

TRAINING ACCREDITATION COUNCIL SNAPSHOT OF ACTIVITIES As at 30 June 2019

The Training Accreditation Council (TAC) is established under the *Vocational Education and Training Act 1996* (the Act) 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 which provides statistics and highlights of the Council's activities during the six months period from January to June 2019.

Registration of Training Organisations

RTOs	Jul-Dec 17	Jan-June 18	Jul-Dec 18	Jan-June 19
RTOs registered by TAC	228	224	215	201
Registration includes interstate delivery	7	4	6	5
Registration includes overseas delivery sites	11	7	7	8
Registration cancelled	2	0	1	1
Registration suspended*	1	0	0	0
Registration subject to conditions/variatio ns*	0	5	1	0
RTOs that did not renew registration upon expiry	6	1	3	4
RTOs that voluntarily relinquished registration	8	2	8	8

* Under the *Vocational Education and Training Act 1996*, TAC is able to register providers subject to conditions or to vary or suspend a provider for not complying with the *Standards for Registered Training Organisations (RTOs) 2015*. Note: an RTO may be subject to more than one decision by Council.

- The five WA RTOs identified as delivering interstate during the period represent one RTO that is not a trading corporation and is regulated by the TAC, and four RTOs registered to deliver in WA and Victoria only.
- RTOs voluntarily relinquished their registration or did not renew their registration upon expiry due to a variety of reasons, including changing business requirements.
- Of the 201 RTOs registered with TAC, 148 (74%) had their head office located in the Perth region and 52 or 26% had their head office located in regional WA. The 52 RTOs with their head office located in regional WA were spread across the following regions:
 - 19 or 37% were located in the South West region,
 - 7 or 13% were located in the Peel region, and
 - the remaining 26 or 50% were located across remaining regional areas in WA.
- The overall decline in RTO numbers is consistent with the general downward trend in RTO numbers nationally and a general economic downturn across industry.

Risk Assessment

All renewal and amendment to registration applications are risk assessed in line with TAC's Risk Framework. The risk assessment process determines whether or not an audit is warranted.

RTO Risk Assessments	Jul-Dec 17	Jan-June 18	Jul-Dec 18	Jan-June 19
Risk assessments conducted	79	52	60	31

Outcomes of Risk Assessments	Jul-Dec 17	Jan-June 18	Jul-Dec 18	Jan-June 19
No audit required	38 (48%)	20 (38%)	25 (42%)	8 (26%)
Desk audit required	16 (20%)	18 (35%)	22 (37%)	12 (39%)
Site visit audit required	25 (32%)	14 (27%)	13 (22%)	11 (35%)
Total	79 (100%)	52 (100%)	60 (100%)	31 (100%)

- The number of risk assessments undertaken during the period decreased from 60 to 31 for the January to June 2019 reporting period. The decrease can be attributed to the decrease in amendment to registration applications submitted by RTOs.
- The decrease in no audit required can be attributed to a decrease in amendment applications during this reporting period.

Audit Activity

Audit Activity	Jul-Dec 17	Jan-June 18	Jul-Dec 18	Jan-June 19
Audits initiated by applications	50	41	55	36
Audits initiated by TAC	191*	12	11	12
Accreditation reviews undertaken	2	2	3	4

*Note: 175 of the 191 (92%) TAC initiated audits undertaken during the July to December 2017 reporting period were related to the Marketing and Governance Audit Strategy to review marketing and governance practices of RTOs.

- Of the 36 audits initiated by applications during the reporting period, seven were amendment to registration audits, 28 were renewal of registration audits and one initial registration audit.
- During the January to June 2019 reporting period, audits initiated by applications decreased from 55 to 36 audits. The decrease can be attributed to the decrease in amendment to registration applications submitted by RTOs.
- Audits initiated by TAC included Compliance Monitoring Audits (2); Monitoring audits (3); Within 24 months audits (5) and Complaint audits (2).

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

Audit Outcome	Jul-Dec 17 [^]	Jan-June 18	Jul-Dec 18	Jan-June 19
Compliant	66 (27%)	25 (47%)	21 (32%)	18 (38%)
Minor	136 (56%)*	12 (23%)	19 (29%)	9 (19%)
Significant	37 (15%)*	15 (28%)	26 (39%)	20 (42%)
Critical	2 (1%)	1 (2%)	0 (0%)	1 (2%)
Total	241 (100%)	53 (100%)	66 (100%)	48 (100%)

*Note: Data for the Jul-Dec17 period has been updated to reflect amended figures.

