



***Training Accreditation Council***  
WESTERN AUSTRALIA

# ANNUAL REPORT

## 2004-2005

To the Hon Ljiljana Ravlich MLC

**MINISTER FOR EDUCATION AND 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 2004 and ending 30 June 2005.

A handwritten signature in black ink, consisting of several overlapping, stylized strokes that form a complex, somewhat abstract shape.

Ian C Hill  
Chair  
Training Accreditation Council

24 August 2005

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# CHAIR'S REPORT

It gives me great pleasure to commend to you the Training Accreditation Council's 2004/05 Annual Report.

It is pleasing to report that the Council has maintained its best practice approach to managing the quality assurance of vocational education and training in Western Australia to fulfil its functions under the *Vocational Education and Training Act 1996* while working with other jurisdictions and the Australian Government to implement the Australian Quality Training Framework nationally.

In executing its functions under the Act in 2004/05, the Council has undertaken 363 audits of registered training organisations, accredited 58 new courses and issued 27 trade equivalence certificates.

In January 2005, an external audit found the Council was fully compliant with the Standards for State and Territory Registering / Course Accrediting Bodies. The audit also identified the Council's performance management of its auditor panel, quality system and the deployment of its policies as examples of good practice.

Throughout the period, the Council has focused on delivering products and services to improve the quality of vocational education and training in Western Australia. This has included delivering 26 workshops on various aspects of the Australian Quality Training Framework, redeveloping the Council's website and hosting forums in metropolitan and regional areas.

It is important to acknowledge the dedication from officers of the Office of the Training Accreditation Council and the ongoing assistance provided to the Council from the Department of Education and Training.

On balance, the vocational education and training sector in Western Australia continues to mature and the Australian Quality Training Framework is being embraced as a quality assurance system for continuous improvement. Registered training organisations have worked hard throughout the period to align their business systems to the Standards for Registered Training Organisations.

Ian C Hill  
Chair  
Training Accreditation Council

# INTRODUCTION

## VISION STATEMENT

The Training Accreditation Council is committed to:

- Assuring the quality and consistency of training delivery in the provision of vocational education and training.
- Being the national leader in the strategic management of the recognition of quality assurance of training, including associated policies, processes, services and standards in the vocational education and training sector.
- Providing practical, efficient and responsive support to Government, the State Training Board, industry, registered training organisations and the community.

## ABOUT THIS REPORT

This report fulfils the requirements of Section 30(1) of the *Vocational Education and Training Act 1996* by reporting the operations of the Training Accreditation Council to the Minister for Education and Training for the period 1 July 2004 to 30 June 2005.

In 2004, the Council moved to an outcomes based approach for planning and reporting in order to provide a clearer overview of the achievements of its key functions as outlined in the Act and to reflect the work undertaken by the Office of the Training Accreditation Council (TAC).

In moving to an outcomes based approach, a mismatch between planning and reporting is highlighted in that the Council's strategic business plan is prepared on a calendar year basis and this report is prepared on a financial year basis.

To account for this, the Council's 2004/05 Annual Report will report on outcomes across both the 2004 and 2005 business plans. While the high-level outcomes for 2004 and 2005 are the same there are differences between the priorities and actions for the two years. This approach ensures comprehensive reporting of the Council's achievements for the period.

The report is organised into chapters that reflect the outcomes of the Council's business plans and data shown in the report is for the financial year 1 July 2004 to 30 June 2005. In most instances the data is broken down into six monthly periods to reflect the work patterns of the Council.

## MEMBERSHIP

The Training Accreditation Council has seven members who are appointed by the Minister for Education 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.

There were no changes in membership of the Council during the period and the Council met 12 times at a range of locations which included TAFE Colleges, regional areas and private sector enterprises.



**Mr Michael Keep**  
Alcoa World Alumina  
Australia



**Ms Lorraine Carter**  
Woolworths (WA) Pty Ltd



**Dr Irene Ioannakis**  
Caterpillar Institute (WA) Pty  
Ltd



**David Wood**  
Seven Oaks Senior College



**Ms Michelle Gianatti**  
Member



**Mr Geoff Hawke**  
Swan TAFE



**Mr Ian Hill**  
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 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;
- 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 against Council decisions is available through the State Training Board under Section 31 of the Act.

## **THE CONTEXT IN WHICH THE COUNCIL WORKS**

The Training Accreditation Council is an independent statutory body that provides for quality assurance and recognition processes for vocational education and training in Western Australia. The Council operates within the National Training Framework and is the Western Australian Registering and Course Accrediting body under the Australian Quality Training Framework.

The Australian Quality Training Framework is comprised of two sets of standards - the Standards for Registered Training Organisations and the Standards for Registering and Course Accrediting Bodies.

The Council is responsible for ensuring compliance with the Standards for Registered Training Organisations and for complying with the Standards for Registering and Course Accrediting Bodies.

## **PLANNING AND REPORTING FRAMEWORK**

In order to carry out its functions, the Council uses an outcomes based planning and reporting framework.

The framework consists of a strategic business plan for the Council that is prepared annually, a corresponding annual business plan for the Office of TAC, an Annual Report on the achievements of the Council and a Quality Training Report (formally known as the Client Activity Report) that is prepared by the Office of TAC.

