

TRAINING ACCREDITATION COUNCIL SNAPSHOT OF ACTIVITIES As at 31 December 2017

The Training Accreditation Council (TAC) is established under the *Vocational Education and Training Act 1996* (the Act) and is an independent statutory body that assures the quality of training and assessment of RTOs registered with TAC, and accreditation of courses in the vocational education and training sector in Western Australia. Below is a snapshot of TAC functions which provides vital statistics and highlights of the Council's activities during the July to December 2017 period.

Registration of Training Organisations

RTOs	Jul-Dec 17	Jan-Jun 17	Jul-Dec 16
RTOs registered by TAC	228	244	265
TAC RTOs registered to deliver Interstate	7	6	9
TAC RTOs registered to deliver overseas	11	12	11
TAC RTOs whose registration was cancelled	2	0	0
TAC RTOs subject to suspension orders *	1	0	1
TAC RTOs subject to conditions *	0	2	0
TAC RTOs that did not renew registration when it expired	6	8	6
TAC RTOs that voluntarily relinquished registration during the reporting period	8	9	12

* Under the *Vocational Education and Training (VET) Act 1996*, TAC is able to register providers subject to conditions or to vary or suspend a provider for not complying with the *Standards for Registered Training Organisations (RTOs) 2015*. Note: an RTO may be subject to more than one decision by Council.

- As at 31 December 2017, a total of 228 Western Australian (WA) RTOs were registered with the Training Accreditation Council.
- Of the 228 RTOs registered with TAC 74% or 168 had their head office located in the Perth region, while 10% (22) were located in the South West region, with the remaining RTOs located across WA.
- During the July to December reporting period the registration of two RTOs was cancelled and another RTO's registration was suspended.
- For the July to December 2017 reporting period 8 WA RTOs voluntarily relinquished their registration and 6 RTOs did not renew their registration when it expired. Relinquishments can be attributed to a variety of reasons, including the changing business requirements and viability of operations.
- The 7 WA RTOs identified as delivering interstate during the reporting period represent those RTOs that are not a trading corporation and are regulated by the TAC, and RTOs registered to deliver in WA and Victoria only.

Accreditation of Courses

Accreditations	Jul-Dec 17	Jan-Jun 17	Jul-Dec 16
Expired courses	9	22	28
Total number of accredited courses	96	107	114

- As at 31 December 2017, a total of 96 courses were accredited in WA.
- The number of expired courses for this reporting period is significantly lower than the two last reporting periods however, this can be attributed to variations in the course accreditation registration period.
- The overall number of accredited courses has decreased by 11 compared with the January to June 2017 reporting period. The decrease can be attributed to course owners reviewing the relevance and appropriateness of accredited courses, Training Package offerings that better reflect industry requirements and reduce the need for accredited courses, and fee changes.

Risk Assessment

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

RTO Risk Assessments	Jul-Dec 17	Jan-Jun 17	Jul-Dec 16
Risk Assessments conducted	79	88	78

Outcomes of Risk Assessments	Jul-Dec 17	Jan-Jun 17	Jul-Dec 16
No audit required	38	22	14
Desk audit required	16	20	17
Site audit required	25	46	47

- The number of risk assessments undertaken over the last three reporting periods has remained relatively consistent which could be attributed to the TAC's approach to regulation and reducing regulatory burden for RTOs. This includes an increased focus on the risk assessment of the RTOs profile rather than risk associated with specific training products.
- 41 of the 79 (52%) risk assessments undertaken in this reporting period required an audit as a result of the risk assessment, which is a significant decrease when compared with the January to June 2017 reporting period (75%). The decrease in risk assessments resulting in an audit are linked to the changes to, and full implementation of the TAC's Risk Framework. The reduction in the number of audits required could also be attributed to the 175 audits of RTOs undertaken as part of the 2017 Marketing and Governance Audit Strategy resulting in fewer additional audits required as a result of risk assessments.

Audit Activity

Audits	Jul-Dec 17	Jan-Jun 17	Jul-Dec 16
Client initiated audits	50	69	54
TAC initiated audits	191	15	20
Accreditation reviews	2	7	7

- Of the 50 client initiated audits conducted during the reporting period, 26 were amendment to registration audits, 20 were renewal of registration audits and 4 were initial registration audits. During the July to December 2017 period client initiated audit activity decreased from 69 to 50 audits.
- TAC initiated audits included Monitoring audits (6); Post Initial audits (8) and Complaint audits (2). Note: 175 of the 191 (92%) TAC initiated audits undertaken during the reporting period were related to the 2017 Marketing and Governance Audit Strategy to review marketing and governance practices of RTOs.

