



# ANNUAL REPORT

Training Accreditation Council

2021 – 2022

## Statement of Compliance

Hon Sue Ellery 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 1 July 2021 to 30 June 2022.



Anne Driscoll  
CHAIRPERSON  
TRAINING ACCREDITATION COUNCIL

12 September 2022

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## Acknowledgement of Country

The Training Accreditation Council acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures, and to the Elders past, present and emerging.

## Disclaimer

This annual report is published on the Council's website [www.tac.wa.gov.au](http://www.tac.wa.gov.au). The report conforms to State Government requirements for ease in downloading and can be viewed in PDF format.

Alternative formats (such as large font and translated) are available on request.

Acknowledgment: some icons designed by Freepik and Flaticon.

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## 1. EXECUTIVE SUMMARY

### 1.1 ABOUT THIS REPORT

This report fulfils the requirements of section 30(1) of the *Vocational Education and Training Act 1996* (VET Act) by reporting on the operations of the Training Accreditation Council (the Council) to the Minister for Education and Training for the period 1 July 2021 to 30 June 2022.

The annual report is prepared on a financial year basis, aligns to the Council's Strategic Plan and reflects the Council's regulatory responsibilities under the VET Act and the *Standards for VET Regulators 2015*.

Where possible, data for the 2021-2022 reporting period and previous reporting periods is provided to allow a comparison of activities.

The report comprises:

#### Executive summary

- Chairperson's report
- 2021-2022 highlights and key activities

#### Introduction – the Council at a glance

- Overview of the Council's guiding principles, membership and functions
- Context in which the Council works
- Planning and reporting framework
- Arrangements for RTO auditors and accreditation reviewers
- Fees and charges

#### Approach to regulation

- Overview of the Council's approach to regulation

#### Performance against Key Priority Areas

- Overview of the Council's performance and achievements relating to the Council's three key priority areas as outlined in its Strategic Plan 2020 to 2023:
  - a) legislation, compliance and quality assurance
  - b) communication and education
  - c) collaboration and engagement.

## 1.2 CHAIRPERSON'S REPORT

On behalf of the Training Accreditation Council, I am pleased to present the Council's Annual Report for 2021-2022.

The 2021-2022 Annual Report is the culmination of my first full year as the Chairperson and provides an opportunity to reflect on the Council's achievements in the twelve months to 30 June 2022. The Council continued its strong commitment to delivering a client-focussed regulatory service for the VET sector in Western Australia through its balanced regulatory approach and providing an extensive education program to support RTOs.

The Council recognises that 2021-2022 was a challenging period for RTOs as they adapted delivery and assessment to meet changing landscapes. The Council acknowledges the substantial efforts of RTOs during this period and their ongoing commitment to their learners and delivery of quality training and assessment.

The Council remains a key contributor to RTO professional development in the sector, providing an education program that encourages and promotes compliance practices, RTO business improvement and quality training outcomes. During the reporting period, participation in the Council's Education Program significantly increased, with over 1,140 participants attending workshops either in person or online. The Council continued to offer workshops through a variety of mediums and provided RTOs with increased flexibility in accessing resources via YouTube, instructional clips and podcasts.

In May 2022, the Council hosted its annual workshop and networking event for Council regulated RTOs. The event was well attended and provided RTOs with an opportunity to meet Council and Secretariat staff, network with other RTOs, and participate in two workshops focussed on the quality of training delivery and assessment.

During 2021-2022, the Council endorsed its regulatory strategy *Focus on Quality: TAC Regulatory Strategy 2021-2023*. The strategy outlines a range of focus areas the Council has identified as posing the highest risks to the quality of VET and the regulatory actions to monitor and minimise those risks. Key areas of focus include early childhood education and care qualifications, first aid training, units of competency that lead to high risk work licences, and ongoing oversight of the Certificate IV in Training and Assessment, a qualification critical to the quality of training and assessment practices in the sector.

In line with its regulatory priorities, the Council finalised a strategic industry review into Community Services qualifications and RTOs delivering training in aged care, home and community care and disability support.

Overall key findings of the review indicated that RTOs are meeting the requirements of the training package and are deeply engaged with the community services sector to ensure industry expectations are met in training delivery and assessment. RTOs are to be commended on the very good results achieved in these audits.

The Council maintained a strong focus on engagement with stakeholders, actively consulting to strengthen collaboration and information sharing. Stakeholder engagement is a central component of Council's Strategic Plan and Risk Framework and provides valuable insight into risks and issues impacting VET and industry sectors, informs the Council's regulatory priorities and regulatory responses, and helps shape regulation of the sector. During the reporting period, approximately 114 formal meetings were undertaken with various stakeholders which also helped to finalise the Regulatory Strategy for 2021-2023 and inform Council's areas of focus.

During 2021-2022, the Council actively contributed to national reviews aimed at Skills Reform and improving VET quality and regulation, in particular the proposed review of the *Standards for Registered Training Organisations (RTOs) 2015*. The review is a key focus for the Council with further consultations on proposed changes to be held during the next reporting period. The Council will continue to monitor and respond to the reforms including the potential impact and implications for RTOs regulated by Council and the broader VET sector in Western Australia.

The Council continues to maintain a strong reputation for its quality assurance and regulation of the sector. I extend a thank you to Council Members for their on-going contribution, collaboration and support. I would also like to acknowledge outgoing Members Lyn Farrell and Siobhán Mulvey and welcome new Members Keryn Carter and Bill Swetman to the Council, following their appointments by the Minister for Education and Training.

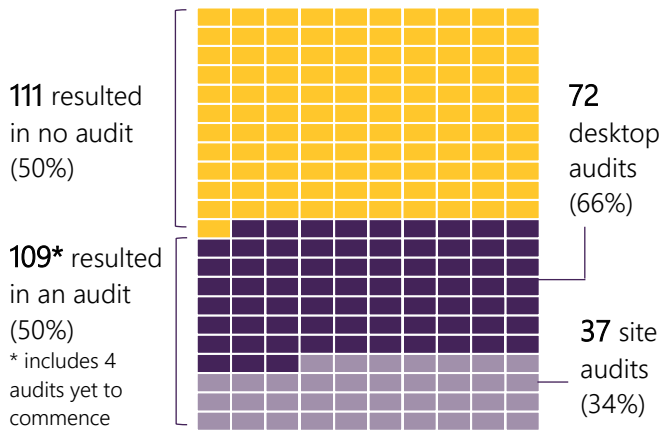
The Council would like to extend its appreciation and gratitude to the Council's Secretariat provided by the Department of Training and Workforce Development who have continued to excel in supporting the work of the Council. I would also like to thank the Secretariat staff for their on-going professional conduct, dedication, commitment and expertise in assisting the Council during 2021-2022.



Anne Driscoll  
CHAIRPERSON  
TRAINING ACCREDITATION COUNCIL

### 1.3 2021-2022 HIGHLIGHTS AND KEY ACTIVITIES

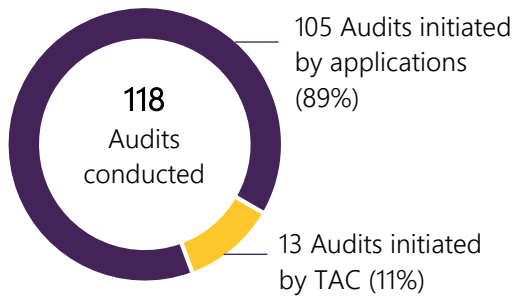
#### 220 risk assessments undertaken on applications:



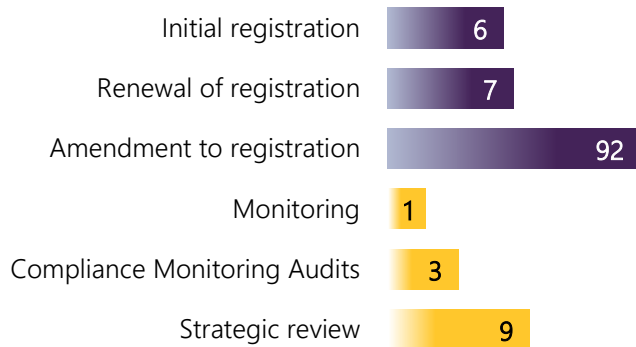
#### Endorsed applications



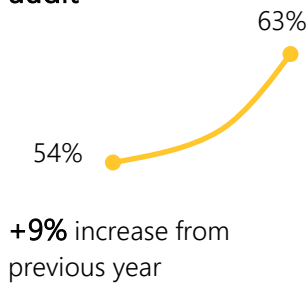
#### Audits conducted



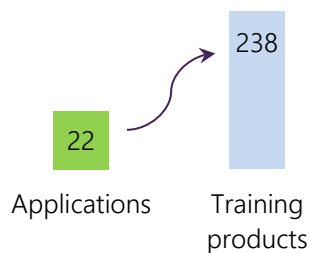
#### Audit types



#### Compliance at main audit



#### Approved extensions to transition periods




#### Engagement with the sector


114 formal meetings with stakeholders




#### Education programs

 +13% increase in education program participation

 15 webinars

 Annual TAC Event for RTOs

 2 regional workshops

 3 customised workshops for Secondary School sectors

 TAC Talks 4 podcast episodes



## 2. INTRODUCTION – THE COUNCIL AT A GLANCE

The Council delivers a client-focussed regulatory service for the VET sector in Western Australia through quality assured registration and accreditation services.

### 2.1 GUIDING PRINCIPLES

The Council's guiding principles communicate to stakeholders the way in which it undertakes its business. The Council:

- is open, accountable and transparent;
- is clear on its role as a regulatory body;
- embeds an outcomes focus;
- is fair and equitable;
- maintains a culture of continuous improvement;
- communicates clearly and concisely; and
- supports the sector through education and guidance.

### 2.2 MEMBERSHIP

The Council has **seven members** who are appointed by the Minister for Education and Training in accordance with section 25 of the VET Act. Members are selected on the basis of their expertise, qualifications and experience relevant to the Council's functions.

For the reporting period, the members were:

**Anne Driscoll**, Chairperson

**Barbara-Anne Brown**, WA Police Force

**Keryn Carter**, WA Academy of Hair and Beauty and Volona Group (from 1 January 2022)

**Lyn Farrell**, Edith Cowan University (1 July 2021 – 17 September 2021)

**Neil Fernandes**, Neil C Fernandes Consulting

**Louise Hillman**, National Disability Services

**Jill Jamieson**, J Jamieson Consulting

**Siobhán Mulvey**, Health Support Services (1 July 2021 – 31 December 2021)

**Bill Swetman** (from 1 January 2022)

The Training Accreditation Council has an established **Code of Conduct** developed in line with the Public Sector Commission's (PSC) Good Governance for Western Australian Boards and Committees. The Code of Conduct provides guidance about ethical conduct, public duties, legal responsibilities, and outlines Council's approach to managing actual or perceived conflicts of interest. All members are required to abide with the Code.

During the reporting period there were no issues identified in relation to the Code of Conduct and all conflicts were managed in line with the Council's established process including as part of Council meetings. Advice on actual or perceived conflicts of interests were provided to the Minister for Education and Training, where required.

In line with PSC requirements all members completed the Aboriginal Cultural Awareness training and undertook Accountable and Ethical Decision Making refresher training during the reporting period.

## 2.3 FUNCTIONS OF THE COUNCIL

The Council is an independent statutory body that assures the quality of training and assessment of RTOs registered with the Council and accreditation of courses in the VET sector in Western Australia.

The Council's functions are detailed in **Part 4 and 7A** of the **VET Act**.

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

- register training providers; and
- accredit courses.

In discharging its functions, the Council may also:

- inquire into training providers and courses;
- vary, suspend or cancel registration;
- vary, suspend or cancel accreditation; and
- cancel qualifications.

Provision for appeals against Council decisions by the State Training Board is set out under section 58G of the Act.

The Council's Secretariat (the Secretariat) is hosted by the Department of Training and Workforce Development (the Department or DTWD). A Memorandum of Understanding (MoU) between the Council and the Department ensures Council's independence, and provides transparency and the framework to enable Council to perform its functions under the VET Act.

Further, a direct line of reporting from the Director Training Regulation of the Secretariat, to the Director General removes any perceived conflict of interest from operational areas and ensures the Council's independence over regulatory activity and regulatory decisions.

From 1 June 2022 a revised MoU was implemented which further consolidated collaboration between the Council and the Department on national and State policy related matters and provided clarity on Council's social media and website governance. During the reporting period, the MoU operated effectively and the Council met its regulatory requirements.

## 2.4 THE CONTEXT IN WHICH THE COUNCIL WORKS

The Council operates within an agreed national VET regulatory framework defined in a set of standards, guidelines and policies aimed at achieving national consistency in the way RTOs and accredited courses are registered and monitored.

The Council's operating framework includes:

- *Vocational Education and Training Act 1996*;
- *Vocational Education and Training (General Regulations) 2009*;
- *Standards for VET Regulators 2015*;
- *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs);
- *Australian Quality Training Framework (AQTF) 2021 Standards for Accredited Courses*;
- *Australian Qualifications Framework (AQF)*;
- Fit and Proper Person Requirements as outlined in the Standards for RTOs;
- Data provision requirements as outlined in the Standards for RTOs; and
- Financial Viability Risk Assessment Requirements as outlined in the Financial Viability Assessment Guidelines for the Registration of Training Providers 2017 issued by the Minister for Education and Training under section 13 of the VET Act.

