



Training Accreditation Council
WESTERN AUSTRALIA

ANNUAL REPORT
2001-2002

LETTER OF COMPLIANCE

To the Hon J C Kobelke, JP, MLA, Minister for Training



In accordance with Section 30 of the Vocational Education and Training Act 1996, I submit for your information and presentation to Parliament, the Annual Report of the Training Accreditation Council for the period commencing 1 July 2001 and ending 30 June 2002.

A handwritten signature in black ink that reads "Susan Holland". The signature is written in a cursive, flowing style.

Professor Susan Holland
Chair
Training Accreditation Council

30 September 2002

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MEMBERSHIP

The Training Accreditation Council is comprised of seven members who are appointed by the Minister for Employment and Training in accordance with the *Vocational Education and Training Act 1996*. They are selected on the basis of their expertise, qualifications and experience in accreditation, curriculum, training organisation registration or skills recognition.



Mrs Marli Wallace
Consultant
(Chair – July 01/Jan 02)



Mr Tom Lyons
Vocational Education &
Training Consultant
(Presiding member Feb 02/June
02)



Dr Irene Ioannakis
General Manager
Caterpillar Institute



Professor Roger Lethbridge
Murdoch University
- May 02



Ms Shirley Thorn
Farmer



Mr Michael Keep
Alcoa World Alumina Australia



Ms Lorraine Carter
Woolworths (WA) Pty Ltd



Ms Mary Ballantine
Observer (by invitation of Council)
Department of Training and
Employment



Ms Joanne Morris
Executive Officer
Department of Training
– February 2002

Ms Stephanie Trestrail
A/Executive Officer
Department of Training
March 2002 -

VISION STATEMENT

The Training Accreditation Council is committed to:

- being the national leader for recognition policies, processes, services and standards in the vocational education and training sector; and
- providing practical, efficient and responsive support to government, industry, training organisations and the community.

CHAIR'S REPORT

I am pleased to present the Training Accreditation Council's 2001/2002 Annual Report.

Appointed as Chair on 1 July 2002, my involvement in preparation of the 2001/2002 Annual Report has provided a great opportunity to review the substantial achievements of the Council in the twelve months to 30 June 2002.

A significant amount of the Council's business in 2001/2002 has been in preparing to undertake its responsibilities as outlined in the new Australian Quality Training Framework (AQTF) Standards for Registering/Course Accrediting Bodies and assisting Registered Training Organisations (RTOs) with the transition to the AQTF. A comprehensive communication strategy was developed to ensure all RTOs were aware of the new requirements. An extensive array of information workshops, professional development activities, updated publications, and support and guidance from the Quality Assurance and Recognition Branch of the Department of Training were provided to RTOs to make the transition to the new higher registration standards.

The Council would like to acknowledge the incredible commitment that Western Australian RTOs have made to meeting the requirements of the AQTF and ensuring that the quality of the Western Australian training system remains at the highest level.

The Council welcomed the opportunity to make a submission to the Review of the Training Sector conducted in September 2001. The Council supported many of the findings/recommendations of the report, including the recommendation to establish the State Training Council to oversee the strategic framework for the vocational education and training sector and the development of a dedicated strategy to address teaching, learning and assessment issues.

The recommendation to abolish the Council was rejected by the government and the Council understands that this reflects the significant amount of feedback provided to the review group from stakeholders indicating their appreciation of the services and independence that TAC provides to the VET sector.

The Council's work continued during this period of uncertainty. Implementation of the new arrangements for VET in schools under the Joint Ministerial Policy Statement was progressed, including endorsement of the *Quality VET iSchools*. Dialogue also continued with the Australian Qualifications Framework Advisory Body regarding the provision of Graduate Certificates and Graduate Diplomas within the VET sector.

The Council also completed an extensive review of recognition arrangements in Western Australia. The outcomes of the review have strengthened the integrity of the registration process and improved the level of assurance provided to the vocational education and training system's clients and stakeholders. The Minister endorsed the New Recognition Arrangements in Western Australia in October 2001.

During this period RTOs were monitored to ensure ongoing compliance with the ARF as part of the Integrated Monitoring Strategy. In 2001 the first Strategic Industry Audit was undertaken of the security industry. The audit was undertaken with the cooperation of industry, the WA Police Service, the Finance, Property and Business Services Industry Training Council (ITC) and the Security Agent's Institute of WA. The audit provided the opportunity to address some major areas of concern regarding training in the security industry. These issues have now been addressed and measures have been put in place to ensure the ongoing quality of security training in Western Australia.

On a sad note, long term Council member Professor Roger Lethbridge passed away following a short illness in May this year. The Council would like to acknowledge his dedicated contribution, not only in his work for the Council, but in his substantial commitment to students and encouraging excellence across all education sectors.

On the 1 July 2002, the Minister for Training appointed myself and three new members, Mr Rees Barrett, Ms Michelle Gianatti and Mr Geoff Hawke to the Council.

The Council would like to acknowledge and thank former Chair Mrs Marli Wallace who resigned from the Council to take up the role of Chair of the State Training Board in January 2002, outgoing member Mr Tom Lyons who took on the role of Presiding Member until the 30 June 2002 and outgoing member Mrs Shirley Thorn, for their valued contribution.

The Council would also like to acknowledge the excellent support services provided by officers of the Department of Training, specifically the Quality Assurance and Recognition Branch.

The Council looks forward to building on the excellent work that has been undertaken over recent years in assuring that the quality of vocational education and training in Western Australia continues to be provided at the highest standard.



Professor Susan Holland
CHAIR

FUNCTIONS OF THE COUNCIL

The Council's functions are detailed in Part 4, Section 27 of the *Vocational Education and Training Act 1996*. They focus on quality assurance and recognition in respect to vocational education and training (VET) in Western Australia.

Under the Act, the functions of the Council are to:

- register and de-register training providers;
- accredit and vary and cancel the accreditation of courses and skills training programs and the qualifications gained from such courses and skills training programs training products;
- recognise skills and qualifications obtained by individuals in this State or elsewhere, in industry, the workplace or educational institutions; and
- determine the minimum competency to be provided by accredited courses and skills training programs.

The Council is also required to provide advice to the State Training Board on matters relating to the functions specified above.

The Council has an established complaint procedure to support its functions. Provision for appeals by complainants, against the Council's decision with regard to complaints, is available through the State Training Board under Section 31 of the *Vocational Education and Training Act*

The Council's strategic approach to its responsibilities is detailed in its Business Plan that is reviewed quarterly and rewritten annually.

