



GOVERNMENT OF
WESTERN AUSTRALIA

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ANNUAL REPORT

Training Accreditation Council

2022 – 2023



Training Accreditation Council
WESTERN AUSTRALIA

Statement of Compliance

Hon Simone McGurk MLA

MINISTER FOR TRAINING; WATER; YOUTH

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 2022 to 30 June 2023.



Anne Driscoll
CHAIRPERSON
TRAINING ACCREDITATION COUNCIL

18 September 2023

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Acknowledgement of Country

The Training Accreditation Council acknowledges Aboriginal people as the first sovereign Nations of Western Australia. We acknowledge their ancestral ties to the land and spiritual connection to Country. We acknowledge Elders both past and present, and value the contribution of Aboriginal people within our organisation.

Disclaimer

This annual report is published on the Council's website wa.gov.au/tac. 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 Flaticon.

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1. EXECUTIVE SUMMARY

1.1 RESPONSIBLE MINISTER

During the period 1 July 2022 to 14 December 2022, the Training Accreditation Council was responsible to the Minister for Education and Training, the Hon Sue Ellery MLC.

From 14 December 2022 to 30 June 2023, the Training Accreditation Council was responsible to the Minister for Training; Water; Youth, the Hon Simone McGurk MLA.

1.2 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 (TAC/the Council) to the Minister for Training; Water; Youth for the period 1 July 2022 to 30 June 2023.

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 2022-2023 reporting period and previous reporting periods is provided to allow a comparison of activities.

The report comprises:

Executive summary

- Chairperson's report
- 2022-2023 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.

1.3 CHAIRPERSON'S REPORT

On behalf of the Training Accreditation Council, I am pleased to present the Council's Annual Report for 2022-2023.

As the Chairperson, the 2022-2023 Annual Report provides an opportunity to reflect on the Council's achievements in the twelve months to 30 June 2023. The Council delivered a strong client-focussed regulatory service for the VET sector in Western Australia through its balanced regulatory approach and by providing an extensive education program to support RTO quality and compliance practices.

During 2022-2023, the Council continued to implement its *Focus on Quality: TAC Regulatory Strategy 2021-2023* (the Strategy) which conveys the Council's commitment to responding to risk priorities, the planned regulatory actions to monitor and minimise those risks, and ensuring appropriate regulatory oversight of the WA training market. The Strategy outlines a range of focus areas the Council has identified as posing the highest risks to the quality of VET and during this reporting year commenced strategic reviews into the delivery of first aid units and units of competency that lead to High Risk Work Licences (HRWL).

In addition, the Council undertook monitoring audits on a range of training products including units of competency linked to Heavy Vehicle Licences, and qualifications in the security industry and in the aged care and disability sectors. Due to the important role the *TAE40116 Certificate IV in Training and Assessment* plays in ensuring the VET workforce have the required skills and knowledge to undertake quality training and assessment, the Council continued to monitor delivery of this product over the period.

The Council maintained a strong focus on engagement, actively consulting with stakeholders through 107 formal meetings and I would like to acknowledge our VET sector and industry partners for their ongoing support, expertise and collaboration during the period.

In November 2022, the Council finalised its biennial survey of its RTOs and stakeholders. The feedback received from these surveys helps the Council to gather valuable data to measure its performance, focus its priorities and support the Council's ongoing commitment to improve its services. Survey findings were positive, with over 90% of RTOs and stakeholders rating Council's performance as 'good' or 'excellent'. The Council's communication with RTOs and stakeholders also rated positively, with the survey confirming high levels of satisfaction. The surveys confirmed strong support for the Council's Education Program with over 95% of RTOs rating their experience as 'good' or 'excellent'. The Council will continue to use the results of the surveys in its continuous improvement activities.

Over the last few years, the Council has established itself as a key contributor to RTO professional development in Western Australia. During the reporting period, the Council's Education Program continued to expand with over 2,025 participants attending workshops either in person or online. The TAC Education Program enables State-wide participation through a variety of mediums and provided RTOs with increased flexibility in accessing a

broad range of resources via the Council's webinars, the TAC YouTube Channel, website and podcasts.

In June 2023, the Council hosted its third annual event for Council regulated RTOs. The opening address was delivered by the Hon. Simone McGurk MLA, Minister for Training; Water; Youth and provided RTOs with an opportunity to meet Council members and Secretariat staff, and network with other RTOs. The event was well attended with participants from metropolitan and regional RTOs and featured three workshops on emerging and current issues including: *Generative AI – The Potential and Pitfalls for VET*, *Internal Audits for Continuous Improvement*; and *Reasonable Adjustment and Inclusive Practice*.

During 2022-2023, the Council actively contributed to national reviews aimed at Skills Reform and improving VET quality and regulation, including the review of the Standards for Registered Training Organisations (RTOs) 2015 and drafting of revised Standards. Council engagement with TAC regulated RTOs on the revised Standards will continue throughout 2023 – 2024.

The Council has maintained a sound reputation for its quality assurance and regulation of the VET sector and I extend a thank you to Council members for their ongoing contribution, collaboration and support during the reporting period.

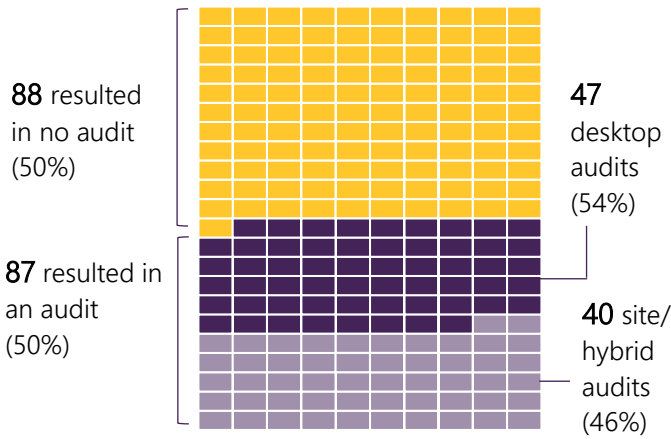
The Council would like to extend its gratitude to the Council's Secretariat provided by the Department of Training and Workforce Development for their dedication, assistance and on-going professional conduct provided in supporting the work of the Council. In particular, Council would like to extend its appreciation to Morena Stanley, former Director, Training Regulation, Council Secretariat and acknowledge her contribution to the work of the Council over a considerable period of time.



Anne Driscoll
CHAIRPERSON
TRAINING ACCREDITATION COUNCIL

1.4 2022-2023 HIGHLIGHTS AND KEY ACTIVITIES

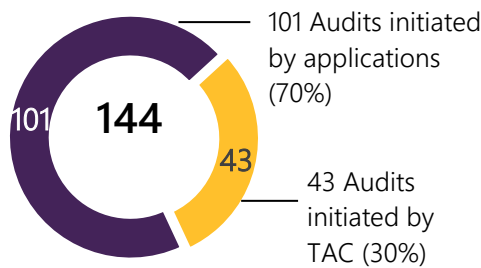
Risk assessments undertaken on applications*



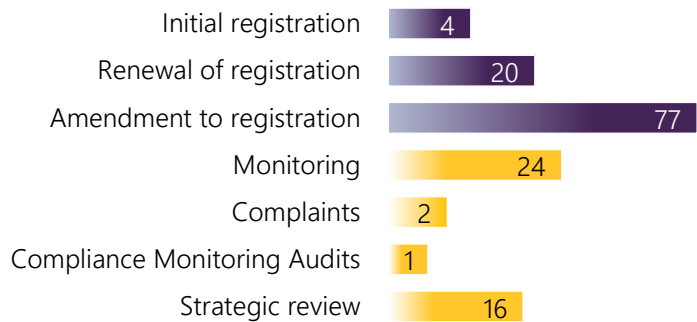
Endorsed applications*



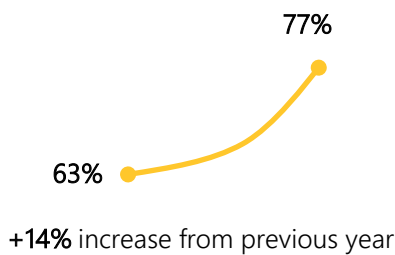
Audits conducted*



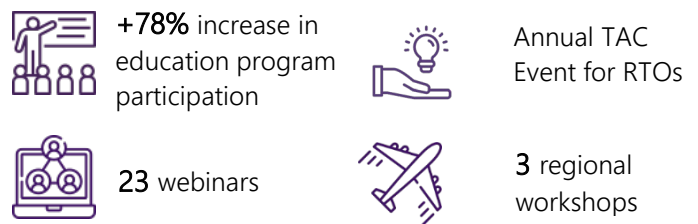
Audit types*



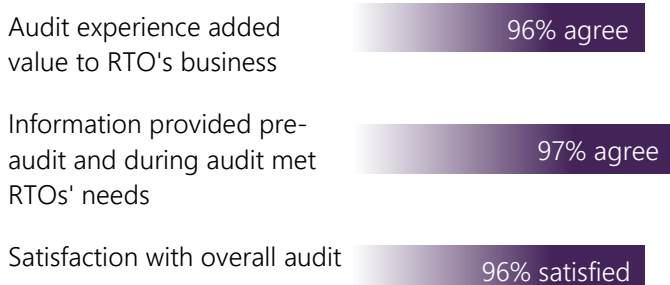
Compliance at Main Audit



Education Programs



RTO Feedback Post Audit



RTO and Stakeholder Perceptions



*The total number of risk assessments, audits conducted, endorsed applications and audit type do not align. For example, the risk assessment for an amendment to scope may have occurred in 21/22 and was reported in that financial year, but the audit occurred in 22/23 and is reported in this financial year.