## 2.5 VET REGULATORY ARRANGEMENTS IN WESTERN AUSTRALIA

The governance and strategic direction of VET regulation is jointly owned by State and Commonwealth Ministers through the Skills National Cabinet Reform Committee.

There are three VET regulators responsible for regulating the VET sector within their jurisdictions - the Council, the national VET regulator - the Australian Skills Quality Authority (ASQA) - and the Victorian Registration and Qualifications Authority (VRQA). An MoU between VET regulators ensures efficient and effective regulation across all jurisdictions.

As a State based VET regulator, the Council regulates those providers that deliver nationally recognised training to domestic students in Western Australia, or that operate only in Western Australia and Victoria. RTOs operating in multiple jurisdictions and/or deliver to international students are regulated by ASQA.

The Council's role within Western Australia enables State Government surveillance of the VET provider market, ongoing improvement of the sector, responsiveness to State-based policy initiatives, priorities and risks, and timely intervention and protection of the State's investment in VET.

## 2.6 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 three year **Strategic Plan** which is reviewed annually. The Council's Strategic Plan 2020-2023 commenced on 1 July 2020;
- a corresponding operational plan for the Secretariat; and
- an Annual Report on the achievements of the Council.

## 2.7 ARRANGEMENTS FOR RTO AUDITORS AND ACCREDITATION REVIEWERS

The Council's RTO Auditors and Accreditation Reviewers are appointed through a public tender process undertaken by the Department. The current RTO Auditor and Accreditation Reviewer Panels commenced on 1 July 2020 and were appointed for a one-year period with four, one-year extension options.

The primary role of RTO Auditors is to undertake audits of RTOs to report on compliance against the Standards for RTOs. Accreditation Reviewers assess submissions for course accreditation to ensure they reflect the requirements of the AQTF2021 Standards for Accredited Courses. RTO Auditors and Accreditation Reviewers appointed to the panel are listed in Table 1.

**Table 1: Panel of RTO Auditors and Accreditation Reviewers as at 30 June 2022**

Panel	Name	Organisation
RTO Auditors	Russell Docking	Skills Resource Management Systems
	Cherrie Hawke	Torque Holdings Pty Ltd
	David Love	Workplace Skills Management Pty Ltd
	Michaela Tarpley	Aptus Solutions Pty Ltd
	Pam Vlajsavljevich	Pam Vlajsavljevich
	Claire Werner	The Meyvn Group
Accreditation Reviewers	Russell Docking	Skills Resource Management Systems
	Cherrie Hawke	Torque Holdings Pty Ltd
	Sharee Hogg	Perth Consultancy Group

The Department, through the Secretariat, implements a performance management model for contractors appointed to the panels.

To ensure consistency in the approach to RTO audits and reviews of course accreditation applications, the Secretariat facilitates moderation forums in which all contracted RTO Auditors and Accreditation Reviewers are required to attend. The forums provide an important quality assurance mechanism, support consistency in audit practice and assessment of provider compliance, and provide auditors and reviewers with the opportunity to stay up-to-date with State/national VET policy and regulatory developments.

During the reporting period **three** RTO Auditor and **one** Accreditation Reviewer moderation forums were conducted.

## 2.8 FEES AND CHARGES

In Western Australia, fees and charges apply for the registration of training providers and accreditation of VET courses with the Council and are published on the Council's website. The approved schedule of fees and charges is provided at Table 2.

**Table 2: Fees and charges as at 30 June 2022**

INITIAL REGISTRATION FEES		
<b>Application Lodgement Fee</b>	Payable on application	\$800
<b>Application Assessment Fee</b> Base fee includes up to 4 qualifications, up to 20 units of competency and up to 2 delivery sites.  <i>Total application fee, including lodgement and assessment, is capped at \$50,000.</i>	Base fee plus: - each additional qualification - each additional unit of competency - each additional delivery site	\$8,000  \$145 \$50 \$1,395
RENEWAL OF REGISTRATION FEES		
<b>Application Lodgement Fee</b>	Payable on application	\$900
<b>Application Assessment Fee</b> Base fee includes up to 4 qualifications, up to 20 units of competency and up to 2 delivery sites.  <i>Total application fee, including lodgement and assessment, is capped at \$50,000.</i>	Base fee plus: - each additional qualification - each additional unit of competency - each additional delivery site	\$7,000  \$145 \$50 \$700
AMENDMENT TO REGISTRATION FEES		
<b>Amendment to Scope Application</b>	One qualification plus: - each additional qualification	\$920  \$135
<i>*For transition to equivalent training package qualifications or units of competency, no application is required and no fees apply</i>	First seven units of competency plus: - each additional unit	\$240  \$135
	Transition to equivalent accredited course(s)	\$240 per application
ANNUAL FEES		
<b>Annual RTO Registration Fee</b> (includes any number of units of competency)	0-4 qualifications 5-10 qualifications 11-60 qualifications 61 or more qualifications	\$1,130 \$3,220 \$6,975 \$10,730

**Note:** Applications for Skill Sets are charged per unit of competency.

### COMPLIANCE MONITORING AUDIT (CMA) CHARGES

Costs and expenses incurred in conducting the audit	First 4 hours (minimum charge)	\$1,100
	plus:	
	- each additional hour	\$275
	plus:	
	- official travel costs	If applicable

**Note:** CMA charge includes GST.

### ACCREDITATION FEES

<b>Application for accreditation/ re-accreditation of a course</b>	Includes: Courses at AQF Level 1 and above Short courses below AQF Level 1	\$8,070
<b>Amendment to accredited course</b>	Per course <i>Note: excludes where the amendment involves updates to imported units from training packages deemed equivalent</i>	\$2,290

**Note:** All registration and accreditation fees exclude GST.

### 3. APPROACH TO REGULATION

As a VET regulator, the Council applies consistent and proportional responses to levels of risk affecting the quality of VET outcomes and delivers an integrated and balanced regulatory approach that supports provider business improvement and quality VET outcomes.

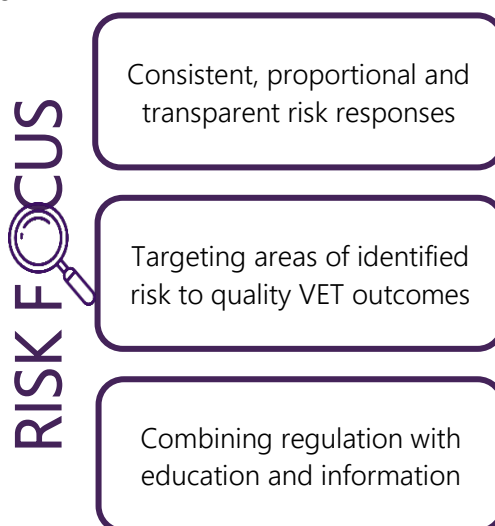
#### Risk Based Regulation

The Risk Framework describes the Council’s approach to risk based regulation and how it identifies and evaluates risks to the quality of VET delivery, ensuring that regulatory responses are risk based, evidence based, targeted and proportionate. The Framework also outlines Council’s commitment to an education program.

The Council applies regulatory responses at two levels – **provider** and **systemic risk**. RTOs demonstrating patterns of poor compliance present a high risk to quality training and assessment outcomes. Systemic risks identify particular training products or industry areas of concern.

In line with the Risk Framework, Council directs its focus and resources to RTOs deemed to pose the highest risk to quality outcomes while allowing those with a history of consistent compliance to operate with reduced regulatory scrutiny.

The Risk Framework outlines a range of regulatory responses available to the Council which vary according to the nature and severity of the risk and their potential impacts. These regulatory responses may include strategic industry audits and educative strategies.



#### Stakeholder Engagement

Stakeholder engagement is a key component of the Risk Framework and ensures Council is informed of issues that impact on the quality of VET in Western Australia and has the ability to develop appropriate and timely regulatory responses. The Council maintains close and ongoing engagement with VET and industry regulators, peak industry bodies, Western Australian training councils, State and Commonwealth Government agencies and Council regulated RTOs.

#### Regulatory Strategy

The Council’s Regulatory Strategy is prepared in line with the Council’s Risk Framework and conveys the Council’s commitment to responding to State-based priorities and risks. It informs stakeholders about priorities the Council has identified as posing risks to the quality of VET and the planned regulatory action to monitor and minimise those risks.

During the reporting period, the Council endorsed and published a two-year strategy titled [\*Focus on Quality: TAC Regulatory Strategy 2021-2023\*](#). In publishing this document, the Council seeks to engage and motivate RTOs to achieve quality VET outcomes for Western Australia through compliance with the Standards for RTOs.

### **Education Program**

The Council provides an extensive education program to encourage and support providers to maintain quality training outcomes, and to build RTO capability and understanding to meet their obligations in regard to the Standards.





## 4. LEGISLATION, COMPLIANCE AND QUALITY ASSURANCE- Key Priority 1

### Outcome Indicators

The Council's success in achieving **Key Priority 1** is demonstrated by the extent to which the following indicators have been achieved:

Outcome 1	The Council's governance requirements are met.
Outcome 2	Council regulates training providers in accordance with the <i>Standards for Registered Training Organisations (RTO) 2015</i> , <i>Standards for VET Regulators 2015</i> , <i>Vocational Education and Training Act 1996</i> and <i>Vocational Education and Training (General) Regulations 2009</i> .
Outcome 3	Council accredits courses in accordance with the <i>AQTF2021 Standards for Accredited Courses</i> , <i>Standards for VET Regulators 2015</i> , <i>Vocational Education and Training Act 1996</i> and <i>Vocational Education and Training (General) Regulations 2009</i> .
Outcome 4	Council delivers consistent and transparent processes and services.

Work undertaken by the Council to progress these priorities and to achieve Key Priority 1 is detailed as follows.

#### 4.1 THE COUNCIL'S GOVERNANCE REQUIREMENTS

##### 4.1.1 Council Membership 2021-2022

Membership of the Council complied with the requirements of the VET Act during the reporting period, with seven members appointed by the Minister for Education and Training. In September 2021, Lyn Farrell resigned from the Council and in December 2021, Siobhán Mulvey completed her term of appointment. From 1 January 2022, the Minister appointed Keryn Carter and Bill Swetman to the Council.

##### 4.1.2 Operations of the Council

During the reporting period the Council was supported by the Department of Training and Workforce Development through the services of the Secretariat located in West Perth, Western Australia.

In supporting the Council, the Secretariat's key roles are to implement the Council's Strategic Plan and Risk Framework, including its Regulatory Strategy, Education Program and to process applications for registration of training providers and accreditation of courses for consideration by the Council. The Secretariat also provides high level advice and substantial support to the work of the Council on State and national VET regulatory and policy matters.

Council meetings are held monthly to consider registration and accreditation applications, various regulatory related matters, and key strategies to progress the work of the Council. The Council formally held **13** Council meetings over the 12 months to 30 June 2022.

The Council also considers matters 'Out of Session' ensuring matters are considered in a timely manner. During the reporting period Council considered **11** items Out of Session.

### 4.1.3 Remuneration

Section 63 of the VET Act provides that Training Accreditation Council members are entitled to receive remuneration in the form of sitting fees. During the 2021-2022 reporting period, Council members received remuneration as outlined in Table 3.

**Table 3: Council remuneration**

Position	Name	Type of remuneration	Period of membership	Base salary/sitting fees	Gross/actual remuneration
Chairperson	Anne Driscoll	Annual	12 months	\$39,442	\$36,155 <sup>(a)</sup>
Member	Barbara-Anne Brown	-	12 months	\$0	\$0 <sup>(b)</sup>
Member	Keryn Carter	Annual	6 months	\$22,150	\$9,229
Member	Lyn Farrell	-	2.5 months	\$0	\$0 <sup>(c)</sup>
Member	Neil Fernandes	Annual	12 months	\$22,150	\$22,150
Member	Louise Hillman	Annual	12 months	\$22,150	\$22,150
Member	Jill Jamieson	Annual	12 months	\$22,150	\$22,150
Member	Siobhán Mulvey	-	6 months	\$0	\$0 <sup>(b)</sup>
Member	Bill Swetman	Annual	6 months	\$22,150	\$9,229
					<b>\$121,063</b>

(a) Not eligible for remuneration for the period 1 July to 1 August 2021.

(b) Not eligible for remuneration in 2021-2022.

(c) Eligible for remuneration in 2021-2022, Member declined.

### 4.1.4 Compliance with the *Standards for VET Regulators 2015*

The *Standards for VET Regulators 2015* outlines the national framework for VET regulators to ensure:

- regulation of RTOs and VET accredited courses using a risk-based approach which is consistent, effective, proportional, responsive and transparent;
- consistency in the implementation and interpretation of the national Standards; and
- accountability and transparency in undertaking its regulatory functions.