During 2001/2002 the Council's strategic focus has been in the following areas:

- ensuring the Council has appropriate processes for managing its responsibilities under the VET Act and government legislation;
- ensuring the Council fulfils requirements under the National Training Framework/ MINCO Agreement with respect to AQTF Standards for Registering and Course Accrediting Bodies (RCABs);
- ensuring RTOs and prospective RTOs are aware of the AQTF registration requirements and their obligations;
- monitoring the performance of RTOs in maintaining the AQTF Standards;
- encouraging RTOs to work towards training excellence; and
- ensuring stakeholders are aware of the Council's requirements and priorities.

To enable the Council to progress the strategies set out in the Business Plan, work undertaken and issues considered by the Council included:

- the Review of Recognition Arrangements in Western Australia;
- the Integrated Monitoring Strategy;
- submission to the Review of the Training Sector;
- extensive work on implementation of the AQTF including:
 - the development of a communications strategy outlining the AQTF requirements to RTOs;
 - conducting workshops and information sessions on the AQTF Standards;
 - RCAB quality system development, implementation and review;
 - management of validation processes and performance management of validators/monitors; and
 - development of a risk management audit plan.
- the Review of the Framework for Competency Based Assessment;
- Vocational Education and Training in Schools including progressing the implementation of the Joint Ministerial Policy Statement *For Decisions on VET in Schools* and undertaking ARF monitoring of schools;
- development and implementation of De-registration Guidelines for RTOs;
- continued dialogue with the Australian Qualifications Framework Advisory Body in regard to the delivery of Graduate Certificates and Graduate Diplomas in the VET sector;
- Skills Recognition Service (assessment only) Applications from ITCs; and

The infrastructure in place to support the Council's key activities and the provision of ready advice to clients and stakeholders includes an knowledge management system which provides comprehensive information relating to registrations, accreditation, skills recognition, the quality system and training packages. Information is also available to support client inquiries, correspondence and registration.

The Council formally met 26 times over the 12 months to 30 June 2002.

The Council has a standing agenda item at its monthly meetings for consideration of applications from organisations seeking registration and RTOs seeking to increase their scope. The Council also holds monthly Executive Committee meetings, two weeks prior to its standard monthly meetings, to consider additional applications. This has resulted in a very quick turn around for applications that are submitted to the Council for consideration.

Council members also attend meetings and functions as representatives of the Council (outlined in Appendix III). In addition the Council and/or Chair of the Council has met with the Minister for Training twice during the year to discuss current activities and raise issues of significance.

HIGHLIGHTS AND ACHIEVEMENTS 2001/2002

Transition Arrangements to the Australian Quality Training Framework

Following the extensive review of the Australian Recognition Framework through 2000/2001, Ministers endorsed the AQTF on 8 June 2001. The Council, in conjunction with the Department of Training, has made a significant commitment in 2001/2002 to ensuring a smooth transition to the new framework.

Under the AQTF, two sets of standards have been adopted:

- Standards for Registered Training Organisations to strengthen and clarify existing requirements which will improve the practices of RTOs and the credibility of their services; and
- Standards for State and Territory Registering/Course Accrediting Bodies that provide for nationally consistent auditor standards and practices and course accreditation processes. These standards make requirements measurable and nationally consistent.

Following the endorsement of the AQTF all RTOs registered in Western Australia were advised of the changes including the timelines for implementation and transition arrangements.

RTOs were advised that:

- existing RTOs whose registration was due to expire by 31 December 2001 had the option to re-register under the ARF standards for a period of 3 years or under the new AQTF Standards for 5 years before the end of 2001;
- from 1 January 2002, all applications for registration would be against the AQTF standards; and
- all RTOs would need to meet the AQTF standards by 30 June 2002.

To support the roll out of the AQTF, a comprehensive Communications Strategy was developed and implemented throughout 2001/2002 which included:

- *an awareness strategy* – including distribution of information to all RTOs; information to TAFE Managing Directors; information to ITCs/ITABs;
- *cdug tgeed bēfg sēē* *fdDeptTug Staff -* including ‘Train the Trainer’ sessions;
- *p f AQTF Ifub Seb* - including a schedule of regional and metropolitan workshops.

Two types of sessions were provided:

Information Sessions - a two hour session providing an overview of the opportunities for and responsibilities of Registered Training Organisations (RTOs). The session outlined the requirements and standards for registration under the Australian Quality Training Framework (AQTF) and the process of registration; and

Registration Standards Workshop - a full day workshop for training providers that have decided to become a Registered Training Organisation (RTO) and existing RTOs going through renewal of registration requiring a better understanding of the registration process, are seeking assistance in interpreting the registration standards and understanding the role of evidence in the submission process.

- *Developed by ANTA* - ANTA has developed a number of publications to assist RTOs with the implementation of the AQTF. These publications have been packaged as a kit and have been made available to all RTOs. All participants in the information sessions received a copy of this kit that includes:

- *Registration Standards Toolkit*
- *Standards for Specific Registered Training Organisations* and the *Guidance Package for AQTF Adherence*;
- *Registration Standards Toolkit*, that gives an overview of the requirements of each of the 12 standards, together with details of registration, audits and transition arrangements in place; and
- *AQTF Standards for Registered Training Organisations - Evidence Guide*, detailing possible types of evidence to demonstrate compliance with each of the 12 standards together with a self assessment guide.

- *Regular Validator/Monitor Forums* - Regular Validator/Monitor Forums' are held to provide updated information of the AQTF to Validators/Monitors and provide moderation opportunities; and

- *Clause 1.4* - Throughout the transition arrangements to the AQTF, RTOs expressed concern regarding how to conduct the required internal audit/self-assessment required to comply with Standard 1.4 for Registered Training Organisations:

'The RTO must conduct an internal audit (alternatively the RTO may conduct self-assessments of equivalent rigour) of its compliance with these Standards and the policies and procedures mentioned in Standard 1.1 a at least annually'.

Standard 1.1a states:

'The RTO must keep written policies and procedures for ensuring quality training and assessment consistent with its scope of registration and scale of operations'.

In order for the internal assessment to provide maximum value both to the RTO and the Council, it was determined that a risk management approach to internal audit/assessment should be taken. The Working Group agreed to design and deliver a

workshop to RTOs to assist them to understand the internal audit requirements. Over 125 people have attended the workshops and they will continue to the end of 2002.

- *Agreement between RTOs and TAC -*

In May 2002, all RTOs were asked to sign new registration agreements with the Council. The Agreement serves as a formal undertaking by existing RTOs to comply with registration standards of the AQTF and TAC policies. This is the mechanism by which TAC has ensured that all existing RTOs are aware of the revised standards and the requirement for them to be compliant with these standards from 1 July 2002.

