31215	HV component and on the job training – recording
Driving instructor qualifications	Poor, too much RPL, not enough interaction
Heavy Vehicle Qualifications	Poor, too much RPL, not enough interaction
Diploma of Beauty Therapy	RTOs are not necessarily delivering the units as the training package determines
HRWL	Short duration and poor assessment practises

19.0 CONTACT WITH TAC (STAKEHOLDERS)

The types of contact that stakeholders had had with TAC is shown in the chart below.

Figure 33: Contact with TAC



Q.1 What types of contact has your organisation had with TAC since 1 July 2017? n=26

Appendix 1

The questionnaires

10939

TAC RTO Survey 2018

Interacting with TAC

Q.1 What types of contact has your organisation had with TAC in the last 12 months since 1 July 2017?

Select all that apply.

- | | | |
|---|--------------------------|----|
| Made an application to TAC | <input type="checkbox"/> | 1 |
| Notified TAC of change to organisation or scope | <input type="checkbox"/> | 2 |
| Used the TAC website | <input type="checkbox"/> | 3 |
| Received a TAC update and/or TAC Special Bulletin (email newsletter) | <input type="checkbox"/> | 4 |
| Used RTO Portal | <input type="checkbox"/> | 5 |
| Used the TAC general email address/enquiry service – tac@des.wa.gov.au | <input type="checkbox"/> | 6 |
| Had a phone conversation with TAC staff | <input type="checkbox"/> | 7 |
| Attended a TAC RTO or course accreditation information session | <input type="checkbox"/> | 8 |
| Attended an event, other than an RTO or course accreditation information session at which a TAC member spoke | <input type="checkbox"/> | 9 |
| Lodged a complaint | <input type="checkbox"/> | 10 |
| Other (please specify)..... | <input type="checkbox"/> | 99 |
| No contact | <input type="checkbox"/> | 99 |

Q.2 TAC overall performance

Please rate TAC's performance overall and then in each of the following areas:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Overall as a regulator	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
And in the following areas.						
Open to hearing concerns about the quality of VET outcomes	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Provides timely and quality advice to my organisation on its regulatory activities	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Provides timely, quality advice about the VET sector to my organisation	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Acts on complaints received about training providers	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Acts on complaints received about its own performance	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Is transparent in its regulatory decisions and activities	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Applies consistent regulatory decisions	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Promotes and encourages continuous improvement of RTOs	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Improves the quality of VET outcomes	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9

in Western Australia

You gave TAC lower ratings in some of the areas in the previous questions. They would love some feedback on what you were dissatisfied with and how they can improve.

This next section is **OPTIONAL**. If you don't wish to provide feedback on how they can improve, please click the next button at the bottom of the screen and move on to the next page.

ASK IF Q2= FAIR(3), POOR(2) OR VERY POOR(1) FOR EACH STATEMENT

Q.3 You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor, why do you say that?

.....

.....

.....

ASK ALL

Applications

Q.4 Has your organisation lodged an application with TAC during the last 12 months since 1 July 2017?

- Yes ₁
- No ₂ → Go to Q.7
- Don't know ₃ → Go to Q.7

Q.5 Please rate your application experience based on the application/s that you have submitted to TAC.

	Excellent	Good	Fair	Poor	Very poor	Don't know
Overall experience with the application process	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Ease of accessing RTO Portal	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Ease of navigating RTO Portal	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Ease of completing the task required using RTO Portal	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Clarity of instruction in RTO Portal	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Helpfulness of information on TAC's website regarding making applications	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Availability of follow up assistance	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Time TAC took to act on the application after you were	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉

notified that the application was received

You gave TAC lower ratings in some of the areas in the previous questions. They would love some feedback on what you were dissatisfied with and how they can improve.

This next section is **OPTIONAL**. If you don't wish to provide feedback on how they can improve, please click the next button at the bottom of the screen and move on to the next page.

ASK Q.6 IF Q5= FAIR(3), POOR(2) OR VERY POOR(1) FOR EACH STATEMENT

Q.6 You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor. Why do you say that.

.....

.....

.....

ASK ALL

TAC's communication with RTOs

Q.7 The TAC website and the TAC Update/TAC Special Bulletins are key platforms used by TAC to communicate with RTOs. Please rate your experience with these communication platforms over the last year, since 1 July 2017.

	Excellent	Good	Fair	Poor	Very poor	Don't know
Current/up to date information	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Accurate information	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Easy to understand information (clarity)	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Provides enough information	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Helpfulness of information	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Timeliness of information	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Informs on a wide range of issues	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Easy to navigate (website only)	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Easy to search (website only)	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉

You gave TAC lower ratings in some of the areas in the previous questions. They would love some feedback on what you were dissatisfied with and how they can improve.

This next section is **OPTIONAL**. If you don't wish to provide feedback on how they can improve, please click the next button at the bottom of the screen and move on to the next page.

ASK Q.8 IF Q7= FAIR(3), POOR(2) OR VERY POOR(1) FOR EACH STATEMENT

Q.8 You indicated that TAC’s performance on <STATEMENT> was fair, poor or very poor. Why do you say that?

.....

.....

ASK ALL

Communication with TAC by email or telephone

Q.9 Please rate your most recent experience in communicating with TAC by email and /or telephone?

	Excellent	Good	Fair	Poor	Very poor	Don’t know
Overall experience when communicating with TAC via email and/or phone	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Courtesy	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Respected confidentiality of organisation and privacy of individuals involved	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Impartiality	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Helpfulness	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Clarity of response	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Efficiency of response (took minimal amount of time, including waiting time)	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Knowledge of staff answering	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Sufficient contact so that I could contact/ recontact a TAC staff member if necessary	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉

You gave TAC lower ratings in some of the areas in the previous questions. They would love some feedback on what you were dissatisfied with and how they can improve.

This next section is OPTIONAL. If you don’t wish to provide feedback on how they can improve, please click the next button at the bottom of the screen and move on to the next page.

ASK Q.10 IF Q9= FAIR(3), POOR(2) OR VERY POOR(1) FOR EACH STATEMENT

Q.10 You indicated that TAC’s performance on <STATEMENT> was fair, poor or very poor. Why do you say that?

.....

ASK ALL**Regulation Officer/case management model**

Q.11 How well do you feel that TAC's service model works?

Extremely well	<input type="radio"/> 1
Well	<input type="radio"/> 2
Fairly well	<input type="radio"/> 3
Not particularly well	<input type="radio"/> 4
Not at all well	<input type="radio"/> 5
Don't know	<input type="radio"/> 9

RTO audit experience

Q.12 In the last 12 months all RTOs have participated in a TAC audit. What type of audit was your organisation involved in? *If your organisation had a desk and site audit please tick both boxes.*

- Desk audit 1 → Ask Q.13 and 14 then go to Q.15
 Site audit 2 → Ask Q.13 and 14 then go to Q.16

Q13 Did the desk and /or site audit add value or provide a worthwhile experience for your business?

- Yes 1
 No 2

ASK Q.14 IF Q13= YES(1) (NOT COMPULSORY)

Q.14 How did it do that? *Explain in full*

.....

.....

.....

Desk audit**ASK IF Q12=DESK AUDIT(1)**

Q15 The following questions relate to your desk audit experience. Please rate:

	Excellent	Good	Fair	Poor	Very poor	Don't know
The overall experience with the TAC desk audit	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
TAC's performance on:						
The information it provided about the audit purpose and process before the desk audit	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
The information it provided about the evidence required to be submitted by your organisation as part of the desk audit	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
The information it provided on the scope of the desk audit	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
The amount of information it provided about the desk audit	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
The clarity and conciseness of the information it provided on the process and timelines following the desk audit	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
The TAC audit report on the audit outcomes and action required to be undertaken by your organisation	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉

Site audit**ASK IF Q12=SITE AUDIT(2)**

Q16. The following questions relate to your site audit experience. Please rate:

	Excellent	Good	Fair	Poor	Very poor	Don't know
The overall experience with the TAC site audit	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
TAC's performance on:						
Providing information about the audit purpose and process before the site audit	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
The information it provided on the scope of the site audit	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Providing sufficient information about the audit	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Informing me of any changes to the audit timetable and the reasons for changes	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Giving my organisation an opportunity to discuss our particular business	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Willingness to discuss the audit findings at the time of the audit	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Providing a clear overview of the audit outcomes, including any non compliances	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉

identified during the audit at the exit meeting

Providing clear and concise information on the process and timelines at the exit meeting ₅ ₄ ₃ ₂ ₁ ₉

Providing clear information in the audit report on the audit outcomes and action required to be undertaken ₅ ₄ ₃ ₂ ₁ ₉

ASK ALL

Q.17 Please rate your experience with the TAC audit team during the site audit.

The TAC audit team were:	Yes	No	Don't know
Objective	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₉
Knowledgeable	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₉
Organised	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₉
Informative	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₉
Constructive	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₉
Non-threatening	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₉

Q.18 What could TAC do to improve any aspect of the TAC audits that it conducts. *Please provide details*

.....

.....

.....

TAC Education Program

Q19 TAC provides a range of educative opportunities to support compliance with the Standards for RTOs, including a range of strategies and published materials

What topics would you like TAC to cover?

.....

.....

.....

Introduction of the new RTO Portal in October 2017

Q20. Please rate your experience with the introduction of the new online RTO Portal that replaced the existing RTONet.

	Excellent	Good	Fair	Poor	Very poor	Don't know
The information provided on the TAC website about the RTO Portal was....	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
The support provided to my organisation if we had any questions or needed assistance on the RTO Portal was	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
I would describe the improvement and streamlining of our interactions with TAC following the implementation of the RTO Portal as	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉

You gave TAC lower ratings in some of the areas in the previous questions. They would love some feedback on what you were dissatisfied with and how they can improve.

This next section is **OPTIONAL**. If you don't wish to provide feedback on how they can improve, please click the next button at the bottom of the screen and move on to the next page.

ASK Q.21 IF Q20= FAIR(3), POOR(2) OR VERY POOR(1) FOR EACH STATEMENT

.....

.....

.....

ASK ALL

Regulating the VET sector

Q22. How would you describe your knowledge of TAC's Annual Regulatory Strategy? *Add a hyperlink for respondents to access the strategy)*

- Very aware (know lots of detail about the Strategy) ₁
- Aware (know of the Strategy but that's all) ₂
- Not aware (know nothing about the Strategy) ₃
- Not applicable ₄

Q.23 Future regulatory support

To assist TAC's regulatory support planning including priorities and focus areas, which areas do you consider RTOs generally **do not** do well? *Please select up to 5 items.*

- | | | |
|---|--------------------------|----|
| Continuous improvement of systems | <input type="checkbox"/> | 1 |
| Adequate training is provided to learners | <input type="checkbox"/> | 2 |
| Assessments are in line with training packages | <input type="checkbox"/> | 3 |
| Assessments meet workplace/regulatory requirements | <input type="checkbox"/> | 4 |
| Recognition of prior learning | <input type="checkbox"/> | 5 |
| Appropriate course duration/length of courses | <input type="checkbox"/> | 6 |
| Adequate staff numbers, facilities and equipment in relation to the training being provided | <input type="checkbox"/> | 7 |
| Appropriately trained trainers and assessors | <input type="checkbox"/> | 8 |
| Learner's individual needs are met | <input type="checkbox"/> | 9 |
| Employers and other parties are adequately engaged in client training and assessment | <input type="checkbox"/> | 10 |
| Record keeping | <input type="checkbox"/> | 11 |
| Complaints and appeals are addressed effectively | <input type="checkbox"/> | 12 |
| Management systems are appropriate for the RTO | <input type="checkbox"/> | 13 |
| Monitoring of training conducted on behalf of an RTO | <input type="checkbox"/> | 14 |
| Accurate marketing of courses | <input type="checkbox"/> | 15 |
| Other, please detail in a few words..... | <input type="checkbox"/> | 98 |
| | | |
| None of the above | <input type="checkbox"/> | 99 |

ASK ALL**Company profile**

Q24. How many people do you employ, including yourself?