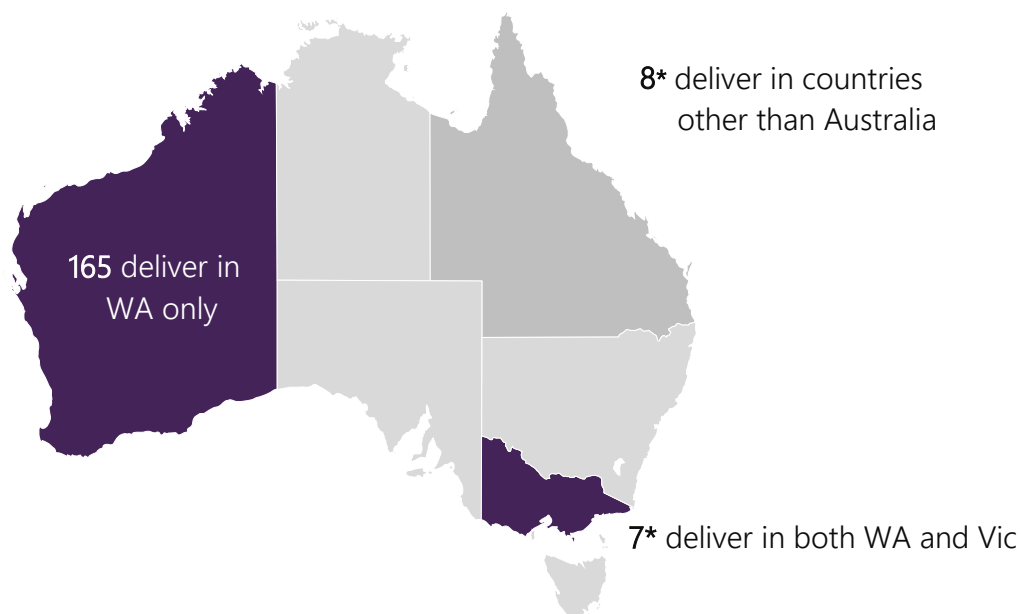
An MoU between VET regulators has been signed and ensures efficient and effective regulation across all jurisdictions including the application of the *Standards for VET Regulators 2015*, and confirms collaboration arrangements and the exchange of information between VET regulators. In June 2021, a revised MoU was implemented.

During the reporting period, the Council progressed a range of initiatives to ensure compliance with the *Standards for VET Regulators 2015* and these are detailed throughout the report.

## 4.2 OVERVIEW OF THE REGULATORY MARKET

### 4.2.1 Registered Training Organisations as at 30 June 2022

177 RTOs registered with the Council



\*Includes three RTOs in both categories

During the 2021-2022 year:

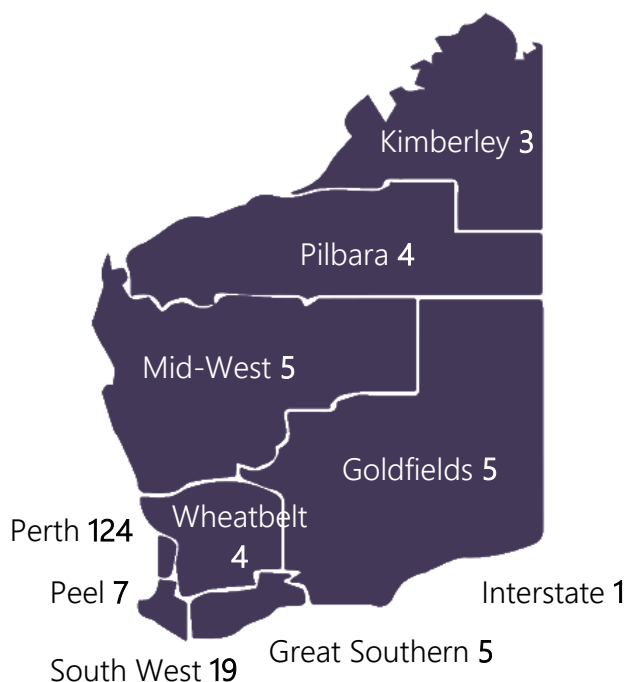
**6** RTOs voluntarily relinquished registration.

**1** RTO's registration was cancelled under the VET legislation as the RTO had ceased to exist.

### 4.2.2 Demographics of RTOs

The following provides an overview of the Council’s regulated VET market in Western Australia for the 2021-2022 reporting period.

Figure 1: RTOs by location



The location is based on the RTO’s head office.

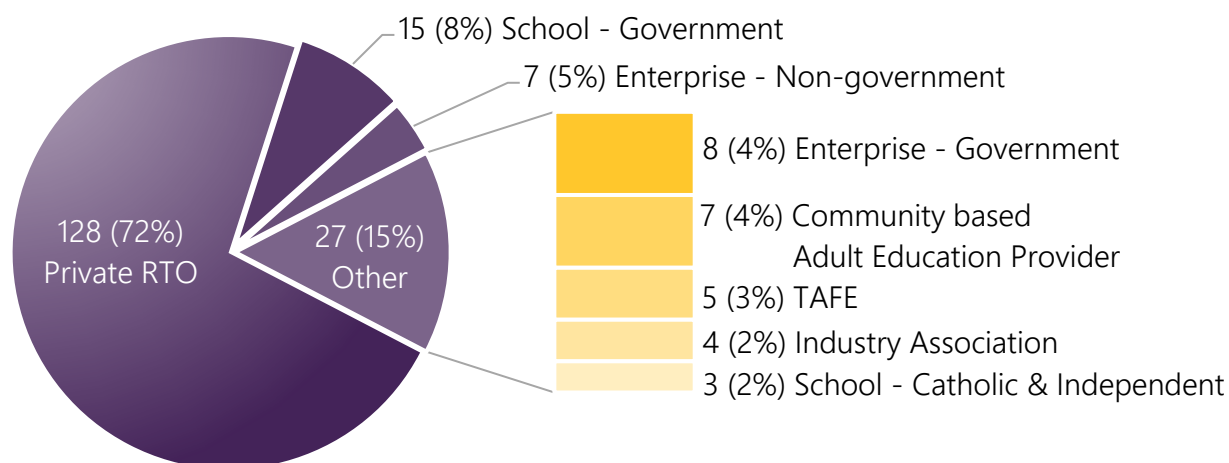
Of the 177 RTOs registered with the Council, **124 (70%)** had their head office located in the Perth region and the remaining **53 (30%)** are in regional Western Australia and one Interstate.

The distribution of RTOs by location remained stable during the reporting period.

### RTOs by Type of Business

**128 (72%)** of the **177** RTOs registered with the Council at 30 June 2022 were private RTOs. The remaining **49 (28%)** RTOs included a range of business types as presented in Figure 2.

Figure 2: RTOs by type of business

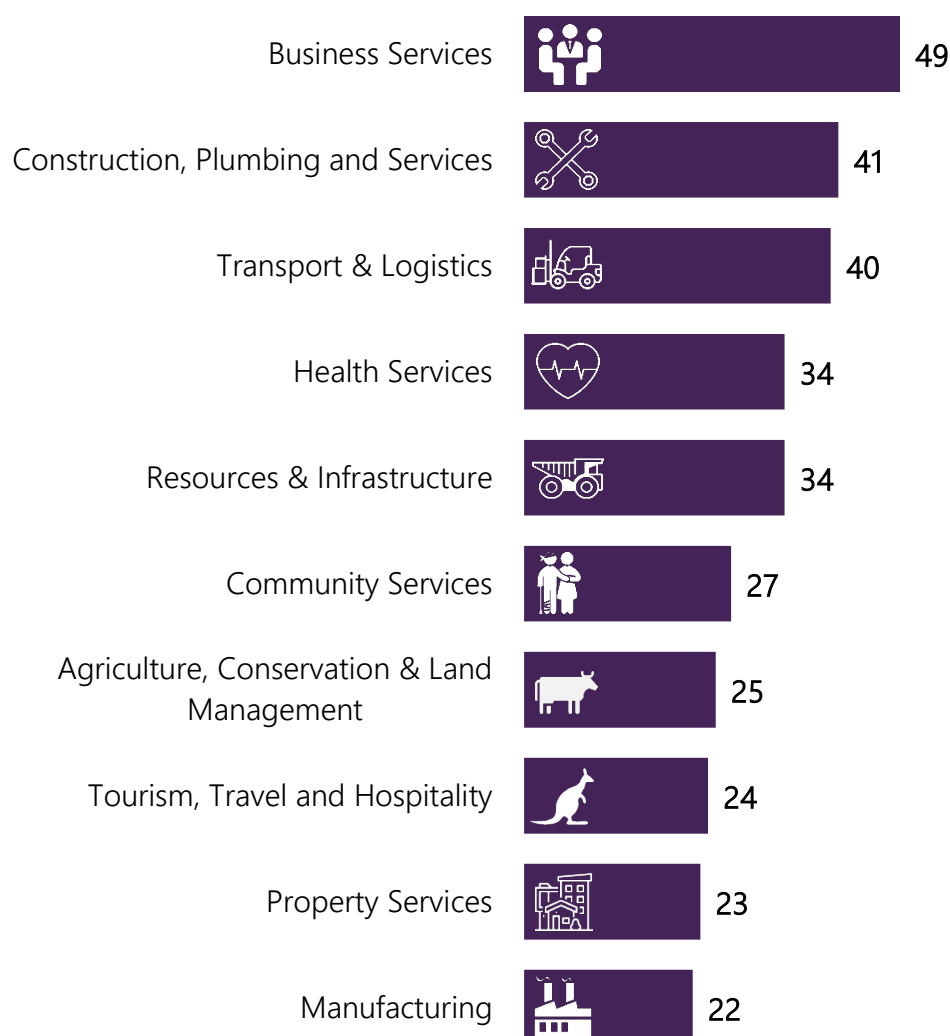


## Top 10 Industry Areas of Training Delivery

Of the 177 RTOs registered with the Council, 49 (28%) had Business Services on their scope of registration, followed by 41 (23%) in Construction, Plumbing and Services and 40 (23%) in Transport and Logistics.

Figure 3 provides a summary of the top 10 industry areas of training delivery.

**Figure 3: Top 10 industry areas of training delivery** - based on the number of endorsed national training packages on the scope of registration of Council registered RTOs.



### 4.2.3 Accredited Courses

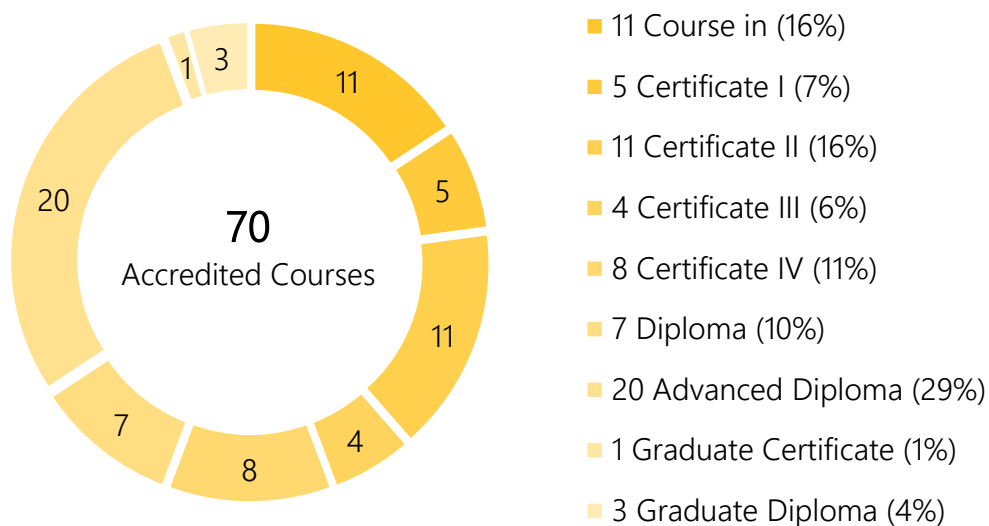
The Council accredits courses in line with the requirements of the AQTF2021 Standards for Accredited Courses to meet training needs not addressed in training packages.

Through its accreditation function, the Council is able to accredit locally developed courses in a timely manner driven by local needs that meet new industry requirements or State Government priorities such as employment and training initiatives.

At 30 June 2022 there were **70** courses accredited with the Council. During 2021-2022 **23** accredited courses expired, **nine** of which were re-accredited.

Figure 4 shows courses accredited by the Council by AQF level.

Figure 4: Accredited courses by AQF level as at 30 June 2022



#### 4.2.4 Regulatory Activity

During the reporting period the Council continued to regulate the Western Australian VET sector in accordance with the requirements of the VET Act and the Standards for RTOs.

