

TRAINING ACCREDITATION COUNCIL SNAPSHOT OF ACTIVITIES As at 30 June 2016

The Training Accreditation Council (TAC) is established under the *Vocational Education and Training Act 1996* and is an independent statutory body that assures the quality of training and assessment of RTOs registered with TAC, and accreditation of courses in the vocational education and training sector in Western Australia. Below is a snapshot of TAC functions during the January to June 2016 period which provides vital statistics and highlights of the Council's activities.

Registration of Training Organisations

RTOs	Jan-Jun 16	Jul-Dec 15	Jan-Jun 15
RTOs registered by TAC	281	300	313
TAC RTOs registered to deliver Interstate	11	11	12
TAC RTOs registered to deliver overseas	12	13	12
TAC RTOs whose registration was cancelled	11	1	1
TAC RTOs subject to suspension orders *	0	1	0
TAC RTOs subject to conditions *	5	0	0
TAC RTOs that did not renew registration when it expired	5	2	5
TAC RTOs that voluntarily relinquished registration during the reporting period	6	9	5

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

- As at 30 June 2016, a total of 281 WA RTOs were registered with the Training Accreditation Council.
- Of the 281 RTOs registered with Council 75% or 212 had their head office located in the Perth region, while 9% (26) were located in the South West region, with the remaining RTOs located across WA.
- During the reporting period 11 WA RTOs were cancelled and 5 WA RTOs were subject to conditions. Both cancellations and conditions imposed on WA RTOs were directly related to new arrangements implemented by the State Government in April 2016 as part of its Training Sector Reform project. The changes implemented involved replacing the existing 11 State Training Providers with a network of 5 new WA TAFE Colleges. The resulting changes have also impacted on the total number of RTOs registered with the TAC.
- For the January to June 2016 reporting period 6 WA RTOs voluntarily relinquished their registration and 5 RTOs did not renew their registration when expired. Relinquishments can be attributed to a variety of reasons including changing business requirements of RTOs and viability of operations.
- The 11 WA RTOs identified as delivering interstate during the reporting period represent those RTOs that are not a trading corporation and are regulated by the TAC, and RTOs registered to deliver in WA and Victoria only.

Accreditation of Courses

Accreditations	Jan-Jun 16	Jul-Dec 15	Jan-Jun 15
Expired courses	18	26	21
Total number of accredited courses	137	146	159

- As at 30 June 2016, a total of 137 courses were accredited in WA.
- The number of expired courses for this reporting period is not considered significant and can be attributed to the accreditation registration period, with 9 expired courses re-accredited.
- The overall number of accredited courses has decreased by 9 compared with the January to June 2015 reporting period. While the decrease is considered noticeable it could be attributed to recent Training Package developments with changes better reflecting industry requirements and reducing the need for accredited courses, and changes to fees.

Risk Assessment

All initial, renewal and amendment to registration applications are risk assessed in line with the *National Guideline for Risk Management*.

RTO Risk Assessments	Jan-Jun 16	Jul-Dec 15	Jan-Jun 15
Risk Assessments conducted	83	79	104

Outcomes of Risk Assessments	Jan-Jun 16	Jul-Dec 15	Jan-Jun 15
No audit required	42	27	30
Desk audit required	17	21	29
Site audit required	24	31	45

- An increase of 4 (79 to 83) was noted in the number of risk assessments undertaken for the January to June 2016 period and is not considered significant. The number of risk assessments undertaken over the last two 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 83 (49%) risk assessments undertaken in this reporting period required an audit as a result of the risk assessment, which is a noticeable reduction when compared with the July to December 2015 reporting period (66%). The decrease in risk assessments resulting in an audit may be linked to the TAC's approach to regulation.

Audit Activity

Audits	Jan-Jun 16	Jul-Dec 15	Jan-Jun 15
Client initiated audits	80	65	73
TAC initiated audits	23	34	28
Accreditation reviews	4	14	16

- Of the 80 client initiated audits conducted during the reporting period, 58 were amendment to registration audits, 16 were renewal of registration audits, with a further six being initial registration audits. Client initiated audit activity for January to June 2016 increased from 65 to 80 and this can be attributed to an increase in applications for registration amendments and renewal of registration during the reporting period.
- TAC initiated audits included Monitoring audits (15); Post Initial audits (2) and Complaint audits (6). The decrease in TAC initiated audits during the January to June 2016 is not considered significant. Note: the high number of audits during the reporting period was directly related to the Strategic Industry Audit of units of competency that lead to issuance of High Risk Work Licences in WA.

