



TRAINING ACCREDITATION COUNCIL SNAPSHOT OF ACTIVITIES As at 30 June 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 January to June 2014 period which provides vital statistics and highlights of the Council's activities.

Registration of Training Organisations

RTOs	Jan-Jun 14	Jul-Dec 13	Jan-Jun 13
RTOs registered by TAC	328	337	346
TAC RTOs registered to deliver Interstate	12	16	21
TAC RTOs registered to deliver overseas	12	13	15
TAC RTOs whose registration was cancelled	1	1	2
TAC RTOs subject to suspension orders *	1	1	0
TAC RTOs subject to conditions *	0	6	0
TAC RTOs which did not renew registration when it expired	13	8	8
TAC RTOs voluntarily relinquished registration during the reporting period	17	10	8

* 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 30 June 2014, a total of 328 WA RTOs were registered with the Training Accreditation Council.
- Of the 328 RTOs registered with Council 74% or 244 had their head office located in the Perth region, while 9% (30) were located in the South West region, with the remaining RTOs located across WA.
- During the reporting period 17 WA RTOs voluntarily relinquished their registration and 13 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 12 WA RTOs identified as delivering interstate for the January to June 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	Jan-June 14	Jul-Dec 13	Jan-Jun 13
Expired courses	5	21	34
Total number of accredited courses	167	155	169

- As at 30 June 2014, a total of 167 courses were accredited in WA.
- The increase in the total number of accredited course and the reduction in the number of expired courses for this reporting period can be attributed to the accreditation registration cycle.

Risk Assessment

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

RTO Risk Assessments	Jan-Jun 14	Jul-Dec 13	Jan-Jun 13
Risk Assessments conducted	161	186	177

Outcomes of Risk Assessments	Jan-Jun 14	Jul-Dec 13	Jan-Jun 13
No audit required	50	66	53
Desk audit required	29	72	33
Site audit required	82	48	91

- 69% (111) of the 161 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.
- The increase in site audits can be attributed to the RTO renewal of registration cycle, which has also resulted in a decrease in amendment to registration applications requiring an audit.

Audit Activity

Audits	Jan-Jun 14	Jul-Dec 13	Jan-Jun 13
Client initiated audits	111	108	76
TAC initiated audits	39	29 [^]	19
Accreditation reviews	12	24	10

[^]Note: data for the Jul-Dec13 period has been updated to reflect amended figures.

- Of the 111 client initiated audits conducted during the reporting period, 52 were amendment to registration audits, 40 were renewal of registration audits, with a further 19 being initial registration audits. Client initiated audit activity for the January to June 2014 reporting period was consistent with the previous reporting period.
- TAC initiated audits included Post Initial audits (6); Monitoring audits (5); Complaint audits (1) and Strategic Industry Audits (SIA - 27). The increase in TAC initiated audits is not considered significant and can be directly related to the outcomes of the SIA of VET in Schools.
- 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 decrease (24 to 12) in accreditation reviews can be directly attributed to the accreditation registration cycle.

RTO Audit Outcomes – overall level of non-compliance

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

- The Council considered non-compliance outcomes identified at audit in accordance with the *AQTF National Guideline for Managing Non-Compliance*.
- The increased number of audits with an overall level of critical non-compliance for January to June 2014 can be linked to the outcomes VET in Schools Strategic Industry Audits undertaken during the reporting period

Applications endorsed by the Training Accreditation Council

Applications	Jan-Jun 14	Jul-Dec 13	Jan-Jun 13
Initial registration	13	17	8
Renewal of registration	42	27 [^]	31
Amendment to registration	241	259	344
Courses accredited	5	7	11
Courses re-accredited	26	18	16
Extension to accreditation	2	3	18

[^]Note: data for the Jul-Dec13 period has been updated to reflect amended figures.

- The number of initial registrations endorsed by Council decreased (17 to 13) during the reporting period. The increase (27 to 42) in renewal of registrations endorsed during the January to June period can be linked to the RTO registration cycle.
- A decrease of 7% was noted in amendment to registration applications activity for the January to June 2014 reporting period. Amendments to registration are client initiated and while the decrease is not considered 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, 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.
- The increase (18 to 26) in courses re-accredited during the reporting period can be attributed to the cyclic nature of the accreditation registration period.

Complaints

Complaints	Jan-Jun 14	Jul-Dec 13	Jan-Jun 13
Complaints formalised	21	14	5
Complaints investigated and closed	18	10	4
Complaints audited following investigation	1	3 [^]	1

[^]Note: data for the Jul-Dec13 period has been updated to reflect amended figures.

- A total of 57 complaint inquiries were received during the reporting period, which comprised of 21 complaints that were formalised and 36 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 previous reporting period a review of the procedure for determining formalised complaints was undertaken, with changes to the procedure implemented from 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 past two reporting periods.
- Of the 21 complaints formalised during the reporting period 18 complaints were investigated and closed. Three 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 9 complaints received. Four complaints were received for Standard 2 (the RTO adheres to the principles of access and equity and maximizes outcomes for its clients). In addition, seven complaints were related to Condition 8 (Accuracy and integrity of marketing) and three were linked to Condition 6 (Certificate and issuing qualifications and statements of attainment).
- All complaints received during the January to June 2013 and July to December 2013 reporting periods have been investigated and closed.

Client Support

Workshops/Information Sessions	Jan-Jun 14	Jul-Dec 13	Jan-Jun 13
Information sessions for prospective RTOs	35	35	28

- During the reporting period a total of 35 information sessions were conducted by the TAC Secretariat with 48 participants attending from across WA.
- In the January to June 2014 period one accreditation workshop was also conducted. The workshop focussed on the requirements for course accreditation and was attended by a broad range of participants.

Client Feedback

2014 Client and Stakeholder Survey

In June 2014, the Council finalised a survey of its key stakeholders including RTOs, industry organisations, other regulatory bodies as part of its commitment to communicate effectively with stakeholders and to gather information to enhance its regulatory functions. Australian Survey Research Pty Ltd conducted the survey. A brief overview of the survey outcomes is provided below:

- The survey was conducted between May and June 2014, with a high number of responses received from RTOs (234 responses from 353 surveys) and stakeholders (37 responses from 80 surveys).
- Overall, Council was seen as an effective regulator (88% of respondents) with positive client interactions, with the case management model appreciated by stakeholders.
- Other identified strengths included client interactions and communication with Council and the Secretariat, and the majority of RTOs (85% of respondents) indicated audits added value to their business.

Feedback from RTOs following audit

In addition to the Council's external client stakeholder survey, feedback was collected from RTOs following completion of the initial and renewal of registration process. During the reporting period:

- 100% of respondents to the client survey 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.