The Council monitors progress against its agreed outcomes throughout the year and reports achievements against the outcomes in this Annual Report to the Minister for Education and Training.

In supporting the work of the Council, the Office of TAC's business plan addresses the priorities outlined in the Council's business plan. The Office of TAC regularly reports progress to the Council.

This approach ensures comprehensive monitoring and reporting of the Council's achievements against the planned outcomes and provides a sound methodology for monitoring progress against the respective business plans.



# CHAPTER 1 - Management of Council functions and legislative responsibilities

## **Outcome Description**

*The Training Accreditation Council's success in achieving outcome one is demonstrated by the extent to which:*

- *Council functions are carried out in an appropriate and timely manner through deployment of clear and transparent policies and processes; and*
- *legislative requirements are met.*

## **Outcome One Underpinning Priorities**

*The following priorities were developed by the Council to underpin the achievement of outcome one.*

- *The Council has appropriate processes for managing its responsibilities under the Act and Government legislation.*
- *The Council fulfills its requirements under the National Training Framework with respect to the Australian Quality Training Framework Standards for Registering and Course Accrediting Bodies.*
- *The Council ensures effective audit services are conducted.*
- *The Council monitors the performance of Registered Training Organisations in maintaining the Australian Quality Training Framework standards.*

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Achievements against outcome one will report work undertaken by the Council to fulfill its legislative responsibilities under the *Vocational Education and Training Act 1996*.

## **REGISTRATION OF TRAINING ORGANISATIONS**

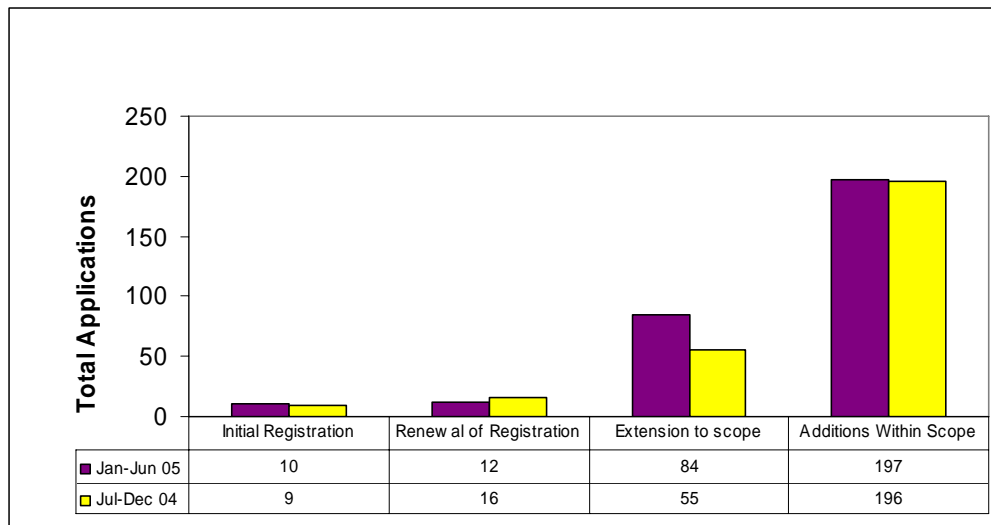
There were 1059 training organisations registered to deliver training in Western Australia on 30 June 2005. A total of 398 of these organisations were registered with the Council and a further 661 were registered to deliver in Western Australia under mutual recognition arrangements. There has been a slight decline in the number of organisations registered with the Council, however, the number of registered training organisations delivering in this State under mutual recognition has increased over the last twelve months.

During the 2004/05 year, Council endorsed the following applications:

- 19 new registrations;
- 28 re-registrations;
- 139 extension to scope; and
- 393 notifications received from registered training organisations adding courses/qualifications within their current scope.

Graph 1 shows the registration activity undertaken by the Council over the reporting period.

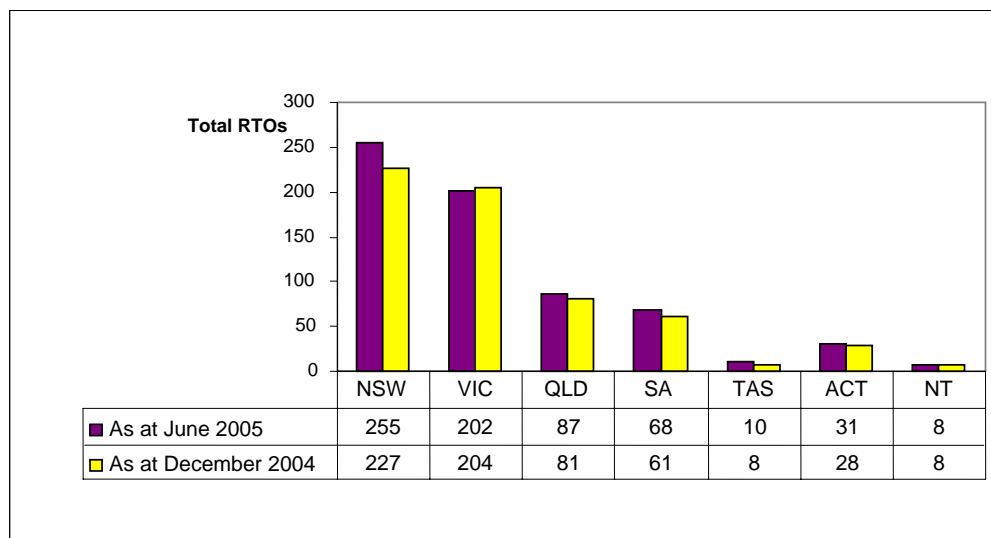
**Graph 1: Registration activity July 2004 – June 2005.**



## MUTUAL RECOGNITION

In addition to training organisations registered by the Council, there were 661 interstate registered training organisations who operate, or plan to operate within Western Australia on 30 June 2005. Graph 2 shows registered training organisations by State of registration operating in Western Australia.

