



**TRAINING ACCREDITATION COUNCIL  
SNAPSHOT OF ACTIVITIES  
As at 31 December 2013**

The Training Accreditation Council (TAC) is the registering body and course accrediting body for the quality assurance and recognition of providers registered to deliver and assess vocational education and training (VET) in Western Australia only. Below is a snapshot of TAC functions during the July to December 2013 period which provides vital statistics and highlights of the Council's activities.

**Registration of Training Organisations**

RTOs	Jul-Dec 13	Jan-Jun 13	Jul-Dec 12
RTOs registered by TAC	337	346	365
RTOs registered with other VET regulators in WA (Note: these figures represent intent and do not reflect actual delivery by the RTOs registered with other VET regulators)	2371	2191	2048
TAC RTOs registered to deliver Interstate	16	21	17
TAC RTOs registered to deliver overseas	13	15	17
TAC RTOs whose registration was cancelled	1	2	1
TAC RTOs who did not renew registration when it expired	8	8	6
TAC RTOs voluntarily relinquished registration during the reporting period	10	8	12
TAC RTOs subject to suspension orders *	1	0	2
TAC RTOs subject to conditions *	6	0	2

- As at 31 December 2013, a total of 337 WA RTOs were registered with the Training Accreditation Council.
- Of the 337 RTOs registered with Council 76% or 256 had their head office located in the Perth region, while 9% (29) were located in the South West region, with the remaining RTOs located across WA.
- At the end of the reporting period the total number of RTOs registered with other VET regulators in WA was 2371, this represents an increase of 8% from the January to June period of 2191. The increase may be attributed to the National VET Regulator's (Australian Skills Quality Authority (ASQA)) approach to registration in which RTOs are registered to deliver across all States and Territories and not just the State/Territory in which they were initially registered.
- During the reporting period 10 WA RTOs voluntarily relinquished their registration and eight 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 16 WA RTOs identified as delivering interstate for the July to December 2013 reporting period represent those RTOs that are not a trading corporation and are therefore regulated by both the Council and ASQA under the new arrangements, and RTOs registered to deliver in WA and Victoria only.

\* Under the *Vocational Education and Training (VET) Act 1996*, TAC is able to register providers subject to conditions or for their operations to be varied or suspended for not complying with the Australian Quality Training Framework (AQTF). Note: an RTO may be subject to more than one decision by Council.

## Accreditation of Courses

Accreditations	Jul-Dec 13	Jan-Jun 13	Jul-Dec 12
Expired courses	21	34	56
Total number of accredited courses	155	169	257

- As at 31 December 2013, a total of 155 courses were accredited in WA.
- The decrease in the total number of accredited course and the number of expired courses for this reporting period can be attributed to the expiry of courses that were not subsequently reaccredited and the transfer of courses to ASQA.

## Audit Activity

Audits	Jul-Dec 13	Jan-Jun 13	Jul-Dec 12
Client initiated audits	108	76	140
TAC initiated audits	28	19	38
Accreditation reviews	24	10	32

- Of the 108 client initiated audits conducted during the reporting period, 57 were amendment to registration audits, 34 were renewal of registration audits, with a further 17 being initial registration audits.
- Client initiated audit activity for the July to December 2013 reporting period increased by 42%. The increase can be linked to the RTO registration cycle and RTOs reviewing their delivery focus and requirements.
- TAC initiated audits included Post Initial audits (7); Follow up audits (16); Contract audits (3) and Complaint audits (2). The increase in TAC initiated audits is not considered significant as the majority of follow up audits were directly related to the outcomes of the strategic industry audit of the aged care sector.
- Across Client and TAC initiated audits, the majority of non-compliances identified at audit were in relation to assessments not meeting training package/accredited course requirements and not being conducted in accordance with the principles of assessment and rules of evidence (Elements 1.5a & 1.5b). Non compliances were also common against staff, facilities, equipment and training and assessment materials not meeting training package/accredited course requirements (Element 1.3).
- Against the Conditions of Registration, the most common non compliances were: governance (Condition 1), issuing of qualifications and statements of attainment (Condition 6), financial management (Condition 5) and accuracy and integrity of marketing (Condition 8).
- The increase (10 to 24) in accreditation reviews can be directly attributed to the accreditation registration cycle.