1-5 people	<input type="radio"/>	1
6-10 people	<input type="radio"/>	2
11-20 people	<input type="radio"/>	3
More than 20 people	<input type="radio"/>	4

ASK Q25 IF Q24=11-20 PEOPLE (3) OR MORE THAN 20 PEOPLE (4)

Q25. Is your organisation:

A private sector organisation	<input type="radio"/>	1
A public sector organisation	<input type="radio"/>	2
Other	<input type="radio"/>	3

Thank you for participating in this survey. The information you have provided will be kept confidential and de-identified and only the aggregate results will be provided to TAC.

LOAD UP FROM MASTER LIST:

- Q26 ORGANISATION LOCATION: METRO/ COUNTRY**
- Q27 LENGTH OF TIME THE RTO HAS BEEN IN BUSINESS**

10939

TAC Stakeholder Survey 2018

Interacting with TAC

Q.1 What types of contact has your organisation had with TAC since 1 July 2017?

Select all that apply.

- Used the TAC website ₁
- Received a TAC update and/or TAC Special Bulletin (email newsletter) ₂
- Used the TAC general email address/enquiry service – tac@des.wa.gov.au ₃
- Had a phone conversation with TAC staff ₄
- Attended an event at which a TAC member spoke ₅
- Provided advice to TAC staff or auditor in your capacity as a technical advisor ₆
- Met with TAC to discuss issues of VET regulation ₇
- Other (*please specify*)..... ₉₉
- No contact ₉₉

TAC overall performance

Q.2 Please rate TAC's performance:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Overall as a regulator	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
And in the following areas.						
Open to hearing concerns about the quality of VET outcomes	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Provides timely and quality advice to my organisation on its regulatory activities	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Provides timely, quality advice about the VET sector to my organisation	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Engages with stakeholders such as my organisation	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Seeks feedback from stakeholders	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Acts on stakeholder feedback	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Acts on complaints received about its own performance	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Is transparent in its regulatory decisions and activities	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Applies consistent regulatory decisions	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Promotes and encourages continuous improvement of RTOs	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Improves the quality of VET outcomes in Western Australia	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Provides advice to industry bodies such as industry skills councils, other regulators and peak associations	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Collaborates with industry bodies,	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉

other regulators and peak associations

You gave TAC lower ratings in some of the areas in the previous questions. They would really appreciate some feedback on what you were dissatisfied with and how they can improve.

This next section is OPTIONAL. If you don't wish to provide feedback on how they can improve, please click the next button at the bottom of the screen and move on to the next page.

ASK IF Q2= FAIR(3), POOR(2) OR VERY POOR(1) FOR EACH STATEMENT

Q.3 You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor, why do you say that?

.....

.....

.....

TAC's communication with stakeholders

Q.4 The TAC website and the TAC Update/TAC Special Bulletins are key platforms used by TAC to communicate with stakeholders. Please rate your experience with these communication platforms in the last year since 1 July 2017.

	Excellent	Good	Fair	Poor	Very poor	Don't know
Current/up to date information	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Accurate information	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Easy to understand information (clarity)	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Provides enough information	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Helpfulness of information	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Timeliness of information	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Informs on a wide range of issues	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Easy to navigate (website only)	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Easy to search (website only)	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉

You gave TAC lower ratings in some of the areas in the previous questions. They would really appreciate some feedback on what you were dissatisfied with and how they can improve.

This next section is OPTIONAL. If you don't wish to provide feedback on how they can improve, please click the next button at the bottom of the screen and move on to the next page.

ASK IF Q4= FAIR(3), POOR(2) OR VERY POOR(1) FOR EACH STATEMENT

Q.5 You indicated that TAC’s performance on <STATEMENT> was fair, poor or very poor, why do you say that?

.....

.....

.....

General Communication with TAC by email or telephone

Q.6 Please rate your most recent experience in communicating with TAC by email or telephone?

	Excellent	Good	Fair	Poor	Very poor	Don't know
Overall experience	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Courtesy	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Respected confidentiality of organisation and privacy of individuals involved	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Impartiality	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Helpfulness	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Clarity of response	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Efficiency of response (took minimal amount of time, including waiting time)	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Knowledge of staff answering	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Sufficient contact so that I could contact/ recontact a TAC staff member if necessary	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉

You gave TAC lower ratings in some of the areas in the previous questions. They would really appreciate some feedback on what you were dissatisfied with and how they can improve.

This next section is OPTIONAL. If you don't wish to provide feedback on how they can improve, please click the next button at the bottom of the screen and move on to the next page.

ASK IF Q6= FAIR(3), POOR(2) OR VERY POOR(1) FOR EACH STATEMENT

Q.7 You indicated that TAC’s performance on <STATEMENT> was fair, poor or very poor, why do you say that?

.....

.....

.....
TAC presentation/workshop

Q.8 Have you attended a workshop or had TAC present to your organisation in the last year since 1st July 2017.

- Yes ₁
 No ₂ → Go to Q.11

ASK IF Q8=YES(1)

Q.9 Please rate the information you received:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Currency of the information	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Usefulness of the information	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Knowledge of staff presenting	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Insight that considered a wide range of issues	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉

You gave TAC lower ratings in some of the areas in the previous questions. They would really appreciate some feedback on what you were dissatisfied with and how they can improve.

This next section is OPTIONAL. If you don't wish to provide feedback on how they can improve, please click the next button at the bottom of the screen and move on to the next page.

ASK IF Q9= FAIR(3), POOR(2) OR VERY POOR(1) FOR EACH STATEMENT

Q.10 You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor, why do you say that?

.....

VET regulation issues

Q.11 Have you had contact with TAC to discuss VET regulation issues, either face to face or by telephone in the last year since 1st July 2017?

- Yes ₁
 No ₂ → If No Go Q15

ASK IF Q11=YES(1)

Q.12 Please rate the information you received when you met with TAC to discuss VET regulation issues in relation to the following.

	Excellent	Good	Fair	Poor	Very poor	Don't know
Currency of the information	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Usefulness of the information provided	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Knowledge of staff	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Understanding of your issue	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉

You gave TAC lower ratings in some of the areas in the previous questions. They would really appreciate some feedback on what you were dissatisfied with and how they can improve.

This next section is OPTIONAL. If you don't wish to provide feedback on how they can improve, please click the next button at the bottom of the screen and move on to the next page.

ASK IF Q12= FAIR(3), POOR(2) OR VERY POOR(1) FOR EACH STATEMENT

Q.13 You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor, why do you say that?

.....

.....

.....

ASK IF Q11=YES(1)

Q.14 Was a range of options provided by TAC?

- Yes ₁
 No ₂

Regulating the VET sector

Q15 How would you describe your knowledge of TAC’s Annual Regulatory Strategy?
(a hyperlink inserted for respondents to access the strategy document if desired)

- Very aware (know lots of detail about the Strategy) 1
- Aware (know of the Strategy but that’s all) 2
- Not aware (know nothing about the Strategy) 3
- Not applicable 4

Future regulatory support

Q.16 To assist TAC’s planning in regulatory support including priorities and focus areas, which areas do you consider RTOs generally **do not** do well? *Please select up to 5 items.*

- Continuous improvement of systems 1
- Adequate training is provided to learners 2
- Assessments are in line with training packages 3
- Assessments meet workplace/regulatory requirements 4
- Recognition of prior learning 5
- Appropriate course duration/length of courses 6
- Adequate staff numbers, facilities and equipment in relation to the training being provided 7
- Appropriately trained trainers and assessors 8
- Learner’s individual needs are met 9
- Employers and other parties are adequately engaged in client training and assessment 10
- Record keeping 11
- Complaints and appeals are addressed effectively 12
- Management systems are appropriate for the RTO 13
- Monitoring of training conducted on behalf of an RTO 14
- Accurate marketing of courses 15

- Other, please detail in a few words..... 98
- 99
- None of the above 99

Q.17 Please list the top three general areas of concern specific to your industry/sector regarding vocational education and training.

.....

.....

.....

Please list the top three qualifications/units of competency that raise the most concern for your industry/sector and the reason for the concern. **If none just click the box below**

Q18a Qualification/ unit.....

Q18b Concern.....

Q19a Qualification/ unit.....

Q19b Concern.....

Q20a Qualification/ unit.....

Q20b Concern.....

None O₉₉

Appendix 2

Technical Appendix

Technical Appendix - Sampling and Data Collection Specifics

Component	Details
Project Management Team	
Research Solutions Contact	Nicky Munro
Client Contact	Kieran Tynan
Other Contractors	N/A
Research Methodology	
Data collection method	Online survey from comprehensive client/ stakeholder lists
Sampling Methodology	
Target population for survey	RTOs and stakeholders
Source of sampling frame e.g. Access panel, Grey Pages, client provided list, customers visiting xxx between date & date	Client list
If using an Access Panel (note below or NA):	N/A
Sampling Technique e.g. quota /probability / convenience / geographical coverage if relevant	Census
Sample Size e.g. if sample size achieved was different from planned sample, note this and reason why	All RTOs and stakeholders who would respond
Was sample quota'd? (note below or NA):	N/A Census
Fieldwork	
Survey dates	26 th June to 19 th July
Questionnaire length / administration time	10-15 minutes
Incentives provided for respondents e.g. No / yes & description of incentive	No
<ul style="list-style-type: none"> Administration process 	A Special Bulletin was sent from TAC informing them of the survey Personalised email sent from Research Solutions embedded with unique link embedded
Number of reminders to non-respondents	Two reminders to non-respondents at the beginning of the second and third weeks
Survey Procedure for Intercept surveys (note below or delete):	
Data Collection Outcomes:	
Response Rate or <ul style="list-style-type: none"> Participation rate (non-probability samples) 	RTOs 64.5% Stakeholders 42%
Completed interviews	155 Representatives from RTOs 140 and stakeholders 26

Component	Details
• Overall sampling error	RTO ± 4 % and Stakeholder ± 15 %
• Validation procedures	Not required as survey was self-completion
• Data Coding, Analysis and Data File Treatment	
Validity and Reliability Issues	
Data coding	Procedure involves: <ul style="list-style-type: none"> Review of first 50 questionnaires (or similar) to develop coding sheets based on common responses Coding by Research Solutions Project Manager
Consistency checks	
Treatment of missing data	<ul style="list-style-type: none"> Excluded from analysis and/or noted where relevant Individual cases with excessive missing data excluded from sample
Was sample weighted? (note below or NA):	<ul style="list-style-type: none"> No
Any estimating or imputation procedures used e.g. Pope's Model	<ul style="list-style-type: none"> None
• Statistical tests used	<i>See Survey Research Appendix: Statistical Tests</i>
• Data file provided to client	Will be provided
De-identified data files retained	For five years

This project has been undertaken in compliance with ISO 20252.

Survey Research Appendix: Statistical Tests

Test:	Chi Square (Pearson's chi-square)
Use:	To determine if two variables are related by more than chance alone.
Data Assumptions:	<ul style="list-style-type: none"> Data is from a random sample. Data must be nominal, ordinal or interval. Sufficiently large sample (absolute minimum $n=30$) & adequate cell sizes ($n=10+$) Observations must be independent. Observations must have the same underlying distribution. Data is unweighted
Test Measure / Cut-off Criterion:	$p \leq 0.5$

Appendix 3

Verbatim comments

RTOS

Q3A You indicated that TAC's performance overall was fair poor or very poor, why do you say that?