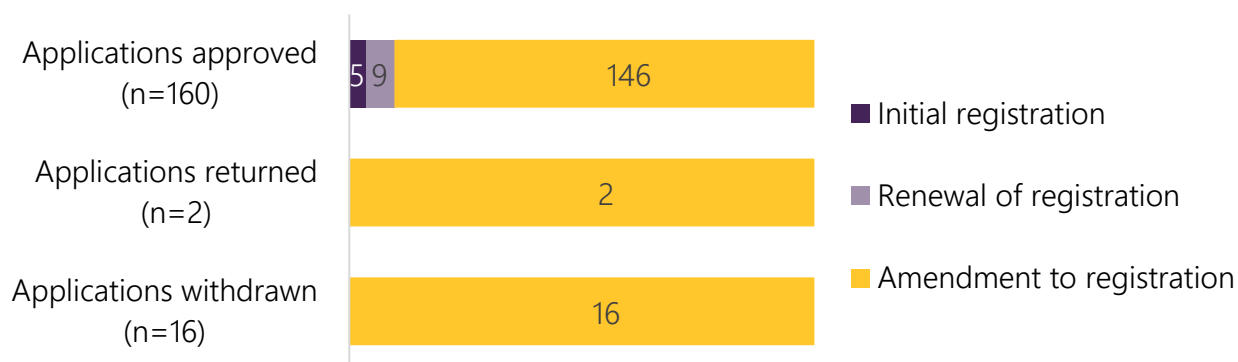
The following section provides an overview of the Council’s regulatory activity for the reporting period 1 July 2021 to 30 June 2022.

##### Registration Activity

The Council approved a total of **160** new registration applications of which **five** were initial registrations, **146** were amendment to registration applications and **nine** were renewal of registration applications.

Figure 5 provides an overview of registration applications approved, returned and withdrawn during the reporting period.

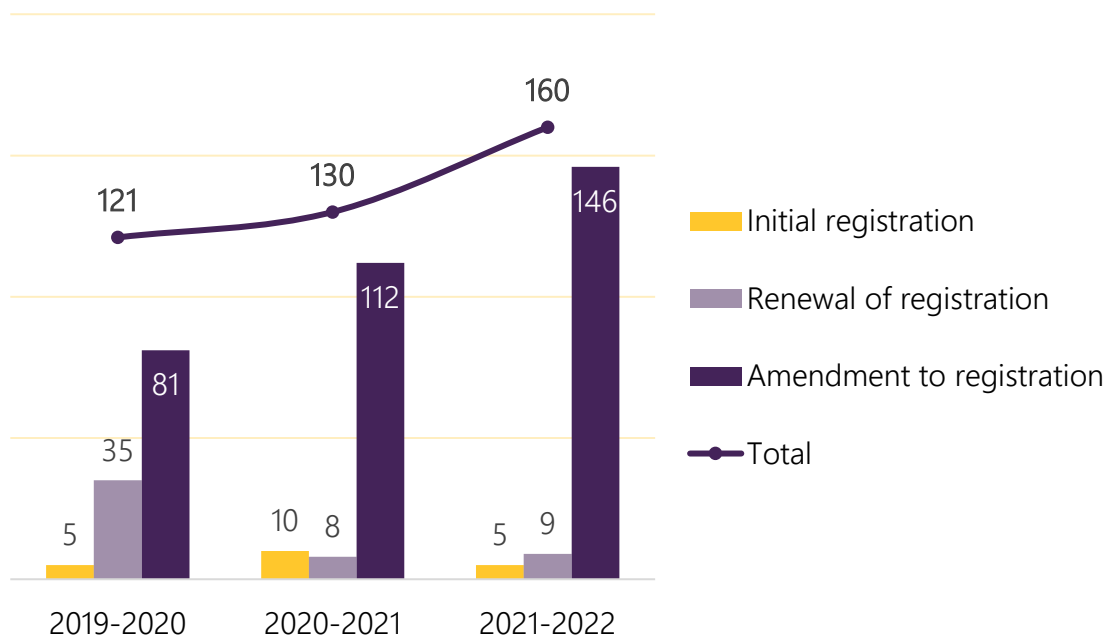
Figure 5: Registration activity for 2021-2022



## Applications Endorsed

Figure 6 provides an overview of applications endorsed by the Council for the 2021-2022 period and the two previous reporting periods.

Figure 6: Registration activity – applications endorsed



The number of applications for renewal of registration varies based on the cyclic nature of training provider registration periods. Amendments to registration are initiated by the training provider and the increase can be attributed to RTO business requirements, delivery focus and changes to training products (qualifications and/or units of competency).

## Replacement of Equivalent Training Package Products

Equivalent training products are automatically added to an RTO's scope of registration without requiring an application or a fee.

During the 2021-2022 period, **277** training products were processed by the Council through the replacement of equivalent training products, a decrease from the **624** processed in the 2020-2021 period. The number of training products processed is determined by the training products endorsed by the Australian Industry and Skills Committee and Skills Ministers as equivalent during the period.

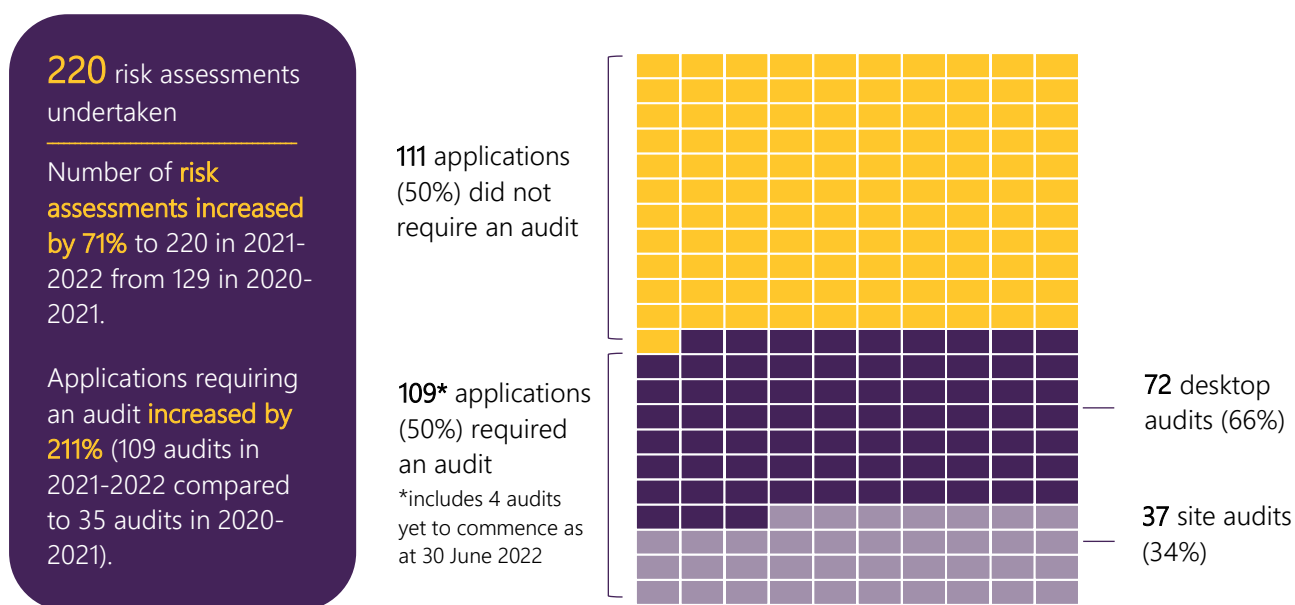


## Risk Management of Applications

The Council implements a systematic risk management approach to assessing all applications submitted by training providers. The risk assessment considers individual provider risk, broader systemic risks and the relevant regulatory response identified in the Council’s Regulatory Strategy and determines if a training provider is required to undergo an audit and the appropriate audit method.

Figure 7 provides an overview of the risk assessments conducted on renewal and amendment to registration applications received during the reporting period. Amendment to registration applications account for the majority of risk assessments undertaken. An RTO will seek to amend its scope of registration in response to changing business requirements and changes to training products.

Figure 7: Risk assessments conducted on applications received



### 4.2.5 Total Audit Activity

#### Overview of Audits

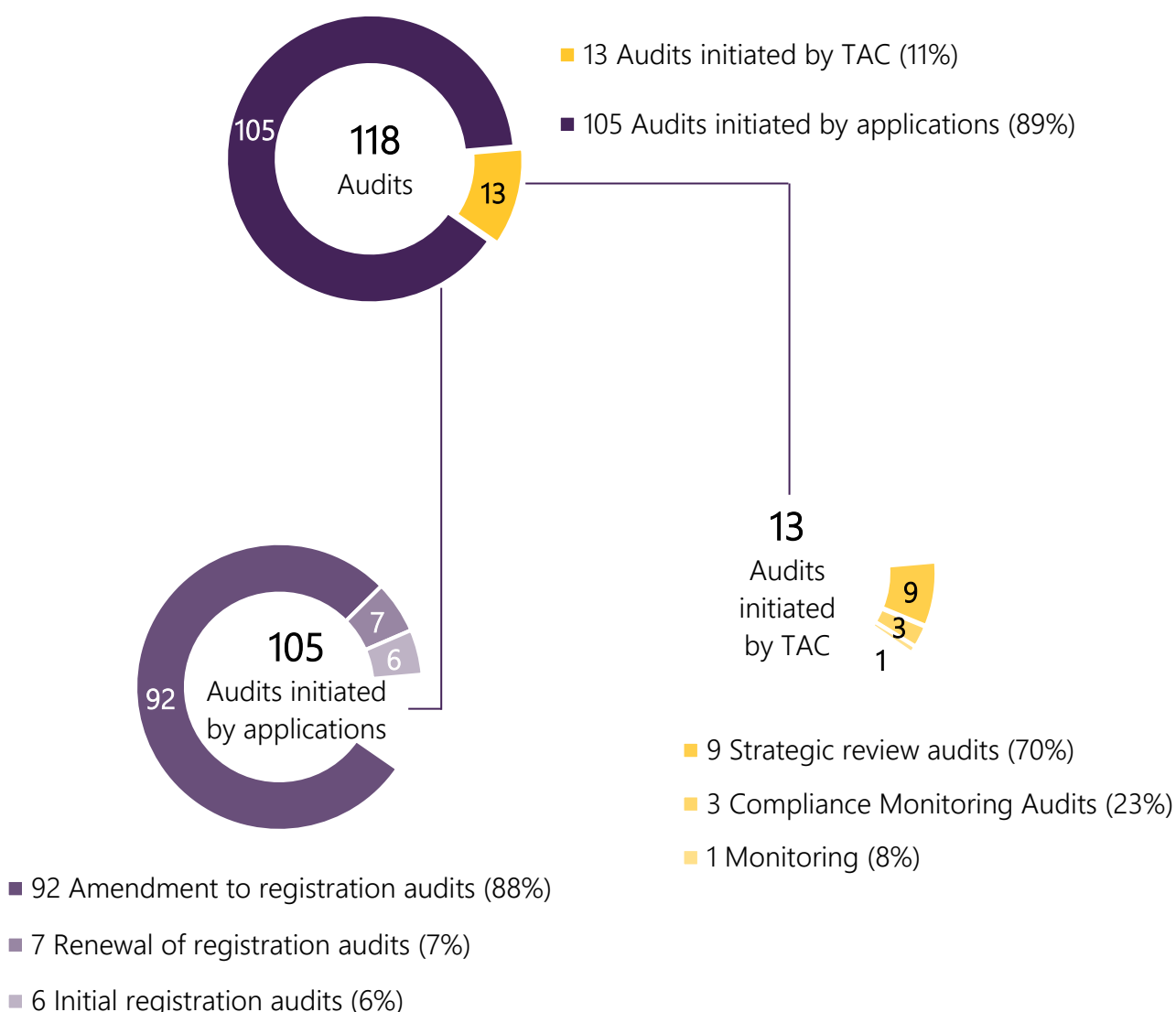
Audits offer a point-in-time insight into the quality of the training and assessment services being provided and inform the Council’s regulatory decisions. Audits are undertaken in accordance with the *Standards for VET Regulators 2015*, the Standards for RTOs and the Council’s Risk Framework. During the reporting period the Council audited **71** RTOs conducting a total of **118** audits. The **71** RTOs represents **37%**<sup>1</sup> of all providers registered with the Council over the reporting period.

<sup>1</sup> While there were 177 RTOs registered with the Council at 30 June 2022, the percentage of RTOs audited (37%) represents the total number of providers that were registered with the Council over the reporting period (191 RTOs).

Audits may include multiple audit types for individual training providers during the reporting period. During a 12-month period, a training provider may have submitted several amendment to scope applications related to proposed new delivery. The Council may also have initiated an audit such as a strategic review audit.

Figure 8 provides an overview of audits undertaken during the reporting period and includes audits where applications were risk assessed in the previous reporting period and the audit occurred in this period.