Review of Recognition Arrangements in Western Australia

A Review Group was established in December 2000 to consider registration and monitoring/auditing of training organisations, accreditation of courses and associated arrangements in Western Australia. The Review Group comprised Departmental Officers, and representatives of both the TAC and the Office of the State Training Board. The Review continued through 2001 and reported to the Minister in September.

The main terms of reference for the Reference Group included examining validation and monitoring processes, fees and recognition services, delegation and accreditation.

The review highlighted the need to update the quality assurance approach to meet the requirements of the AQTF. The review recommended a more rigorous approach to the validation of compliance with the AQTF, prior to registration and monitoring for ongoing compliance.

In September 2001, the Minister for Training endorsed the following recommendations:

- Registration Validations – conducted by external personnel be allocated and managed by the Department of Training;
- Monitoring be conducted either by Departmental officer(s), an external person or a combination of external personnel and Departmental staff, as appropriate; and
- application of a consistent registration pricing structure.

The outcomes of the review have strengthened the integrity of the registration process and improved the level of assurance provided to the vocational education and training system's clients and stakeholders.

Review of the Training Sector

The Council provided a submission to the Review of the Training Sector in September 2001.

The submission focused on the importance of the independent roles undertaken by the Council, the State Training Board and the Department of Training; matters concerned with ensuring integrity in the co-ordination and delivery of VET in schools; new arrangements for recognition services and the importance of professional development for staff involved in VET.

The Council was also provided with the opportunity to respond to the recommendations handed down by the Review Group.

TAC supported many of the findings/recommendations of the report, including the recommendation to establish the State Training Council to oversee the strategic framework for the vocational education and training sector, however, the abolition of TAC was strongly opposed.

The McRae report recommendation that the TAC be abolished with the current responsibilities of the Council transferred to the Department of Training, was not endorsed by the Government.

A significant number of stakeholders provided feedback to the review report indicating their appreciation of the services and independence that TAC provides to the VET sector and the importance of retaining the Council.

The Minister congratulated TAC on its extraordinary contribution during a period of enormous change and growth. The decision to retain the Council also reflects the Governments focus on regulation and monitoring of services, and providing the community with fair and proper means of resolving disputes.

The Council supports the impending review of the Interface between Education and Training. The review will provide the opportunity to address specific matters in relation to the provision of VET in schools to ensure that the credibility of VET qualifications provided by schools and the impact on student outcomes will be a positive experience for all stakeholders.

De-Registration Guidelines for RTOs

Under the VET Act 1996, it is a function of the Council to register and de-register training providers.

In September 2001 the Council agreed that a process needed to be put in place to make clear to all RTOs the procedure in relation to de-registration and appeals.

Grounds for de-registration of an RTO may include:

- failure to comply with the AQTF standards or submit to monitoring for that purpose;
- where registration has been obtained by fraud;
- if the owner of the RTO has been convicted of an offence that renders that person inappropriate to carry on the business of a training provider; or
- persons who manage or control the RTO are not fit and proper persons.

These issues are often highlighted through the Council's Complaint Handling Procedures and Monitoring. RTOs are provided with a variety of opportunities to address issues of non compliance prior to the Council implementing the de-registration process.

The De-registration Guidelines agreed to by the Council provide RTOs with several opportunities to respond to Council concerns raised during its investigations and also the opportunity for the RTO to meet directly with the Council to review its position.

The Guidelines are available to all RTOs through the Council's website and a flow chart has been provided to clearly outline the process to be followed.

Integrated Monitoring Strategy

It is a national requirement under the National Training Framework that all State and Territory Training Authorities monitor/audit Registered Training Organisations to ensure compliance with the AQTF standards and the delivery of quality training products and services.

The Department of Training, on behalf of the Council, administers the system monitoring of RTOs.

In November 2001, a comprehensive 18 month Integrated Monitoring Strategy was completed. The Monitoring Strategy took the form of quality assurance site visits and, where relevant, student/trainee surveys. A total of 105 private and publicly funded RTOs, 38 High Schools and 28 RTOs involved in a Strategic Industry Audit of the Security Industry, were monitored between June 2000 and November 2001.

An aggregated Monitoring Report on the 2000/2001 Integrated Quality Monitoring of RTOs, has been distributed to all RTOs and relevant stakeholders. The report summarises the major findings from the 2000/2001 monitoring program, highlights specific areas for improvement, and details system improvement strategies that the Department has implemented in response to findings from the monitoring strategy.

The 2002 Monitoring Strategy was approved by the Council in February 2002 and was implemented in April 2002.

All registration compliance monitoring up until 30 June 2002 was conducted against the ARF requirements and from 1 July 2002 will be against the AQTF Standards requirements.

Monitoring in 2002/2003 will focus on the following identified areas:

- ◆ TAC complaints - formal and informal;
- ◆ ARF Standards - up to 30 June 2002;
- ◆ Follow up of all outstanding monitoring issues from 2001;
- ◆ AQTF Standards - from 1 July 2002;
 - Monitoring to focus on outcomes of RTO Internal Reviews;
 - Specific AQTF Standards as agreed by the Operational Working Group;
- ◆ New RTOs within 12 months of initial registration;
- ◆ Risks identified by the Operational Working Group;
 - IT, Building and Construction, partnership arrangements, VET in Schools, Transport, Courses in Applied Vocational Skills and High Trainee Attrition Rate (Employment & Institution Based);
- ◆ Ongoing Risks identified through ITABs;
- ◆ TAFE Colleges;
- ◆ RTOs in receipt of training funding from the Department of Training;
- ◆ A Strategic Industry Audit of Certificate IV in Assessment and Workplace Training (BSZ40198).

To assist RTOs with the monitoring process under the ARF, the Council developed a booklet: *How to Quality Monitor*. The booklet has recently been updated to reflect monitoring requirements under the AQTF.

Strategic Industry Audit – Security Industry

A Strategic Industry Audit of the Security Industry was undertaken in 2001. The audit focused on deployment of RTO policies and processes in relation to the delivery and assessment of Certificate level II and III qualifications in Security (Guarding).

The Security Industry Strategic Audit Steering Committee comprised of representatives from the WA Police Service, the Finance, Property and Business Services ITC, and The Security Agents' Institute of WA, with the Department of Training overseeing the conduct of the audit.

In July 2002, there were 68 RTOs including 5 TAFE Colleges with scope in the security industry areas of Crowd Control and Guarding. It was found that while 68 RTOs had the scope to deliver in this industry sector many had not done so. A total of 40 RTOs relinquished this area of scope at the commencement of monitoring.

Audit visits were conducted on the 28 remaining RTOs by approved external monitors accompanied by a Department of Training observer and, on a number of occasions, a representative of either the ITC, the Commercial Agents' Squad or the Security Agents' Institute of WA.