2. INTRODUCTION – THE COUNCIL AT A GLANCE

The Council is an independent statutory body and 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 Training in accordance with section 25 of the *Vocational Education and Training Act 1996* (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, Royal Flying Doctor Service – Western Operations

Keryn Carter, WA Academy of Hair and Beauty and Volona Group

Neil Fernandes, Neil C Fernandes Consulting

Louise Hillman, National Disability Services

Jill Jamieson, J Jamieson Consulting

Bill Swetman

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 any 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 including the Council's Register of Interest were provided to the Minister for Training during the reporting period.

2.3 FUNCTIONS OF THE COUNCIL

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

- registration of training providers; and
- accreditation of 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.

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, provides transparency and the framework to enable Council to perform its functions under the VET Act, and ensures ongoing collaboration between the Council and the Department on national and State policy impacting the WA VET sector.

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.

The MoU is reviewed on an annual basis and 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 (then) 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 and Workforce Ministerial Council.

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.

In April 2023, the Council decided to extend the Strategic Plan by a further 12 months to 30 June 2024 and delay the development of a new Plan due to the potential impact of VET national reforms and the revised Standards for RTOs.

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 meet 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 2023

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 for contracted RTO Auditors and Accreditation Reviewers.

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 2023

INITIAL REGISTRATION FEES		
Application Lodgement Fee	Payable on application	\$800
Application Assessment Fee Base fee includes up to 4 qualifications, up to 20 units of competency and up to 2 delivery sites.	Base fee	\$8,000
	plus:	
	- each additional qualification	\$145
	- each additional unit of competency	\$50
	- each additional delivery site	\$1,395
<i>Total application fee, including lodgement and assessment, is capped at \$50,000.</i>		

RENEWAL OF REGISTRATION FEES

Application Lodgement Fee	Payable on application	\$900
Application Assessment Fee 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

Amendment to Scope Application	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

Annual RTO Registration Fee (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
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COMPLIANCE MONITORING AUDIT (CMA) CHARGES

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

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

3. APPROACH TO REGULATION

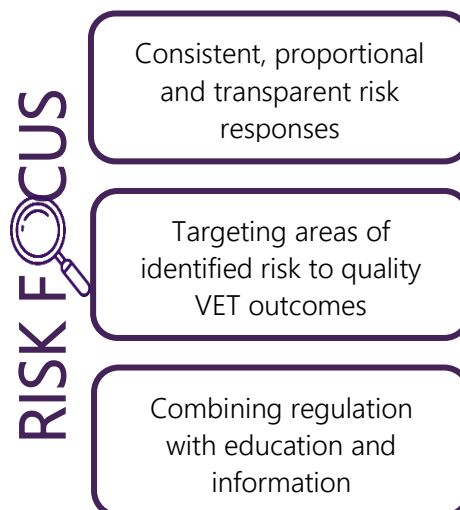
As a VET regulator, the Council applies consistent and proportional responses to levels of risk affecting the quality of VET outcomes and delivers an integrated and balanced regulatory approach that supports quality VET outcomes.

3.1 RISK BASED REGULATION

The Risk Framework describes the Council’s approach to risk based regulation, ensuring that regulatory responses are risk based, evidence based, targeted and proportionate.

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.

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, monitoring audits and educative strategies.



3.2 STAKEHOLDER ENGAGEMENT

Stakeholder engagement is a key component of the Risk Framework. The Council maintains close and ongoing engagement with VET and industry regulators as well as key stakeholders to ensure the Council is informed of issues that impact on the quality of VET and has the ability to develop appropriate and timely regulatory responses.

3.3 REGULATORY STRATEGY

The Council’s Regulatory Strategy is prepared in line with the Council’s Risk Framework. It conveys the Council’s commitment to responding to State-based priorities, 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 previous 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.

3.4 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 and achieve Key Priority 1 is detailed as follows.

4.1 THE COUNCIL'S GOVERNANCE REQUIREMENTS

4.1.1 Council Membership 2022-2023

Membership of the Council complied with the requirements of the VET Act during the reporting period, with seven members appointed by the Minister for Training. There were no changes in Council membership during 2022-2023.

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 include:

- implementing the Council's Strategic Plan and Risk Framework, the Regulatory Strategy, Education Program and to process applications for registration of training providers and accreditation of courses for consideration by the Council; and
- provide 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, regulatory matters, and key strategies to progress the work of the Council. The Council formally held **14** Council meetings over the 12 months to 30 June 2023.

The Council also considers matters 'Out of Session' ensuring matters are considered in a timely manner. During the reporting period Council considered **6** 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 2022-2023 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	\$39,442
Member	Barbara-Anne Brown	Annual	12 months	\$22,150	\$17,388*
Member	Keryn Carter	Annual	12 months	\$22,150	\$22,150
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	Bill Swetman	Annual	12 months	\$22,150	\$22,150
					\$167,580

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 ensures efficient and effective regulation across all jurisdictions including the application of the *Standards for VET Regulators 2015*, confirms collaboration arrangements, and the exchange of information between VET regulators. 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.

*Not eligible for remuneration for the period 1 July to 18 August 2022.

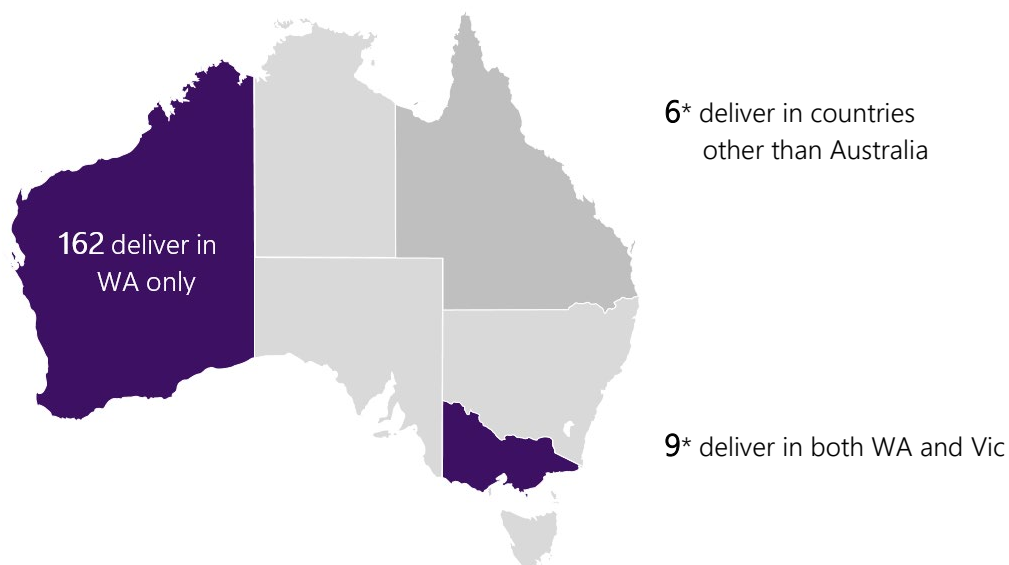
4.2 OVERVIEW OF THE REGULATORY MARKET

4.2.1 Registered Training Organisations as at 30 June 2023

As at 30 June 2023 there were 175 RTOs registered with the Council. Of the 175 RTOs registered with the Council, 162 deliver in WA only, nine deliver in both WA and Victoria and six deliver in countries other than Australia.

Figure 1: RTOs registered with the Council

175 RTOs registered with the Council



During the 2022-2023 reporting period:

5

RTOs voluntarily relinquished registration.