**Graph 2: Interstate registered training organisations operating in Western Australia**



## MANAGEMENT OF THE ANNUAL AUDIT SCHEDULE

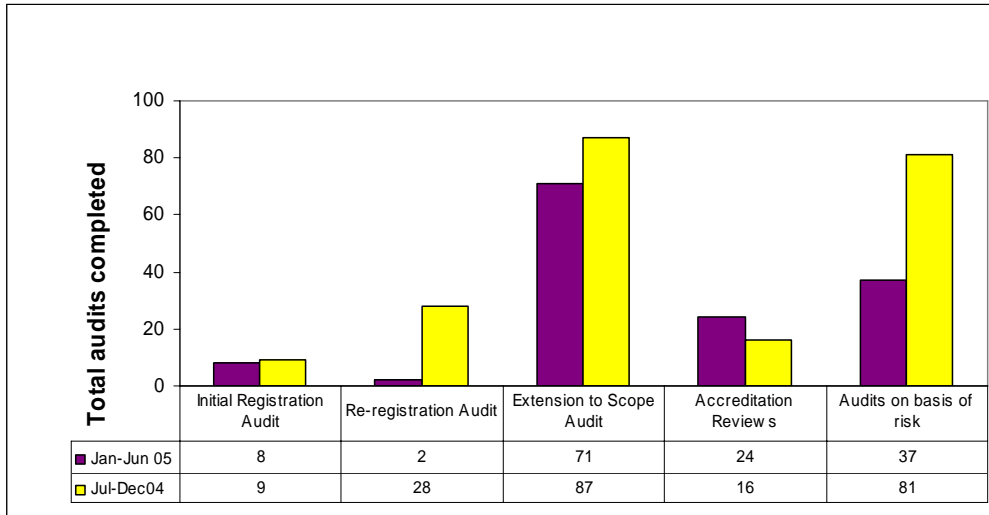
Western Australia continues to implement the Australian Quality Training Framework which is the quality assurance mechanism of the National Training Framework.

The Council is responsible for undertaking audits of registered training organisations against the 12 standards specified in the Australian Quality Training Framework. The Council's annual audit strategy incorporates registration audits as well as strategic industry audits on the basis of identified risks. Wherever possible, these audits are integrated with audits for

compliance with the Department of Education and Training's Delivery and Performance Agreement held with private registered training organisations in receipt of public funds.

The Council's integrated approach to auditing minimises disruption to registered training organisations. Graph 3 provides information on the type and number of audits conducted in the reporting period.

**Graph 3: Total audits July 2004 – June 2005**



A total of 363 audits were undertaken in the 12 months ending 30 June 2005. Audits were undertaken in line with the 2004 and 2005 audit strategies. Audits were coordinated by the Office of TAC and carried out by the Council's external panel of auditors.

### **Registered training organisations delivering vocational education and training to school students**

This audit was conducted in response to a national risk identified by the National Training Quality Council and to assure the quality of vocational education and training being delivered to school students.

The *Report on the Audit of Registered Training Organisations Delivering VET to School Students* was endorsed by Council in May 2005. The report contained evidence of non-compliances against specific Standards for Registered Training Organisation in relation to training delivery and assessment.

The Office of TAC has followed up the outcomes of the audit and all but one non-compliance had been addressed at 30 June 2005.

### **Agricultural colleges**

This audit confirmed the quality of training being delivered though public Agricultural Colleges and assisted the Colleges to further improve the quality of training being undertaken through addressing non-compliances and highlighting examples of best practice.

Government owned agricultural colleges were identified as a risk area to be audited under the 2004 Audit Strategy. The audit identified examples of good practice as well as some non-compliances. The Colleges have taken action to address the non-compliances and the Council is satisfied with the action taken to rectify these non-compliances.

## **The 2005 Audit Strategy**

The 2005 Audit Strategy was endorsed by the Council in February 2005. The strategy includes regulatory audits such as registration audits, follow up audits and audits in response to complaints. Also included are strategic audits and identified risk audits.

The strategic industry audits and the identified risk audits contained in the strategy are:

- Firearms Training;
- Outdoor Recreation;
- Process Manufacturing;
- Offshore Delivery;
- National Hospitality Industry Audit; and
- Registered training organisations who have not been audited in three years.

The Office of TAC is progressing well with these audits and reports progress regularly to the Council. It is expected that the outcomes of these audits will be reported in the 2005/06 Annual Report.

## **RECOGNITION OF SKILLS AND TRADE EQUIVALENCE CERTIFICATES**

The Council has an endorsed process for industry training councils (ITCs) to recognise skills in certain trades areas.