On completion of the audit, 11 RTOs were identified with serious non-compliances. A further 6 RTOs relinquished their registration and another 6 had minor issues to address.

The most significant areas of non-compliance related to the quality of training delivery, assessment and review of assessment processes.

There are now 24 RTOs registered to deliver security training in WA.

The Security Industry Strategic Audit Steering Committee is continuing to meet regularly to ensure recommendations and outstanding issues with respect to the audit are addressed, and monitor measures put in place to ensure ongoing quality of security training in Western Australia.

Vocational Education and Training in Schools

The manner in which schools are registered changed for most schools on 31 December 2001 to make way for new arrangements under the Joint Ministerial Policy Statement (JMPS) – *Fa Dec 2001 VET in Sch*

Under the new arrangements, which came into effect from 1 January 2002, VET in schools may be delivered using the provisions of Section 6 of the VET Act, and subject to Curriculum Council quality assurance processes. A total of 23 Schools were operating under the new arrangements as at 30 June 2002.

These quality assurance arrangements were signed off by the Council at the December 2001 meeting and updated in February 2002.

Schools are able to offer training/competencies at Certificates I and II, provided that they are offered as part of Curriculum Council courses of study, and in accordance with the Curriculum Council Act.

Issues in relation to VET in Schools considered by the Council to 30 June 2002 included:

- extensive consultation with the Curriculum Council to ensure implementation of the JMPS;
- providing feedback and then endorsement of the Curriculum *Cal Qual Manfo VET in Sch* ;
- consideration and endorsement of 23 schools to become training providers under the new arrangements;
- consideration of a monitoring report outlining outcomes of monitoring activity undertaken in 2001;
- consideration and endorsement of Curriculum Council Approved Courses of Study for 2003 to be offered by schools operating under the Joint Ministerial Policy Statement;
- endorsement of the development of a study to investigate the feasibility of schools delivering the Certificate III in Information Technology; and

- Provision of Professional Development services to schools and The Curriculum Council in relation to VET in schools.

Initial feedback from the monitors who undertook the monitoring of vocational education and training in schools has shown that vocational education and training staff demonstrated commitment and enthusiasm for vocational education and training. Monitors also found schools were generally well-resourced and vocational education and training students were well supported to encourage students' retention and success.

However, monitors also found that there was a range of areas in relation to the ARF standards that required improvement. These areas continue to be worked through with the schools, in consultation with the Curriculum Council, the Department of Training and the Council.

Marketing

Marketing is used to promote the Western Australian Quality Assurance and Recognition System and to promote the TAC as the Quality Assurance and Recognition Authority in Western Australia.

It is important that clients and stakeholders are fully aware of quality assurance and recognition arrangements.

A range of marketing activities was undertaken during the year. These included:

- **Publication of a TAC newsletter**

The TAC has produced three *TAC Update* newsletters in the past 12 months. The newsletter provides relevant, up-to-date information and advice on all aspects of the vocational education and training system related to the Council's functions. The newsletters are distributed widely to all stakeholders/clients of the system.

- **Monitoring publications**

How to Quality Assurance Monitor – A Guide for Registered Training Organisations, was recently updated to reflect monitoring requirements under the AQTF and has been distributed widely to clients. As the title suggests the publication was produced to help new and established RTOs understand the role of monitoring as an integral part of the quality assurance system under the AQTF.

In addition, a copy of the *2000/2001 Integrated Monitoring Report* was distributed to all RTOs and relevant stakeholders.

- **Professional development forums provided to validators/monitors**

Each year, the Department of Training on behalf of the Council, provides moderation forums for validators/monitors to promote the quality and consistency of validations and monitoring. Five general moderation forums have been conducted over the period of this report as well as special forums focusing on vocational education and training in schools.

- ***Certification/Qualification Guide***
In response to the large proportion of complaints received in relation to certification issues, the Council has developed a guide that provides detailed guidance to RTOs on Certification.
- ***Student Guide to Training***
In conjunction with the Department of Training, a ‘consumer guide’ to training has been produced that outlines key questions that a consumer should ask before purchasing training to ensure that the training they are considering meets their needs.
- ***New TAC website***
A new TAC website went live in July 2001. The website provides current information to customers on the Council’s products and services, including information for new and existing RTOs.
- ***Representation on Committees***
The TAC participates in various committees relevant to its functions, including the Curriculum Council’s Vocational Education and Training in Schools Committee and the Post Compulsory Education Committee.
- ***Participation in the Training Excellence Awards***
Each year, TAC members Chair or participate on judging panels for the Training Excellence Awards.
- ***Participation in Training Forums***
The Council provided an information stand and members attended both of the outstanding training forums conducted by the Department of Training in 2001/2002:
Assessment Under the Microscope held in September 2001; and
Hands on Training Packages held in May 2002.

Provision of Skills Recognition (assessment only) Services by ITCs/Industry Training Advisory Bodies

The Council has an endorsed process for Industry Training Councils (ITCs) to offer skills recognition services (assessment only) in certain trades areas.

Each ITC is required to complete an application to offer skills recognition services and submit it to the Council for approval prior to it providing that service. Following endorsement of the application, the ITC can proceed with skills assessments for trade qualification purposes. The TAC awards all certification for skills assessments carried out by ITCs.

Up to June 2002 four ITCs had been endorsed by the TAC to offer skills recognition services. These are:

- Hospitality and Tourism ITC;
- Building and Construction ITC;

- Metals Manufacturing and Services ITC; and
- Light Manufacturing ITC.

Applications from the Western Australian Food and Beverage ITC and the Wholesale, Retail and Personal Services (WRAPS) ITC were under consideration by the Council as at 30 June 2002.