- We had a prolonged wait for the outcome of our re-registration audit. Our audit was in November and we did not receive an outcome until April. We also recently had an issue with a desktop audit that didn't take into account the additional evidence provided. This has again prolonged the waiting time in this process.
- There are v many poor quality operators. Why do they still operate? This is a failure of the regulator.
- Have had nothing to benchmark it against.
- Audits seven years apart allow RTOs to drop the ball in the meantime.
- They do not support small enterprise and are particularly aggressive in the use of auditors. Small enterprise RTOS are NOT TAFE and do not have staff to deal with constant red tape.
- Decisions don't make sense and are not transparent.
- We had no complaints made against us or did we initiate any complaints.
- I believe they are fair in how they run the organisation. It is good.
- I would like to see TAC's approach one more of pro-active than one of act on problems. The VET system is a minefield that we all walk through each day having better communication with the regulator on a level that is non-threatening could be beneficial.
- I note there were a few questions that I wouldn't know how TAC perform as I haven't experienced a situation relevant to the question.
- There is too much auditing and attention on minor components of the standards and consequently too many non-compliances on the standards. What can be fixed with minimum fuss is turned into major incidents threatening registration. Too many inadequate RTOs get away with poor training because their paperwork passes muster. Auditors are inconsistent, they audit to the same standards but all have hugely differing interpretations, meaning what is fine from one auditor to the next is wrong. RTOs just accept that it will need to change with each audit even when the audits are close together.
- No processes have been followed properly. One staff to the next do not know what is happening. Complaints were fobbed off with no accountability, transparency or due investigation. Reporting is contradictory to the Council outcome for change of scope i.e. everything was made complaint and then the scope was not increased. Rectification documents were not even opened yet determinations made. Process and complaints resolutions have taken over 18 months and still not sorted.
- Satisfactory outcomes in Transport Logistics Industry Truck Driver Training are not being achieved in many cases due to the poor performance of some trainers and assessors within the industry.
- TAC 24 month audit was poorly conducted, numerous mistakes marked as "Non-compliant" with unsatisfactory explanations. Audit could have been handled a lot better

Q3B You indicated that TAC's performance on Open to hearing concerns about the quality of VET outcomes was fair poor or very poor, why do you say that?

- What methods are used, transparently, to address our concerns?
- Again , our RTO has had nothing to compare it with.
- Why bother, they are ignorant of smaller RTO's and may have a deep mistrust of TAC.

- General impression
- Because, in my opinion, TAC's performance was Fair.
- Issues identified are not address in a satisfactory manner.
- No accountability, not following processes, inconsistent reporting and outcomes

Q3C You indicated that TAC's performance on provides timely and quality advice to my organisation on its regulatory activities was fair poor or very poor, why do you say that?

- The regulatory activities for the construction safety training industry are not happening as frequent as the rest of the industry. An update for the assessment probably takes ages to get updated after numerous feedback sent to TAC.
- Received poor advice from a Case Manager which cost the RTO money, and hindered an application.
- I had been in contact with TAC staff for 6 weeks before I was informed I no longer needed to (submit a particular piece of information). It was just unfortunate as the person trying to help me was lovely but they did not know the latest requirements either.
- Sometimes my emails have taken a while to receive a response.
- I don't know what regulatory activities are undertaken.
- Once again this is useless with regards to small enterprise RTO's and appears to only support large organisations who have the staff.
- We received contradictory advice from the TAC and the Dept. of Training and Workforce Development (DTWD - WA), regarding descriptors and changes to unit numbers ...which lead to a financial loss and a disruption to our training delivery. We feel that in those situations, the TAC and the DTWD (WA) should ensure that information given to RTO's corresponds in both instances.
- Sometimes the advice can be inconsistent or in the past the personnel have been unwilling to provide advice, particularly in writing. It is challenging as an RTO to not be able to confirm that the planned approaches will be supported at audit.
- This was regarding audits, which can often be a frustrating process.
- Inconsistency of auditing
- Over 18 months to try and sort out issues, with many staff changes and nobody even reading their own documents is unacceptable
- No interaction in this area so could not provide a rating

Q3D You indicated that TAC's performance on provides timely, quality advice about the VET sector to my organisation was fair poor or very poor, why do you say that?

- As per the previous question, they aren't as pro-active as I thought they will be.
- The VET sector, outside of TAFE, is a dogs breakfast. Mash that in with universities now playing in this space. The regulator is actually an administrator, not really focussed on quality or supporting good/high achieving RTOs.
- Lost faith in them so not bothered.
- TAC do some good things in this respect when it comes to large or infrequent activities of projects. However, if I contrast this to ASQA they do not appear (as far as I am aware anyway) to provide routine, regular updates or information such as weekly newsletters or updates. My main suggestion is to improve frequency of communications.
- Timely is not even a consideration any more with TAC, staff give conflicting advice, reports and

information, contradictory to their own reports and correspondence.

Q3E You indicated that TAC's performance on acts on complaints received about training providers was fair poor or very poor, why do you say that?

- There still seems to be some dodgy operators that appear to either go unnoticed or TAC does not have the resources to follow up.
- We know of some RTOs still operating and hear from their students what happens - they can't be compliant. They need covert surveillance - go in as a student and do the full course. They are good at paperwork and covering their tails.
- We have made a number of complaints about RTO's offering very short courses over the last few years and nothing has been done, as far as we are aware. I understand that the RTO did not fall under TAC but was under ASQA but we still feel there should be effective consultation between the two regulators.
- Cannot lodge a complaint with regard to a provider that is governed by ASQA. Would be good if we would have the backing of TAC with the complaint process for a national provider. This would empower TAC as well.
- A complaint made by us appeared to be not taken seriously.
- RTOs that provide bad or inadequate training are still in business, even though it is known that they provide short courses or just tick and flick. Complaints are made about these providers but nothing is done meaning that we have to compete against someone who is doing the wrong thing.
- They are able to just dismiss any complaints about them internally, there is no accountability.

Q3F You indicated that TAC's performance on acts on complaints received about its own performance was fair poor or very poor, why do you say that?

- A complaint was made regarding an audit that occurred in Feedback was not provided about how TAC will prevent the recurrence of poor quality audits and decisions.
- Slow response when documents lost after being sent to office.
- Complaint was dismissed without action. Does not comply with government diversity and ATSI guidelines

Q3G You indicated that TAC's performance on is transparent in its regulatory decisions and activities was fair poor or very poor, why do you say that?

- Able to check on decisions made or sort by looking on websites.
- It is very hard to get a clear answer about decisions.
- When RTOs are investigated or sanctioned it is not made sufficiently clear (to other RTOs and stakeholders) why that is the case. As a result, it is difficult to get a clear sense of how TAC are regulating underperforming RTOs.
- Auditing is inconsistent.
- There is no transparency at all. They believe they are not answerable to anyone for anything and do not take responsibility for their own incompetence which were clearly shown.
- There is too many inconsistencies. Auditor's comments vary greatly between audits and RTO's.

There does not appear to be a solid benchmark for auditors.

Q3H You indicated that TAC's performance on applies consistent regulatory decisions was fair poor or very poor, why do you say that?

- I believe the decisions made by TAC auditors are inconsistent due to the differing interpretations and application of the Standards by the different auditors. The main concern with audits for RTO's I believe is what auditor is going to be appointed and how they will interpret the Standards. To allocate a specific auditor to an organisation not only will mean that that person becomes familiar with the operations of the RTO and will be able to more readily identify any issues that may be cause for concern as well as saving time and money for all concerned. By having an observer attend the audit as well should allay any concerns that the auditor, due to their familiarity with the RTO, becoming complacent.
- There do seem to be some differences between what is acceptable to some auditors and not others.
- I think this is a reality of the system. The system allows RTO's to build their own compliance processes. And by default, regulators make their own judgements and often have different priorities of risk. Therefore the system is inherently subjective.
- Different auditors from TAC have differing views at times.
- Auditor inconsistency. Moderation activities could assist reduce this.
- Inconsistencies applied over other RTO schools in (our industry)
- Auditors have varying biases and interpretations of compliance.
- Far too aggressive. May of their auditors need to be sacked if this is possible. Small enterprise need to be supported not crushed out of business. A disgrace.
- Different auditors give different feedback and have different standards. It is very confusing.
- There is inconsistency in interpretation of the SRTOs by different auditors. We have had to request a review of audit outcomes due to the auditors making conflicting judgements against the same clauses.
- Reports quote evidence and give compliant result but scope was not extended.
- Far too many inconsistencies between RTO's. Different rules apply apparently between auditors and their decision making process.
- Communications with other colleges it did seem the decisions and outcomes for each college last year weren't always consistent.

Q3I You indicated that TAC's performance on promotes and encourages continuous improvement of RTOs was fair poor or very poor, why do you say that?

- This is more of RTO wanting to improve themselves rather than through TAC's help. I don't recall the newsletter mentioned any related articles on "promotes and encourages continue improvement of RTO..."
- Same reason as before. I've seen very good practical RTO's who provide great product and customer service struggle with reviews. And other RTO's that I would personally view as not as good (in a practical sense) who pass muster with no trouble at all. Sometimes I think we throw the

baby out with the bathwater. And I've heard regulators say things like "I know they are good, but their evidence isn't sufficient." Well, my view is it's a bit like RPL ... if you know they are good and can do it - you should be able to make an observation or verbal judgement and collate the evidence.

- Systems and support has improved but hard to comment on the outcome of this work.
- What is required is not about student training, it is about paperwork to satisfy too many standards and too many sections of the standards. I would like an auditor to actually be there to help (there are a few) not just show up and tell you how badly you are doing.
- The standards applied to us at audit were not equal to other training providers of the same units of competency. We were held to a higher standard with no explanation nor reasoning.
- I have heard much about the subject of continuous improvement over the years but as they say actions speak louder than words.

Q3J You indicated that TAC's performance on improves the quality of VET outcomes in Western Australia was fair poor or very poor, why do you say that?

- Haven't really seen any improvements. More required to maintain compliance.
- Higher rating should have been
- Too aggressive for smaller RTO's with auditing why not help and guide rather than smash a destroy
- Again no visibility of any overall improvement so hard to give a mark that says things have improved as it is an unknown.
- Outcomes should be about the training not insignificant time consuming sections of the standards
- We pointed out at audit the low quality of training and assessment on equal RTO's and were given a shrug of the shoulders and told not to worry about anyone else. The standards put onto us made our business unviable as we had to deliver and assess to a far higher standard than others with the same scope of registration.

Q6A You rated your overall experience with the application process as fair poor or very poor, why do you say that?

- Application is still in progress and we have had no correspondence on how the application is progressing, we put this down to poor logistical software not necessarily the workforce
- Had difficulty submitting application. Electronic signature.
- Overall fair, the functionality for RTOs is limited.
- With people on leave, and IT issue and the Christmas Break our application took longer to make it to the Board than expected
- Had to submit 3 times as there was a glitch at the TAC end.
- Took too long too much repetitive paperwork and inconsistent results.
- We are primarily a counselling centre and a very small RTO - our time management each day is crucial. We underwent multiple audits in short time frame, creating incredible stress. It would have been so much more practical to combine these audits.

Q6B You rated your overall experience with the ease of accessing the RTO Portal as fair poor or very poor, why do you say that?

- Errors trying to submit an application. No clear enough error message explaining what was wrong. No message in the portal to show history of a submission fail.
- Experienced some issue with the new system, however it was resolved by through several emails for support
- When the portal is working it works very well.
- Difficult setting up accounts and also incorrect information showing, scope was also incorrect at times during implementation. Also contact details reverted to ex-employees.
- I was not told about the change to the RTO Portal until I tried to access the old system and rang TAC.
- Obtaining access to the portal was problematic. There is no way of identifying which application is which once an application is submitted There is no way to access anything in the Application, Registration & Accreditation history - when I retire the next person will not have a clue what has gone before The list of auditors on the electronic application form doubles up and there is no way to progress until you have ticked each auditor twice You cannot remove just one delivery site from a qualification - it will only remove the site from the RTO scope Have added Third Parties twice, but they do not show in the portal You cannot change a mode of delivery - so why is this required? You cannot go back to the home page from electronic forms Although forms are signed electronically, they still ask for a witness signature.....time consuming and unnecessary
- We went through the audit process as RTONet changed to the new system. It was over two months before we received the audit report. In that time the RTONet showed that the registration was cancelled then passed then cancelled again. Until finally registration was renewed. We do appreciate that introducing new systems is never easy - this is just explaining the scoring.
- I had some problem to be fair it may have been me.
- The initial RTO Portal experience was not good or excellent. The portal access was not smooth from our RTO perspective, determining the cause of this difficulty and lodging and application were resolved but not entirely smoothly. Having said this, the difficulties were resolved and it works much better now.
- There have been a range of technical issues with RTO Portal. TAC assistance outside of the portal has been good.
- Stopped trying because of inability to access.
- Using a third party, Microsoft, to access the website is cumbersome and an extra log in and password sequence to remember
- RTO Portal was supposed to be available in October 2017 but was not accessible until 2018

Q6C You rated your overall experience with the ease of navigating the RTO Portal as fair poor or very poor, why do you say that?