0

RTOs had a sanction (cancellation or suspension) imposed on their registration.

0

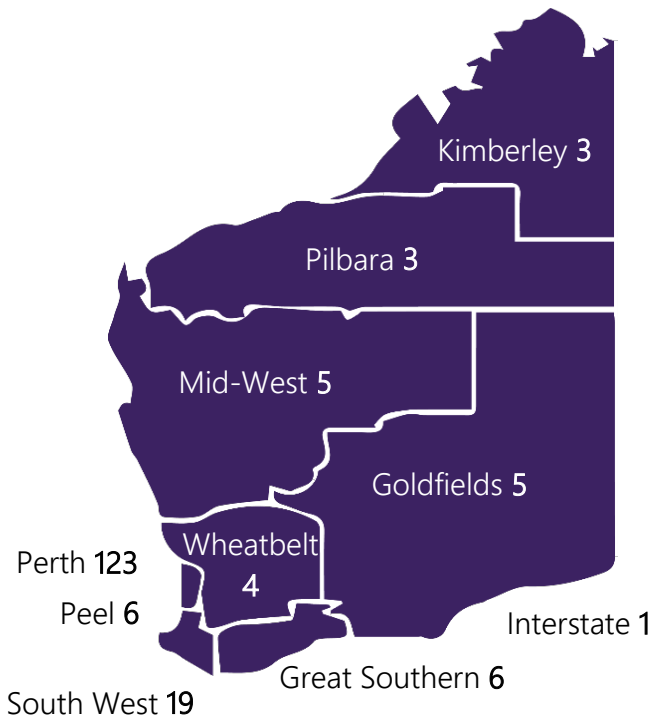
RTO's registration expired

*Includes two RTOs in both categories.

4.2.2 Demographics of RTOs

The following provides an overview of the Council’s regulated VET market in Western Australia for the 2022-2023 reporting period.

Figure 2: RTOs by location



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

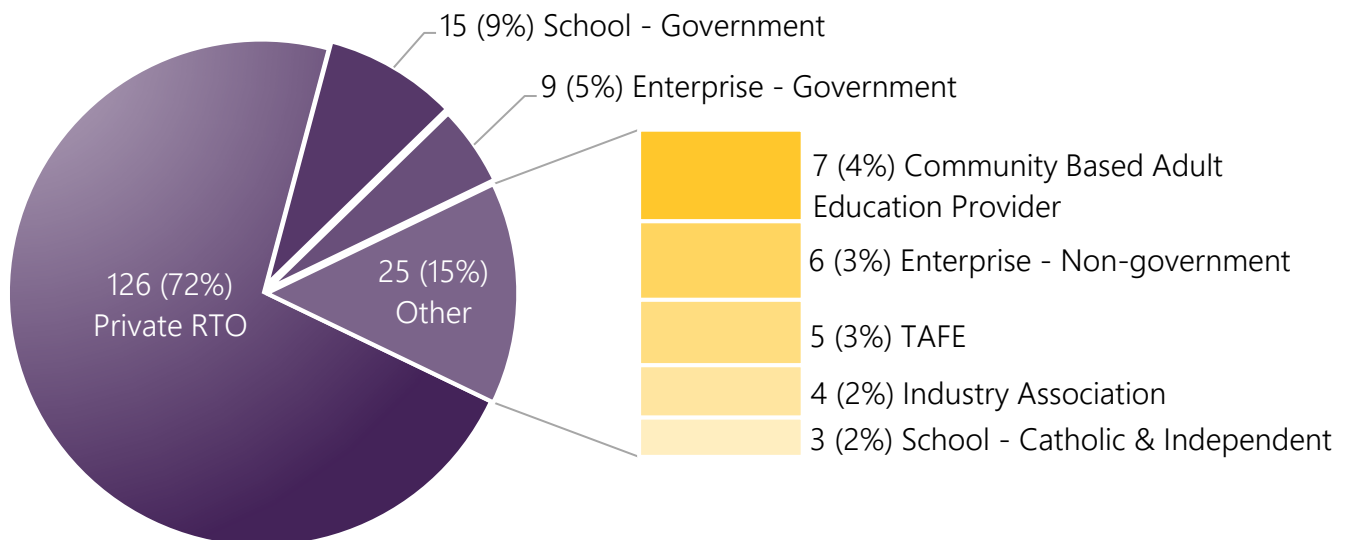
Of the 175 RTOs registered with the Council, 123 (70%) have their head office located in the Perth region and the remaining 52 (30%) are in regional Western Australia and one Interstate.

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

RTOs by type of business

126 (72%) of the 175 RTOs registered with the Council at 30 June 2023 were private RTOs. The remaining 49 (28%) RTOs included a range of business types as presented in Figure 3.

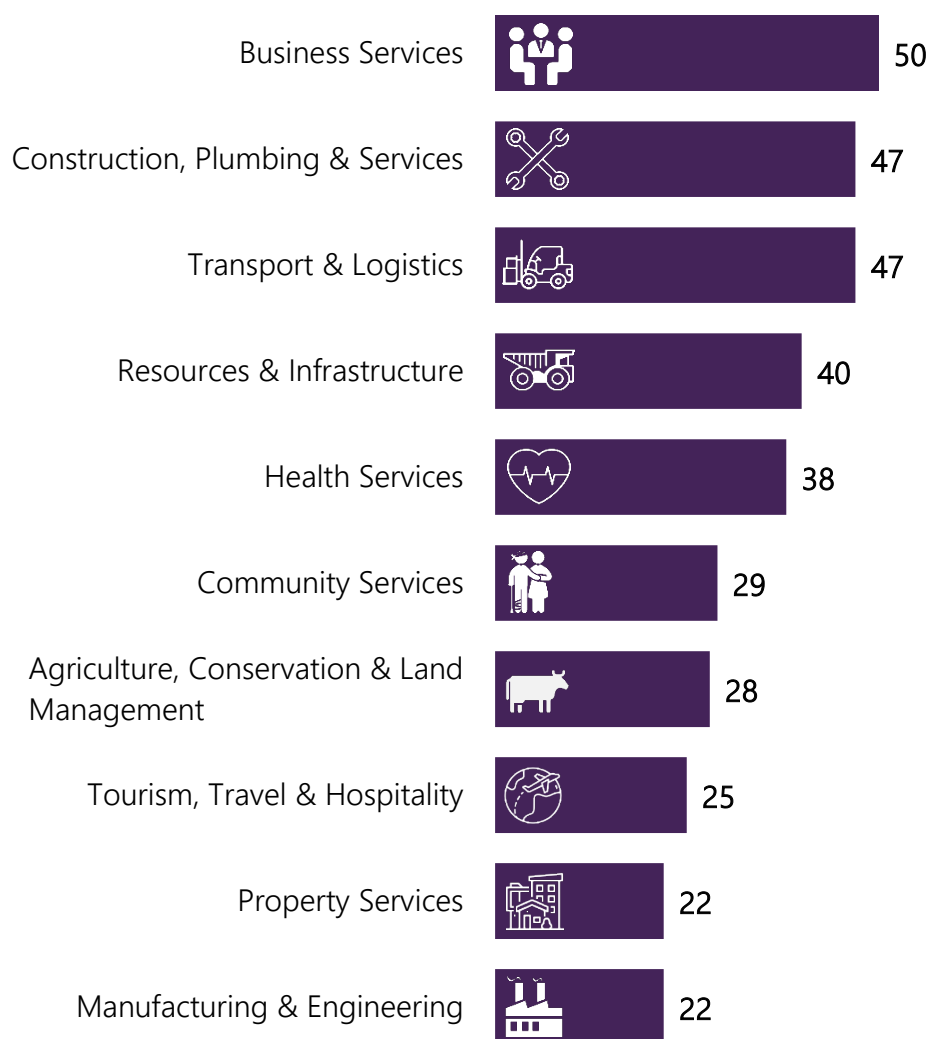
Figure 3: RTOs by type of business



Top 10 Industry Areas on RTO Scope

Of the **175** RTOs registered with the Council, **50** (29%) had Business Services on their scope of registration, followed by **47** (27%) with Construction, Plumbing and Services and **47** (27%) with Transport and Logistics on their scope of registration.

Figure 4: Top 10 industry areas on RTO Scope - provides a summary of the top 10 industry areas on the scope of registration of Council registered RTOs.