SERVICES TO CLIENTS AND ADMINISTRATION

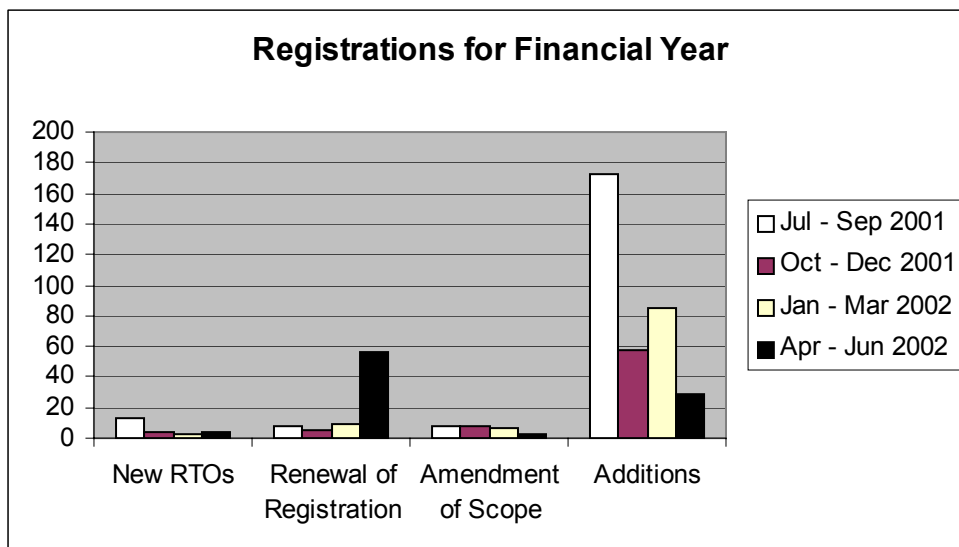
Services to Clients

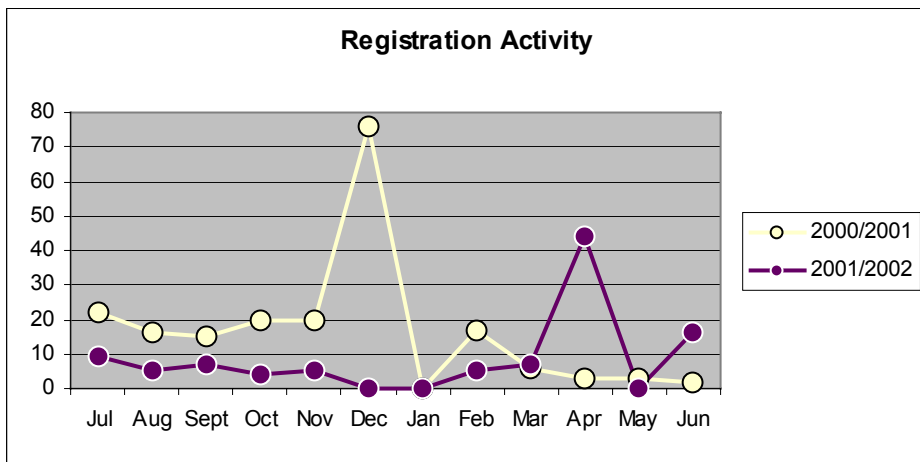
Registration of Training Organisations

There are 851 Registered Training Organisations currently registered to deliver training in Western Australia. A total of 492 RTOs are registered with the TAC and a further 359 RTOs are registered to deliver in Western Australia under mutual recognition arrangements. There has been a decline in the number of RTOs operating in this State and nationally over the last twelve months. This is due to the requirement of RTOs to meet a higher set of quality standards under the AQTF and the requirement for State/Territory Registering Course Accrediting Bodies to record actual delivery not intention to deliver.

During the 2001/2002 year, Council has considered the following applications from training organisations:

- 24 registrations with scope (new);
- 78 re-registrations;
- 26 amendments to scope;
- 344 notifications received from RTOs adding courses/qualifications to their current scope; and
- 359 notifications received from other State and Territory Recognition Authorities RTOs notifying WA of interstate RTOs delivering in WA under mutual recognition arrangements

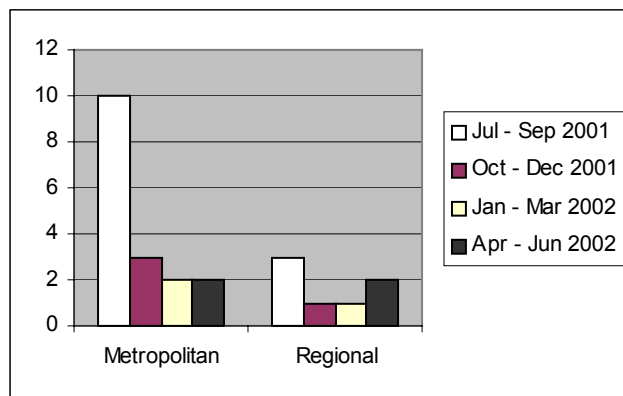




The table above indicated the number of applications considered by the Council during 2001/2002 and provides a comparison with the previous year. Registration activity decreased by almost 50% in 2001/2002, however this does not represent a significant decline in activity over the longer term but reflects the one off significant increase in December 2000 attributed to the number of RTOs that were ‘deemed’ RTOs, required to re-register by 31 December 2000.

The sharp increase in registration applications considered in April 2002 reflects the take up of an offer to extend registration for RTOs expiring at the end of December 2001 to April 2002, to allow them more time to meet the new AQTf Standards.

Registration Delivery Areas



Of the 24 providers registered during the 2001/2002 financial year, 17 were based in the metropolitan area and 7 were from regional areas.