- The RTO Portal does not work in all browsers. Often we need to open a new browser to be able to navigate the site and sometimes the menu options do not show. This is an issue which we have had on multiple computers.
- There wasn't much of an intro to it, just had to click around to find various sections and what I needed.
- The portal can at times be a little difficult to navigate. The webpage could be improved in terms of usability for an RTO.

- We had difficulty in submitting reports due to typo in the fact sheet.
- TAC's support in using the Portal was great each time I have requested..... The Portal itself makes some functions more difficult than previously, particularly in regard to existing applications. It is also not easy to identify an application once submitted, as to which Training Product was involved and I don't think an application number is provided at the end of a submission. Subsequently linking an application to an invoice is not always straight forward, and I have also had a number of issues with DocuSign, which does not seem to function correctly. Previously being able to check the details of submission of an application under RTONet was valuable.
- It is not easy to navigate around for infrequent users. Better intuitive menu and help options would help.
- Applications only provide numbers and not reference to the qualification under the application and the number on the application does not show up when you complete the application so you can link the actions.

Q6D You rated your overall experience with the ease of completing the task required using the RTO Portal as fair poor or very poor, why do you say that?

- The support documentation appears written by technical people for technical people - there is an expectation that the user has a level of knowledge they may not have.
- Again, as previous. The RTO Portal is not able to be used on all browsers.
- In some cases on the application submission it was hard to skip a particular area if you needed to wait for more information and come back later. The application keeps coming back to that area that you have skipped. Maybe at the end of the application it could indicate sections that were still missing before can go to submit with either a tick or cross next to them.
- I didn't really know what I was doing so it was trial and error as I went
- During our application the TAC portal was relatively new and we experienced issues when using the portal.
- Initial introduction of the portal had a few issues.
- hard to navigate around. difficulty with application reference number as it is not clear what application the number relates to.
- The task I needed was not available on the portal at the time I needed it i.e. Notification of RTO changes.
- Again difficulty in reporting due to typo in fact sheet. Incorrectly directed to DWTD.
- Overall it's okay.
- This performance result related to the initial period of the new RTO Portal. I think both the our RTO and TAC were becoming familiar with the RTO Portal. The ease of completing the tasks require is much better now.
- Because of the difficulty in navigating the website.
- No provision for change of delivery locations; function for extracts not working, requirement for responsible officer sign off on applications not a necessary step (and wasn't required previously)

Q6E You rated your overall experience with the clarity of instruction in the RTO Portal as fair poor or very poor, why do you say that?

- Again, as previous. The RTO Portal is not able to be used on all browsers.

- I can't say I had any instruction on the use of the portal prior to using it.
- No descriptions or working instructions provided to RTO. no help function to guide if not clear on what to do.
- I could not find what I was looking for i.e. Notification of Changes despite being directed that it was available.
- The RTO Portal can be a little difficult to navigate.
- No instructions on the website or in the portal
- Misdirected to DWTD with reporting enquiry.
- There are no instructions to Lecturer Portal
- This one related to the steps provided in setting up the Portal. Perhaps it was the computer user, but I found the setup lacked the details I needed at the time. I had a computer issue which had to be resolved by a phone-call and further technician help. Once again, now that the RTO Portal is established, the instructions are clear.
- Lack of menu help options or intuitive search options.
- New portal is slightly different the old one was hard to navigate.

Q6F You rated your overall experience with the helpfulness of information on TAC's website regarding making applications as fair poor or very poor, why do you say that?

- Again, as previous. The RTO Portal is not able to be used on all browsers.
- Some of the information regarding our re-registration audit requirements was inaccurate or out of date.
- Some links were broken during application stage.
- Nothing spectacular.
- All language assumes full level of awareness but a 'what does this mean' type function would assist new users.
- The guidelines can be slightly difficult to follow.
- I stated it was fair, as on a few occasions I didn't get a response for a few days.

Q6G You rated your overall experience with the availability of follow up assistance as fair poor or very poor, why do you say that?

- No assistance or suggestion of where to seek assistance if required
- Fair, just in regards to time taken to get back with a question.

Q6H You rated your overall experience with the time TAC took to act on the application after you were notified that the application was received as fair poor or very poor, why do you say that?

- The timeframe for the outcome of our re-registration audit and our addition to cope application has taken much longer than anticipated.
- No feedback was provided regarding the receiver of the application.
- Could be quicker. Additional documentation attached to the application is requested by the registration officer even though already submitted into the portal. We cannot see what we have submitted for our application.
- As previously noted our application took longer to get to the Board than expected due to staff

leave, IT issues and the Christmas Break.

- Feedback turnaround time was lengthy. As information is submitted online I would expect that the turnaround time to be less than 2-3 weeks.
- Application submitted December. Did not hear about application until February 20
- Time to review applications for variation or addition to scope is too long. In the current environment with continuous changes to Training Packages and other factors affecting Training & Assessment Strategies changes need to be considered within 1-2 months to be commercially realistic.
- Applications through the portal are not acknowledged as being received.
- Over two months to receive the audit report and formal conformation of successful audit.
- Little to no correspondence during assessment of application. Communication regarding the progress of application would be beneficial to business preparation. Furthermore, if further information is required, communication during the application process to ascertain the nature of the information required. In other words, feedback of the application should be sought during rather than post application outcome.
- I think this result relates to the initial difficulties and lodging application and becoming familiar with the reporting process. My concerns were responded to reasonably promptly, give staffing constraints, and the application was received and I was notified. Once again I believe the process for both TAC and the RTO works much better than it did during the early months.
- Four weeks to wait for allocation of an auditor for a single Unit of Competency scope upgrade and 3 weeks to receive the outcome is too long. These times maybe acceptable for a full qualification or significant scope upgrade.
- I stated it was fair and the time taken to get back to us.

Q8A You indicated your experience with TAC’s communication platforms on current, up to date information as fair poor or very poor, why do you say that?

- I have found the change to the new website very difficult with Google sign ins causing lots of time delays and then being told by TAC staff that it is IT issues at the backend of their website and to just ask for a copy from the staff. I was just trying to get an updated fact sheet. The fact sheets are very good but to access them now is painful to say the least. I don't want to spend time trying to log in all the time - we go through a cloud server here as well so its double time spent trying to get answers.
- There are many changes being implemented with little forewarning and the information imparted is brief.
- Some information is out of date, there is also not a wide range of information, often have to refer to the ASQA site to get more in depth information.
- Refer to previous comments re frequency of communications.

Q8B You indicated your experience with TAC’s communication platforms on accurate information as fair poor or very poor, why do you say that?

- I put fair because I don't know if the information is accurate when it only comes from one source.
- As noted before I have often had to clarify and search on the ASQA website.
- The fact sheets in regards to Assessment are not followed by auditors. If you follow the fact sheets you will be non-competent.

Q8C You indicated your experience with TAC’s communication platforms on easy to understand information (clarity) as fair poor or very poor, why do you say that?

- Some wording can be confusing - not enough examples given.
- A lot of the information is very wordy without getting to the point.
- As I am new sometimes there is too much information that is all important. It would be great if updates needed are clearly outlined as this. Thanks
- Some information could be simplified and clarified better as to what you are looking for in audits, how you want information presented, to avoid differences between auditors.
- Website navigation and search functions could be better.
- TAC are so disliked by most small RTO's that they can't be bothered with them unless they have to deal with TAC staff.
- Language is foreign to newer users.

Q8D You indicated your experience with TAC’s communication platforms on provides enough information (clarity) as fair poor or very poor, why do you say that?

- Same as before - we don't know what we are supposed to receive so I can only give a fair.
- Would like to see more fact sheets and information. ASQA website contains a lot more information.
- Effectively useless for small RTOs.
- In some instances when I cannot find what I require on the TAC website I will utilise the ASQA website which I find very informative for examples of some forms i.e. 'Fit and Proper Persons' I understand the difference between the ASQA and TAC requirements although consistency would be fab. I also noticed the ASQA Users Guide to the Standards has been updated and is organised to focus on the 5 phases of the students journey and the final section on governance - the guide takes a practical approach.
- There is not a huge range of information and trying to locate a way through to clarify information is hard.
- Refer to previous comments re frequency of information and clarity around management of underperforming RTOs to public and other stakeholders.

Q8E You indicated your experience with TAC’s communication platforms on helpfulness of information (clarity) as fair poor or very poor, why do you say that?

- It is mainly to do with difficulties in the website. The staff are always helpful.
- A lot of the information is very wordy.
- Several links were broken and a phone call was required.
- Hard to understand the exact point you are trying to get across sometimes. Joins up with prior statement. Trying to clarify what exactly you want.
- Not a huge range of information.
- We have had trouble logging on so should have put don't know. Although it is usually helpful.

Q8F You indicated your experience with TAC’s communication platforms on timeliness of information as fair poor or very poor, why do you say that?

- Fair again - we were waiting for a receipt for a payment made online and it took a long to eventually receive it. A couple of calls.
- Previously, as a small RTO, return dates for information needed has been very limited causing stress. All our staff are teaching and not much time is available. Trying to stick to important timelines amongst all other important timelines would be easier with more time allowed. Especially when corrections need to be made.

Q8G You indicated your experience with TAC's communication platforms on informs on a wide range of issues as fair poor or very poor, why do you say that?

- Would like more general info on NAT issues.
- TAC is too arrogant and aggressive so why bother. We choose to look elsewhere.
- As per previous feedback - keeping website update and keeping RTOs with the most current and up to date materials.
- Not a huge range of information available.

Q8H You indicated your experience with TAC's communication platforms easy to navigate (website only) as fair poor or very poor, why do you say that?

- I don't like the new layout. Just my opinion and probably due to the fact that logging in has been an issue for us.
- The search function.
- I find the website difficult to navigate.
- The website is clunky and often performs poorly.
- Log on troubles- still trying to happen, staff have been very helpful though.
- Some information is difficult to find without having to use the search function.

Q8I You indicated your experience with TAC's communication platforms on easy to search (website only) as fair poor or very poor, why do you say that?

- Search difficult to use.
- It fails the website accessibility test.
- The search function doesn't usually return the information I am looking for. This could be due to content being contained within documents rather than on the site.
- Finding information is not at all easy using the search tool.
- Searching is not very intuitive, not well organised or easy to locate information.

Q10A You indicated your overall experience in communicating with TAC by email and/or telephone as fair, poor or very poor, why do you say that?

- Rarely get a definitive answer, just get the legislation quoted back to us, without clarification.
- As per previous - sometimes emails received a late response.
- It took a while to actually get someone to answer the phone & find out who was the right person to speak to.

- They are too aggressive and arrogant to have anything to do with.
- Several messages left with no response - just say they didn't get message.

Q10B You indicated your overall experience of courtesy in communicating with TAC by email and/or telephone as fair, poor or very poor, why do you say that?

- Can get easily agitated when questioned.

Q10C You indicated your overall experience of TAC respecting confidentiality of the organisation and privacy of individuals in communicating with TAC by email and/or telephone as fair, poor or very poor, why do you say that?

No responses

Q10D You indicated your overall experience of TAC's impartiality in communicating with TAC by email and/or telephone as fair, poor or very poor, why do you say that?

- Did not want any questions on the inconsistency of their own documents and outcomes.

Q10E You indicated your overall experience of TAC's helpfulness in communicating with TAC by email and/or telephone as fair, poor or very poor, why do you say that?

- Rarely get a definitive answer, just get the legislation quoted back to us, without clarification.
- I do not recall any reasonable help at all other than aggressiveness.
- I found officer was not adequately aware of the TAC standards. Officer pointed out towards clause but refused to put it plain English what is required.
- Have not been helpful in gaining outcomes as it was questioning their own performance.

