



## TRAINING ACCREDITATION COUNCIL SNAPSHOT OF ACTIVITIES As at 31 December 2014

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 2014 period which provides vital statistics and highlights of the Council's activities.

### Registration of Training Organisations

RTOs	Jul-Dec 14	Jan-Jun 14	Jul-Dec 13
RTOs registered by TAC	317	328	337
TAC RTOs registered to deliver Interstate	11	12	16
TAC RTOs registered to deliver overseas	12	12	13
TAC RTOs whose registration was cancelled	0	1	1
TAC RTOs subject to suspension orders *	0	1	1
TAC RTOs subject to conditions *	0	0	6
TAC RTOs which did not renew registration when it expired	8	13	8
TAC RTOs voluntarily relinquished registration during the reporting period	5	17	10

\* 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.

- As at 31 December 2014, a total of 317 WA RTOs were registered with the Training Accreditation Council.
- Of the 317 RTOs registered with Council 74% or 235 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.
- During the reporting period 5 WA RTOs voluntarily relinquished their registration and 8 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 for the July to December 2014 reporting period represent those RTOs that are not a trading corporation and are regulated by the Council, and RTOs registered to deliver in WA and Victoria only.

### Accreditation of Courses

Accreditations	Jul-Dec 14	Jan-Jun 14	Jul-Dec 13
Expired courses	23	5	21
Total number of accredited courses	164	167	155

- As at 31 December 2014, a total of 164 courses were accredited in WA.
- The increase in the number of expired courses for this reporting period is not considered significant and can be attributed to the accreditation registration period, with a significant number of expired courses being re-accredited.

## Risk Assessment

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

RTO Risk Assessments	Jul-Dec 14	Jan-Jun 14	Jul-Dec 13
Risk Assessments conducted	151	161	186

Outcomes of Risk Assessments	Jul-Dec 14	Jan-Jun 14	Jul-Dec 13
No audit required	76	50	66
Desk audit required	41	29	72
Site audit required	34	82	48

- 50% (75) of the 151 risk assessments undertaken in this reporting period required an audit as a result of the risk assessment, which is a notable reduction when compared with the percentage of applications requiring audit for the previous reporting periods (69% for January to June 2014 and 65% for July to December 2013).

The overall decrease can be attributed to the Council's approach to regulation and reducing the regulatory burden for RTOs. This includes further refining its approach to risk assessment with an increased focus on the risk of the RTOs profile rather than risk associated with specific training products. Other factors include less renewals of registration occurring during this period, which has resulted in less site audits, and RTOs better managing their scope of delivery in light of the changes to fee and charges.

## Audit Activity

Audits	Jul-Dec 14	Jan-Jun 14	Jul-Dec 13
Client initiated audits	112	111	108
TAC initiated audits	22	39	29 <sup>^</sup>
Accreditation reviews	23	12	24

<sup>^</sup>Note: data for the Jul-Dec13 period has been updated to reflect amended figures.

- Of the 112 client initiated audits conducted during the reporting period, 61 were amendment to registration audits, 30 were renewal of registration audits, with a further 21 being initial registration audits. Client initiated audit activity for the July to December 2014 reporting period was consistent with the previous reporting period.
- TAC initiated audits included Post Initial audits (13); Monitoring audits (7); and Complaint audits (2). The number of TAC initiated audits is considered consistent with previous reporting periods. Note: the high number of audits in the January to June 2014 period was directly related to the VET in Schools Strategic Industry Audit.
- 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, and not meeting workplace and/or relevant regulatory requirements (Elements 1.5a, 1.5b & 1.5c). 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), compliance with legislation (Condition 3), financial management (Condition 5) and accuracy and integrity of marketing (Condition 8).
- The increase (12 to 23) in accreditation reviews can be attributed to the re-accreditation registration process and new applications for course accreditation received during July to December 2014.

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

Audit Outcome	Jul-Dec 14	Jan-Jun 14	Jul-Dec 13
Compliant	50	54	50
Minor	29	33	38
Significant	45	42	38
Critical	10	21	11

- The Council considered non-compliance outcomes identified at audit in accordance with the *AQTF National Guideline for Managing Non-Compliance*.
- The overall level of critical non-compliance for July to December 2014 is considered consistent with previous reporting periods. Note: the high number of audits reporting a critical outcome in the January to June 2014 period was directly attributed to audits conducted as part of the VET in Schools Strategic Industry Audit.

## Applications endorsed by the Training Accreditation Council

Applications	Jul-Dec 14	Jan-Jun 14	Jul-Dec 13
Initial registration	10	13	17
Renewal of registration	32	42	27 <sup>^</sup>
Amendment to registration	273	241	259
Courses accredited	6	5	7
Courses re-accredited	18	26	18
Extension to accreditation	9	2	3

<sup>^</sup>Note: data for the Jul-Dec13 period has been updated to reflect amended figures.

- The number of renewal of registrations endorsed by Council decreased (42 to 32) during the reporting period. The decrease is not considered significant and can be linked to the RTO registration period.
- An increase of 13% (241 to 273) was noted in amendment to registration applications activity for the July to December 2014 reporting period. Amendments to registration are client initiated and while the increase is not considered significant it can be attributed to RTOs reviewing their scope of delivery and business requirements.

## Complaints

Complaints	Jul-Dec 14	Jan-Jun 14	Jul-Dec 13
Complaints formalised	6	21	14
Complaints investigated and closed	4	18	10
Complaints audited following investigation	0	2 <sup>^</sup>	3 <sup>^</sup>

<sup>^</sup>Note: data for the Jul-Dec13 and Jan-Jun14 periods has been updated to reflect amended figures.

- A total of 37 complaint inquiries were received during the reporting period, which comprised of 6 complaints that were formalised and 31 complaint inquires. 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.
- Of the six complaints formalised during the reporting period four complaints were investigated and closed. Two complaints are still under investigation, in line with the Council's Complaints process.

- In this reporting period, the highest number of complaints formalised related to AQTF Standard 1 (the RTO provides quality training and assessment across all of its operations), with 2 complaints received. While two complaints were also received for Condition 8 (Accuracy and integrity of marketing). In addition, one complaint was received for Standard 2 (the RTO adheres to the principles of access and equity and maximizes outcomes for its clients) and one complaint related to Condition 3 (compliance with legislation).
- All complaints received during the July to December 2013 and January to June 2014 reporting periods have been investigated and closed.

Note: Following a review in August 2013 of the procedure for determining formalised complaints (issue AQTF related and within Council's jurisdiction), changes to the procedure were implemented. The change 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.

### Client Support

Workshops/Information Sessions	Jul-Dec 14	Jan-Jun 14	Jul-Dec 13
Information sessions for prospective RTOs	10	35	35

- During the reporting period a total of 10 information sessions were conducted by the TAC Secretariat with 12 participants attending from across WA. While sessions are held based on client demand, a significant decrease was noted in the number of sessions held during July to December 2014. The decrease can be attributed to a number of factors including the announcement of the changes to the Standards for VET regulation in late September 2014, organisations reassessing their requirements in light of the proposed changes, and the TAC Secretariat's move to new premises in November 2014.
- In light of the changes to the Standards for VET regulation the Council will be reviewing its approach to client education and support.
- In the July to December 2014 period one accreditation workshop was also conducted. The workshop focussed on the requirements for course accreditation.

### Client Feedback

During July to December 2014 feedback was collected from RTOs following completion of the initial and renewal of registration process. During the reporting period:

- 89% of respondents to the client survey agreed or strongly agreed that the audit experience added value to their business.
- 89% of respondents agreed or strongly agreed the information provided by the registering body before and during the audit met their needs.