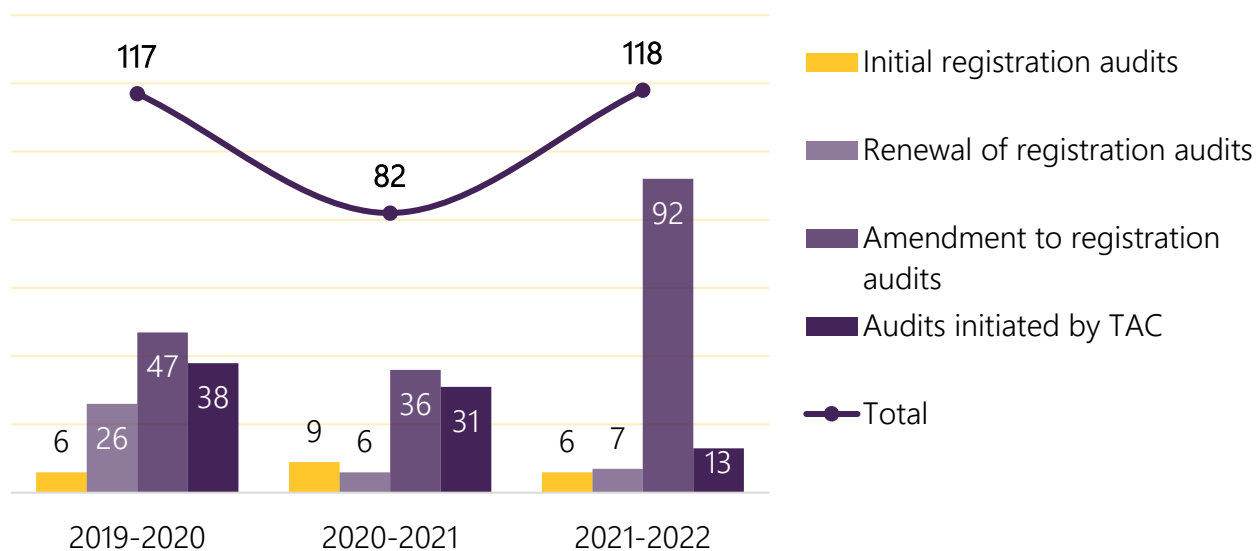
Figure 8: Total audits for 2021-2022



Note: Percentages may not total to 100% due to rounding.

Figure 9 provides a comparison of the type and number of audits conducted in the 2021-2022 period and the two previous reporting periods.

**Figure 9: Total number of audits by financial years**



Note: Data for 2019-2020 has been updated to reflect amended figures.

The changes in renewal of registration audits can be attributed to the cyclic nature of training provider registration periods and this is reflected in the variances across the reporting periods.

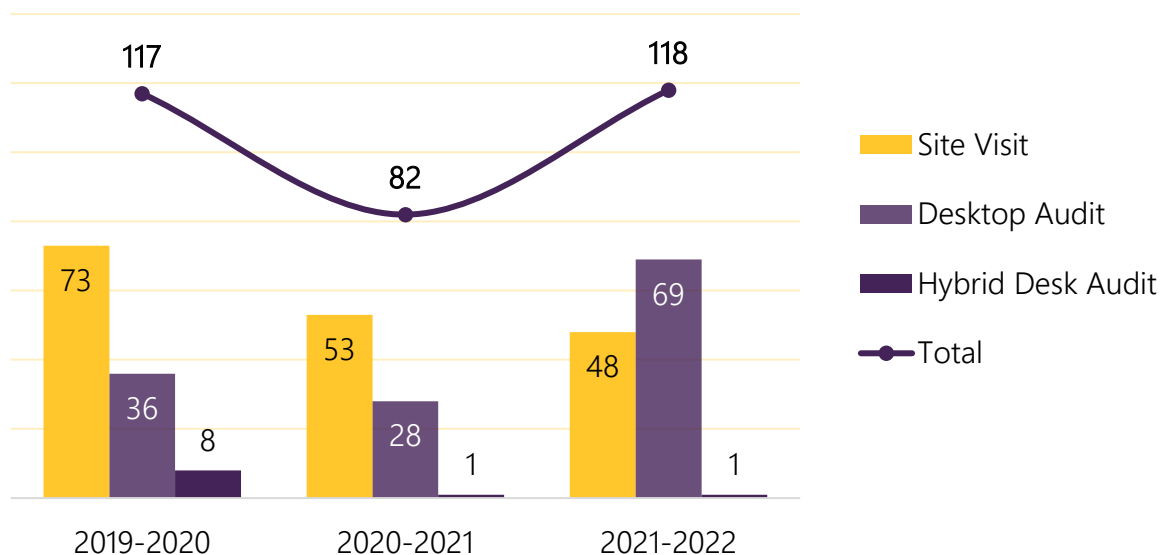
### Audits by Method

The Council utilises its Regulatory Strategy and the outcome of the application risk assessment process to determine the appropriate regulatory response to be applied. The outcome could result in no audit being required, or a desktop or site audit being conducted.

A new audit approach was applied for site audits during the height of COVID-19 in Western Australia in 2020. Where RTOs agreed to proceed with the site audit, the audit was undertaken as a 'hybrid desk audit'. During these audits, Auditors utilised alternative communication methods such as videoconferencing to engage with the RTO and to review facilities and resources. This audit approach has continued where appropriate during the reporting period.

Figure 10 provides a comparison of the audit method between the current and the previous reporting periods.

Figure 10: Total number of audits by method



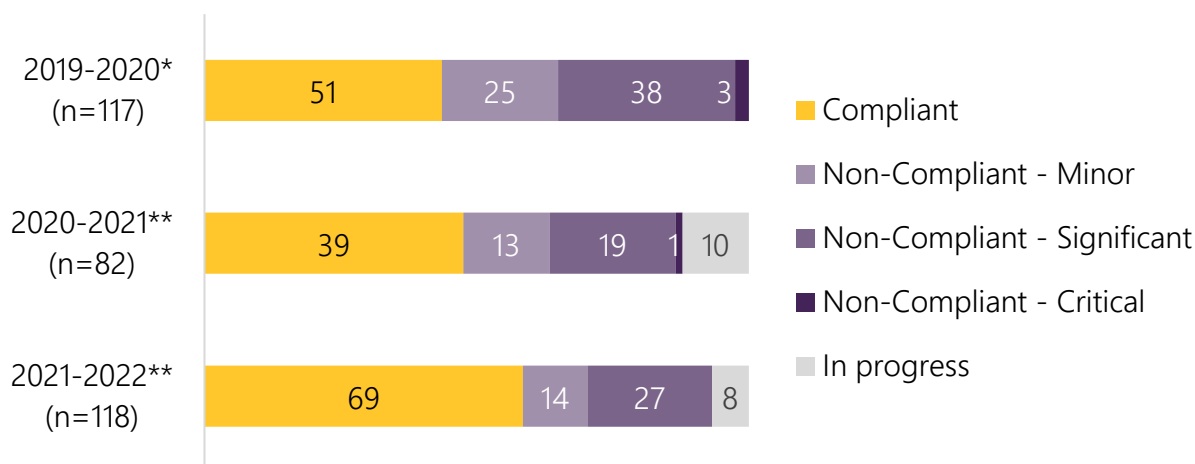
Note: Data for 2019-2020 have been updated to reflect amended figures.

### Audit Outcomes

The level of compliance identified at audit is considered by the Council in line with established processes. If the outcome of the main audit is that the training provider is non-compliant, they are provided with an evidence review period of 20 working days to address outstanding issues. RTOs must demonstrate compliance with the Standards for RTOs in order to continue to operate within the Western Australian VET market.

Figure 11 provides a breakdown of the outcome of audits conducted during the 2021-2022 period (based on overall level of non-compliance identified at the main audit).

Figure 11: Audit outcome at main audit

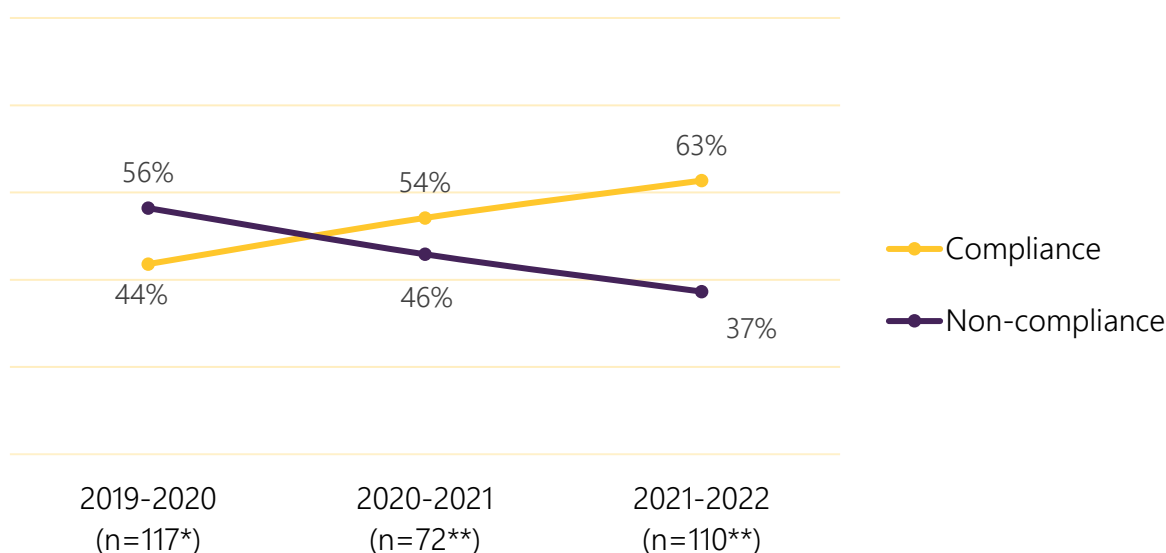


Note\*: Data for 2019-2020 has been updated to reflect amended figures.

Note\*\*: For the purpose of the annual report, the audits in progress are reflective of the outcome at the end of each reporting period.

Figure 12 shows the compliance trend at main audit over three reporting periods and indicates an increase in compliance levels and a decrease in overall non-compliance outcomes.