Industry Areas of Scope Validation

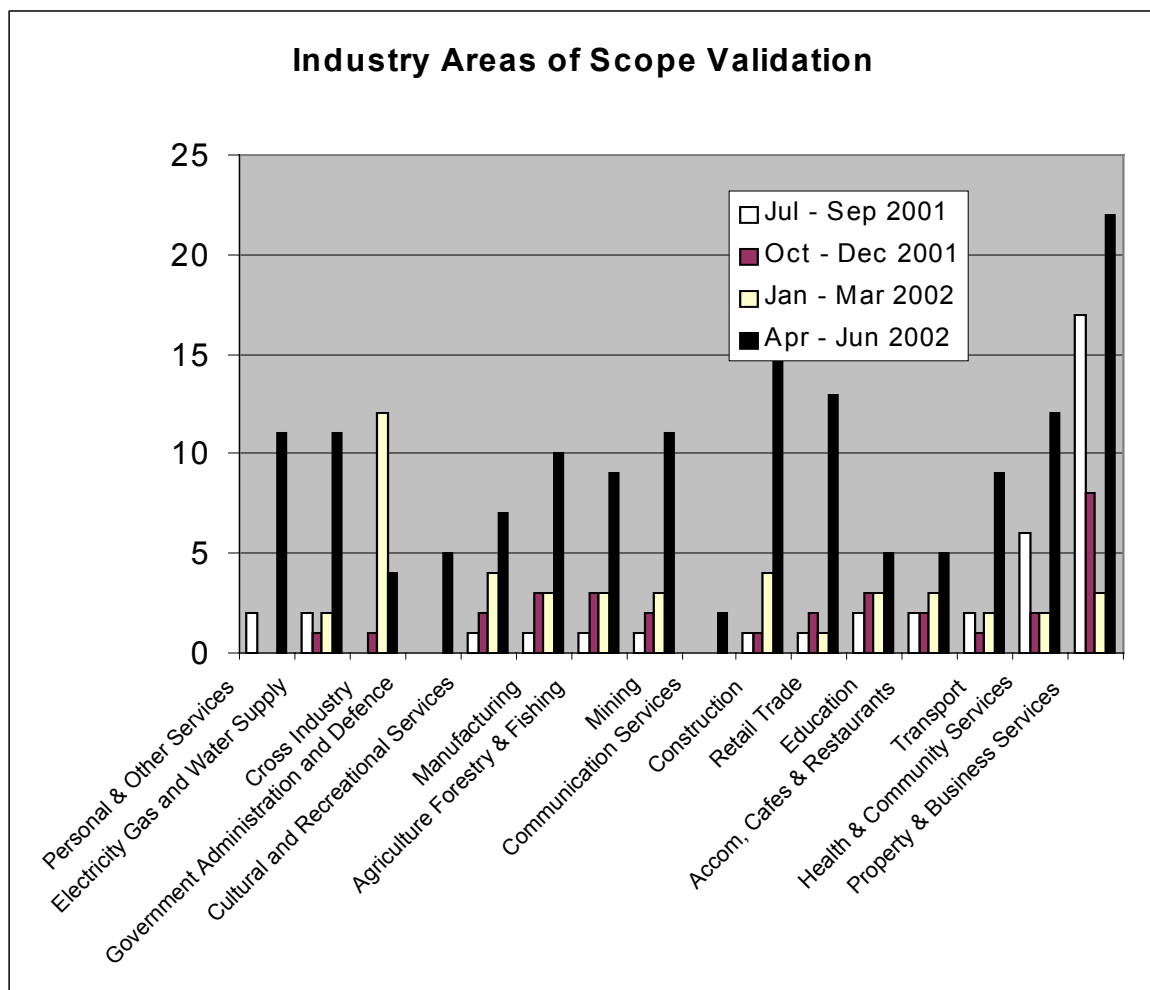
The table below demonstrates the level of scope of validation within each industry area.

The range of industry areas added to an RTOs scope over the April – June quarter is far greater than other quarters. This is due to:

- the high number of renewal of registrations validated during the quarter;
- implementation of the AQTF and the removal of QETO, all RTOs are now registered with an approved scope; and
- two TAFE Colleges validated during this quarter, both with over 30 industry areas listed.

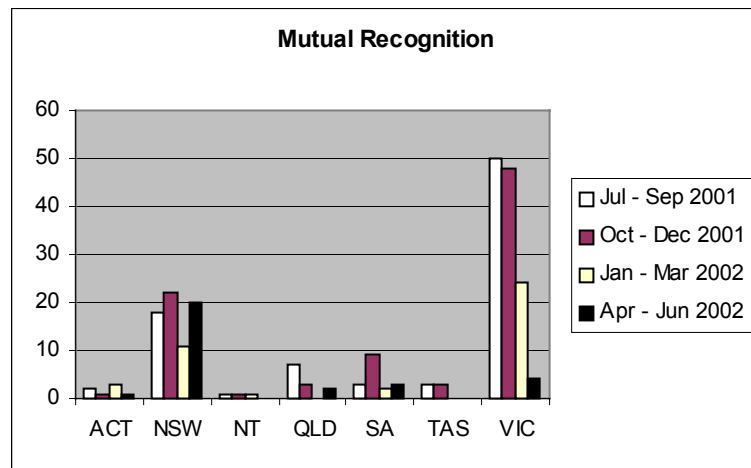
The leading industry areas in order of highest level of scope are:

- Property and Business Services (50);
- Construction (22); and
- Health and Community Services (22).



Mutual Recognition

The number of RTOs from other States registered to deliver training in Western Australia under the Mutual Recognition Protocols has dropped significantly in 2001/2002 to 359. This decrease reflects the requirement under the AQTF to report actual delivery in other States and Territories rather than intention to deliver.

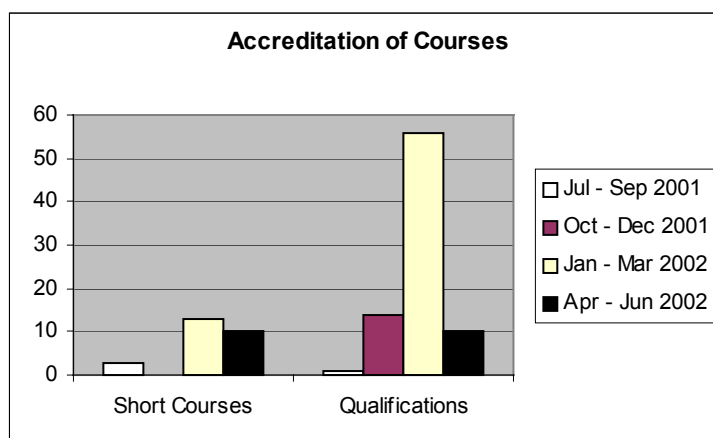


Course Accreditation

During 2001/2002 the TAC approved a total of 107 courses for accreditation. A large number of courses were rejected by the TAC as they duplicated a training package qualification or unit of competency.

As Training Packages are endorsed and the Western Australian Implementation Kits developed to enable implementation of, and transition to, qualifications from the Training Packages, accreditation of courses will diminish.

Where it was anticipated that a Training Package would be endorsed within 6-12 months, courses were accredited for a period of one year only.



Skills Recognition – Trade Areas

From July 2001 to June 2002 there were 81 trade certificates approved for issuance by the Council to individuals assessed as competent in a range of trade areas.

The following table provides a breakdown of the Trade Certificates issued by the Council:

Trade Areas	Jul - Sep 2001	Oct - Dec 2001	Jan - Mar 2002	Apr - Jun 2002
Bread making				
Bricklaying	3	1		2
Boilermaker/Welder		1		
Carpentry and Joinery	3	3	6	3
Cooking	6	8	7	2
Jewellery	1	1		
Mechanical Fitting				2
Painting and Decorating		1	1	
Plastering	1			1
Roof Plumbing	3			
Roof Tiling	9	7	2	
Wall and Ceiling Fixing	1	1	1	
Wall and Floor Tiling		1	2	1
Total	27	24	19	11

There has been a significant increase in the number of Trade Certificates issued via the Skills Recognition Process in 2001/2002. This increase is likely to be a reflection of the success of an extensive skills recognition promotional campaign that was conducted during 2001/2002 and also the impact of the Councils' decision to allow ITCs to conduct skills recognition services (assessment only) for trade qualifications.

The following ITCs have been approved to provide Skills Recognition assessment services for trade qualifications:

- Hospitality and Tourism ITC;
- Metals Manufacturing and Services ITC;
- Building and Construction ITC; and
- Light Manufacturing ITC.