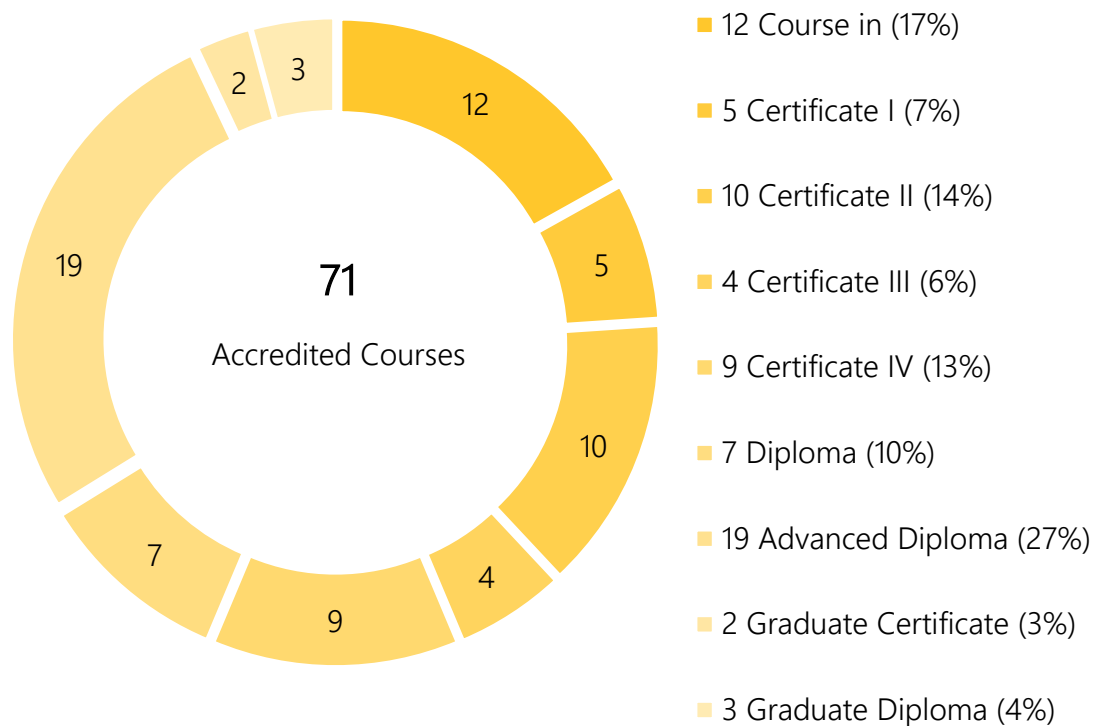
4.2.3 Accredited Courses

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 2023 there were **71** courses accredited with the Council. During 2022-2023 **five** new courses were accredited and **13** accredited courses expired. **Nine** of the thirteen expired courses were re-accredited.

Figure 5: Accredited courses by AQF level as at 30 June 2023*



*Note percentages may not total 100% due to rounding.

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.

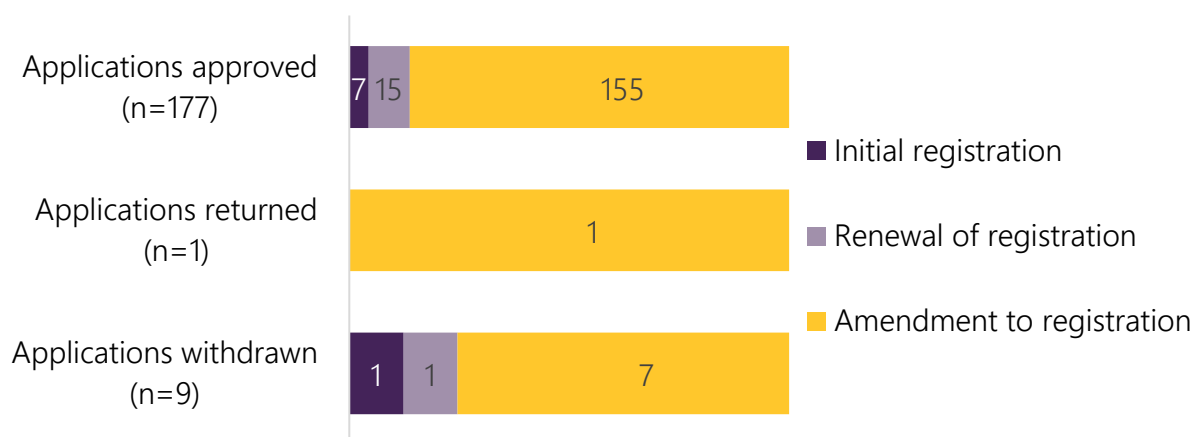
The following section provides an overview of the Council’s regulatory activity for the reporting period 1 July 2022 to 30 June 2023.

Registration Activity

The Council approved a total of **177** new registration applications of which **seven** were initial registrations, **155** were amendment to registration applications and **15** were renewal of registration applications.

Figure 6 provides an overview of registration applications approved, returned and withdrawn during the reporting period.

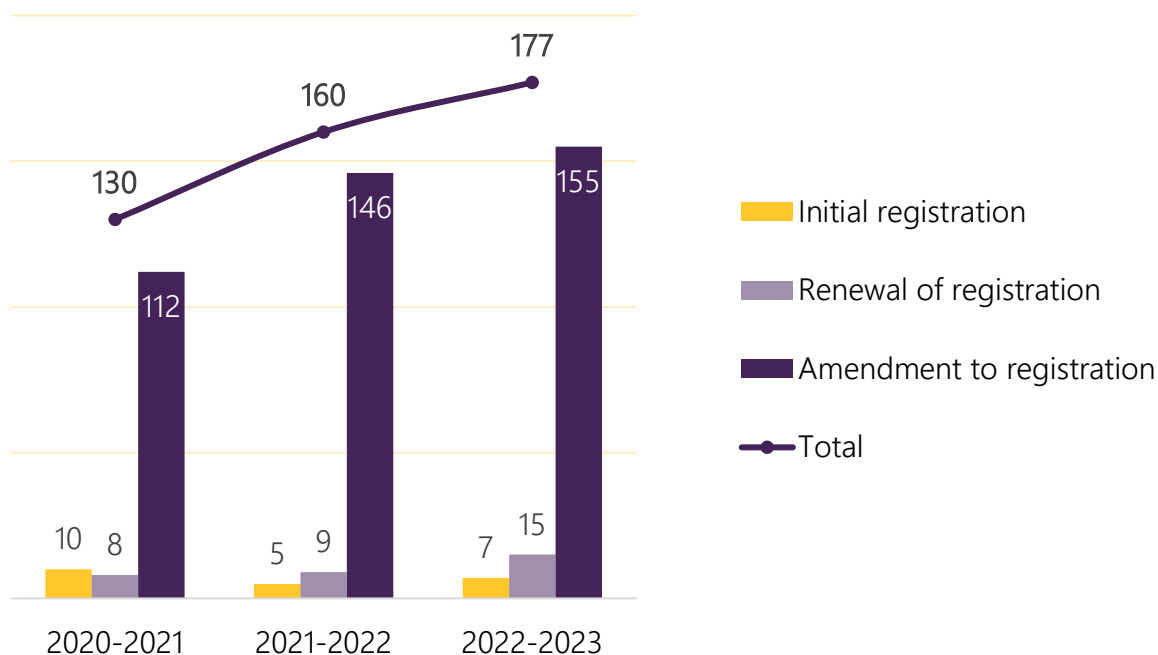
Figure 6: Registration activity for 2022-2023



Applications Endorsed

Figure 7 provides an overview of applications endorsed by the Council for the 2022-2023 period and the two previous reporting periods.

Figure 7: 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 can be attributed to changes in RTO business requirements, delivery focus and changes to training products (qualifications and/or units of competency). Where there are changes to training products, RTOs are required to submit an amendment application for replaced training products where they are deemed non-equivalent.

