



## TRAINING ACCREDITATION COUNCIL SNAPSHOT OF ACTIVITIES As at 30 June 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 January to June 2013 period which provides vital statistics and highlights of the Council's activities.

### Registration of Training Organisations

RTOs	Jan-Jun 13	Jul-Dec 12	Jan-Jun 12
RTOs registered by TAC	346	365	381
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)	2191	2048	1754
TAC RTOs registered to deliver Interstate	21	17	17
TAC RTOs registered to deliver overseas	15	17	22
TAC RTOs whose registration was cancelled	2	1	1
TAC RTOs who did not renew registration when it expired	8	6	1
TAC RTOs voluntarily relinquished registration during the reporting period	8	12	11
TAC RTOs subject to suspension orders *	0	2	1 <sup>^</sup>
TAC RTOs subject to conditions *	0	2 <sup>^</sup>	1 <sup>^</sup>

<sup>^</sup> Note: data for the Jan-Jun 12 & Jul-Dec 12 periods has been updated to reflect amended figures.

- As at 30 June 2013, a total of 346 WA RTOs were registered with the Training Accreditation Council.
- Of the 346 RTOs registered with Council 77% or 265 had their head office located in the Perth region, while 8% (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 2191, this represents an increase of 7% from the July to December period of 2048. 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 eight 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 business requirements of RTOs and viability of operations.
- The 21 WA RTOs identified as delivering interstate for the January to June 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	Jan-Jun 13	Jul-Dec 12	Jan-Jun 12
Expired courses	34	56	34
Total number of accredited courses	169	257	271

- As at 30 June 2013, a total of 169 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 72 courses to ASQA in April 2013.

## Audit Activity

Audits	Jan-Jun 13	Jul-Dec 12	Jan-Jun 12
Client initiated audits	76	140	98
TAC initiated audits	19	38	41
Accreditation reviews	10	32	15

- Of the 76 client initiated audits conducted during the reporting period, 51 were amendment to registration audits, 10 were initial registration audits, with a further 15 being renewal of registration audits.
- Client initiated audit activity for the January to June 2013 reporting period decreased by 46%. The decrease can be linked to the RTO registration cycle and RTOs reviewing their delivery focus and requirements.
- TAC initiated audits included Post Initial audits (10); Follow up audits (7); and Contract audits (2). The decrease in TAC initiated audits is not considered significant as the two previous reporting periods included strategic industry audits conducted in the electrical and aged care sectors.
- 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 69% decrease in accreditation reviews can be directly attributed to the expiry of courses that were not subsequently reaccredited and the transfer of 72 courses to ASQA in April 2013.

## Risk Assessment

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

RTO Risk Assessments	Jan-Jun 13	Jul-Dec 12	Jan-Jun 12
Risk Assessments conducted	177	189	224

Outcomes of Risk Assessments	Jan-Jun 13	Jul-Dec 12	Jan-Jun 12
No audit required	53	52	96
Desk audit required	33	47	45
Site visit audit required	91	90	83

- 70% (124) of the 177 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	Jan-Jun 13	Jul-Dec 12	Jan-Jun 12
Initial registration	8	15	22
Renewal of registration	31	45 <sup>^</sup>	16
Amendment to registration	344	334 <sup>^</sup>	355
Courses accredited	11	2	12
Courses re-accredited	16	35	13
Extension to accreditation*	18	16	-

<sup>^</sup> Note: data for the Jul-Dec 12 period has been updated to reflect amended figures.

\*Note: this is the first time data for extensions to accreditation has been included.

- The number of initial registrations endorsed by Council decreased by 47% (15 to 8) during the reporting period. A decrease of 31% was noted in renewal of registration activity for the January to June 2013 reporting period, this decrease can be linked to the RTO registration cycle.
- Courses re-accredited during the reporting period decreased by 54% (35 to 16). The decrease reflects the expiry of courses that were not subsequently reaccredited and the transfer of 72 courses to ASQA in April 2013.

### Complaints

Complaints	Jan-Jun 13	Jul-Dec 12	Jan-Jun 12
Complaints formalised	5	4	6
Complaints investigated and closed	4	3	1
Complaints audited following investigation	1	3	1

- A total of 30 complaint enquiries were received during the reporting period, of which 5 were formalised.
- 4 complaints received and investigated during the reporting period were closed. Of these, 1 was investigated through a complaints audit; 1 was referred to the VET Inspector for further action and 1 was referred for a monitoring audit. One complaint is still under investigation, in line with the Council's Complaints process.
- In this reporting period, 100% of the complaints related to Standard 1 and 25% related to Standard 2.
- All complaints received during the January to June 2012 and July to December 2012 reporting periods have been investigated and closed.

### Client Support and Feedback

Workshops/Information Sessions	Jan-Jun 13	Jul-Dec 12	Jan-Jun 12
Information sessions for potential RTOs	28	39	22

- During the reporting period a total of 28 information sessions were conducted by the TAC Secretariat with participants attending from across WA.
- 96% of respondents to the client survey sent to RTOs following an audit agreed or strongly agreed that the audit experience added value to their business.
- 91% of respondents agreed or strongly agreed the information provided by the registering body before and during the audit met their needs.