Apprenticeships and Traineeships

As training packages are being endorsed or revised, traineeships are being linked to the appropriate qualifications to meet the needs of Western Australian Industry. Traineeships are developed by the Department of Training under the Industrial Training Act prior to being entered by the TAC, onto the State Training and Recognition System. From July 2001 to June 2002 171 traineeships were established.

Traineeships				
	Jul - Sep 2001	Oct - Dec 2001	Jan - Mar 2002	Apr - Jun 2002
Traineeships Established	23	124	14	10

Complaints Handling

During the financial year a total of 43 complaints were logged under the Council's complaints handling procedures. 39 of these have been resolved and closed. Investigations into complaints registered identified a number of instances where organisations have breached the ARF/AQTF standards. Once the issue of non-compliance has been highlighted to the relevant RTO, action is taken to address the area of concern. On several occasions monitoring visits have been instigated.

In February 2002, a training organisation was charged with three offences under section 65 (1) and four offences under section 65 (2) of the *Vocational Education and Training Act 1996*. These charges related to the organisation, through its website and its documentation, stating or implying that it was an RTO with courses accredited through TAC when it was not registered. The organisation was fined \$2,000.00 and ordered to pay Court costs of \$900.00.

Administration

The TAC is supported through the services of an Executive Officer and officers of the Quality Assurance and Recognition Branch of the WA Department of Training. One of the Branch's key roles is to process applications for registration of training organisations, accreditation of courses and skills training programs and the qualifications gained from such courses/programs. The Branch also provides substantial support to the work of the Council on complex policy issues.

Information/Advisory Service

An information system on registration, accreditation and skills recognition, including information from State and national databases, is maintained by the Quality Assurance and Recognition Branch of the Department. This information is distributed by the Branch, on request, to the industry and training network and other interested parties.

Support products

A range of printed material is available to assist applicants, including guides for applicants and application templates. A significant amount of this material is available on the Council's website.

Workshops

Workshops have been provided to promote knowledge and understanding of national and State policies, including the concept of Training Packages, competency based assessment and processes for registration and accreditation. Specific workshops include:

- ***Information Sessions***

A two hour session providing an overview of the opportunities for and responsibilities of Registered Training Organisations (RTOs), provided by the Department of Training on behalf of the Council. The session outlines the requirements and standards for registration under the AQTF and the process of registration.

- ***Registration Standards Workshop***

A full day workshop designed for training providers that have decided to become a RTO and existing RTOs going through renewal of registration. The workshop provides an understanding of the registration process, assistance in interpreting the registration standards and understanding the role of evidence in the submission process.

- ***Workshops on Internal Audit and Self Assessment***

On the Council's behalf, the Department of Training holds workshops designed to provide guidance to RTOs on internal audit/self assessment (Standard 1.4). The workshops also assist RTOs to develop a risk management plan that will support compliance with AQTF standard 1.8.

Website

The TAC has a new website, which went live in mid July 2001. The new website has been very successful with the number of hits increasing every quarter. RTOs are using the website as a regular source of information to ensure that they are keeping up with the latest information, especially in regard to the AQTF.

General information about the benefits of registration, how to deliver training, validation fees and scope of registration is provided for current and potential RTOs.

The TAC website provides the following information:

About TAC

The role of the Training Accreditation Council (TAC)

Contacts

Where we are located

Contact List

How to become an RTO

Why register our Training Organisation?

Australian Quality Training Framework (AQTF)

AQTF Approval Forms

Registration Information

Sessions and Workshops

Policies

Scope of Registration

Partnership Arrangements

Ethical Marketing and Advertising

Search for a Registered Training Organisation

Internal Audit and Self Assessment

Information for RTO's

- How to deliver training
- Link to NTIS
- Monitoring
- Complaints
- RTONet

Validators/Monitors

- Validators/Monitors
- Validators/Monitors Online

Publications

- Publications
- Newsletter
- Annual Report
- Policies
- Glossary of terms

Feedback

RTO NET

RTOs have previously dealt with a number of areas within the Department of Training for different aspects of their business operations. Now RTOs can view their details through the State Training and Recognition System (STARS) by accessing RTONet. RTONet is a direct link to all systems within the Department of Training through one gateway that shows all their activities.

RTOs can view their registration details with the TAC including their contact details, scope of registration and delivery profile. They can also view qualifications/course details and the Training Records System (TRS) on trainees and apprenticeships

The Minister launched RTONet at the 2002 Training Forum in May. Since going live RTONet has proved a successful resource for RTOs in monitoring their registration activities.

APPENDIX 1 GLOSSARY OF TERMS

Accreditation means the formal recognition of a course by the State or Territory course accrediting body in line with the *Standards for State and Territory Registered Courses Accrediting Bodies*.

Accredited course means a structured sequence of vocational education and training that has been accredited and leads to an Australian Qualifications Framework qualification or Statement of Attainment.

Articulation means the formal linkage between different levels of qualifications. Articulation arrangements allow for horizontal and vertical movement between courses and training programs.

Assessment means a process of collecting evidence and making judgements on whether competency has been achieved to confirm that an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry/enterprise competency standards or the learning outcomes of an accredited course.

Audit means a systematic, independent and documented process for obtaining evidence to determine whether the activities and related outcomes of a training organisation comply or continue to comply with the *Standards for Registered Training Organisations*.

Australian Qualifications Framework (AQF) means the policy framework that defines all qualifications recognised in post-compulsory education and training within Australia. The AQF comprises titles and guidelines, which define each qualification, together with principles and protocols covering articulation and issuance of qualifications and Statements of Attainment.

Australian Quality Training Framework (AQTF) means the nationally agreed quality arrangements for the vocational education and training system agreed to by the Ministerial Council.

Competency describes a person's ability in a range of areas, including; task skills, task management skills, contingency management skills and job or environment skills.

Competency standards reflect knowledge, skill and their application to the standard of performance required in employment.

Industry organisations represent industry, including peak business and union organisations, as well as specific Industry Training Councils (ITCs).

Internal audit means audits conducted by, or on behalf of, the organisation itself for internal purposes.

Ministerial Council means the ANTA Ministerial Council established under the Australian National Training Authority Agreement which is a Schedule to the *ANTA National Training Authority Act 1992*, comprising the Commonwealth, State and Territory Ministers

responsible for vocational education and training, or any successor council comprising those Ministers.