Replacement of Equivalent Training Products

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

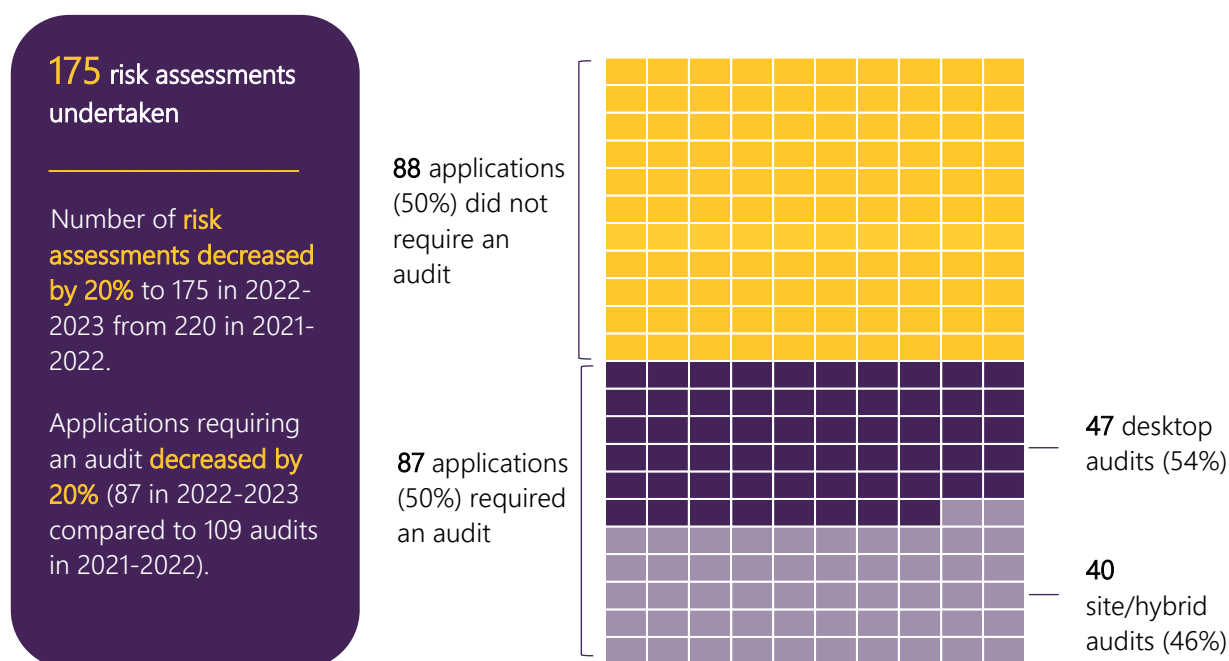
During the 2022-2023 period, **178** training products were processed by the Council through the replacement of equivalent training products, a decrease from the **277** processed in the 2021-2022 period. The number of training products processed is determined by the equivalent training products endorsed by Skills Ministers 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 *Focus on Quality: TAC Regulatory Strategy 2021-2023* and determines if a training provider is required to undergo an audit and the appropriate audit method.

Figure 8 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 8: 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 **87** RTOs conducting a total of **144** audits. The **87** RTOs represent **47%**** of all providers registered with the Council over the reporting period.

*The total number of risk assessments, audits conducted, endorsed applications and audit type do not align. The risk assessment for an amendment to scope may have occurred in 21/22 and was reported in that financial year, but the audit occurred in 22/23 and is reported in this financial year.

**While there were 175 RTOs registered with the Council at 30 June 2023, the percentage of RTOs audited (47%) represents the total number of providers that were registered with the Council over the reporting period.

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 9 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 9: Total audits for 2022-2023

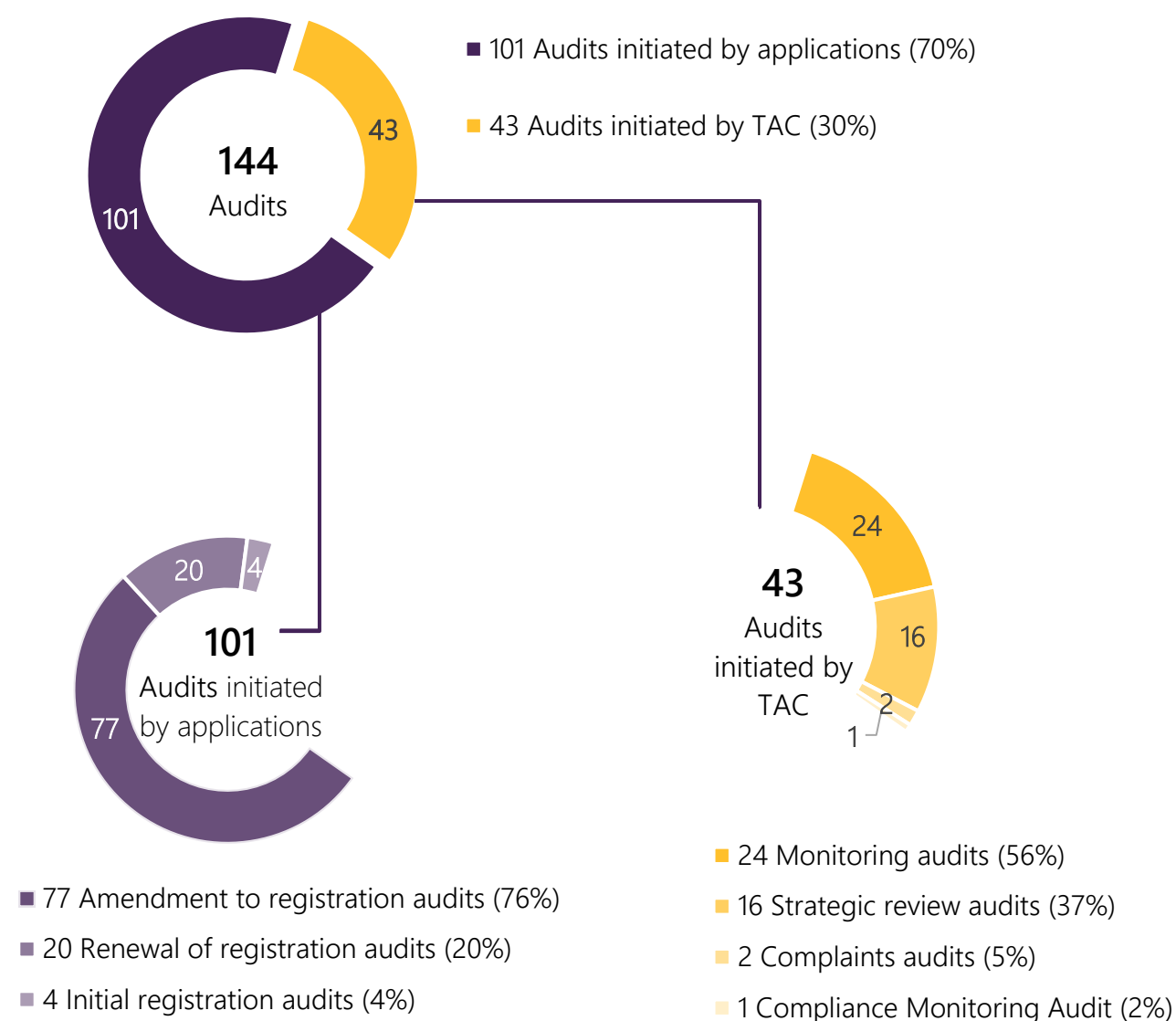
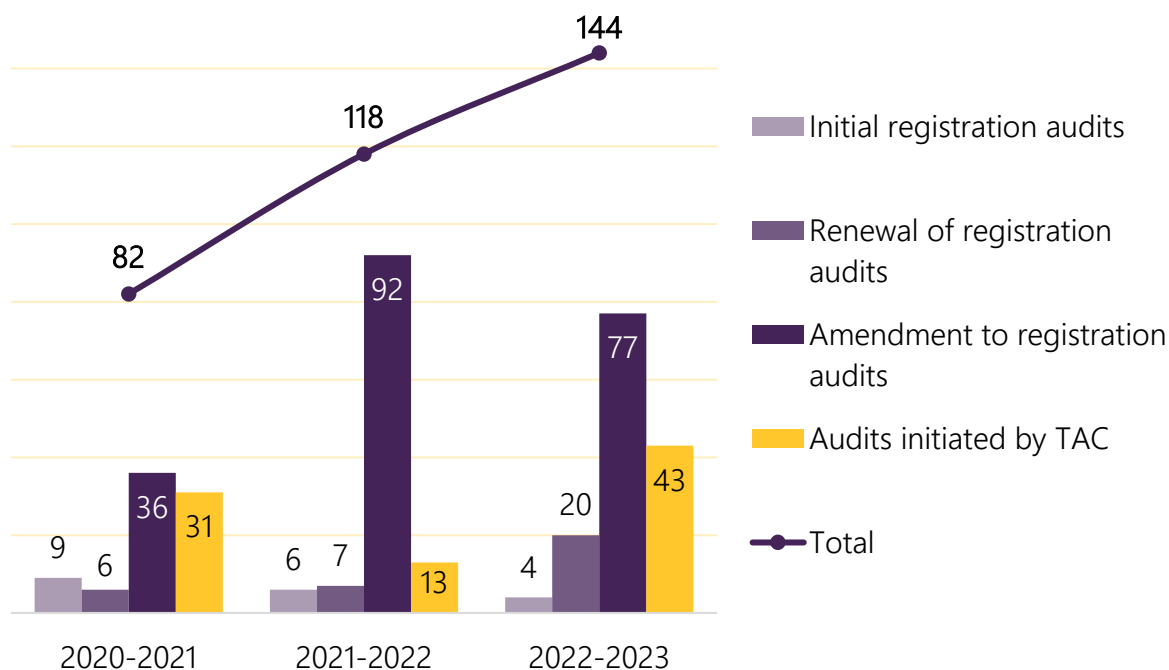


Figure 10 provides a comparison of the type and number of audits conducted in the 2022-2023 period and the two previous reporting periods.