Each industry training council is required to submit an application to the Council to offer skills recognition services. Following endorsement of the application, the industry training council can proceed with skills assessments for trade qualification purposes.

Up to 30 June 2005, five industry training councils had been endorsed by the Council to offer skills recognition services. These were:

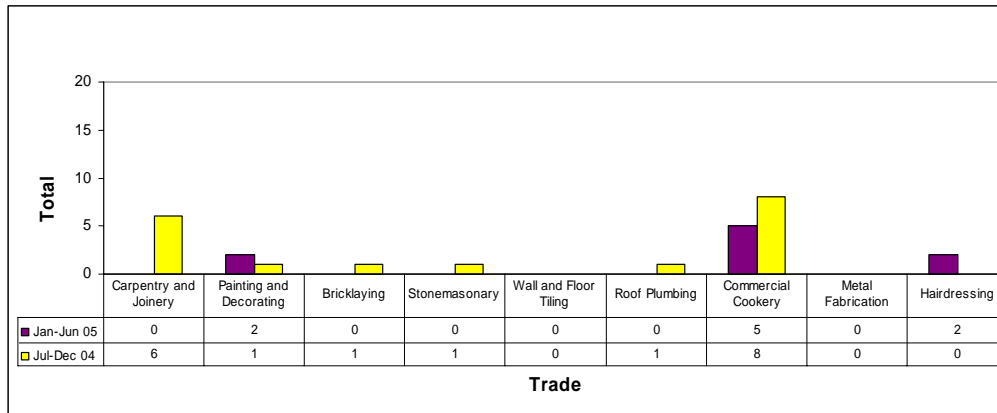
- Hospitality and Tourism ITC;
- Light Manufacturing ITC;
- Metals, Manufacturing and Services ITC;
- Wholesale Retail and Personal Services ITC; and
- Western Australian Food and Beverage ITC.

The Metals, Manufacturing and Services ITC was the only new industry training council to be endorsed by the Council in 2004/05 to deliver skills recognition services, while the Building and Construction ITC suspended its services in offering skills recognition until it was able to meet the Council's requirements. The Council approved additional scope for the Hospitality and Tourism ITC to deliver skills recognition services.

From July 2004 to June 2005 there were 27 trade equivalent certificates approved for issuance by the Council to individuals assessed as competent in a range of trade areas via the skills recognition process. This is seven fewer certificates issued than in the previous period.

Graph 4 provides a breakdown of the trade equivalence certificates issued by the Council during the reporting period.

**Graph 4: Trade equivalence certificates issued July 2004 – June 2005**



In April 2005, the Council began a joint project with the Department of Education and Training to review the process for recognising skills in trade areas. The project is ongoing and is expected to be completed in the next reporting period.

### COURSE ACCREDITATION

At 30 June 2005, there were 360 accredited courses in Western Australia. During 2004/05 the Council approved a total of 58 courses for accreditation.

Accredited courses meet the training needs not addressed by training packages. The trend in recent years has been for a reduction in the total number of accredited courses due to the continued implementation of training packages. This trend continued in 2004/05 as the accreditation period expired for many courses that had been replaced by training package qualifications.

During the period, the Council considered 129 proposals to extend the accreditation period of courses which would have otherwise expired. The Council considers extensions to courses when the effort in developing a new course may not be warranted as it is expected that a training package qualification may replace the course in the near future. This strategy reduces the burden on Western Australian course developers and improves efficiency within the Western Australian vocational education and training sector.

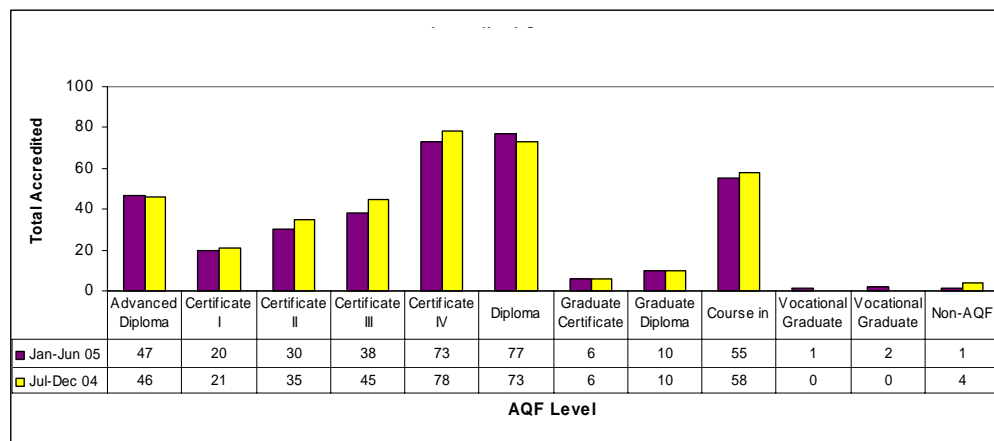
Table 1 and Graph 5 summarise the accreditation activity undertaken in the reporting period.

**Table 1: Accreditation Activity July 2005 – June 2005**

Activity	Number of Courses
Courses accredited	58
Courses reaccredited	37
Courses extended	129
Courses expired	111

Graph 5 shows a decrease over the reporting period in basic level courses (course in), as well as accredited courses at the Certificate IV, III, II and I Australian Qualifications Framework level. In comparison there has been a slight increase in higher level diploma and advanced diploma courses accredited.