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

Audit Outcome	Jul-Dec 17	Jan-Jun 17	Jul-Dec 16
Compliant	66 (27%)	26 (31%)	28 (38%)
Minor	135 (56%)	27 (32%)	11 (15%)
Significant	35 (14%)	25 (30%)	29 (39%)
Critical	2 (1%)	6 (7%)	6 (8%)

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

- The TAC considered non-compliance outcomes identified at audit in line with its established processes and RTOs must demonstrate compliance with the Standards in order to continue to operate within the WA VET market.
- During July to December 2017 the overall level of compliance remained consistent (31% to 27%) compared with the previous reporting period, while decreases were noted in relation to overall level of significant and critical non-compliances when compared with the January to June 2017 period. Five audits undertaken during the period had not been finalised at the time of reporting and were yet to be assigned an audit outcome.
- The changes in overall levels of compliant and non-compliance outcomes noted during the reporting period can be attributed to the high number of audits conducted as part of the 2017 Marketing and Governance audit strategy undertaken during the period.

Applications endorsed by the Training Accreditation Council

Applications	Jul-Dec 17	Jan-Jun 17	Jul-Dec 16
Initial registration	2	1	10
Renewal of registration	33	11	9
Amendment to registration	100	131	140
Courses accredited	1	8	0
Courses re-accredited	4	5	5
Extension to accreditation	12	20	22

- During the July to December 2017 period the number of renewal of registrations endorsed by the TAC increased (11 to 33) and can be linked to the RTO registration period. The number of initial registrations endorsed by TAC remained consistent with the previous reporting period.
- During the reporting period a decrease in amendment to registrations (131 to 100) activity was noted. Amendments to registration are client initiated and while the decrease is significant this reflects the minimal changes that have occurred to training products in the last report period.

Complaints

Complaints	Jul-Dec 17	Jan-Jun 17	Jul-Dec 16
Complaints formalised	15	9	20
Complaints investigated and closed	14	6	15
Complaints audited following investigation	2	2	6

- A total of 36 complaint enquiries were received during the reporting period, which comprised of 15 complaints that were formalised and 21 complaint enquiries. Complaint enquiries include matters outside of TAC's jurisdiction (issue not Standards related or RTO registered with other VET regulators), no grounds for complaint, issues resolved informally or issue withdrawn.
- Of the 15 complaints formalised during the reporting period all but one complaint has been investigated and closed. The remaining complaint is still under investigation, in line with the TAC's Complaints process.

- The 15 complaints covered a wide range of complaint areas with the most common consisting of concerns with marketing, cessation of training, enrollment and poor quality training and assessment.
- In this reporting period, the issues raised in the formalised complaints range across Standards 1, 3, 4, 5, 6 and 8 of the *Standards for RTOs* with one complaint against the Act.
- A total of 2 complaints progressed to audit during the reporting period. One complaint which progressed to audit was received in the January to June 2017 reporting period and has been closed.
- All complaints received during previous reporting periods have now been closed.

Education Program

Workshops/Information Sessions	Jul-Dec 17	Jan-Jun 17	Jul-Dec 16
Information sessions for prospective RTOs	2	2	2
Accreditation sessions	1	1	1
TAC Education Workshops	3	3	2
The Audit Experience	1	1	1

- In August 2016, TAC implemented a new Education Program focusing on providing a range of development opportunities for RTOs. As a result of the new program the traditional one on one information sessions have been replaced with a range of webinars. In addition to participants attending the webinar sessions live, all webinars were recorded and made available on the TAC website. Webinar topics included: Becoming an RTO Information Session (23 participants), The Audit Experience; Facts & Fiction (3 participants) and The Accreditation Process (9 participants).
- In addition to the webinars, TAC hosted three education workshops on 31 October, 1 November and 2 November 2017 with a focus on Industry Engagement. A total of 138 participants from metropolitan and regional WA attended the workshops (82 attending face to face and 56 attending online), with a recording of the session accessed a total of 35 times.

Client Feedback

During July to December 2017 feedback was collected from RTOs following completion of the site audit process. During the reporting period:

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