Figure 10: Total number of audits by financial years



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. The increase in audits initiated by TAC can be attributed to the Council’s [*Focus on Quality: TAC Regulatory Strategy 2021-2023*](#) which focussed regulatory activities such as monitoring audits on training products deemed to pose a risk to quality training outcomes.

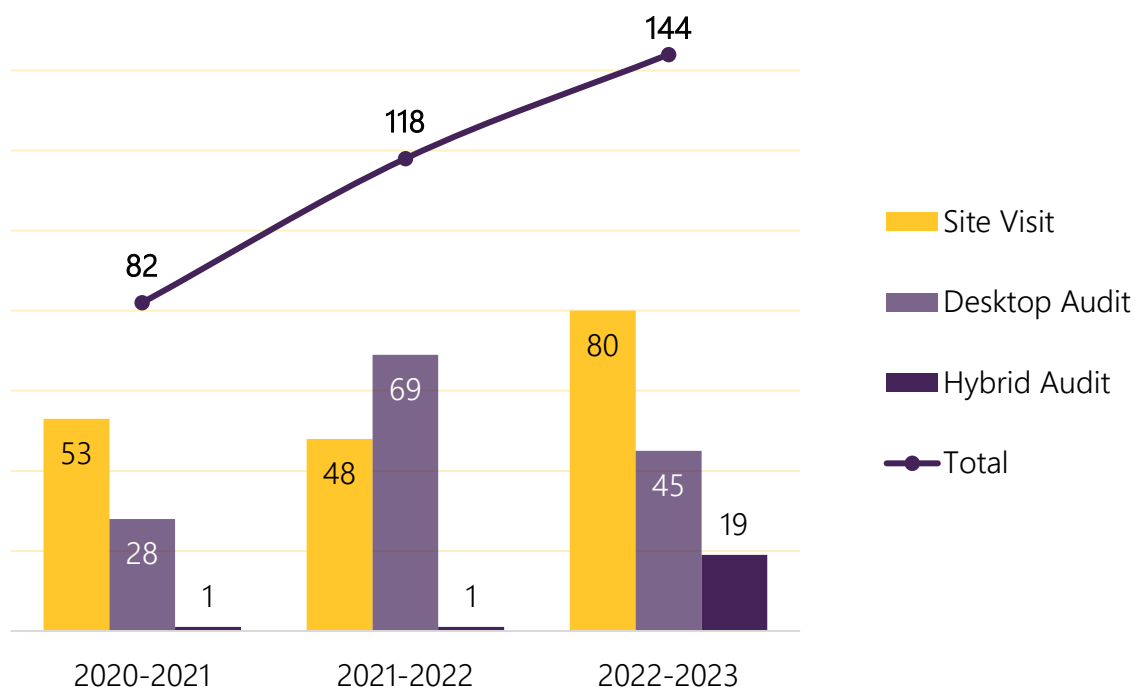
Audits by Method

The Council utilises its Regulatory Strategy and the outcomes 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.

In 2020 during the height of COVID-19 in Western Australia, the Council implemented ‘hybrid’ audits as an alternative audit method. During a hybrid audit, Auditors utilise alternative communication methods such as videoconferencing to engage with the RTO and to review facilities and resources. Hybrid audits are now embedded as a distinct audit method and have continued during the reporting period.

Figure 11 provides a comparison of the audit method between the current and the previous reporting periods.

Figure 11: Total number of audits by method

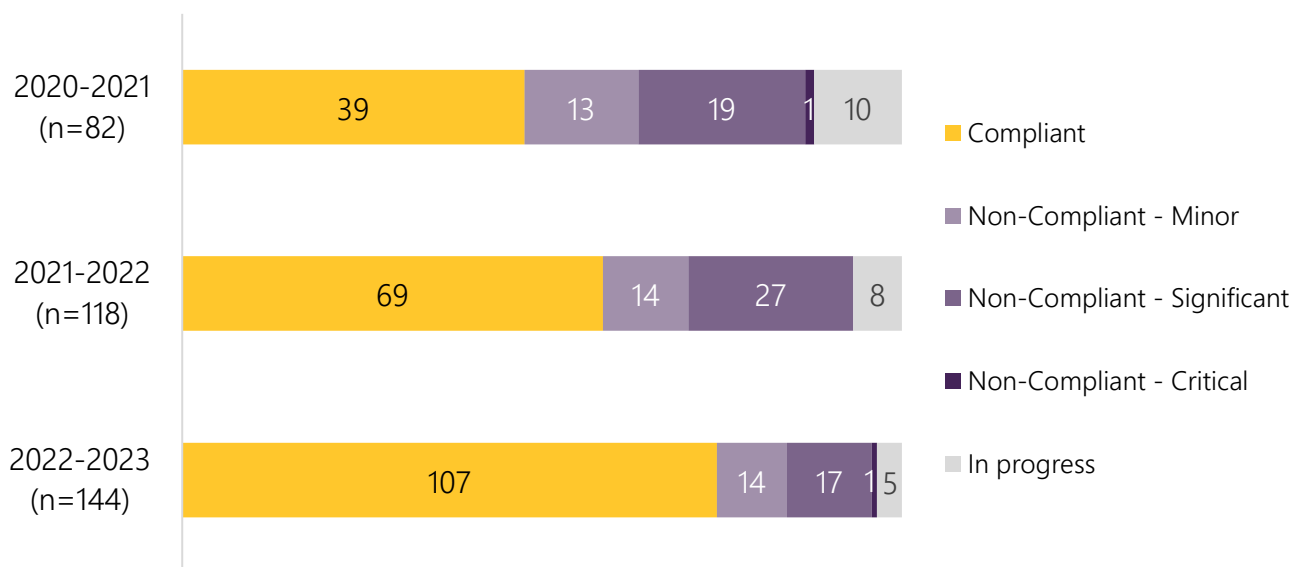


Audit Outcomes

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 12 provides a breakdown of the outcome of audits conducted during the 2022-2023 period (based on overall level of non-compliance identified at the main audit).

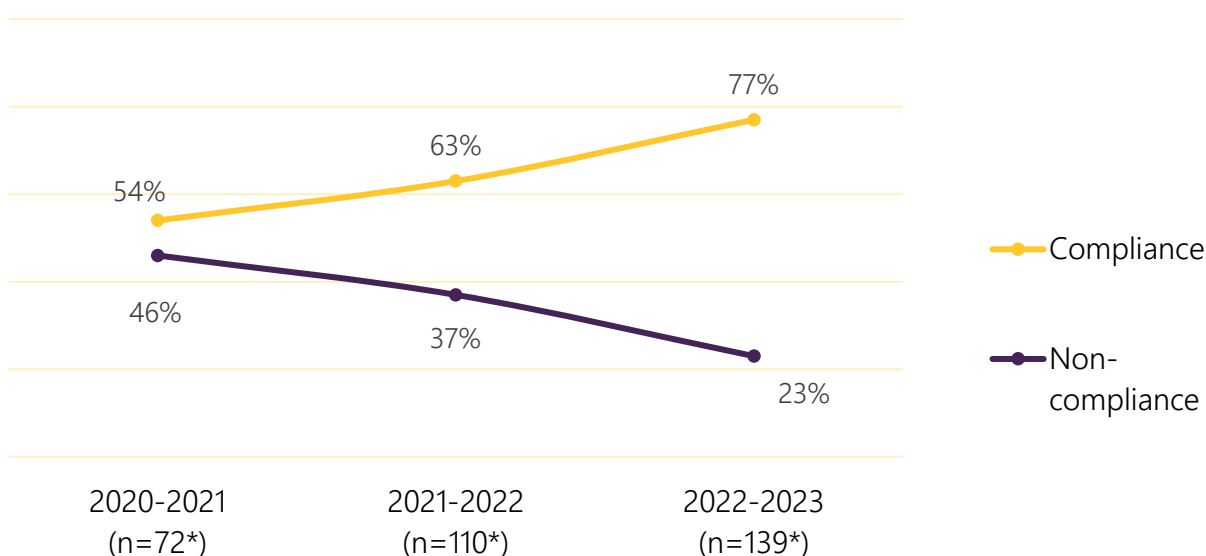
Figure 12: Audit outcome at main audit



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 13 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.