**Graph 5: Accreditation by AQF level July 2004 – June 2005**



## QUALITY ASSURANCE AND DEVELOPMENT OF THE QUALITY SYSTEM

As required by the Standards for Registering and Course Accrediting Bodies, the Council maintains and continually improves a quality system to ensure the efficient, transparent and consistent operation of the Council's functions.

In January 2005, the Council employed the services of an external auditor to conduct an audit of the Council's quality system against the Standards for Registering and Course Accrediting Bodies.

The audit investigated all aspects of the Council's quality system including documentation and deployment of policies. In addition, the audit also looked at the non-compliances identified in previous audits to assess if these has been rectified.

It is pleasing to report that the Council was deemed to be fully compliant with the Standards for Registering and Course Accrediting Bodies. The auditor noted that the level of commitment undertaken over the previous year had resulted in a quality system that was well documented but which also had evidence of deployment.

The auditor cited both the performance management of the Council's external auditors and the quality system to represent good practice. The auditor also noted the clear commitment by Office of TAC staff to ongoing improvement of the quality system.

Overall, the audit experience has improved and refined the Council's quality system as well as confirming that the Council employs sound, quality assured systems and processes to undertake its functions.

## ARRANGEMENTS FOR AUDITORS

In January 2004 a panel of Australian Quality Training Framework auditors and accreditation reviewers was appointed through a tender process. In January 2005, contracts for each of the auditors and accreditation reviewers was extended for a further 12 months.

The primary role of the auditors is to undertake audits of registered training organisations to determine compliance with the *Australian Quality Training Framework Standards for Registered Training Organisations*. In addition, audits of registered training organisations may determine compliance with contracts associated with receipt of public funding for training. Auditors appointed to the panel are shown in Table 2.

**Table 2: Panel of auditors and accreditation reviewers 2004/05**

	<b>Auditor</b>	<b>Company</b>
<b>RTO Auditors</b>	Mr Steve Trice	Canington International Training
	Heli Donaldson	N/A
	Julie Large	JAL Enterprises
	Russell Docking	Skills Resource Management Systems
	Claire Werner	Summit Training Services
	Mairead Dempsey	Training Assessment and Research Services
	Helen McCarter	Workplace Skills Management
<b>Accreditation Reviewers</b>	Steve Trice	Canington International Training
	Russell Docking	Skills Resource Management Systems
	Mairead Dempsey	Training assessment and Research Services

The Office of TAC implements a best practice performance management model for the panel of external auditors. Under this model, the Office of TAC provides moderation activities to ensure consistency in the approach to auditing. All contracted auditors are required to attend these moderation forums. During the reporting period four auditor moderation forums have been managed by the Office of the TAC.

In May 2005, the Office of TAC lead a session with auditors relating to the introduction of the new Australian Quality Training Framework standards from 1 July 2005. This session ensured that a consistent approach would be adopted to auditing under the new standards in Western Australia.

As part of the transition to the new Training and Assessment Training Package, the Office of TAC organised moderation with interstate auditors to ensure national consistency in the approach to implementing the new training package.

## **POLICY DEVELOPMENT AND REVIEW**

### **Transition to the new Training and Assessment Training Package**

The Council and the Office of TAC have developed and implemented a transition policy to support registered training organisations in moving from the Training Package for Assessment and Workplace Training (BSZ98) to the new Training and Assessment Training Package (TAA04).

In October 2004, Ministers endorsed TAA04 to replace BSZ98. This was a significant national event as this training package underpins the delivery of Nationally Recognised Training in Australia.

To assist registered training organisations make the transition to the TAA04, the Office of TAC jointly managed a national project with the Queensland Department of Employment and Training to develop a national policy and assessment tool to quality assure the assessment of assessors delivering the new qualification.

Feedback received from stakeholders during the period was generally positive and identified that the Council's transition policy brought a high degree of rigour to the implementation of the TAA04.

Seventeen applications from registered training organisations wishing to include TAA04 on their scope of registration were received with six applications being approved prior to 30 June 2005. A number of applications were received by the Office of TAC in the last two weeks of the reporting period and the Council will consider these applications during the next reporting period.

### **New complaints management policy**

During the reporting period, the Council reviewed the existing complaints handling policy and developed a new policy that covers not only complaints against registered training organisations, but also complaints and appeals that are lodged against the Council's processes and services.

The new complaints handling policy meets the requirements of Standard 11 of the *Standards for Registering and Course Accrediting Bodies*, the *National Code of Good Practice for Responding to Complaints about Quality*, the *Australian Standard, Complaints Handling AS 4269 – 1995* (Premiers Circular 2004/04) and the *ISO Complaints Handling - Guidelines for Organizations ISO/DIS 10018 (draft)*. The policy incorporates principles of natural justice and streamlines the complaints process with other Council processes.

### **Standards for sharing information**

In recognition of the need and benefit to clients and the community of sharing information, the Council endorsed *Standards for Sharing Information* in May 2005.