Figure 12: Compliance trend at main audit

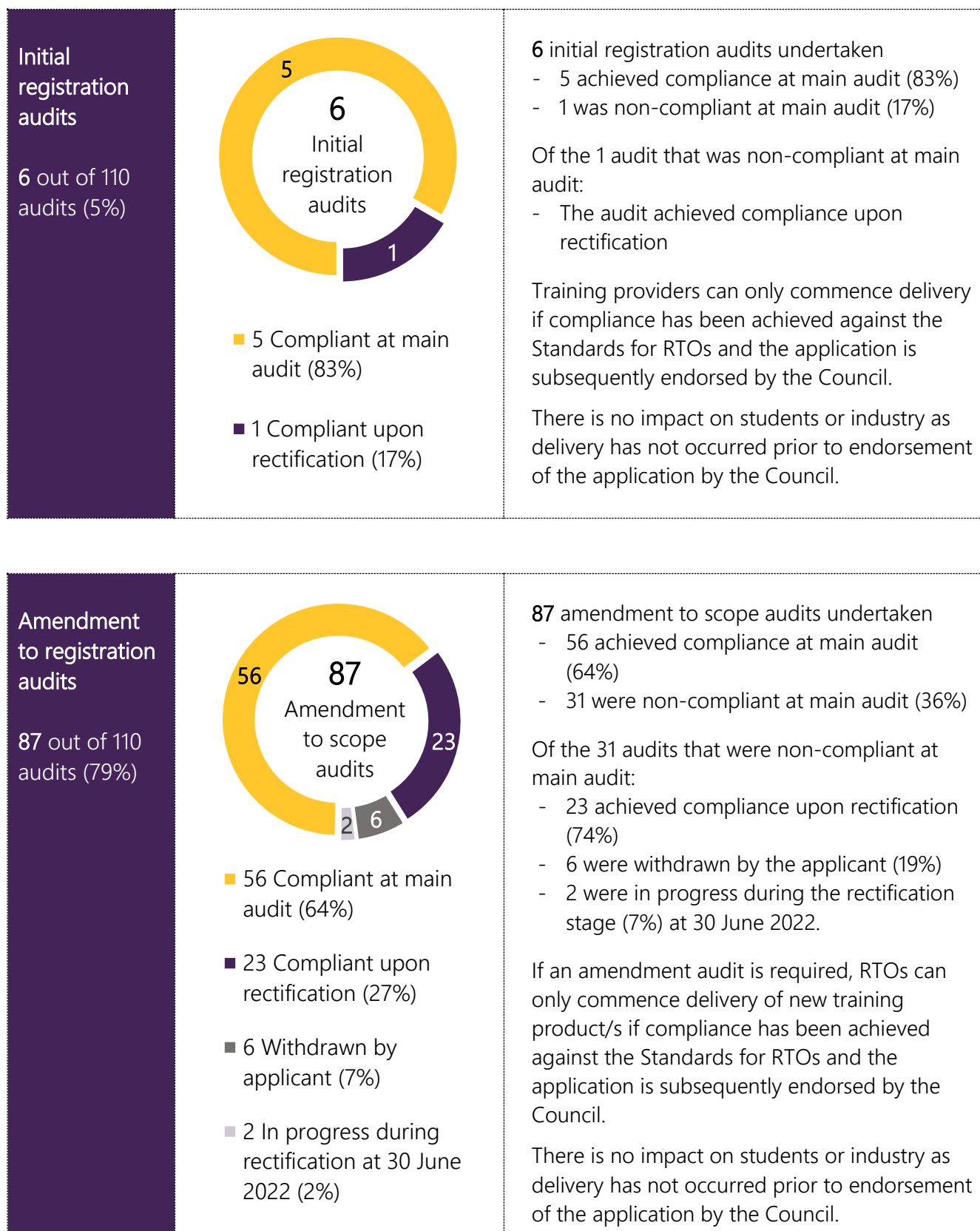


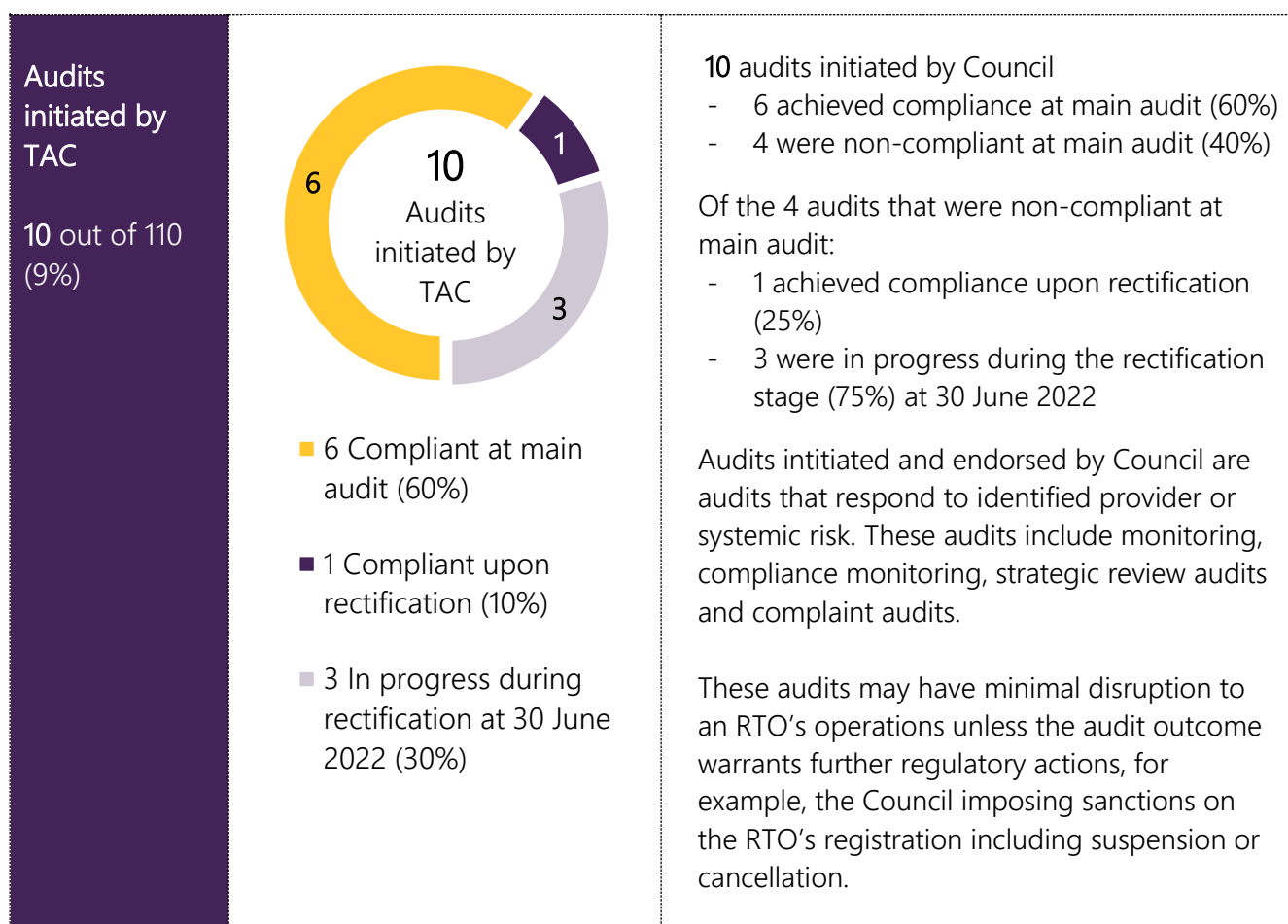
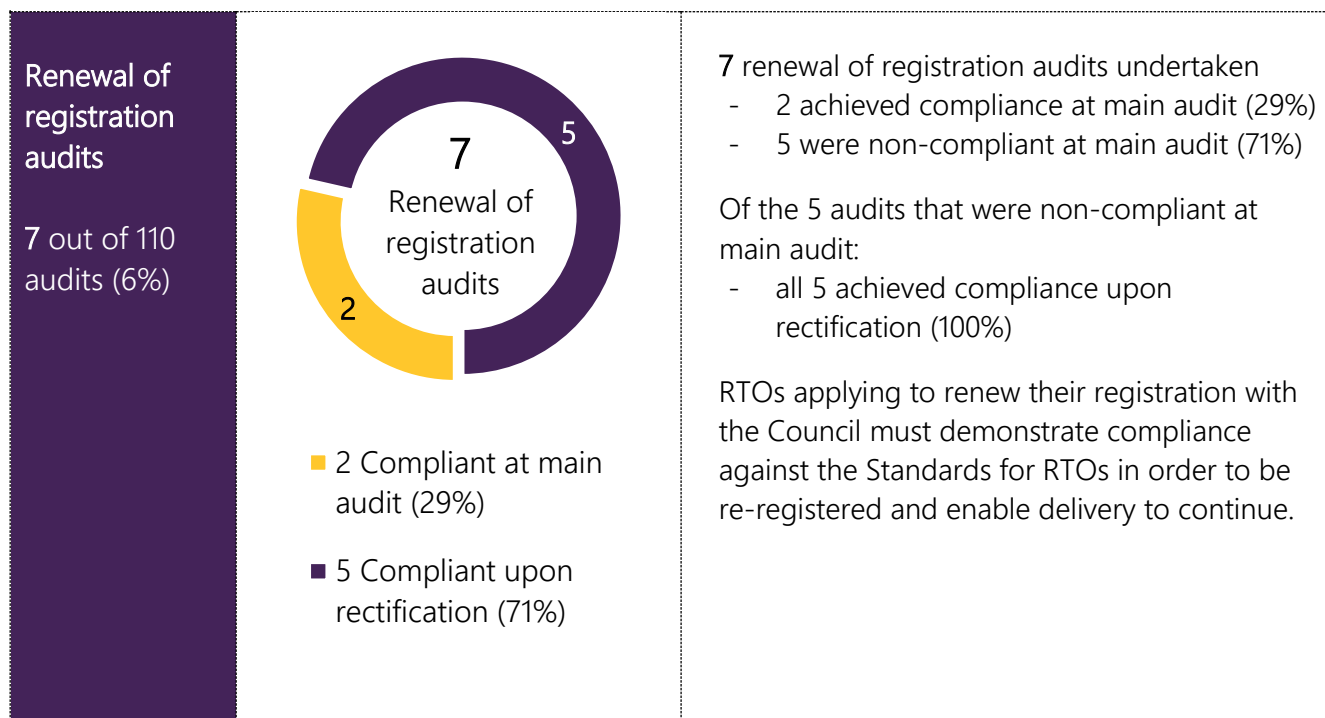
Note\*: Data for 2019-2020 has been updated to reflect amended figures.

Note\*\*: In progress audits were excluded when calculating the overall percentage of compliance at main audit as compliance outcomes were unknown at the time of each reporting period.

An overview of the 110 audits (main audit) conducted and completed by Council during 2021-2022 is provided at Figure 13.

Figure 13: Overview of audits conducted (based on main audit outcome)





#### 4.2.6 Annual Declaration on Compliance

Clause 8.4 of the Standards for RTOs requires RTOs provide the Council with an annual declaration on compliance.

The declaration is in relation to whether the RTO:

1. currently meets the requirements of the Standards for RTOs across all its scope of registration and if not, action taken or planned to address the non-compliance; and
2. has met the requirements of the Standards for RTOs for all AQF certification documentation issued in the last financial year.

By submitting the annual declaration, the RTO's legally responsible person is confirming that the RTO systematically monitors and evaluates training and assessment strategies and practices, and uses the outcomes of monitoring and evaluation to inform improvements in business and educational practice.

The annual declaration covers the RTO's entire scope of operations, including all services provided on its behalf by other organisations under third party arrangements, and for all locations where the RTO operates in Western Australia, Victoria or overseas. RTOs were required to submit the 2020-2021 Annual Declaration on Compliance by 30 September 2021 with **all active RTOs meeting this requirement.**

#### 4.2.7 Extension to Transition Periods for Training Products

Clause 1.26 of the Standards for RTOs states the time allowed for RTOs to transition to new training products. Upon request from stakeholders, the Council may consider and approve an extension to the transition period for training products where it can be demonstrated that there would be a genuine disadvantage to students or industry without the extension. Consideration of transition periods includes engagement with other VET regulators as appropriate to ensure consistency.

During the 2021-2022 period, the Council approved **22** applications for extension to the transition period for **238** training products.



#### 4.2.8 Regulatory Strategy

During the reporting period, the Council endorsed and published a two-year strategy titled *Focus on Quality: TAC Regulatory Strategy 2021-2023*. The Strategy informs stakeholders about the priorities the Council has identified as posing risks to the quality of VET and the planned regulatory action to monitor and minimise those risks.

##### Monitoring of Systemic Issues linked to the Standards for RTOs

The Strategy focused on a number of clauses in the Standards for RTOs including:

- **Amount of Training (Clauses 1.1 and 1.2)** – these clauses remain important in ensuring quality VET outcomes and continue to be included in the scope of audits conducted by the Council. Of the **416** instances<sup>2</sup> where amount of training was audited during the year, **86%** were found to be compliant at main audit.

To support RTO compliance, the Council's Education Program included workshops on the design of an RTO's training and assessment strategy, amount of training, and reasonable adjustment, and two new podcasts titled *Amount of Training* and *Identifying and Meeting Learner Needs*.

- **Sufficient Resources (Clause 1.3)** – the focus of this clause is to ensure the RTO has sufficient trainers and assessors, educational and support services, learning resources, and facilities and equipment (Clause 1.3). Of the **210** instances where the clause was audited, **88%** were compliant at main audit.
- **Assessment System (Clause 1.8 and Clause 1.12)** – Credible assessments including recognition of prior learning (RPL), are an integral component of the VET system. RTOs must only issue certification to a learner whom they have assessed as meeting the requirements of the relevant training product and therefore it is essential that RTOs undertake their assessments as per the Standards for RTOs. Of the **420** instances where Clause 1.8 and Clause 1.12 were audited during the reporting period, **78%** were compliant at main audit.

The Council's Education Program offered workshops on developing assessment tools and systems, assessment validation, and conducting an internal audit. All assessment workshops were well subscribed throughout the reporting period.

- **Trainer and Assessor Competencies (Clauses 1.13 – 1.16)** – the Standards for RTOs recognise the importance of a highly skilled VET workforce by requiring those that deliver and/or assess nationally recognised training are vocationally competent and hold a training and assessment credential. Audit results indicate a high level of RTO compliance against all four clauses related to trainer and assessor competencies. Of the **635** instances where Clauses 1.13 – 1.16 were audited during the reporting period, **92%** were compliant at main audit.

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<sup>2</sup> 'instances' refers to the number of times the clause is reviewed across the scope of audits. In the majority of cases, multiple training products are reviewed at audit which results in Standard 1 clauses being assessed multiple times.

The Council's Education Program delivered two new webinars on understanding vocational competence and industry currency.

### Monitoring of Systemic Risks linked to Training Products

The Strategy also informs stakeholders about the training products the Council has identified as posing risks to the quality of VET and provides for additional Council oversight of RTOs entering the related industry 'market' by specifying that those RTOs seeking to add the relevant training product to their scope of registration will be audited. Many of the training products listed in the Strategy are also subject to occupational licensing. In addition, the Strategy identifies ongoing monitoring of specified training products some of which have appeared in previous Council Strategies.

Focus areas include the following training products:

- *TAE40116 Certificate IV in Training and Assessment\**;
- Early Childhood Education and Care\*;
- First Aid units of competency\*;
- units of competency that lead to the issuance of High Risk Work Licences\*(HRWL).
- CPCCWHS1001 Prepare to work safely in the construction industry\* (Construction Industry White Card);
- units of competency linked to Heavy Vehicle Licences\*;
- units of competency linked to the Pilot Vehicle Licence\*;
- *CPP20218 Certificate II in Security Operations\** (linked to Crowd Controller and Security Officer Licences); and
- *CHC33015 Certificate III in Individual Support*.

During the period, 24 RTOs<sup>3</sup> submitted 26 applications to add training products listed in the Strategy to their scope of registration.

Audits of RTOs with training products on scope identified above with an asterisk will be undertaken in 2022- 2023.

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<sup>3</sup> An RTO may have submitted multiple applications to add multiple training products into their scope of registration.

#### 4.2.9 Strategic Reviews

Strategic reviews provide an in-depth analysis of systemic issues affecting the quality of VET outcomes faced by a particular industry area, and enable the Council to respond to quality issues in a timely manner. The aim of reviews are to ascertain whether RTOs providing training and assessment services are meeting the requirements set out in the Standards for RTOs, the nationally recognised training products and in line with industry expectations.