Q10F You indicated your overall experience of the clarity of TAC's response in communicating with TAC by email and/or telephone as fair, poor or very poor, why do you say that?

- Rarely get a definitive answer, just get the legislation quoted back to us, without clarification.
- We look elsewhere if at all possible to locate information due to a deep mistrust of TAC staff.
- While an audit was passed and information provided appropriate, there was an insinuation that had the audit been conducted differently there could have been findings.
- With regards to audit it is often difficult to ascertain what is being asked of us.
- Staff had clearly not read their own documentations to the put it was laughable. The need to direct them back to their own reports and letters happened time and time again but still with no outcome or accountability.

Q10G You indicated your overall experience of the efficiency (minimal amount of time) of TAC's

response in communicating with TAC by email and/or telephone as fair, poor or very poor, why do you say that?

- We were required to provide information in a specified timeframe, yet on reply were informed that the staff responsible for review were on leave. It then took weeks longer than our required response period for TAC to reply.
- Delay in connecting with the right person, after making initial telephone contact.
- Staff away, no one really taking over, changes in staff have made it most difficult to get any consistency - the left hand does not know what the right hand is doing.
- Stated Fair as a few times it took days for me to get a response.

Q10H You indicated your overall experience of the knowledge of staff answering when communicating with TAC by email and/or telephone as fair, poor or very poor, why do you say that?

- Rarely get a definitive answer, just get the legislation quoted back to us, without clarification.
- The staff member I spoke to was not aware that certain reports were no longer required. They were very helpful trying to help me upload a file that wasn't being accepted. It would have been so very helpful if this staff member was aware that these reports were no longer needed as it was 6 frustrating weeks trying to find out what I was doing incorrectly.
- I had a query regarding access to the TAC Portal. It took several calls to resolve
- They do not know about their own findings and correspondence, nor can ever give an explanation of inconsistencies.

Q10I You indicated your overall experience of sufficient contact so you could recontact a TAC staff member if necessary when communicating with TAC by email and/or telephone as fair, poor or very poor, why do you say that?

- In the only period we required significant contact the sole contact was on leave and no alternate was provided
- Issues not resolved 18 months later - this is hardly sufficient.

Q.14 How did the desk and/or site audit add value or provide a worthwhile experience for your business?

- Confirmed that our compliance systems are what TAC wants.
- Our Organisation applied for amendment to our scope. The process was smooth and in a timely manner. It has advanced our range of training services we can provide to our valued Clients. Thank you.
- When working and running a RTO I think that we all get caught up in the day to day. When an impartial person comes in to assess our Policy and Procedures we get a different view point. Where Non-Compliance's are identified, we are able to rectify and improve. When opportunities for improvement are identified, we can discuss at meetings and look of ways to improve the processes moving forward.
- The site audit not only affirmed to us that we were operating compliantly and well but also gave us insights into how things could be done better or differently. This allowed us as an organisation

to streamline some of our paperwork and processes.

- A few opportunities for improvement that were indicating in two audits have been taken on board by our RTO and put into practice.
- Ensured we were doing the correct thing and also identified areas where we had to or could improve.
- Validated our commitment to quality training and assessment and continuous improvement
- The process helps to keep me, as the compliance officer, up to date with current requirements, which in turn supports our RTO.
- Pointed out issues needed to be addressed.
- It's a good opportunity to review processes and have our compliance scrutinised to ensure we are compliant or making improvements to remain compliant.
- The only positive experience is keeping us on our toes.
- Provided a thorough review of all delivery and assessment tools, TAS, Staff.
- Provided information for opportunities for improvement.
- Supplied us with current VET information and compliance issues.
- The audit process was well grounded and provided opportunities for our organisation to concentrate efforts on strategic areas of compliance, while providing a base for everyone in the organisation to understand how meeting compliance comes out of providing a good service.
- Regulator was excellent. Very pedantic - but very helpful. I really felt they were looking for solutions rather than problems. To me - that gives credibility to the regulator. So I had a lot of trust in what they said.
- Really helped us to see where we were at as an RTO from a compliance perspective. We have worked really hard on quality improvement and compliance and the audit reflected this.
- Identified area for improvement
- It made me check over our processes - but I do an internal audit each year so that made it easier.
- The Audit provides staff with the opportunity to demonstrate their understanding of all standards and compliance, including providing clear framework for all staff performance and Professional Development to keep abreast the role and responsibility of working in a Registered Training Organisation delivering training products. It also ensure all our training and assessment activities are undertaken with integrity and transparency. The ability to show case our accountability towards our cohort of learners is taken seriously is such a reward and to show case our efforts, which you can boost to the public of audit outcomes is a great experience for any RTO, this includes acknowledging any weakness which are part of the continuous improvement of any RTO. Very worthwhile experience and adds much value to any RTO activities.
- Show where we need to improve some processes.
- Although stressful and some more time to complete the audit would have been helpful, the audit did help our organisation to recognise some information that was missing for us.
- Clarity and explanations of decisions was good.
- The auditor was very clear and precise on what information was required from us.
- We were informed of where we doing well and what could be improved. Overall though we know we are on the right track with our compliance to VET standards.
- The audit took a realistic approach to the size of the organisation and risks associated with the business.
- Suggested alternative methods of accessing information.
- The auditor was most helpful and gave me feedback that was beneficial to the RTO.
- Any audit is deemed as valuable as it is the opportunity to confirm areas of the RTO that are

working well and are compliant as well as areas that may need improvement.

- Great time to review current processes in place.
- Great to be able to meet face to face with the auditor and demonstrate our level of compliance. Fabulous to receive immediate feedback.
- Highlighted small areas for improvement to meet the standards, particularly in marketing information to students. It does highlight the added complexity given to RTO schools given the fact that we must already comply under the Education Department regulations.
- Provided up to date information of new standards and expectations.
- Re-enforced our policies and procedures were OK.
- Confirmed our good processes.
- There were some gaps identified that we hadn't been fully aware of so were able to implement changes.
- The audit process is particularly valuable to our lecturers to give and receive feedback on their professional practice. Even where areas of non-compliance are identified there is value in understanding how to rectify, why and how it relates to the Standards / clause. It will often clarify the difference between quality and compliance and how they work together for a quality student outcome.
- It helped to shine a light on areas of operation that we were doing well with and areas that we could improve on and in doing so facilitated the development of a clear action list for the RTO team to work through.
- Opportunity to discuss RTO operations with auditors
- Gave feedback to better practices. Showed gaps in compliance Even if something was compliant identified things that could be done better rather than just yes/no feedback.
- High quality feedback at the completion of the day.
- Update information required on our website.
- It evoked a change in staff managing the RTO. Evoked great change for document control etc. Most recent audit provided more clarity than prior ones.
- The audit helped me to learn and understand the process ready for my next audit. Also gave me a chance to re-assess any areas needing changes to be made regarding policies and training matters.
- Help continuous improvement and systems.
- The audit ensured that we were compliant with the standards. It also kept us on our toes to ensure that we were giving out the right information to our students.
- by allowing us to provide the required information in our own format and then providing feedback about the quality of the information
- Reassurance that our marketing resources were in line with TAC expectations.
- the auditor provided a fresh approach and additional knowledge during the audit that was easy to understand and was extremely approachable to assist with queries and advice within the site audit.
- Helped to realise that our website, although we thought it was compliant, it was brought to our attention there were some minor issues that were easy to rectify, and made us aware that we needed to continually monitor the site.
- Added reassurance that what we were doing within our RTO with regards to Marketing and Governance was on track.
- Highlighted continuous improvement.
- Yes, it allowed us to confirm our procedures and processes in place are working.
- It exposed the weaknesses in my current system, and ensured I was compliant

- Auditor was fully aware of the nature and scope of my business and provided very clear information about areas for improvement. The auditor was also able to answer all my questions.
- Site Audit-Extension to Scope Audit, Re-registration audit and Marketing, governance Audit., As the RTO compliance it was a worthwhile experience with the auditor who made recommendation, suggestions in accordance to our continuous improvement strategy's and to the overall resource development process. I never felt under the microscope and felt the auditor assisted with "what we were trying to achieve as a collective".
- Discovered faults that enabled significant improvement.
- As part of Auditor feedback, several suggestions/things to consider for improvements were presented. Two of which were implemented.
- The desk audit provided us with the knowledge that we were meeting the required standards
- Efficient and timely.
- Ensured ongoing compliance with the Standards for Registered Training Organisations (RTOs) 2015
- Prompted a review and internal audit of several areas that had been on the to do list but had not been addressed prior to the audit, resulting in corrective actions and improvement to those areas. One area of concern though is the variance in TAC auditor's opinion of non-compliance and compliance. Although all non-compliance identified by the TAC auditor were minor, some had remained unchanged from the previous audit and at that time considered compliant by a different TAC auditor. I'm sure the auditor at the time of the desk top audit was extremely busy so it is perfectly reasonable and understandable that difference of opinion may occur, and it must be said, the auditor was fantastic to work with and understanding and helpful. However it did create a sense of confusion and doubt over our company's ability to interpret the standards if there is a level of discrepancy, however minor, between the regulators auditors interpretation of the standards.
- The auditor concerned was very helpful with corrective suggestions with the 2 very minor non-conformances. the issues were fixed within 2 days.
- I personally like audits and it is a good training exercise for employees.
- It was an opportunity to ensure our practices met compliance.
- It highlighted some areas that enabled us to improve our service.
- Auditor highly experienced and supportive.
- Gave our company the opportunity to see how we were performing against the standards.
- Assisted us to identify a few areas that needed improvement, which was helpful.
- Helped identify areas that could be improved.
- Helped to improve policies and procedures for us moving forward
- The audit highlighted a minor non-compliance that was rectified through continuous improvement - I feel the TAC audit approach and the audit experience very positive. For reference - I have participated in a number of TAC audits both desk top and site audits.
- Clear explanation and full support to improve my service.
- Made us aware of keeping our website updated.
- Provides input that guides operations at a personal level and eliminates the need for consultants who are often questionable with advice.
- Provided continuing accreditation and affirmation of the progress through an amalgamation
- Confirmed systems in place are effective. Shared examples of good practice.
- Great to have the auditor here to discuss items, able to learn from the audit. Was a very positive experience.
- Provided an opportunity to showcase how we meet SRTOs. Feedback was succinct and helpful.

- gave a good insight into expectations and how we were travelling, clarified to staff the requirements and action they currently do -how important they are.
- Audit is valuable in validating the RTOs work, and in highlighting areas in which we can improve, or need to rectify. Interestingly lecturing staff also generally express the view after an audit, that it was a worthwhile experience. Although the prospect of scrutiny comes with its challenges for the staff involved, it is always a worthwhile experience to have the RTOs activity reviewed and either endorsed or to have required improvements identified. I am a huge advocate of this for the well-being of every RTO - it adds greatly to the job-satisfaction from the work invested by trainers and assessors.
- Provided opportunity and insight into RTO improvements. Appreciated the same auditor as previous monitoring audit was assigned to ensure consistency in decision making. Auditor was familiar with our practices and could clearly see the recommendations from the previous audit had been applied. If a different auditor was assigned, their interpretation of our efforts to improve would have been different. In ensures consistency.
- These audit provides reassurance about the things that you are doing are correct.
- It clarified where our systems were weak or in need of improvement, and also what areas we could strengthen. Compliance is a major issue and it is easy to slip and we work harder to maintain standards at all times.
- Greater knowledge and understanding of the Standards for RTO's and also confirmation that our processes we have in place are compliant and working efficiently.
- Highlighted what was working well and helped to clarify areas for improvement and compliance.
- Provided assurance that we are on the right track.
- Identified opportunity to improve compliance.
- I think the audit did add value to the RTO in that it enhanced the quality of information provided for our clients as well as prospective clients. The process was respectful and thoughtful and understood the context of our RTO.
- Always take on board areas that we can improve on and comments of auditors.
- It allowed me to realise where the areas of need were in my RTO. It also gave me a reassurance and confidence in my policies and procedures.
- Enabled us to examine areas of operation.
- Explained the importance of continued improvement.
- Identified improvements.
- Added clarity to our tasks and provided personal confirmation that our business is operating to expected standards.
- All interactions with auditors provides insight and clarification on interpretations and requirements of the RTO Standards
- It helped us to think through certain processes.
- We had a couple of gaps or improvements that we took care of.
- Was helpful in the things which the auditor picked up and which needed changing.
- I find audits are a way to improve as they always find something that can be improved.
- Kept us up to speed with the changing environment.
- Made us aware of any areas that needed improvement.
- Identified some improvements that we were required to make to improve information to students.
- Improve clarity of expectations.
- Where I thought we were compliant and received a minor non-compliance, the explanations

provided put me back on the right track.