The standards relate specifically to sharing information obtained during the course of undertaking the Council's usual functions with relevant government agencies. It is expected that agencies who may benefit from the sharing of information with the Council include the Department of Education and Training, the Department of Education Services, the Curriculum Council, WorkSafe and the Western Australian Police Service.

A sharing of information clause has been developed to inform registered training organisations that information obtained by the Council may be shared and the *Standards for Sharing of Information* have been provided to all registered training organisations. These standards are also available on the Council's website ([www.tac.wa.gov.au](http://www.tac.wa.gov.au)).

The standards will assist the Council and other agencies to share information in an open and transparent manner to assist in quality assuring vocational education and training in Western Australia.

### **NEW AQTF STANDARDS**

The new Australian Quality Training Framework *Standards for Registered Training Organisations and Standards for Registering and Course Accrediting Bodies* were to be implemented on 1 July 2005. In the lead up to the implementation, the Council actively participated in the development of the new standards as well as explaining the operation of the new standards to Western Australian registered training organisations.

The Council's input into the new standards included participation in national consultations, providing feedback on draft standards and distributing an online survey to inform the development of the new standards to Western Australian registered training organisations.



The Office of TAC has conducted a range of professional development with registered training organisations and auditors to prepare for the introduction of the new standards.

The new standards and updated evidence guide have been mailed out to all registered training organisations in Western Australia and information pertaining to the new standards is available through the Council's website ([www.tac.wa.gov.au](http://www.tac.wa.gov.au)).

In addition, the Council hosted a regional workshop on the new standards in Bunbury to make information more accessible to regional registered training organisations in the South West.

## CHAPTER 2 – Effective Working Relationships with Key Stakeholders and Clients

### **Outcome Description**

*The Training Accreditation Council's success in achieving outcome two is demonstrated by the extent to which:*

- *stakeholders and clients are aware of Council requirements and priorities; and*
- *Council requirements are deployed by stakeholders and clients.*

### **Outcome Two Underpinning Priorities**

*The following priorities were developed by the Council to underpin the achievement of outcome two.*

- *Ensure the Council communicates and promotes awareness of its requirements and is responsive to stakeholders needs.*
- *Ensure effective relationships within the vocational education and training in schools environment to better promote outcomes for students.*
- *Enhance communication with stakeholders to ensure client expectations are met.*
- *Ensure clients and stakeholders are kept informed of the Council's performance in meeting the requirements of the Vocational Education and Training Act 1996.*
- *Enhance co-ordination with relevant stakeholders to provide skills recognition services.*

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Work undertaken by the Council to progress these priorities and to achieve outcome two is detailed in the following sections.

### **WHOLE OF GOVERNMENT APPROACH TO QUALITY ASSURANCE**

Throughout the reporting period, the Council has liaised extensively with other government agencies to improve the application of the Australian Quality Training Framework and other regularity frameworks in Western Australia.

By working with other agencies to develop more streamlined and efficient approaches to quality assurance, there is less intrusion and inconvenience to registered training organisations and a more integrated approach to quality assurance, licensing and regulation in Western Australia.

### **WorkSafe – tilt up construction**

In 2004/05, the Council undertook a major project with WorkSafe to develop a joint mechanism to approve applications from registered training organisations seeking to deliver training in tilt up construction.

WorkSafe and the Council have different legislative and regulatory requirements that require them to register and monitor training organisations who deliver tilt up construction.

To address duplication of effort between the Council and WorkSafe in registering and auditing the same organisations, a joint process was developed for registering and quality assuring training providers who deliver nationally recognised training in tilt up construction.

By working with WorkSafe, the Council has ensured that registered training organisations in Western Australia who are delivering training in tilt up construction are efficiently quality assured in a manner that meets the legislative and regulatory requirements of the Council and WorkSafe.

### **Western Australian Police Service**

The Council, through the Office of TAC, worked closely with representatives from the Western Australian Police Service to ensure efficiency, rigor and community confidence in firearms training delivery in Western Australia.

To support the implementation of the new Asset Security Training Package, the Council has collaborated with the Police Service and the Business Services Industry Training Council to better define Police requirements in firearms training.

The Western Australian Police Service has also provided advice to the Council on identified risks and concerns regarding training in the firearms industry that is the focus of a strategic audit for 2005.

### **CONSULTATION WITH STAKEHOLDERS**

During 2004/05 the Council actively consulted with a range of stakeholders including industry training councils, registered training organisations and TAFEWA Managing Directors to ensure stakeholders were aware of the Council's requirements and priorities with respect to the quality assurance and recognition of vocational education and training in Western Australia.

The Office of the TAC met with industry training councils to discuss a wide range of issues, including the development of the 2005 Audit Strategy and the outcomes of the 2004 Audit Strategy. Executive Officers of four industry training councils made presentations at auditors' forums to ensure auditors were aware of 'hot spots' facing their industry areas.

In addition, the Office of TAC has liaised with the TAFEWA Quality Group to discuss current priorities and implementation of new processes. The meetings also provided an opportunity for the Office of TAC to explain the upcoming changes to the Australian Quality Training Framework standards.

The Council collects feedback from registered training organisations following completion of the audit process. The feedback is incorporated into the Council's continuous improvement processes and is due to be reported externally in the next reporting period.