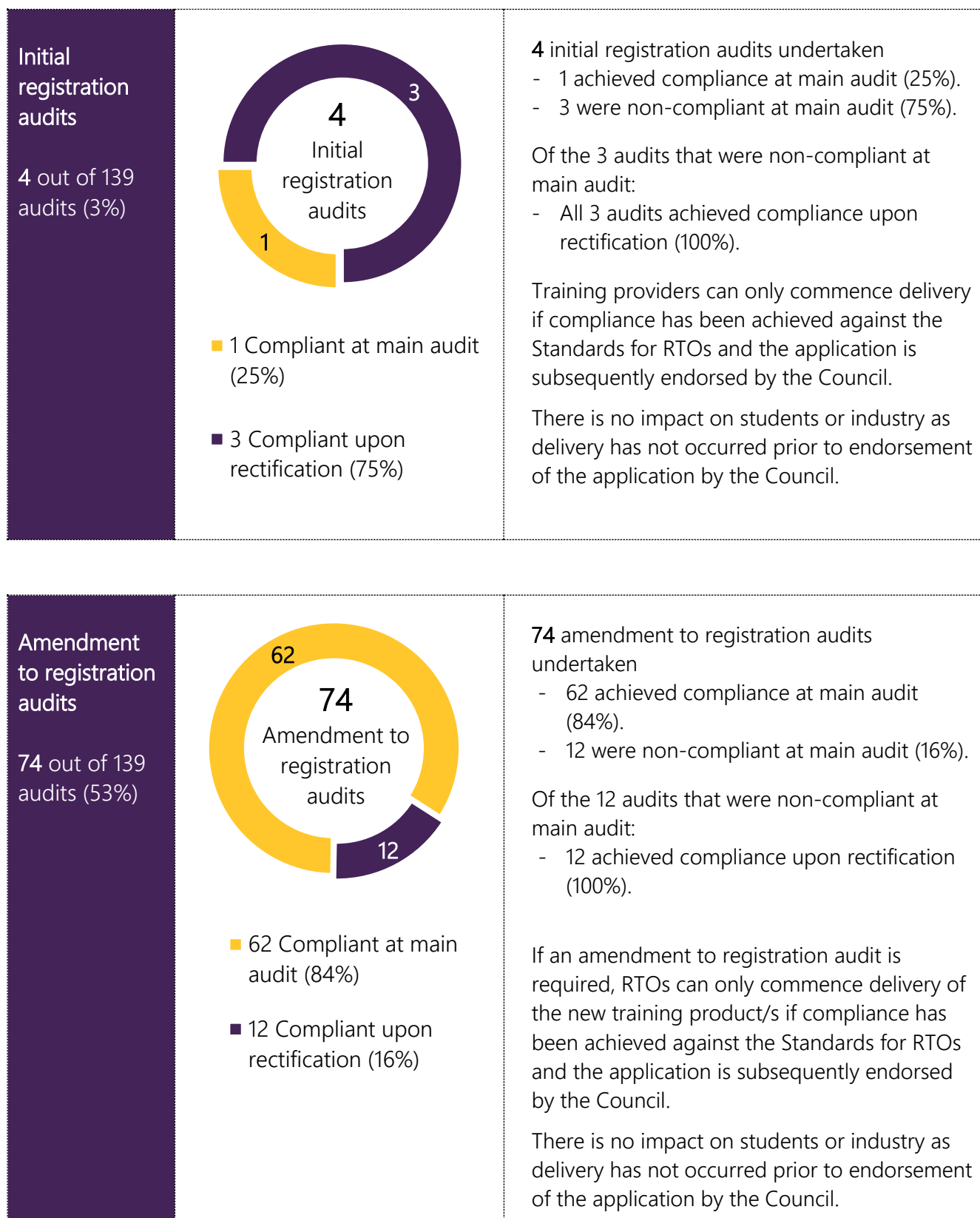
Figure 13: Compliance trend at main audit



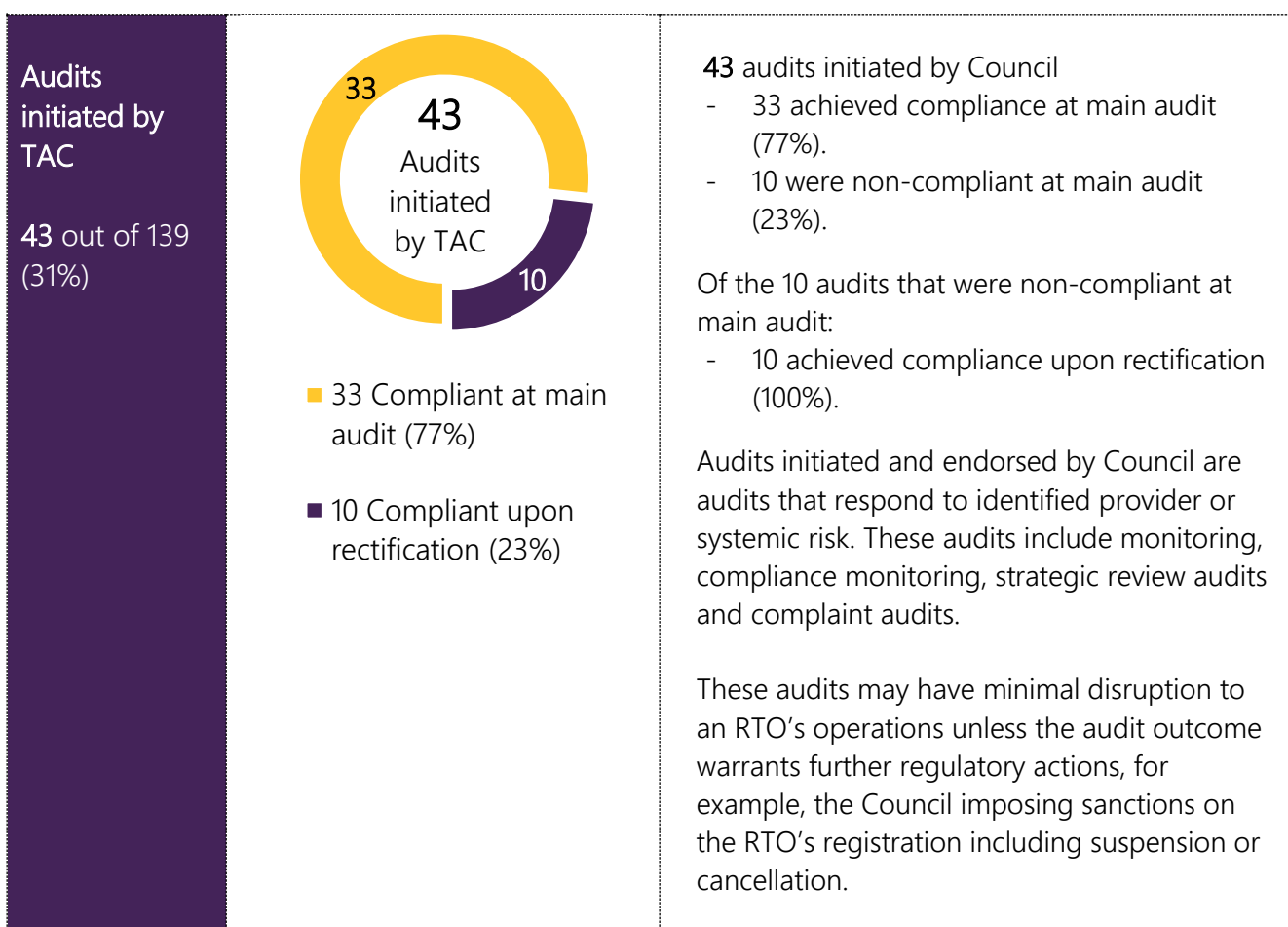
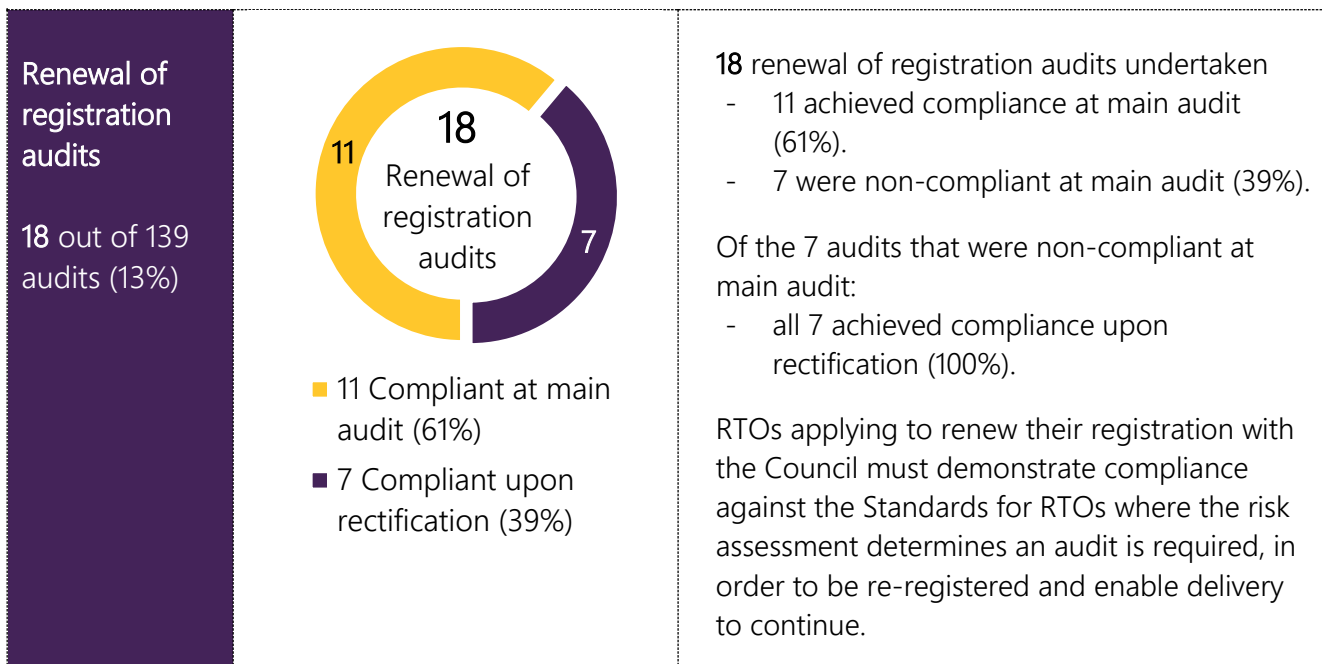
*Note 'in progress' audits were excluded when calculating the overall percentage of compliance at main audit, as compliance outcomes were unknown at the time of each reporting period.