- highlighted areas requiring improvement. Highlighted areas that we were doing well.
- The size of the RTO needs to be considered, and a small RTO should be treated accordingly with acknowledgement of different needs and practical requirements relating to these needs should be formulated.

Q18 What could TAC do to improve any aspect of the TAC audits that it conducts?

- Better control the timing of reports
- By making sure that when they conduct Audits that every RTO has the correct equipment to deliver the training Courses they provide training for.
- I would love a reasonably priced service whereby TAC offers assistance with Internal Audits on a yearly scale. It could be an impartial 3rd party employed by TAC who assists with the process. (Retired Auditor?) There are many companies out there looking to make a quick 10k offering this service but really providing no value.
- I don't think I could suggest anything at present as the desktop audits we've had in the last 12 months have been great. The auditors have communicated clearly with us any non-compliance or where they have required more evidence to prove we are complying with a standard.
- Enable a way for providing pre and post information to the auditor such as dropbox.
- Ensure that TAC is not replaced by ASQA in WA.
- Give timeframes about each part of the process i.e. the timeframe for application review to determine if an audit is required. Then once evidence is submitted the expected timeframe to receive an audit outcome etc
- At times, consistency between auditors is not there.
- The current model for TAC audit was good, especially the Auditor we had - it was good experience.
- Stay with desk top audits, to save money on TAC and RTO sides.
- After many TAC Audits over the years I believe that TAC have improved the way they conduct audits. Our recent experience was constructive and took a more student orientated approach than previous audits I have had.
- Perhaps some funding for TAC to visit these RTO's in a more supportive or change management role would be beneficial.
- Nothing really was very clear and the process helped us all to work together. Was a big day and maybe stretch it over 2 days as we were really tired and may lessen the fatigue factor.
- We didn't receive the outcome of the desk audit after we addresses a couple of small non-compliance - I had to ask for that to be sent to me. Just keep on top of sending the information as any audit can be stressful.
- We have many TAC audits and each one we saw there an improvement in the processes of the audits, including timeframes, therefore as an RTO sitting at the audit table being audited by TAC, we believe we have and continue to see Continuous Improvement with TAC regulatory activities and also from speaking to other RTOs also.
- To continue being helpful and not assuming the level of understanding from all RTO's is the same.
- Improve information on evidence requirements i.e. fit and proper person.
- In my experience I believe that TAC audits are very constructive. The TAC team are very professional and it is difficult to identify areas that require improvement as it is already done so well.
- To know the qualifications or units prior to audit. Thus ensuring information or records including

fully validated evidence documents were available at the audit.

- Have some considerations for RTO schools given their already regulatory compliance to the Education Act and SCSA
- Consistency of compliance interpretations. Some perspective in areas i.e. when a trainer has a degree in a particular area that they are teaching a Cert II in, the mapping is onerous and I would suggest largely unnecessary. Some automatic link between B of Ed and CIV TAE would also be obvious, i.e. a skill set only for qual teachers.
- The audits are well conducted, timely, organised and professional.
- Provide full details up front.
- The online application form for the TAC audit is very clunky and not smooth to use. Clear instructions and smooth IT processes are required.
- Provide examples of how to close CARs.
- Nothing to mention at present. I think all aspects of the audit were conducted in a professional way and the auditor was extremely helpful giving me some great tips.
- Did not have a site audit so couldn't answer about that - desk audit requirements were clear
- Over the past 2 years we have been involved with 2 audits and it was a good journey helped us improve.
- I find the audits very informative and non-threatening, I feel that the auditor has knowledge and is very helpful.
- Conduct regular mini desktop audits to ensure the RTO is on track with compliance and ready for larger site audits when scheduled.
- The thing we found was that we could not locate the Fit and Proper Person form, like what ASQA have, if this could be located on the TAC website it would be very helpful.
- Invite RTO representatives to participate in peer audits to enhance knowledge.
- Keep being open to different points of view.
- I was very happy with all aspects of the audit and the professionalism and knowledge of my auditor.
- Audit was conducted adversarial. In fairness this was in part due to the performance of our staff but that should not enable an auditor to become subjective.
- Contact with TAC in relation to audits and service provided have been satisfactory
- In terms of it general communications through email and/or phone , to RTO's, I think the communications is rather impersonal. This is not unusual when public servants have to deal with private enterprise stakeholders. Thank you for inviting my suggestion. 'Please take more time to consider the RTO's issues in dealing with audits. I think there is far too much emphasis on auditors remaining indifferent to RTO's non-compliance issues. I believe TAC would not compromise its ability to regulate RTO's effectively by auditor's more readily providing some advice for RTO's to get things right. I have received feedback , over the last 12 months, from CEO's of RTO's who are not sure how to move forward in rectifying some non-compliance issues. Maybe there could be a more equal balance between giving some advice, without becoming a consultant for the RTO. Yes, it is a tenuous balance.
- As previously stated, perhaps more consistent outcomes between auditors. Please note this is very minor as the inconsistency's were easily overcome through discussions with the auditor at the time.
- We have been pleased with the professional approach by TAC.
- Consistency between auditors.
- Perhaps explain more specifically the exact type of evidence it is looking for

- Our experience with our initial audit, then desktop late last year, followed recently by our site audit have been great. Having not experienced any problems at any level we are not in a position to suggest any areas for improvement.
- I can't think of anything at this stage.
- More communication one to one over phone to answer arising queries clearly
- Continue giving the support especially to new RTO like myself
- Time from submission to approval should be reviewed to make it as efficient as possible for existing RTO's. Particularly this with a proven track record.
- Auditors should have a common purpose and seek the same evidence at the same level While auditors cannot predict the outcome of the report, they should give accurate feedback at the exit meeting so that the audit report does not indicate an outcome that was unexpected and not considered a possibility Auditors should have read the documentation provided prior to the audit and conduct the meetings with trainers in a familiar environment
- Unfortunately our audit occurred as the systems were being swapped over, delaying the reporting of the audit. The changeover seems to be complete now.
- Have had excellent experiences with all audits that I have participated in for the last 7 years. Have found the auditors to be helpful and genuinely wanting to help to improve the RTO and get a good outcome.
- Seems okay with us, they are knowledgeable and courteous staff
- I cannot identify anything in terms of audits - the support received from TAC is of the highest level, in all of the service provided to us as RTOs. Auditors too have been thorough but fair, and areas identified for improvement have been articulated clearly. Those whom we have experienced have also been very knowledgeable, taken the time to investigate situations, providing plenty of opportunity for the provision of evidence, and have sought to gain a good perspective and understanding of our operation as an RTO. This aspect of TACs regulation is outstanding.
- Be mindful of time /dates - Given we are a secondary public school who is also a RTO, sometimes the time frames in which audits take place or the request for evidence for audits occur in periods where resulting, reporting, examinations, staff on holidays take place.
- Nothing as the audit process is very effective.
- Make the process and information required clearer and less time consuming.
- The only difficulty our RTO experienced was that an email response with evidence for audit was sent (as directed) to the email nominated of a staff member on leave. Two weeks later a reminder was sent notifying that evidence for audit had not been received. This was easily resolved (by resend) with TAC initiating the desk audit.
- Ensure that the auditors apply the same rigor to their checking and findings as they apply to the RTO.
- It could make sure that all its auditors speak the same language. Some of my RTO clients have said there are differences of opinions between auditors that confuse trainers and RTO managers with relation to interpretations of the standards. Having said that the auditors I have had in my RTO have been excellent - helpful, consistent, informative and flexible.
- I'm happy with the audits.
- Simplify the process. Reduce the number of sections in the Standards. Write them in a way that they can be understood, make them relevant to the RTOs, train auditors for consistency, assess on results of training not the tiny insignificant aspects of the Standards. Allow or permit maybe encourage the auditors to help when necessary. Small RTOs shouldn't need to hire a complete person for as many hours as we do.

- Speed up the results.
- Audit reports could be clearer, currently they are hard to read and understand exactly where the issues lie as previous results are sometimes included.
- The questions asked were not transparent You will not pass were their first words with no clarification. Dismissive of comments made by RTO long over complicated audit reports - with copy and paste comments from a qualification that we did not have on scope and other errors Auditors comments were convoluted and unclear and intimidating.
- Improved timeliness.
- It would be helpful if a desk audit is not required directly after a full audit has been successfully completed.
- I have been through many audits, and find each one beneficial to the organisation as they all have different ideas and hints on ways things can be done easier as RTO's always tend to overdo things to be sure they are compliant.
- Change the format of the audit reports. I find I have to pull the report to pieces to try and find exactly what was non-compliant and what additional evidence is required. For example, in the last report I received, the Evidence box contained comments on what was not compliant as well as in the Findings box which had a small summary comment on Rectification.
- A good aspect that they should continue with were the requirements of the audit and the audit process that we were to undergo
- The second desk-top audit would be improved if the issues of non-compliance could be detailed and discussed outside of the original form (template) in order to create a direct focus onto the requirements that are needed instead of having to go through all the paperwork again, this would save time and reduce stress.

Q.19 TAC provides a range of educative opportunities to support compliance with the Standards for RTOs including a range of strategies and published materials. What topics would you like TAC to cover?

- Provide examples of templates which will help RTOs get their heads around newly developed concepts like Volume of Learning, Amount of Training, benchmarks for practical assessments. Show us exactly what you want and then we will do it.
- None they are all sufficiently covered.
- More introductory sessions for new staff (explanation of Standards etc - but short sessions so they are not over loaded). Best Practice models for high profile evidence to meet standards - e.g. Validation pre and post.
- Each Standard one at a time.
- It would be nice to meet with the auditors to have a general Q and A session. This would also help build a relationship between auditors and RTO's rather than waiting for the first audit meeting which can be quite stressful.
- The few information sessions that we have sat through over the last 12 months have been of benefit to us. In networking with some other RTO's we think the requirements for both Governance, Financial viability, Trainer requirements have come up with different interpretations of what those standards are asking for and what the auditor is looking for. The risk factors to the RTO's if these standards aren't met. If TAC did information sessions/workshops specifically targeted for trainers, designed on trainer requirements and what their responsibilities are as a trainer complying with standards. I think it would help out more RTO's in general.
- Have enjoyed all offered but as new staff come on board, we send them along the best feedback

from staff has been where a consultative workshop was conducted and RTO feedback was valued

- Strategies to meet each standard (not all at once).
- Happy with current coverage.
- Regarding Trainer's and Assessor's professional development and industry currency, explore all possibilities for T&A to achieve the PD and IC. Especially for T&A who are not tech-savvy, what alternatives other than webinar can he do?
- Compliance with Standards for RTO Managers.
- Internal audits Trainer and assessor responsibilities.
- I believe that TAC have a good coverage of topics.
- I think the range of topics is good. Maybe drag up some of the older basic stuff as I find there are always new staff coming into the industry.
- All information about compliance is important so we are happy with anything.
- Keep doing the half day courses on sections of the standards. The free ones or cheap ones are the best for us as we are a very small RTO with just one qual but compliance is the same as the larger RTOs.
- Designing and developing assessments.
- PD Requirements needed for reporting, AVITMISS/STARS/etc. PD on Assessment tools (I know this is coming up).
- Industry consultation and Professional development would be good, also more knowledge on using the companion volumes and working with ISC SSO's. I am satisfied with the validation and assessment published materials.
- RPL and assessment.
- Assessment design. RPL.
- Audit prep strategies.
- Would have been great to attend something like Preparing for Preregistration audit.
- Do appreciate the ongoing webinars and TAC workshops and find the TAC Fact Sheets are very good. Would like to see training available for trainers in school environments, particularly with regard to industry currency and validation.
- Industry Engagement.
- Any changes in the Standards
- How to practically apply the standards to a small RTO that only has a few units on its scope of registration.
- Perhaps more workshops on the impacts of regulatory change and government agendas on the sector and its application to RTOs
- Validation and moderation. Information for employment standards for Trainer/Assessors including wage advice.
- Compliance issues.
- Validation, update on requirements for developing assessment instruments and marking.
- Should run RTO Management courses - that cover from start to finish of running an RTO. More courses for Admin staff as to what they need to monitor to maintain compliance. Have lots for trainers.
- I believe what is available already covers our requirements.
- Validation: examples.
- I have found that the materials that I have enrolled in to be satisfactory.
- Volume of learning and how detailed lesson plans need to be.