During the reporting period, the Council made a commitment to hold meetings at external locations from time to time as a strategy to improve the Council's accessibility to its stakeholders. The Council committed to visit one TAFEWA college, one private registered training organisation, one school and one enterprise. The Council also agreed that one of these meetings would be held in a rural or regional area during 2005. The location of the Council's external meetings for the period are listed below.

- 88<sup>th</sup> Meeting – Alcoa World Alumina Australia, Kwinana Refinery
- 91<sup>st</sup> Meeting – Challenge Stadium, Mount Claremont
- 93<sup>rd</sup> Meeting – Western Australian Academy of Performing Arts, Mount Lawley
- 97<sup>th</sup> Meeting – South West Regional College of TAFEWA, Bunbury

## EFFECTIVENESS OF COMPLAINTS HANDLING PROCESS

One of the important functions provided by the Office of TAC is the investigation of complaints made by sector stakeholders. Complaints may result in registered training organisations being audited but are often resolved through discussion with the affected parties.

Forty one complaints were received during the reporting period, one less than for the previous reporting period. Of the 41 complaints received, four complaints were lodged against registered training organisations from other jurisdictions and subsequently forwarded to the appropriate registering body. Six complaints were withdrawn and required no further action, four complaints could not be sustained. The remaining 27 complaints were investigated by the Office of TAC. Five of these complaints remained open and are under investigation as at 30 June 2005.

While the number of complaints remained steady when compared to the previous period, the nature and complexity of complaints received by the Office of TAC increased. Table 3 shows the breakdown of complaints that were investigated by the Office of TAC during the period.

**Table 3: Complaints categories July 2004 – June 2005**

Type of Complaint	No. Received
Systems for quality training and assessment	1
Access and Equity	1
Assessment	2
Recognition of Prior Learning	2
Issuance of Statements of Attainment and Qualifications	2
Use of national and State\Territory logos	8
Ethical Marketing	3
Systems, Records, Staff Qualifications and Learning and Assessment Strategies	1
Assessment and issuing qualifications and Statements of Attainment	2
Assessments and Ethical Marketing	4
Issuing of qualifications and Statements of Attainment and Use of logos	1
<b>Total Complaints</b>	<b>27</b>

## VOCATIONAL EDUCATION AND TRAINING IN SCHOOLS

Vocational education and training in schools has continued to be delivered under the Joint Ministerial Policy Statement, which became effective from 1 January 2002. Under these arrangements, schools can become registered with the Training Accreditation Council as training providers, subject to Section 6 of the *Vocational Education and Training Act 1996*.

During the reporting period, the Council provided input into a new policy under which schools may deliver vocational education and training in the future. This work is being undertaken by the Department of Education and Training and will be progressed throughout the next reporting period.

There are currently 16 Government schools registered as training providers, six agricultural colleges and one independent school registered as training organisations with the Council.

The Council participates in various committees relevant to its functions, including the Curriculum Council's Post Compulsory Education Committee. The Office of TAC also participates in the Curriculum Council's VET Forum.

Representatives from the Council and the Office of TAC attended the Western Australian Secondary School Executive's Association annual conference and delivered a presentation on increasing the quality of training delivered to school students.

## **PROVISION OF CONSUMER INFORMATION**

The Council actively undertakes information provision including the development of support materials to promote and ensure the quality of vocational education and training in Western Australia. It is important that clients and stakeholders are fully aware of quality assurance and recognition arrangements.

A range of activities were undertaken during the year to provide information to stakeholders. These included:

### **Regional road show**

The Office of TAC, on behalf of the Council, delivered a regional road show to registered training organisations outside the metropolitan area. The road show presented regional and rural registered training organisations with information about the Council's processes, the new *Training and Assessment Training Package* and the new *Standards for Registered Training Organisations*, due to be implemented on 1 July 2005.

The road shows also provided registered training organisation in regional and rural areas with the opportunity to provide feedback to the Office of TAC on the Council's processes.

### **Publication of Council newsletters**

The Council electronically publishes the *TAC Update* newsletter. 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.

### **Professional development forums provided to auditors**

The Office of TAC undertakes moderation forums for auditors to promote the quality and consistency of audits. During 2004/2005 four moderation forums were conducted.

### **Council website**

The Council launched its new website at the Training Forum in May 2005. The website was redeveloped as a result of feedback from internal and external clients which showed that the content of the website was difficult to locate.

The new website has a clean fresh look (although maintaining the Council's corporate identity) and provides an easy to follow navigation to allow users to quickly and efficiently source the information they require. In addition, the new website gives the Office of TAC an opportunity to have greater control over the site with less dependence on external personnel.

The website is the Council's main communication tool and as such the content for the website has also been reviewed and refined and has been developed in FAQ style. The content of the website focuses on the Council's core business and provides links to other organisations that provide relevant related information for its clients and stakeholders.

Feedback received by the Office of TAC to date confirms that the new website is easier to use and contains relevant information for the Council's clients.

### **Participation in the Training Excellence Awards**

Each year, Council members either Chair or participate on judging panels for the Training Excellence Awards.

### **Participation in Training Forums**

The Council provided an information stand at the Training Forum conducted by the Department of Education and Training in May 2005.

