



TRAINING ACCREDITATION COUNCIL SNAPSHOT OF ACTIVITIES As at 30 June 2015

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 2015 period which provides vital statistics and highlights of the Council's activities.

Registration of Training Organisations

RTOs	Jan-Jun 15	Jul-Dec 14	Jan-Jun 14
RTOs registered by TAC	313	317	328
TAC RTOs registered to deliver Interstate	12	11	12
TAC RTOs registered to deliver overseas	12	12	12
TAC RTOs whose registration was cancelled	1	0	1
TAC RTOs subject to suspension orders *	0	0	1
TAC RTOs subject to conditions *	0	0	0
TAC RTOs which did not renew registration when it expired	5	8	13
TAC RTOs voluntarily relinquished registration during the reporting period	5	5	17

* 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 Australian Quality Training Framework (AQTF) or 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 2015, a total of 313 WA RTOs were registered with the Training Accreditation Council.
- Of the 313 RTOs registered with Council 75% or 235 had their head office located in the Perth region, while 8% (26) 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 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 12 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	Jan-Jun 15	Jul-Dec 14	Jan-Jun 14
Expired courses	21	23	5
Total number of accredited courses	159	164	167

- As at 30 June 2015, a total of 159 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 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	Jan-Jun 15	Jul-Dec 14	Jan-Jun 14
Risk Assessments conducted	104	151	161

Outcomes of Risk Assessments	Jan-Jun 15	Jul-Dec 14	Jan-Jun 14
No audit required	30	76	50
Desk audit required	29	41	29
Site audit required	45	34	82

- A decrease of 31% (151 to 104) was noted in the number of risk assessments undertaken for the January to June 2015 period. The decrease in activity could be attributed to RTOs better managing their scope of delivery, changes to fees and charges, and the impact of the introduction of the new Standards for VET Regulation during this period
- 71% (74) of the 104 risk assessments undertaken in this reporting period required an audit as a result of the risk assessment. This is a notable increase from the July to December 2014 reporting period (50%), but is consistent with the January to June 2014 reporting period (69%). Factors contributing include an increase in amendments to registration requiring audit during this period.

Audit Activity

Audits	Jan-Jun 15	Jul-Dec 14	Jan-Jun 14
Client initiated audits	73	112	111
TAC initiated audits	28	22	39
Accreditation reviews	16	23	12

- Of the 73 client initiated audits conducted during the reporting period, 49 were amendment to registration audits, 13 were renewal of registration audits, with a further 11 being initial registration audits. Client initiated audit activity for January to June 2015 decreased by 35% (from 112 to 73) this could be attributed to fewer renewals of registration occurring, changes to fees and charges, and the introduction of the new standards for VET regulation during the reporting period.
- TAC initiated audits included Post Initial audits (19); Monitoring audits (2); and Complaint audits (7). 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 training and assessment strategies being developed in consultation with industry (Element 1.2), staff, facilities, equipment and training and assessment materials not meeting training package/accredited course requirements (Element 1.3), and trainer and assessor competency and currency (Elements 1.4a, 1.4b & 1.4c).
- Against the Conditions of Registration, the most common non compliances were compliance with legislation (Condition 3) and certification and issuing of qualifications and statements of attainment (Condition 6).
- The decrease (23 to 16) in accreditation reviews can be attributed to the re-accreditation registration process and is not considered significant.

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

Audit Outcome	Jan-Jun 15	Jul-Dec 14	Jan-Jun 14
Compliant	32 - 32%	50 - 37%	54 - 36%
Minor	19 - 19%	29 - 22%	33 - 22%
Significant	42 - 41%	45 - 34%	42 - 28%
Critical	8 - 8%	10 - 7%	21 - 14%

- 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 January to June 2015 is considered consistent with the previous reporting period. 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	Jan-Jun 15	Jul-Dec 14	Jan-Jun 14
Initial registration	20	10	13
Renewal of registration	16	32	42
Amendment to registration	274	273	241
Courses accredited	4	6	5
Courses re-accredited	16	18	26
Extension to accreditation	4	9	2

- During the January to June 2015 period the number of initial registrations endorsed by Council increased significantly (10 to 20) compared with the previous reporting periods.
- The number of renewal of registrations endorsed by Council decreased (32 to 16) during the reporting period. The decrease is not considered notable and can be linked to the RTO registration period.