Strategic reviews are managed by the Secretariat with the guidance of industry stakeholders who provide invaluable input to the process. Review reports are published on the Council's website [www.tac.wa.gov.au](http://www.tac.wa.gov.au).

#### Strategic Industry Audit into Community Services

The 2019-2021 TAC Regulatory Strategy identified community services qualifications as an area of focus and Council endorsed a strategic industry audit (SIA) of RTOs that deliver the *CHC33015 Certificate III in Individual Support*, *CHC42015 Certificate IV in Community Services*, *CHC43015 Certificate IV in Ageing Support* and *CHC43115 Certificate IV Disability*.

The Community Services SIA was conducted between May and July 2021 and involved a total of 16 TAC RTOs. The SIA investigated specific issues identified during stakeholder consultations including online delivery and the quality of training undertaken in VET delivered to secondary students (VDSS) and traineeship pathways.

The SIA outcomes were extremely positive, with **81%** of RTOs (13 of the 16 RTOs) achieving compliance at main audit. While there were non-compliances identified at main audit in three RTOs, all achieved compliance following the standard rectification period.

Overall, the SIA did not identify any systemic issues and no concerns were reported in relation to online delivery, the conduct of VET delivered to secondary students or in traineeships.

The audits identified a number of key strengths in relation to the operations of the RTOs particularly in industry engagement, workplace integration and training delivery methods. Key findings indicate that RTOs are meeting the requirements of the training package and are deeply engaged with the community services sector to ensure industry expectations are met in training delivery and assessment.

A final report on the outcomes of the SIA and recommendations was published on completion of the strategy in October 2021.

#### Strategic Review into First Aid units of competency

The Council's 2021-2023 Regulatory Strategy identified first aid units of competency as an area of focus. First aid units of competency appeared in the Council's Regulatory Strategy in 2019-2021, however finalisation of a regulatory response was postponed due to the impact of COVID-19 on RTO operations and the release of new units of competency.

The Council endorsed a review of RTOs that deliver first aid units of competency to consider the quality of training, assessment and online practices; amount of training; industry currency of trainers and assessors; and RTO facilities and equipment.

In 2021-2022, eight strategic review audits were undertaken with the majority of non-compliances found in Clause 1.8 and related to:

- assessment systems not meeting the requirements of the Health Training Package; and
- RTOs not demonstrating that assessments will be conducted in accordance with the Principles of Assessment or the Rules of Evidence.

Audits of the remaining RTOs with first aid units of competency on scope are continuing. A final report on the outcomes of the strategic review and recommendations will be published on completion.

#### 4.2.10 Course Accreditation

At 30 June 2022 there were **70** courses accredited with the Council.

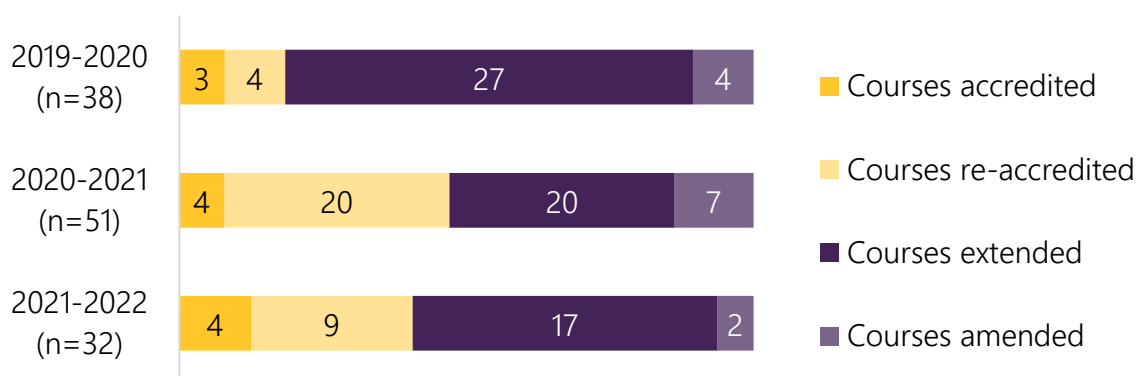
During the reporting period, the Council considered and approved a total of **32** course accreditation applications. These included **four** applications for accreditation of a new course, **two** course amendment applications, **nine** applications for re-accreditation and **17** applications for extension of course accreditation.

Extension to course accreditation applications are considered by the Council on a case-by-case basis. Reasons for extensions include cases where an application for re-accreditation is in progress, or transition from an accredited course into a training package qualification is pending.

The number of applications for re-accreditation varies based on the cyclic nature of course accreditation periods.

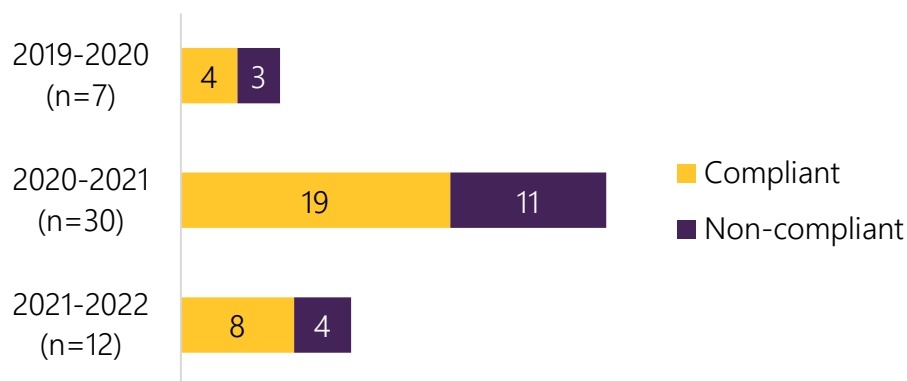
Figure 14 summarises accreditation activity undertaken in the reporting period.

**Figure 14: Accreditation applications endorsed**



The following chart (Figure 15) sets out the outcome of each accreditation review undertaken against the *AQTF2007 Standards for Accredited Courses* and the *AQTF2021 Standards for Accredited Courses* during the reporting period.

Figure 15: Outcome of accreditation reviews (main review)



Accreditation reviews are undertaken when a course owner submits an application for course accreditation, course re-accreditation or, in some cases, course amendment.

In line with Council processes, if the outcome of the initial review is non-compliance, the applicant is given an opportunity to provide evidence during an evidence review period of 20 working days.

Of the **four** non-compliant applications, **three** demonstrated compliance at evidence review and **one** was still in progress at the rectification stage as at 30 June 2022.

#### AQTF2021 Standards for Accredited Courses

In March 2021, the AQTF2021 Standards for Accredited Courses was approved by State and national Skills Ministers. In order for the new Standards to be enacted and applied to courses accredited by the Council, a legislative amendment was made to the VET Act. The new Standards were applied from 10 September 2021 and replaced the AQTF2007 Standards for Accredited Courses.

Key amendments to the AQTF2021 Standards for Accredited Courses included the addition of monitoring and evaluation processes, alignment of assessment and unit of competency requirements and definitions, updating the course document and unit of competency template and removing outdated references.

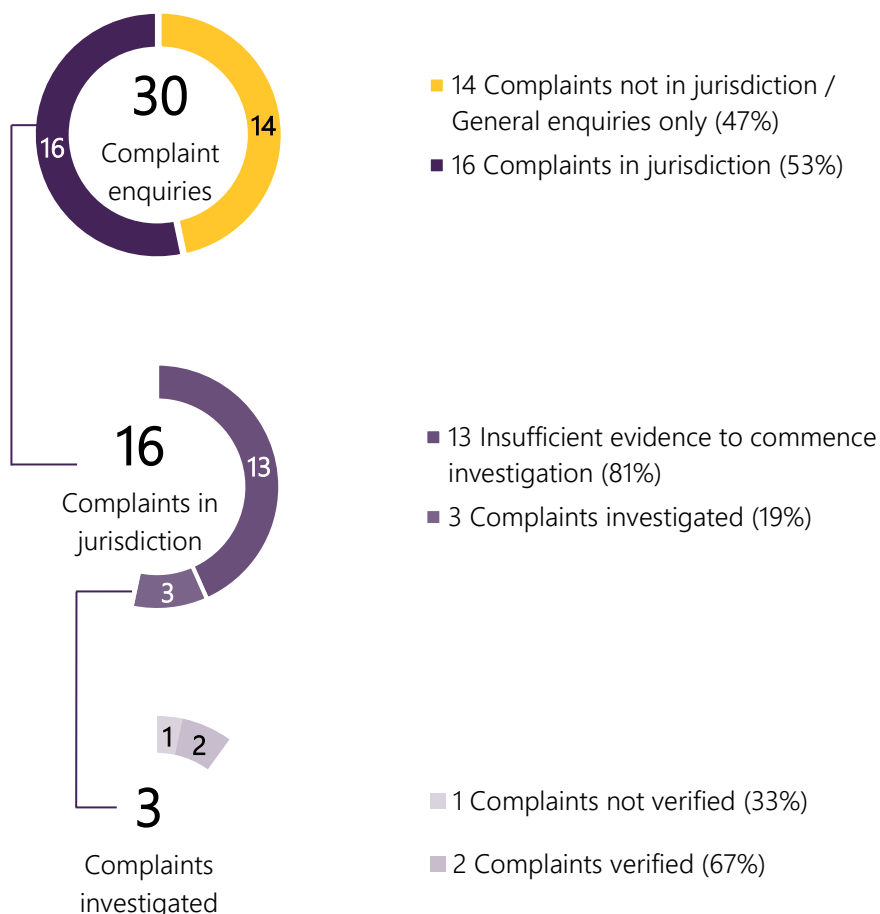
The Council reviewed their *Course Accreditation Policy*, procedures and application forms to ensure they align with the new Standards.

#### 4.2.11 Complaints Management

The VET Act and the *Standards for VET Regulators 2015* require that the Council implements a policy to manage and respond to stakeholder complaints. The Council can only investigate complaints if they relate to the ongoing compliance of RTOs with the Standards for RTOs and the VET Act. Monthly complaint reports are provided to Council and specify the number of complaints received, closed and outcomes during the defined reporting period.

During 2021-2022, the Council’s complaints management included a total of **30** closed complaint enquiries. Of these, **14** were not in jurisdiction or considered enquiries only and **16** complaints were formalised (in jurisdiction). Non-jurisdictional issues are referred to other agencies as appropriate. Figure 16 provides an overview of complaint matters closed within the reporting period.

Figure 16: Complaints activity



A verified complaint refers to non-compliances that have been identified following a complaint investigation. Of the two verified complaints, one required an audit for which the complaint was substantiated.

A complaint may include issues associated with more than one clause in the Standards for RTOs. Of the two verified complaint matters, one related to an organisation purporting to be an RTO when not registered (VET Act). The second matter related to training and assessment strategies failing to meet the requirements of the training package, and the AQF certification issued contrary to the requirements of the Standards.

Complaints management is an integral component of the Council’s Risk Framework and the data collected from complaints informs areas of risk and appropriate regulatory responses. While the number of complaints to Council are generally low, they provide useful insight into issues experienced by stakeholders.

### 4.3 REVIEW OF COUNCIL POLICIES AND OPERATIONS

As part of its role in supporting the business of the Council, the Secretariat maintains a quality system that supports the Council's functions as a VET regulator and ensures compliance with a range of State and national requirements. The Council monitors the implementation of operational processes and procedures on an ongoing basis with refinements made as and when required.



During the reporting period, the review of the quality system resulted in changes to policies, processes or procedures to reflect regulatory changes or for continuous improvement purposes. These included:

- Updates to the *Amendment to Registration Audit* process.
- A review of the *Compliance Recognition Program* (CR Program) was undertaken to consider the effectiveness and uptake of the program and potential improvements. The review found low levels of RTO uptake and some RTOs being unclear about their obligations in maintaining eligibility which presented a risk to compliance. The review also noted the impact of potential changes to the Standards for RTOs and broader VET reforms on the program. Following the outcomes of the review the Council decided to close the program.
- Amendments to *Application of Sanctions Policy* and *Compliance Monitoring Audit Policy and Procedure* to streamline and reflect current practice.
- Alignment of *Course Accreditation Policy*, procedures and application forms with the new *AQTF2021 Standards for Accredited Courses*.

### 4.4 APPEALS AGAINST COUNCIL DECISIONS

Under the requirements of section 58G of the VET Act, appeals against Council decisions must be lodged with the State Training Board (STB) in line with their established processes.

During the reporting period the Council, in line with the Standards for RTOs and the VET legislation, made a range of decisions concerning RTO registration including the cancellation of an RTO's registration on the grounds that the provider had ceased to exist, and the application of a variation to an RTO's scope, where the RTO remained non-compliant following a Compliance Monitoring Audit.

At the time of reporting the 2020-2021 period activity, an appeal lodged with the STB against a decision of the Council had not been finalised. The appeal was in relation to the Council's application of a variation to an RTO's scope. The STB disallowed the appeal on the basis that the appeal fell outside the scope of section 58G of the VET Act.