[^]Note: the changes in overall levels of compliance and non-compliance outcomes noted during July to December 2017 reporting period can be attributed to the high number of audits conducted as part of the 2017 Marketing and Governance Audit Strategy.

Note: TAC's Risk Framework focuses on those RTOs that pose the highest level of risk to the quality of VET outcomes. As a result, high risk RTOs will comprise a larger proportion of TAC's audit activity over time.

- The TAC considered non-compliance outcomes identified at audit in line with its established processes and RTOs must demonstrate compliance with the Standards in order to continue to operate within the WA VET market.
- During January to June 2019, the overall level of compliance increased (32% to 38%) compared with the previous reporting period.
- Overall level of minor non-compliances decreased (29% to 19%) compared to the July to December 2018 reporting period. Increases were noted in relation to overall level of significant non-compliances (39% to 42%).

Registration Applications

Applications	Jul-Dec 17	Jan-June 18	Jul-Dec 18	Jan-June 19
Initial registration	2	4	6	3
Renewal of registration	33	15	19	21
Amendment to registration	73	51	50	29
Replacement of equivalent training package products	27	3*	240 [^]	181

*Note: For Jan-June 18, due to processing delays a number of approvals for this period were recorded against Jul-Dec18.

[^]Note: For Jul-Dec 18, the number has been revised from 232 to 240. The number of replacement of equivalent training package products endorsed increased significantly compared to the previous financial year. The increase can be attributed to changes to training products and in particular a high number of changes to units of competency.

- During the reporting period the number of amendment to registrations endorsed decreased compared with the July to December 2018 reporting period. Amendments to registration are RTO initiated and the decrease can be attributed to the RTO's business requirements.
- While the majority of applications received during the reporting period were approved by the Council, several registration applications were withdrawn and a number of applications returned or rejected.
- An application is withdrawn following a request from the applicant and may occur at any stage of the amendment to registration process. An application is returned if the application has not met the application evidence requirements and an application is rejected by the Council if the RTO is unable to demonstrate compliance with the Standards for RTOs following completion of the audit process.

Accreditation of Courses

Accreditation	Jul-Dec 17	Jan-June 18	Jul-Dec 18	Jan-June 19
Total number of accredited courses	96	94*	98	97
Courses expired	9	2	0	5
Courses accredited	1	0	4	4
Courses re-accredited	4	1	0	0
Extension to accreditation period	12	2	3^	7

*Note: For Jan-June 18, the number has been revised from 95 to 94.

^Note: For Jul-Dec 18, the number has been revised from 2 to 3.

Complaints

Complaints	Jul-Dec 17	Jan-June 18	Jul-Dec 18	Jan-June 19
Complaints formalised	15	10	13	7
Complaints investigated and closed	14	8	9	4
Complaints audited following investigation	2	1	2	2

- The seven formalised complaints covered a wide range of complaint areas with the most common consisting of concerns with poor quality training and assessment, enrolment and information provided to learners and clients and the RTO complaint handling processes. Training providers purporting to be RTOs through poor online marketing practices emerged as an issue of concern.
- In this reporting period, the issues raised in the formalised complaints range across Standards 1, 2, 4, 5, 6 and 8 of the *Standards for RTOs* with three complaints against the Act.

Education Program

Workshops/Information Sessions	Jul-Dec 17	Jan-June 18	Jul-Dec 18	Jan-June 19
Information sessions for prospective RTOs (webinar)	2	2	1	1
Accreditation (webinar)	1	1	1	1
TAC Education Workshops (including in person & via webinar)	6	3	6	3
The Audit Experience (webinar)	1	2	1	1

- The TAC Education Program provides a range of development opportunities for RTOs and their staff to meet their obligations with regards to the *Standards for RTOs*. During January to June 2019, the Education Program offered a variety of mediums for the presentation of information including in-person and delivery of information sessions online via webinar, allowing State-wide participation.
- During the reporting period, TAC delivered three live webinar sessions. All webinars were recorded and made available on the TAC website. Webinar topics included:
 - Becoming an RTO Information Session (7 participants)
 - The Audit Experience: Facts & Fiction (27 participants)
 - The Accreditation Process (10 participants).
- In addition to the webinars, TAC hosted three education workshops during the January to June 2019 period which consisted of the two topics listed below. A total of 109 participants from metropolitan and regional WA attended the workshops (49 attending face to face and 60 attending online).
 - RTO marketing practices
 - Design, development and implementation of an Assessment System

Client Feedback

The Council continues to record high number of satisfaction from RTOs following the completion of the site audit process. During the January to June 2019 reporting period:

- 100% of respondents agreed that the audit experience added value to their business
- 100% of respondents agreed the information provided by the Council before and during the audit met their needs.