Mutual recognition applies nationally and means:

- 1 The acceptance of the decisions of the registering body that has registered a training organisation, or the course accrediting body that has accredited a course, by another registering/course accrediting body, without there being any further requirement, including:
 - (a) the recognition by each registering body of the decisions of registering bodies in other States and Territories in relation to the registration of training organisations and the imposition of sanctions including cancellation of registration; and
 - (b) the recognition by each course accrediting body of the decisions of course accrediting bodies in other States and Territories in relation to the accreditation of courses.
- 2 The recognition by all State and Territory registering/course accrediting bodies of the national endorsement of Training Packages as notified on the National Training Information Service.
- 3 The recognition and acceptance by a Registered Training Organisation, of Australian Qualifications Framework qualifications and Statements of Attainment issued by other Registered Training Organisations, enabling individuals to receive national recognition of their achievements.

National Training Framework (NTF) means the system of vocational education and training that:

- a applies nationally;
- b is endorsed by the ANTA Ministerial Council;
- c is made up of the AQTF and nationally endorsed training packages.

Nationally Recognised Training - means training and assessment, delivered by a Registered Training Organisation, which meets the requirements specified in national industry/enterprise Training Packages or in accredited courses.

National Training Information Service means the National Register for recording information about Registered Training Organisations, Training Packages and accredited courses. Information held on the NTIS is searchable and publicly accessible via the Internet. The NTIS contains comprehensive information on endorsed Training Packages which have been approved by Ministers for recording on the NTIS. Information includes: full details of competency standards; a listing of National Training Quality Council noted support materials with contact source; details of Australian Qualifications Framework accredited courses/qualifications; and contact details and scope of registration of all Registered Training Organisations.

Non-compliance means failure to comply with one or more of the Standards for Registered Training Organisations.

Period of registration means the period for which a Registered Training Organisation is registered. The period of registration is five years (unless cancelled or suspended).

Partnership means the Association between a non-registered organisation and a Registered Training Organisation to achieve recognised training.

Recognition Authority means the Authority in a State or Territory that registers training organisations for the purpose of delivering training services to specified standards.

Recognition of prior learning (RPL) means the recognition of skills and knowledge against course outcomes, ie. learning outcomes. RPL also involves the recognition of competencies held against relevant competency standards.

Registered Training Organisation means a training organisation registered by State/Territory Recognition Authorities as Nationally recognised, for the provision of training products and services.

Registered Training Organisation (QETO) means a Quality Endorsed Training Organisation whose quality endorsement includes meeting one or more core standards relating to training service provision. *NB: QETO was passed for the Australian Register of Education Providers 2000 and the Australian Register of Education Providers 2003.*

Registration Agreement means the formal agreement between a Registered Training Organisation and the Training Accreditation Council.

Scope (of registration) means the range of training products and services, within one or more defined industry areas, that a training organisation is registered to deliver.

Skills recognition agency means an organisation that delivers an assessment service and issues qualifications and statements of attainment. Skills recognition agencies do not deliver training.

State or Territory registering body means the body responsible, under the State or Territory vocational education and training legislation and decision making framework, for administration of the accreditation of courses.

Statement of Attainment means a record of recognised learning which, although falling short of an Australian Qualifications Framework qualification, may contribute towards a qualification outcome, either as attainment of competencies within a Training Package, partial completion of a course leading to a qualification, or completion of a nationally accredited short course which may accumulate towards a qualification through Recognition of Prior Learning processes.

Strategic Industry Audit means the audit of Registered Training Organisations operating in a specific industry or industry sector targeted on the basis of identified risks relating to that industry or sector.

Training organisation means an organisation that can be registered with State and Territory Recognition Authorities to develop and deliver training products and services. Training organisations include: TAFE institutions, private training organisations, RPL and assessment agencies, Group Training Companies, industry organisations and workplaces.

Training package means a set of national training resources consisting of national competency standards, assessment guidelines and national qualifications. These components will be endorsed by the National Training Framework Committee and approved by Ministers. The package can also include non-endorsed components, namely: assessment materials, learning strategies and professional development materials.

Training products means training packages qualifications and accredited courses.

Unit of competency means a discrete component within a competency standard. It comprises a title, a short description of its purpose and the constituent elements of competency, together with associated performance criteria. It usually includes a range of variables and may include an evidence guide.

Validator means an independent person recognised by the Training Accreditation Council to ensure that the standards for registration/accreditation have been adequately addressed in a training organisation's registration/accreditation submission.

APPENDIX II

ACRONYMS

AQF	Australian Qualifications Framework
AQTF	Australian Quality Training Framework
ANTA	Australian National Training Authority
ARF	Australian Recognition Framework
CBT	Competency Based Training
ITC	Industry Training Council
NTF	National Training Framework
QETO	Quality Endorsed Training Organisation
RCAB	Registering and Course Accrediting Body
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
STB	State Training Board
TAC	Training Accreditation Council
VET	Vocational Education and Training

FUNCTIONS ATTENDED BY MEMBERS OF THE TRAINING ACCREDITATION COUNCIL (TAC) 2001/2002

DATE	FUNCTIONS/MEETINGS
26/07/01	Midland College of TAFE in conjunction with WorkSmart
27/07/01	Graduation Parade of Recruit School 1/2001
03/08/01	Chamber of Minerals and Energy Centenary Dinner
03/08/01	Career Choice Expo
14/08/01	Retail Trainee of the Year
16/08/01	Indigenous Training and Employment
22/08/01	Breakfast launch of Pathways Project
31/08/01	Training Excellence Awards
04/09/01	2001 Adult Learners' Week Awards Presentation
07/09/01	Narrogin Open Day
21/09/01	Cunderdin Open Day
27/09/01	Launch of Kadadjiny Mia, Centre for Aboriginal Learning
31/08/01	Launch of WA Horticulture & Environmental Science Skills Centre
04/09/01	Launch of Massage Training Centre for Hair, Fashion and Beauty
07/09/01	Annual Open Day – WA College of Agriculture – Narrogin –
25/09/01	Celebration of Training in the ASRITC – <i>AgriForum</i> .
27/09/01	Annual Open Day - WA College of Agriculture - Harvey
27/9/01	Launch of CY O'Connor Strategic Plan
19/10/01	Launch WA Centre for Leadership & Community Development
12-13/11/01	Validators/Monitors 2 day Professional Development Workshop
15/11/01	Recognition Authorities meeting - Canberra
15/11/01	Training Excellence Awards
30/11/01	Community & Health Services Training Centre – A Challenger TAFE Centre of Specialisation
05/12/01	Metals Manufacturing and Services ITC – Annual Christmas and Sundowner
07/12/01	Curriculum Council end of year function with Chairperson Professor Lesley Parker.
08/05/02	Harvey Agricultural College Open Day
08/05/02	Wholesale Retail and Property Services ITC Awards Presentation
30/06/02	Validators/Monitors Professional Development Workshop