## Risk Assessment

All applications are risk assessed in line with the *National Guideline for Risk Management*.

RTO Risk Assessments	Jul-Dec 13	Jan-Jun 13	Jul-Dec 12
Risk Assessments conducted	186	177	189

Outcomes of Risk Assessments	Jul-Dec 13	Jan-Jun 13	Jul-Dec 12
No audit required	66	53	52
Desk audit required	72	33	47
Site visit audit required	48	91	90

- 65% (120) of the 186 risk assessments undertaken in this reporting period required an audit as a result of the risk assessment, which is comparable with the percentage of applications requiring audit for the previous reporting period.

### Applications endorsed by the Training Accreditation Council

Applications	Jul-Dec 13	Jan-Jun 13	Jul-Dec 12
Initial registration	17	8	15
Renewal of registration	31	31	45
Amendment to registration	259	344	334
Courses accredited	7	11	2
Courses re-accredited	18	16	35
Extension to accreditation	3	18	16

- The number of initial registrations endorsed by Council increased by 113% (8 to 17) during the reporting period.
- A decrease of 26% was noted in amendment to registration activity for the July to December 2013 reporting period. Amendments to registration are client initiated and while the decrease is significant it can be attributed to the RTO registration cycle. For example during the reporting period a number of RTOs were subject to renewal of registration, including the majority of State Training Providers. As a result applications for amendment to registration decreased. Further, RTOs preparing for renewal of registration early in the next reporting period will also see a reduction in the number of amendment applications submitted.
- Extensions to accreditations during the reporting period decreased by 83% (18 to 3). The decrease could be attributed to a reduction in the number of courses expiring, courses transferred to ASQA, and changes adopted by the TAC Secretariat with earlier notification to course owners of expiring courses, enabling better management of the accreditation process and reducing the need for extensions to accreditations.

### Complaints

Complaints	Jul-Dec 13	Jan-Jun 13	Jul-Dec 12
Complaints formalised	14	5	4
Complaints investigated and closed	10	4	3
Complaints audited following investigation	2	1	3

- A total of 33 complaint inquiries were received during the reporting period, which comprised of 14 complaints that were formalised and 19 complaint inquiries. Complaint inquiries include matters outside of TAC's jurisdiction (issue not AQTF related or RTO registered with other VET regulators), no grounds for complaint, issues resolved informally or issue withdrawn.
- During the reporting period a review of the procedure for determining formalised complaints was undertaken, with changes to the procedure implemented in August 2013. The change to the procedures has enabled the distinction between a complaint inquiry and a formalised complaint to be determined at an earlier stage of the complaints process, providing a more accurate record of actual complaints formalised. The change has resulted in a noticeable increase in the number of complaints formalised during the July to December 2013 period.
- Of the 14 complaints formalised during the reporting period 10 complaints were investigated and closed. Four complaints are still under investigation, in line with the Council's Complaints process. Of the four complaints remaining two are being investigated through a complaints audit.

- In this reporting period, 50% of the complaints formalised related to Standard 2, 43% related to Standard 1, and 21% related to Standard 3. While 36% of the complaints related to Condition 6 and 21% related to Condition 1.
- All complaints received during the July to December 2012 reporting period have been investigated and closed. For the January to June 2013 period all complaints have been closed, with the exception of one which is being investigated through a complaint audit, and is still to be finalised

### Client Support and Feedback

Workshops/Information Sessions	Jul-Dec 13	Jan-Jun 13	Jul-Dec 12
Information sessions for potential RTOs	35	28	39

- During the reporting period a total of 35 information sessions were conducted by the TAC Secretariat with 50 participants attending from across WA.
- 90% respondents to the client survey agreed or strongly agreed that the audit experience added value to their business.
- 95% respondents agreed or strongly agreed the information provided by the registering body before and during the audit met their needs.