- No trust in them at all. I wonder how many small RTO's have they destroyed
- I am happy with the range of topics covered by the TAC resources.
- Continue to discuss validation and moderation.
- All areas of the standards for RTO's.
- Legislative compliance.
- All of them.
- I have reviewed the training sessions TAC provides and they appear to cover all the main aspects. I have not been able to attend any seminars due to work demands. If it is possible to publish dates of seminars and workshops early in the year it would make it easier for small businesses to schedule attendance.
- Face to Face workshop.
- Industry and vocational currency.
- Language, Literacy and Numeracy practice Capturing industry validation Sustainable industry engagement.
- Whatever seems to be the focus of major non-compliance for RTO's. In other words, what is on the radar across National VET qualifications for both ASQA and State regulators. I think educative opportunities and self-development should focus on areas that are representative of above-average to high non-compliance.
- Validation Training plans Funding and how to operate within a funded system.
- There is too much time allotted for Webinars, however it is difficult for me to allocate time for the webinars. However, if allocated times for information sessions were more available, scheduling would be easier.
- Webinars.
- Preparation for audit.
- Audit preparation, proforma guides, example documents.
- More info on the ACSF and application for professional development of staff.
- Information for new staff coming into an RTO - awareness. Validation. LLN and student support expectations.
- How to prepare for an Audit.
- Covering all the Standards one at a time.
- Has good coverage at present.
- Exactly what evidence is required to prove that a trainer/assessor is competent to deliver and assess a unit of competency and how to undertake deeming, if required.
- Information sessions on any up and coming changes to compliance, or common issues identified at audits.
- Some more training and discussion on some of the day to day issues we have, perhaps look at inquiries that are received, set up a blog with some of the questions and responses (non-identifiable of course) to help educate RTO's.
- Current range of topics are very good. I've attended a few and the presenters and structure are excellent.
- I think the topics covered that have been available have been very worthwhile, and this area of TAC's service is very valuable. I think the subject of Credit, needs clarity across the whole of the VET sector nationally, being something that has grown as Training Products have been developed and redeveloped over the past two decades.
- Quite okay with the ones TAC is delivering.

- Validation and assessment standards in a variety of settings.
- Very happy with the recent improvement in dissemination of information and availability of personnel to whom we can talk to if needed. My recent requests for assistance on different matters have been nothing but extremely positive.
- Evidence of Industry Currency.
- Record keeping.
- RPL.
- Large range of activities to choose from already.
- A manual of easy step by step guides as to how to manage an RTO. This should be a standardised format with prescriptive processes with completed examples for people who get easily confused with jargon. It will still be flexible enough for individuals to contextualise but clear enough to understand for a beginner.
- Determining amount of training - assessment - validation
- How to communicate with an auditor Standards in easy to understand language.
- Topics covered are fine, they discuss the sections but when it comes to practical examples of what they are looking for it is ambiguous and gives the auditors too much personal leeway of interpretation.
- How to get someone from the industry to verify the documents As we are all opposition
- Information that benefits student development.
- Evidence tools - clarity why the shift has gone to include mapping the performance criteria, when Performance Criteria are bound to the element.
- Validation guidelines on acceptable simulated workplaces reasonable adjustment updated information on the retention and disposal schedule for documents associated with delivery and assessment contemporary methodology/approaches for designing and developing observation checklists and project based assessments clear and consistent guidelines on the sampling approach for validation student-centred approach to audit lecturer vocational competency and currency.
- We are happy with the current topics available.
- RPL - how is this relevant to my industry? Learner Questionnaire - very long winded, why can't we create our own industry specific & relevant questionnaire?
- I enjoyed the mixture of topics in the education info sessions 2017, was nice to see the discussions and would be good to focus on different sections of the standards and explain them in full to gain more knowledge.
- Keeping up with currencies.
- Trainer qualifications and industry currency.
- The RTO cooperates with the VET Regulator and is legally compliant at all times.
- Current range is suitable. Any topics that assist lecturers and managers to maintain compliance and improve quality
- How to approach an internal audit / self-assessment prior to annual declaration of compliance.
- Topics are wide and varied now. It is good that TAC seem to hone in on areas that RTO's are showing weaknesses in during audits
- I prefer face to face seminars, as I have been an RTO since 1999, I have to take more time when the current audit is completed to think about what I need at this stage.

Q.21A You rated the information provided on the TAC website about the RTO Portal as fair/poor/very poor, why do you say that?

- As we are always time poor and tend not to use the systems on an irregular basis, I was thrown when I actually had to use the new RTO Portal. Once I was in, I was able to find my way around, but on the first occasion, something went askew (as it does with new things), and had to phone TAC for help. I recently had trouble logging onto the site after my computer at work was upgraded and it took a day or two to rectify. Right at the moment, I have no trouble with the portal and it is following a logical sequence. Technological changes are always challenging.
- Hard to get into via the new access with Google passwords.
- Pre warning of change was given , instruction was given, even though there were a few issues in log on initially, they notified us and issue was resolved.
- The portal was not working with our log on. When we contacted the office we did not hear back on several occasions. Then finally we were given IT support and it was set up.
- I do not remember receiving any information from TAC regarding the new portal.
- Problems with alignment with info on training.gov.au
- The information on the website regarding the portal was brief and seems to have disappeared, so making it difficult to revisit and up skill.
- I didn't know about it until now an I am still logging into the RTONet site for my reporting as I have no information as to the login details
- Not tailored to infrequent users

Q.21B You rated the support provided to my organisation if we had any questions or needed assistance on the RTO Portal as fair/poor/very poor, why do you say that?

- Apart from being notified that the new portal was being activated, there wasn't really any other communications other than bulletins we received from TAC about it. For example usually you get notified within six months by TAC about re-registrations a couple of RTO's and ourselves were weren't sent out prior notification in advance telling us that it had to be done via the portal. The portal should have active notification areas that shows the status of your submitted application, whether it be pending, received, processed, completed. I think it needs to be there as an alert to grab you attention when you are on the portal homepage.
- I probably meant to say 'good', as in my response I was referring to the RTO Portal rather than TAC's performance.
- They didn't know what the issues were and said that a lot of people were having trouble logging in.
- One staff member hasn't had any luck with accessing the portal. When she clicks onto 'register' it does not accept her 'invitation' code. TAC was contacted 2 weeks ago and she has yet to hear back from them. The TAC website comes up incomplete and says "oh No!" each time.
- More input from case manager. Ours has commented on occasions that they couldn't comment or advise in certain areas.
- When staff contacted TAC there was little help afforded with our staff essential told to educate themselves.
- As previously mentioned in this survey, issues with unclear reporting requirements, and delay in receiving the audit report.
- It took many phone calls to resolve the issues regarding my access to the new TAC Portal. TAC personnel were unable to solve the problem. I had to contact my IT provider who identified the problem and liaised with TAC personnel.

Q.21C You described the improvement and streamlining of your interactions with TAC following the implementation of the RTO Portal as fair/poor/very poor, why do you say that?

- TAC's performance has always been responsive. In this case I was referring to the RTO Portal rather than TAC's performance.
- I avoid trying to log in and sent my update to the staff to do it for me.
- Haven't used the RTO Portal as much as RTONet. Information on previous audits/applications is no longer there.
- Lots of issues with the portal implementation. Staff contact details incorrect on numerous occasions, sync's with RTONet not working properly. Data incorrect in Portal and then RTO. Automatic removal of superseded units not working. Log in issues. Interactions with Staff was great as regularly providing screen shots of incorrect information.
- When trying to submit an application via the portal the system failed at TACS end.
- Problems with alignment with info on training.gov.au
- Cannot open any data to identify what it is - no way to track applications / amendments Electronic forms are cumbersome (list of auditors replicates the name twice) Forms signed digitally still need to have a witness to the signature Cannot simply delete or add a delivery site or mode of delivery Have tried to enter 3rd Party agreements twice - need to work through every qualification on scope. They do not appear in the portal data. Need to complete an electronic form to delete qualifications Portal will not accept my credit card details to pay for amendment to scope applications.
- Earlier comments indicated that I had found RTO Portal had some functions which were less user-friendly than previously, particularly around the submission of applications. In addition some functions such as printing or producing PDFs do not seem to work and this aspect of reporting would be valuable - e.g. a Scope Report that could be printed, exported into Excel, etc. These were previously available to through RTONet and valuable to the RTO.
- Experienced difficulties in accessing portal initially - am putting down to teething issues.
- There have been numerous technical issues with the portal, restricting the ability to complete certain functions.
- Difficult for infrequent users.
- Too many issues with the portal functions and it is still not functioning properly. Where the functions do not work a request has to be sent to TAC to action.

Q.23 Future regulatory support – other areas RTOs generally do not do well

- Am not aware of other RTOs practices.
- Trainer and Assessor hold Certificate IV TAE, but don't have the essential skill and knowledge of unpacking UoC, developing assessments.
- Find ways to take shortcuts and reduce course times.
- Lack of focus on students completing their enrolled courses.
- Keep up with the immense volume of paperwork.
- Quality of practical training.
- Ability for staff to update, retrain or gain higher qualifications in the VET space.
- I think the above areas are different for all organisations. Some we all do well in and others we may not do so well in. However the current auditing requirements certainly pick up areas where

you are not as focussed.

- Consistency across qualifications.

STAKEHOLDERS

Q.3A You rated TAC's overall performance as a regulator as fair/poor/very poor, why do you say that?

- Outcomes from RTO providers is a reflection of the regulators proficiency.
- Credibility of audit regime.

Q.3B You rated TAC's performance on open to hearing concerns about the quality of VET outcomes as fair/poor/very poor, why do you say that?

- TAC seeks information and dismisses the information when provided.
- Often defensive or deflective.

Q.3C You rated TAC's performance on provides timely and quality advice to my organisation on its regulatory activities as fair/poor/very poor, why do you say that?

- Never hear from them.
- Complexity of matters.
- Advice received is often of a good quality, but advice could be provided on a more regular basis rather than only when we ask for their input.
- I stated fair, I think the response should have been a lot faster and this Office should have had more involvement in the process.

Q.3D You rated TAC's performance on provides timely, quality advice about the VET sector to my organisation as fair/poor/very poor, why do you say that?

- Never hear from them.
- Limited information provided; relevance.
- Advice is generally of a good quality and timely at times of need, but few updates are received without prompting or requests being made.
- The assessment is based on feedback received from of our members based on their experiences but the feedback can be variable.
- Timeliness of advice can be inconsistent. Need to share more on what regulatory plans are.

Q.3E You rated TAC's performance on engaging with stakeholders such as my organisation as fair/poor/very poor, why do you say that?

- Methods of engagement aren't easily synced.
- Because they do not contact or voluntary engage with my organisation We have to contact the TAC and hopefully they react.
- More visible interaction with industry based organisations might be useful.

Q.3F You rated TAC's performance on seeks feedback from stakeholders as fair/poor/very poor, why do you say that?