### **RTONet**

*RTONet* was designed to provide registered training organisations with a central point of access to the various Departmental business operations and provide a better overall service to clients. Now registered training organisations can view their details through the *State Training and Recognition System* by accessing *RTONet*. *RTONet* is a direct link to all systems within the Department of Education and Training through one gateway that shows all its activities.

Registered training organisations can view their registration details with the Council including their contact details, scope of registration and delivery profile. They can also view qualifications/course details and the Training Records System on traineeships and apprenticeships. *RTONet* has proved a successful resource for registered training organisations in monitoring their registration activities.

### **Support products**

A range of printed material is available to assist applicants seeking registration with the Council, including guides for applicants and application templates. A significant amount of this material is available on the Council's website. The Office of TAC worked extensively with the Department of Education and Training on a range of new support materials to assist registered training organisations in their dealings with the Council.

## CHAPTER 3 – Effective AQTF Support Services to Registered Training Organisations

### **Outcome Description**

*The Training Accreditation Council's success in achieving outcome three is demonstrated by the extent to which:*

- *Registered training organisations are aware of the requirements of the Australian Quality Training Framework Standards for Registered Training Organisations; and*
- *Registered training organisations implement the Australian Quality Training Framework requirements for RTOs.*

### **Outcome Three Underpinning Priorities**

*The following priorities were developed by the Council to underpin the achievement of outcome three.*

- *Provision of information to registered training organisations and perspective providers on the Australian Quality Training Framework standards.*
- *Review delivery and content of workshops and information sessions.*
- *Provision of comprehensive and accessible information on the Council website.*
- *Review of existing publications and production of publications as required.*

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Work undertaken by the Council to progress these priorities and to achieve outcome three is detailed in the following sections.

### **WORKSHOPS FOR RTOs**

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 three hour session providing an overview of the opportunities for and responsibilities of registered training organisations. The information sessions were provided by the Office of TAC on behalf of the Council. The sessions outline the requirements and standards for registration under the Australian Quality Training Framework and the process of registration.

#### **Registration standards workshops**

A full day workshop designed for training organisations that have decided to become a registered training organisation and existing registered training organisations going through renewal of registration. The workshops provide 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**

On the Council's behalf, the Department of Education and Training holds workshops designed to provide guidance to registered training organisations on internal audit. The workshops also assist registered training organisations to develop a risk management plan that will support compliance with Standard 1.8.

### **Help – the AQTF auditor is coming!**

In response to requests from registered training organisations for more information about how to best approach the audit process, the Council has implemented new workshops that assist registered training organisations by describing what to expect from an audit and providing useful strategies to help them through the audit process.

The Council provided 26 workshops to registered training organisations during the reporting period. A breakdown of the type and number of workshops conducted is provided in Table 3. Workshops delivered by the Department of Education and Training on behalf of the Council are not included in Table 3.

**Table 3: Workshops delivered to RTOs July 2004 - June 2005**

<b>Workshop Name</b>	<b>Number delivered in 04/05</b>
AQTF Registration Standards	8
Help – the AQTF Auditor is Coming	8
Information Sessions	10

In addition to delivering the workshops, the Office of TAC reviewed the content and delivery style of the workshops to ensure that the information provided was accurate and being delivered through the most appropriate medium. The review considered a range of information, including direct participant feed back collected by the Office of TAC.

### **PROVISION OF INFORMATION ON THE COUNCIL'S WEBSITE**

The website is the public face of the Training Accreditation Council, its policies, processes and functions; and the operations of the Office of TAC. The website is a source of reference for issues relating to registration of training organisations; the AQTF; accreditation of courses; the audit process; and a point of reference for other VET related issues.

The Council launched a redeveloped website in May 2005 as a result of feedback from internal and external clients about the need to make online information about the Council's functions more accessible.

The new website is now the centre of the Council's communication strategy and provides the most up to date information about the operation of the Council.

The main users of the website are people from training organisations or prospective training organisations and as such, the website provides content that best suites their needs.

In redeveloping the website it was considered important to understand the websites users and understand at what 'stage' they were at when looking for information. The Council's new website has received positive feedback from a range of stakeholders who have confirmed that the new look interface provides them with the information they want when they need it.



## 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 Registering/Course 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.

**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*.

**Auditor** means an independent person recognised by the Training Accreditation Council to ensure that the AQTF standards for registration/accreditation have been adequately addressed by an RTO.

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

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

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

**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 an 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 RTO, which meets the requirements specified in national industry/enterprise Training Packages or in accredited courses.

**National Training Information Service (NTIS)** means the National Register for recording information about registered training organisations, training packages and accredited courses.

**Non-compliance** means failure to comply with one or more of the Australian Quality Training Framework standards.

**Period of registration** means the period for which an registered training organisation is registered. The period of registration is up to five years (unless cancelled or suspended).

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

**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.

**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 RTOs operating in a specific industry or industry sector targeted on the basis of identified risks relating to that industry or sector.

**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.

**Training Provider School** means a school registered with the Council under the Joint Ministerial Policy Statement.

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## APPENDIX 2 - Acronyms

AQF	Australian Qualifications Framework
AQTF	Australian Quality Training Framework
ANTA	Australian National Training Authority
ITC	Industry Training Council
NTF	National Training Framework
RCAB	Registering and Course Accrediting Body
RTO	Registered Training Organisation
TAC	Training Accreditation Council
VET	Vocational Education and Training