- During the reporting period 8 monitoring audits of RTOs delivering tilt-up units of competency was undertaken by TAC. The audits were endorsed by TAC in March 2016 as part of its regulatory strategy in response to worker fatalities in the construction industry in late November 2015. Eight TAC registered RTOs were identified as delivering the tilt-up units of competency, with audits undertaken in April and May 2016.
- Across Client and TAC initiated audits, the majority of non-compliances identified at audit were in relation to Standard 1 of the Standards for RTOs and in particular assessments not meeting training package/accredited course requirements and not being conducted in accordance with the principles of assessment and rules of evidence (Clauses 1.4, 1.8a & 1.8b). Non compliances were also identified in Clause 1.1 of the standards in relation to RTO's training and assessment strategies and practices and not meeting the requirements of training packages and accredited courses. Non-compliances were also common against validation of RTO's assessment practices, vocational competencies and current industry skills, and knowledge and skills in vocational teaching and learning (Clauses 11a-b).

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

Audit Outcome	Jan-Jun 16	Jul-Dec 15	Jan-Jun 15
Compliant	41 (40%)	31 (31.3%)	32 (32%)
Minor	30 (29%)	28 (28.3%)	19 (19%)
Significant	27 (26%)	30 (30.3%)	42 (41%)
Critical	5 (5%)	10 (10.1%)	8 (8%)

- The Council considered non-compliance outcomes identified at audit in accordance with the *National Guideline for Managing Non-Compliance*.
- During January to June 2016 the overall level of compliance increased significantly (31% to 40%) compared with the two previous reporting periods, while decreases were noted in relation to overall level of critical and significant non-compliances when compared with the July to December 2015 period.
- The changes in overall levels of compliant and non-compliance outcomes noted during the reporting period may be attributed to the implementation of the Standards for VET Regulation by RTOs and a more educative approach adopted by TAC during the last two reporting periods, with information sessions and a range of published guidance and support materials available to RTOs.

Applications endorsed by the Training Accreditation Council

Applications	Jan-Jun 16	Jul-Dec 15	Jan-Jun 15
Initial registration	8	5	20
Renewal of registration	14	11 [^]	16
Amendment to registration	376	150	274
Courses accredited	1	2	4
Courses re-accredited	9	20	16
Extension to accreditation	11	2	4

[^]Note: data for the Jul-Dec15 period has been updated to reflect amended figures

- During the January to June 2016 period the number of initial registrations endorsed by Council increased (5 to 8) compared with the previous reporting period. The increase is not considered significant and is related to the establishment of the 5 new WA TAFE Colleges, which form part of the new arrangements implemented as part of the State Governments Training Sector Reform project. Note: the number of initial registrations endorsed for the January to June 2015 period was considered unusually high when compared with previous reporting periods.

- The number of renewal of registrations endorsed by the TAC increased slightly (11 to 14) during the reporting period. The increase is not considered significant and can be linked to the RTO registration period.
- An increase in amendment to registrations (150 to 376) activity was noted for the January to June 2016 reporting period. Amendments to registration are client initiated. While the increase is considered significant it can be directly attributed to the high volume of changes to endorsed Training Packages during this period, and were implemented in line with the TAC's policy on Transition to Equivalent Training Package Qualifications and Units of Competency.

Complaints

Complaints	Jan-Jun 16	Jul-Dec 15	Jan-Jun 15
Complaints formalised	26	16	21
Complaints investigated and closed	21	8	13
Complaints audited following investigation	6	2	7

- A total of 57 complaint inquiries were received during the reporting period, which comprised of 26 complaints that were formalised and 31 complaint inquires.
- Complaint inquiries 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 26 complaints formalised during the reporting period 21 complaints were investigated and closed. Five complaints are still under investigation, in line with the TAC's Complaints process.
- In this reporting period, the highest number of complaints formalised related to Standard 1 of the *Standards for RTOs* with 20 complaints received in relation to training and assessment strategies and practices not being responsive to industry and learner needs and not meeting the requirements of the training packages and accredited courses.
- All complaints received during the January to June 2015 period have been investigated and closed. All complaints from the July to December 2015 period have been closed, with the exception of two complaints which are being investigated and still to be finalised.

Client Support

Workshops/Information Sessions	Jan-Jun 16	Jul-Dec 15	Jan-Jun 15
Information sessions for prospective RTOs	12	15	14
Accreditation sessions	2	2	0

- During January to June 2016 a total of 12 information sessions were conducted by the TAC Secretariat for prospective RTOs, with 15 participants attending from across WA.
- During the reporting period the TAC Secretariat also conducted two course accreditation information sessions with four participants attending.

Client Feedback

During January to June 2016 feedback was collected from RTOs following completion of the initial and renewal of registration process. During the reporting period:

- 88% of respondents agreed or strongly agreed that the audit experience added value to their business.
- 98% of respondents agreed or strongly agreed the information provided by the registering body before and during the audit met their needs.