Complaints

Complaints	Jan-Jun 15	Jul-Dec 14	Jan-Jun 14
Complaints formalised	21	6	21
Complaints investigated and closed	13	4	18
Complaints audited following investigation	7	0	2^

^Note: data for the Jan-Jun14 period has been updated to reflect amended figures.

- A total of 47 complaint inquiries were received during the reporting period, which comprised of 21 complaints that were formalised and 26 complaint inquiries. The increase in complaints formalised, while notable is not considered significant, and is consistent with the January to June 2014 period. The increase can be attributed to a further refinement of the procedure for determining formalised complaints, which has resulted in a more accurate record of actual complaints formalised.
- Complaint inquiries include matters outside of TAC's jurisdiction (issue not AQTF/standards related or RTO registered with other VET regulators), no grounds for complaint, issues resolved informally or issue withdrawn.
- Of the 21 complaints formalised during the reporting period 13 complaints were investigated and closed. Eight 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 Condition 6 (Standard 3 of the *Standards for RTOs 2015*) with 12 complaints received in relation to certification and issuing of qualifications and Statements of Attainments. Eight complaints were received in relation to AQTF Standard 1 (Standard 1 of the *Standards for RTOs 2015*) in the area of quality of RTO assessment practices and the qualifications of delivery and assessment staff. While eight complaints were also received in relation to AQTF Standard 2 (Standard 1 and 5 of the *Standards for RTOs 2015*) with regards to RTOs adherence to the principles of access and equity and maximizes outcomes for its clients.
- All complaints received during the January to June 2014 reporting period have been investigated and closed. All complaints from the July to December 2014 period have been closed, with the exception of one complaint which was finalised in July 2015.

Client Support

Workshops/Information Sessions	Jan-Jun 15	Jul-Dec 14	Jan-Jun 14
Information sessions for prospective RTOs	14	10	35
Accreditation sessions	0	1	1

- During the reporting period a total of 14 information sessions were conducted by the TAC Secretariat with 18 participants attending from across WA.
- During January to June 2015 the Council also conducted nine information workshops to support the introduction of the new Standards for VET Regulation. The workshops were held in the metropolitan area and across regional WA, with 516 participants. Feedback from participants was positive and the sessions also helped inform the Council's current and future strategies to support WA VET regulatory requirements.

Client Feedback

2015 RTO and Stakeholder Survey

In June 2015, the Council finalised the second 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. The design of the survey was similar to the 2014 survey, and to ensure consistency in approach and methodology, Australian Survey Research Pty Ltd was again selected to conduct the survey. A brief overview of the survey outcomes is provided below:

- The survey was conducted between May and June 2015, with a high number of responses received from RTOs (216 responses from 368 surveys) and stakeholders (34 responses from 70 surveys).
- Overall, Council was seen as an effective regulator (88% of respondents, same as 2014 survey) with positive client interactions, with the case management model appreciated by stakeholders.
- The 2015 results were slightly improved from 2014 with identified strengths being client interactions and communication with Council and the Secretariat. The Council's introduction of the new standards was also rated highly by survey respondents.

Feedback from RTOs following audit

During January to June 2015 feedback was collected from RTOs following completion of the initial and renewal of registration process. During the reporting period:

- 82.6% of respondents agreed or strongly agreed that the audit experience added value to their business.
- 82.6% of respondents agreed or strongly agreed the information provided by the registering body before and during the audit met their needs.