- No feedback has been sought except this survey.
- Do not contact my organisation.
- This is the first opportunity I have had to formally provide feedback.
- Improving relationships with industry based member organisations would be useful - recognizing there is likely already a well established relationship with large organisations such as CCIWA.
- Tend to seek feedback when they have a question or concern rather than when something may affect the stakeholder

Q.3G You rated TAC's performance on acts on stakeholder feedback as fair/poor/very poor, why do you say that?

- Should be more forums.
- Always has an excuse.
- They could improve on the way they act on stakeholder feedback.
- Roles do not sync; differences in defining audit terms and actions deriving from same.

Q.3H You rated TAC's performance on acts on complaints received about its own performance as fair/poor/very poor, why do you say that?

- It always has an excuse.
- Feedback from stakeholders suggests that there has been a bit of arrogance by TAC staff when it comes to evaluation of their own performance. As I have not had direct engagement with TAC in the past 12 months I would suggest that this has improved.
- Very slow to react and in many cases need to be prodded into action. There is no feedback from complaints made or what action was taken.

Q.3I You rated TAC's performance on acts on being transparent in its regulatory decisions and activities as fair/poor/very poor, why do you say that?

- Processes are opaque to external organisations.
- No feedback.

Q.3J You rated TAC's performance on acts on applying consistent regulatory decisions as fair/poor/very poor, why do you say that?

- There appears to be inconsistency between VET providers and the performance standards required under the guidelines.

Q.3K You rated TAC's performance on acts on promotes and encourages continuous improvement of RTOs as fair/poor/very poor, why do you say that?

No comments

Q.3L You rated TAC's performance on acts on improves the quality of VET outcomes in WA as

fair/poor/very poor, why do you say that?

- Reactive rather than proactive.
- Set processes, appear resistant to change.
- There are still too many providers doing the wrong thing and not delivering training to industry standards. Monitoring is not consistent.
- The focus of TAC is not the quality of training, but the compliance with policy and legislation. These are different to VET outcomes in terms of the quality of training students receive.
- The focus appears to be compliance as opposed to VET outcomes.

Q.3M You rated TAC's performance on provides advice to industry bodies such as industry skills councils, other regulators and peak associations as fair/poor/very poor, why do you say that?

- Advice not always conclusive; some occasions inconsistent.
- This is not done on a regular basis. TAC is not proactive in advising, more reactive when and only if requested.

Q.3N You rated TAC's performance on collaborates with industry bodies, other regulators and peak associations as fair/poor/very poor, why do you say that?

- Don't believe it happens.
- Generally opposing or different priorities.
- No collaboration that I can recall for a very long time. TAC appears to be isolated from industry bodies.

Q.5A You rated TAC's performance on current/up to date information as fair/poor/very poor, why do you say that?

No comments

Q.5B You rated TAC's performance on accurate information as fair/poor/very poor, why do you say that?

No comments

Q.5C You rated TAC's performance on easy to understand information (clarity) as fair/poor/very poor, why do you say that?

- Some baseline areas would benefit from further expansions.
- The wording of information on TAC's website may not be able to be understood by someone who is not fully engaged in the VET sector (i.e. industry). Bureaucratic language.

Q.5D You rated TAC's performance on provides enough information as fair/poor/very poor, why do you say that?

- Policies are overly wordy and sometimes obtuse.
- Some members indicate that they are not always certain about what is expected and that changes can occur or decisions made without notification to providers.

Q.5E You rated TAC's performance on helpfulness of information as fair/poor/very poor, why do you say that?

- Some members indicate that they are not always certain about what is expected and that changes can occur or decisions made without notification to providers.

Q.5F You rated TAC's performance on timeliness of information as fair/poor/very poor, why do you say that?

- Some members indicate that they are not always certain about what is expected and that changes can occur or decisions made without notification to providers.

Q.5G You rated TAC's performance on informs on a wide range of issues as fair/poor/very poor, why do you say that?

No comments

Q.5H You rated TAC's performance on easy to navigate (website only) as fair/poor/very poor, why do you say that?

- Website is clumsy.
- Website structure is somewhat clumsy and difficult to navigate if you haven't been there before and know where to go to find what you are looking for.
- Website navigation isn't intuitive.
- The website is assume that a person knows about the VET compliance areas.

Q.5I You rated TAC's performance on easy to search (website only) as fair/poor/very poor, why do you say that?

- Website is clumsy.
- Shouldn't have to Google search to find things on TAC website, should be able to do an internal website search.

Q.7A You indicated that your most recent experience in communicating with TAC by email or telephone as fair/poor/very poor, why do you say that?

No comments

Q.7B You rated the courtesy of your most recent experience in communicating with TAC by email or telephone as fair/poor/very poor, why do you say that?

No comments

Q.7C You rated the respected confidentiality of organisation and privacy of individuals involved in your most recent experience of communicating with TAC by email or telephone as fair/poor/very poor, why do you say that?

No comments

Q.7D You rated the impartiality of your most recent experience in communicating with TAC by email or telephone as fair/poor/very poor, why do you say that?

- TAC staff's judgements regarding schools' role in compliance assessments have been extended, often unfairly, to pass judgement on the quality of the training being provided. Compliance is a requirement of the RTO, not the school they are partnered with. In some forums, TAC staff have made general negative comments about the quality of training provided by schools, when they have only assessed compliance with policy. I have not witnessed this recurring in 2018, but not been in any public forums to have the opportunity to hear these comments if they have been made.

Q.7E You rated the clarity if response from your most recent experience in communicating with TAC by email or telephone as fair/poor/very poor, why do you say that?

- The staff member had her own opinion and would not listen.
- Some complex elements were difficult for TAC to deal with.

Q.7F You rated the helpfulness of your most recent experience in communicating with TAC by email or telephone as fair/poor/very poor, why do you say that?

- The staff member would NOT explain their response.

Q.7G You rated the efficiency of response (took minimal amount of time, including waiting time) from your most recent experience in communicating with TAC by email or telephone as fair/poor/very poor, why do you say that?

- The staff member took their time to answer.

Q.7H You rated the knowledge of staff answering from your most recent experience in communicating with TAC by email or telephone as fair/poor/very poor, why do you say that?

- The staff member was not prepared to listen.
- See previous - difficulty with complex or non-standard queries.

Q.7I You rated sufficient contact so that I could contact/recontact a TAC staff member if necessary from your most recent experience in communicating with TAC by email or

telephone as fair/poor/very poor, why do you say that?

No comments

Q.10A You rated the currency of information received from a TAC workshop/presentation as fair/poor/very poor, why do you say that?

No comments

Q.10B You rated the usefulness of information received from a TAC workshop/presentation as fair/poor/very poor, why do you say that?

No comments

Q.10C You rated the knowledge of staff presenting a TAC workshop/presentation as fair/poor/very poor, why do you say that?

No comments

Q.10D You rated the insight that considered a wide range of issues from a TAC workshop/presentation as fair/poor/very poor, why do you say that?

No comments

Q.13A You rated the currency of information received when meeting TAC to discuss VET regulation issues as fair/poor/very poor, why do you say that?

No comments

Q.13B You rated the usefulness of information received when meeting TAC to discuss VET regulation issues as fair/poor/very poor, why do you say that?

- See previous issues with complexity of problems

Q.13C You rated the knowledge of staff when meeting TAC to discuss VET regulation issues as fair/poor/very poor, why do you say that?

- The staff member would not listen to the issue.
- See previous issues with complexity of problems.

Q.13D You rated the understanding of your issue when meeting TAC to discuss VET regulation issues as fair/poor/very poor, why do you say that?

- There has been occasion where advice was sought where one team member did not understand what was being asked, however when another person was provided the same information the matter was progressed accordingly.

Q.16 To assist TAC's planning in regulatory support including priorities and focus areas, which areas do you consider RTOs generally do not do well - other

- Timely provision of verification of school student results.
- These are variable between RTOs since some are excellent.
- RTO's who hold MOUs with Assessors are problematic.

Q.17A Please list the top 3 general areas of concern specific to your industry/sector regarding vocational education and training

- Length of courses.
- Variability in VET outcomes.
- Capacity and capability of trainers and assessors.
- Appropriate assessment.
- The interrogation of VET in Schools whereby qualification delivery is at a Certificate II in most instances and the mixed messages coming from TAC regarding compliance.
- Students walking away from the VET sector due to concerns about cost.
- the delivery of training through on-line arrangements that seem inappropriate for the qualification or student group.
- Auditing of training.
- Emphasis to Maritime Training Package and not maritime regulatory and licensing requirements
- Students outcomes are not considered during an audit.
- Lack of quality RTOs in the auspicing space for schools to partner with.
- Timely verification by RTOs of school students' results particularly for Year 12s
- Quality of assessment.
- RTO Training meets Regulatory Requirements.
- Compliance is onerous for some RTOs and is becoming a barrier to take on new qualifications.
- Short duration of courses.
- Consumer protection.
- Meeting requirements of the training package.
- Assessment
- The lack of professional practical training.
- RPL
- RTO's offering MOUs to Assessors. Compliance with requirements of assessment not monitored
- Compliant.
- Amount of training delivered.

Q.17B Please list the top 3 general areas of concern specific to your industry/sector regarding vocational education and training

- Poor quality training provided.

- Variability in RTO qualities.
- Online delivery versus face-to-face (or blended learning)
- Auspicing of VET for secondary students.
- Public providers vs Private providers are they being treated equally????
- Students walking away from VET sector due to concerns about quality
- Amount of training delivered to achieve competence.
- QA over issuance of qualifications.
- Inappropriate unduly short duration of courses.
- The audit appears to rely of paper presentation not people/students/employer responses.
- The training materials provided by RTOs often reflect poor instructional pedagogy.
- Training materials provided by RTOs often reflect poor instructional pedagogy.
- Appropriateness of delivery of higher level qualifications to school students.
- Interpretation of Training Packages
- TAC course assessor knowledge of the course requirements.
- Auditing is still very much paper based and not about student outcomes.
- Assessment issues.
- Quality issues.
- Volume of learning.
- The lack of equipment for applicants to use in the attempt for applicants to obtain their respective HRWL.
- Flexibility in training plans.
- Well trained students.
- Third party arrangements.

Q.17C Please list the top 3 general areas of concern specific to your industry/sector regarding vocational education and training

- Poor assessment materials.
- Inflexibility of some public (TAFE) RTO
- Quality of assessments.
- Industry currency for trainers.
- The regulator requirements are based on documents and therefore do not really target the outcomes of learners, just the ability for organisations to write up compliance documents.
- Poor linkages between training providers and industry - need to have greater partnerships for better student outcomes.
- Transitioning arrangements.
- Assessment requirements.
- Recognition of prior learning, credit transfers and associated fees.
- High risk for students and schools given the link between VET achievements and WACE achievement and the high number of enrolments in a small number of RTOs.
- High risk for students and schools given the link between VET achievement and WACE achievements and the high number of enrolments in a small number of RTOs.
- More stringent audits of suitability of work placements.
- Transparency - Making the public aware of poor providers.

- RTO trainers are adequately skilled.
- Meeting the needs of learners.
- Currency of compliance with training packages.
- Variable quality of trainers/assessors.
- Insufficient allocated time for applicants to gain enough.
- Employer engagement.
- On-the-job training and recording of such.
- Quality and relevance of online delivery.

Q.18 Please list the top three qualification/units of competency that raise the most concern for your industry/sector and the reason for the concern

Qualification/unit of competency

Driving Instructor qualifications
Certificate 1 in Maritime Operations
(Coxwains Grade 2)

Diploma of Beauty Therapy
HRWL
CPCPGS4023B

Reason for concern

Poor, too much RPL, not enough live interaction

Unduly short durations
RTOs are not necessarily delivery the units as the training
package determines

Short duration and poor assessment practices
Pre-Requisite of training package

Qualification/unit of competency

Heavy vehicle qualifications
Certificate II in Maritime Operations
(Coxwains Grade 1)
UEE30811

Reason for concern

Poor, too much RPL, not enough live interaction

Unduly short durations
on-the-job training - recording

Qualification/unit of competency

Certificate III in Maritime Operations
(Master < 24m)
MEM31215

Reason for concern

Unduly short durations
HV component & on-the-job training - recording