## 5. COMMUNICATION AND EDUCATION - Key Priority 2

### Outcome Indicators

The Council's success in achieving **Key Priority 2** is demonstrated by the extent to which the following indicator has been achieved:

<b>Outcome</b>	The Council effectively communicates and provides an educative service to stakeholders and gathers appropriate information to enhance its regulatory functions.
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Work undertaken by the Council to progress this priority and to achieve Key Priority 2 is detailed as follows.

### 5.1 EDUCATION PROGRAM AND DEVELOPMENT OPPORTUNITIES

The Council's Risk Framework and Regulatory Strategy 2021-2023 outlines Council's commitment to an education program to encourage and promote compliance. The Council's Strategic Plan also identifies provision of educative services as a key priority.

The Council has established itself as a key contributor to RTO professional development in Western Australia, with significant expansion in its program of delivery in recent years. The design of the education program and key topics for delivery are informed by audit outcomes, the biennial RTO and stakeholder surveys, workshop participant feedback, complaints and stakeholder consultations.

The Council's Education Program in 2021-2022 proved highly successful with **1,141** participants attending workshops either in person or online. This is a **13% increase** in the number of participants from the previous period. Feedback received from participants post workshops confirmed the education program is effective in increasing the capability and understanding of participants in meeting the requirements of the Standards for RTOs.

#### Education Program initiatives

During the period, **22** workshops were conducted as either webinars, face-to-face workshops, or a combination of the two. Council continued to offer its suite of educational materials in conjunction with additional strategies to disseminate information including podcasts, instructional video clips and the annual TAC event.

Education Program initiatives undertaken during the reporting period are detailed below:



A combined face-to-face/webinar providing RTOs with practical information to support compliance against the Standards for RTOs on the topic *RTO Governance – Driving Quality Through Good RTO Business Practice*.



**Two** regional face-to-face workshops were conducted in Broome and Bunbury covering *Assessment*, and *Designing training and assessment strategies*.



**15** webinars were conducted on a range of topics including: *Understanding Vocational Competence and Industry Currency*, *Developing Units of Competency for Accredited Courses*, *Understanding Training Packages*, *Designing and Using Assessment Tools*, *Reasonable Adjustment and Inclusive Practice*, *Industry Engagement and Conducting an Internal Audit*. Webinar sessions were recorded and made available on the Council's YouTube channel and TAC website.



**Three** workshops were delivered to the Secondary School sectors on topics such as *Understanding Vocational Competence and Industry Currency*.



An annual **TAC Event** was held for RTOs to meet Council members and participate in workshops that focussed on '*Strategies for Quality Training and Delivery*' and '*Assessment – Avoiding the Pitfalls*'.



**TAC Fact Sheets** provide training providers with guidance about the Standards for RTOs. Of the **25** Fact Sheets available, **seven** were updated or newly developed during the reporting period.



**Four Episodes** of the podcast series 'TAC Talks' were released on topics including *Understanding Fee Protection*, *Delivery of the Training and Education Training Package*, *Amount of Training* and *Identifying and Meeting Learner Needs*.



**Two** instructional clips were published on topics *Understanding the VET Sector* and *Obligations as an RTO*.



During the 2021-2022 period, the Council as part of its Reporting Framework, endorsed a new report for RTOs providing a point in time insight into the quality of training and assessment services. The initial report will be published in the 2022, with subsequent reports published annually to include current financial year trend data.

The Education Program will continue to be a major focus during 2022-2023, with the Council continuing to consult with stakeholders to inform the provision of relevant education program opportunities and delivery that supports RTO business improvement and compliance practices.

## 5.2 COMMUNICATIONS WITH CLIENTS AND STAKEHOLDERS

### 5.2.1 Provision of Consumer Information

The Council actively provides information to its clients and stakeholders, including guidance material to promote and support the delivery of quality services in the sector.

#### TAC Website

The website remains Council's primary communication portal and the most frequently accessed information and communication tool.

The Council's website provides access to the RTO Portal, registration and course accreditation application forms, complaints handling information and forms, Council policies, published newsletters, the education program calendar and an extensive selection of education and guidance material related to the Standards for RTOs including fact sheets, user guides and instructional clips.

During 2021-2022, the website had **141,377** page views with the most frequently visited pages being in relation to the *TAC Homepage, Fact Sheets, the Professional Development Calendar and Changes to Registration.*

This is a **10% increase** in page views from the previous period.

#### TAC Newsletters

Council produces regular newsletters including the TAC Update and TAC Special Bulletin, each a key mechanism to communicate timely information to stakeholders.

During 2021-2022, the Council published and distributed:

**11 TAC Updates**  
**5 TAC Special Bulletins**

Newsletters contain announcements on Council initiatives and policy matters, updates on State and national VET policy and regulatory matters, reminders about mandatory RTO reporting requirements and the Education Program. TAC Update readership remains high with **2,142** subscribers, a **17%** increase on the previous year.

#### Social Media

The Council has increased its digital content through its YouTube channel and LinkedIn account. The Council's **YouTube** channel created in December 2020, currently has **199** subscribers and during this reporting period offered **15** new videos. YouTube content received **5,269** views, a **307%** increase on the previous reporting period. The Council's **LinkedIn** account went live in June 2021 and now has **151** followers.

## RTO Portal

The Council's RTO Portal, an electronic client management system, provides RTOs with direct access to information linked to their registration including:

- their RTO contact details and scope of delivery; and
- capacity to submit applications and track progress through the system.

Organisations intending on becoming an RTO can gain access to the Portal in order to lodge an initial registration application.

In 2021/2022, a number of updates to improve the functionality and useability of the portal were made.

## Western Australian Training Awards

The Council continues to support the Western Australian Training Awards as a sponsor. Given the Council's functions under the VET Act, sponsorship of the awards reinforces the Council's on-going commitment to quality training and assessment in the VET sector.

### 5.3 FEEDBACK FROM RTOs AND STAKEHOLDERS

A key priority of the 2020-2023 Strategic Plan requires that the Council considers stakeholder feedback to enhance regulatory services and functions, gathers reliable data to measure its performance, and inform its planning, policies and services.

The *Standards for VET Regulators 2015* also require VET regulators to evaluate and improve their regulatory performance in regulating RTOs and accrediting courses.

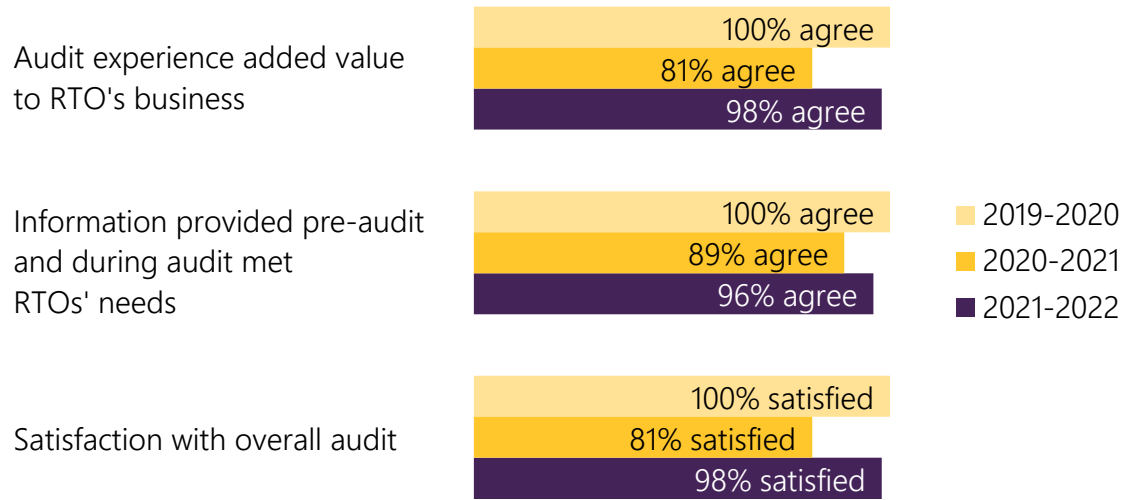
A key strategy for Council to achieve this outcome has been the biennial RTO and Stakeholder surveys. The surveys seek to obtain feedback to help shape Council's regulatory services and enhance interactions and communication with RTOs and stakeholders. In June 2022, the Council commenced work on the development of the 2022 RTO and stakeholder surveys. The survey findings will be reported in the 2022-2023 period.

#### Feedback from RTOs following Audit

The Council collects feedback from RTOs via audit surveys following completion of audits. This feedback is incorporated into the Council's continuous improvement processes and is reported on an annual basis. In July 2021, following a review of the type of audit information collected, the survey was expanded to include desk, hybrid and site audits, and accreditation reviews.

During the 2021-2022 period, a response rate of 42% was achieved, noting that responses are voluntary.

Figure 17: Feedback from RTOs following audit



## 6. COLLABORATION AND ENGAGEMENT - Key Priority 3

### Outcome Indicators

The Council's success in achieving **Key Priority 3** is demonstrated by the extent to which the following indicator has been achieved:

#### Outcome

Council collaborates with stakeholders in the provision of VET regulatory services to ensure confidence in VET outcomes.

Work undertaken by the Council to progress and achieve Key Priority 3 is detailed as follows.

### 6.1 ENGAGEMENT WITH STAKEHOLDERS

Engagement with stakeholders is a fundamental component of the Council's Strategic Plan and Risk Framework. The intelligence gathered through stakeholder engagement ensures appropriate and timely regulatory responses are identified to address risks within the Western Australian VET sector.

During the reporting period, the Council continued to proactively engage with stakeholders to strengthen information sharing and collaboration. Approximately **114 formal meetings** were undertaken with various stakeholders including Western Australian training councils, Skills Service Organisations, VET and industry regulators, State and Commonwealth Government agencies, industry associations, employer groups and RTOs.

#### ENGAGEMENT ACTIVITIES

114 formal meetings



Key stakeholder engagement included:

- Engagement with State Government industry regulators on delivery of qualifications and units of competency linked to licenced outcomes including high risk work licences, early childhood education and care, first aid and plumbing and gas.
- Consultation with industry and VET stakeholders regarding the development of the Council's strategic review into first aid units of competency.
- The Department of Mines, Industry Regulation and Safety (DMIRS) regarding requirements under the new Workplace Health and Safety legislation.
- Engagement with WA WorkSafe, the Resources Industry Training Council, and Construction Training Fund, to discuss quality of delivery in units of competency aligned to high risk work licences.
- Engagement with the Western Australian industry training councils to discuss quality of training across their respective industries.
- Discussions with Department of Health (DoH) regarding licencing and national mutual recognition for the pest control industry.

- Engagement with various government agencies and industry regulators with whom the Council has established MoUs for information sharing on VET issues.
- Discussions with representatives from the Association of Independent Schools of Western Australia and Catholic Education Office regarding customised education program workshops.
- the Australian Council for Adult Literacy (ACAL) and the Reading Writing Hotline in relation to Clause 1.7 of the Standards for RTOs (learner support).
- Presented at the Independent Tertiary Education Council Australia (ITECA) *WA VET Vocational Training Business Summit* on the role of Council, the Council's Risk Framework and Regulatory Strategy, the education program and RTO compliance.

## 6.2 PARTICIPATION AT A STATE AND NATIONAL LEVEL

During 2021-2022, the Council worked collaboratively with the State and Commonwealth Governments, VET regulators and national stakeholders in the regulation of the VET sector and in progressing discussions regarding quality reform.

### Working With Other VET Regulators

The Council continued to engage with ASQA and the VRQA. VET regulators met formally **four** times during the reporting period to discuss issues such as quality reform, strategic reviews and key VET regulatory updates. Additional meetings occurred during the reporting period to discuss:

- the *Standards for VET Regulator 2015*;
- transition arrangements for training product releases
- ASQA's reform agenda and implementation of its self-assurance model;
- industry specific issues in relation to quality of training and assessment.

The Council participated in meetings with ASQA and the Department of Training and Workforce Development to discuss issues relevant to each stakeholder.

### Government Agency Interactions

Engagement with State and Commonwealth Government agencies is critical to the development and progression of VET policy and reform matters. As a key VET stakeholder, the Council continued to provide input into strategic policy and regulatory matters including:

- quality reform, RTO excellence and the review of the Standards for RTOs (2015);
- review of the Australian Qualifications Framework;
- engagement with the Department of Education, Skills and Employment (Commonwealth Government) VET Data Strategy Working Group and the National Centre for Vocational Education Research Information Standard Working Group on matters related to VET data,

- Tuition Protection Service (TPS) regarding the 2022 TPS Domestic Levies;
- Unique Student Identifiers (USI) Advisory Group to review business activity, USI data trends and changes that impact on customer experience; and

The Council reviewed and where required, updated MoUs held with industry regulators and the Department of Training and Workforce Development (DTWD).

The Council works closely with DTWD on matters impacting VET in Western Australia including information sharing in relation to areas of risk to the sector, professional development opportunities and Training Package implementation particularly where decisions intersect or impact on VET regulatory activities and the requirements of the Standards for RTOs.