Of the 144 audits conducted, **139** audits were completed by Council during 2022-2023. An overview of the 139 audit outcomes is provided in Figure 14.

Figure 14: Overview of audits completed (based on main audit outcome)*



*The total number of audits completed and endorsed applications do not align as the audit may have occurred in 21/22 and was reported in that financial year, but the application was endorsed by Council in 22/23 and is reported in this financial year.



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 2021-2022 Annual Declaration on Compliance by 30 September 2022 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 2022-2023 period, the Council approved **21** applications for extension to the transition period for **141** training products.

4.2.8 Focus on Quality: TAC Regulatory Strategy 2021-2023

During the previous reporting period, the Council endorsed and published a two-year strategy titled *Focus on Quality: TAC Regulatory Strategy 2021-2023* (the Strategy). 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 **652** instances* where amount of training was audited during the year, **92%** were found to be compliant at main audit.

To support RTO compliance, the Council's Education Program included webinars on the design of an RTO's training and assessment strategy, understanding training packages, and amount of training.

- **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 **325** instances where the clause was audited, **89%** were compliant at main audit.

The Council's Education Program included webinars on distance and online training and assessment, understanding training packages, quality delivery in training and learning, and a new podcast, *Identifying and Meeting Learner Needs*.

- **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 **446** instances where Clause 1.8 and Clause 1.12 were audited during the reporting period, **82%** compliance was achieved for 1.8 and **100%** compliance was achieved for 1.12 at main audit.

Given the importance of quality assessment practices to the integrity and reputation of VET, the Council continued to conduct webinars on developing assessment tools and systems, using assessment tools, assessment decision, reasonable adjustment and inclusive practice, assessment validation, and understanding RTO responsibilities in recognition of prior learning (RPL).

- **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 **987** instances where Clauses 1.13 – 1.16 were audited during the reporting period, on average **94%** were compliant at main audit.

The Council's Education Program focussed on vocational competence and industry currency, trainer and assessor requirements and a podcast titled *Trainer and Assessor Requirements*.

*Note '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.

Monitoring of Systemic Risks linked to Training Products

The Council's biennial [*Focus on Quality: TAC Regulatory Strategy 2021-2023*](#) (the Strategy) identified ongoing monitoring of the following training products:

- *TAE40116 Certificate IV in Training and Assessment;*
- units of competency linked to Heavy Vehicle Licences;
- *CPP20218 Certificate II in Security Operations; and*
- *CHC33015 Certificate III in Individual Support.*

During 2022-2023, 17 RTOs were the subject of Council monitoring audits against these training products, with twelve found to be compliant.

The Strategy also provided 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.

During the period, 25 RTOs submitted 32 applications to add training products listed in the Strategy to their scope of registration. Of these 32 applications, 27 were audited.

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 Strategic 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 wa.gov.au/tac.

Strategic Review into First Aid units of competency

The Council's [*Focus on Quality: TAC Regulatory Strategy 2021-2023*](#) identified first aid units of competency as an area of focus. 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.

The strategic review comprised of two components:

- all RTOs who have the new units on their explicit scope of registration will be audited six months after the amendment to scope to check deployment; and
- for RTOs where first aid is implicit and due to the variable timing of qualification updates, monitoring audits occur over 12 months.

*Note an RTO may have submitted multiple applications to add multiple training products into their scope of registration.

The strategic review commenced in 2021-2022 and has continued in this period, with three strategic review audits undertaken. The remainder of the audits will be undertaken in the first half of 2023-2024. A final report on the outcomes of the strategic review will be published on the Council's website on completion of the strategy.

Strategic Review into units of competency that lead to a High Risk Work Licences (HRWL)

The Council's [*Focus on Quality: TAC Regulatory Strategy 2021-2023*](#) identifies units of competency linked to High Risk Work Licences (HRWL) as an area of focus. Industry regulator and stakeholder feedback indicated that HRWL training and assessment must be sufficiently robust to give industry confidence in the training and assessment outcome including the RTOs amount of training, and an assurance there are sufficient resources and equipment to deliver the training.

Based on stakeholder feedback and data analysis, the following units were included in the strategic review:

- TLILIC0003 Licence to operate a forklift truck;
- TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more);
- CPCCLDG3001 Licence to perform dogging;
- CPCCCM3001 Operate elevated work platforms up to 11 metres; and
- TLILIC0018 Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity).

In 2022-2023, 13 strategic review audits were undertaken. Upon completion of this strategic review, outcomes will be provided to the industry regulator, WorkSafe WA.

4.2.10 Course Accreditation

At 30 June 2023 there were **71** courses accredited with the Council.

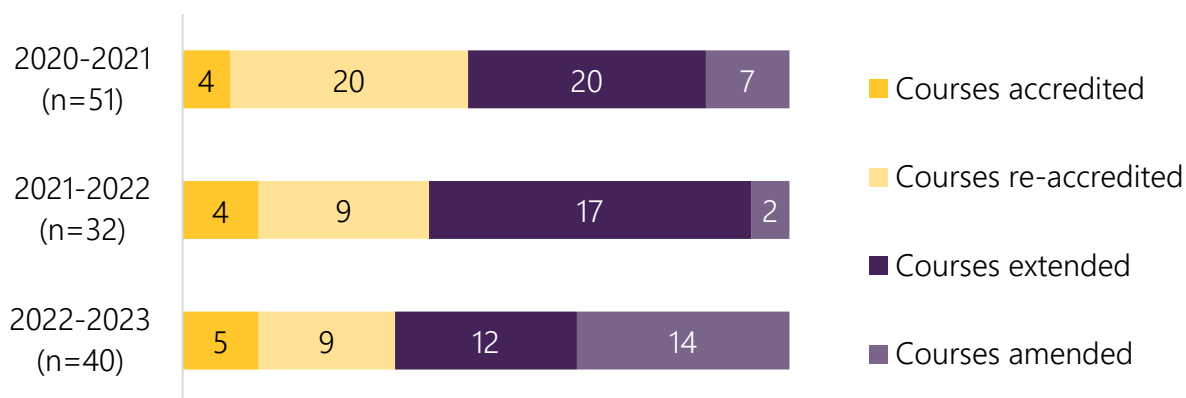
During the reporting period, the Council considered and approved a total of **40** course accreditation applications. These included **five** applications for accreditation of a new course, **nine** applications for re-accreditation, **12** applications for extension of course accreditation and **14** course amendment applications.

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.

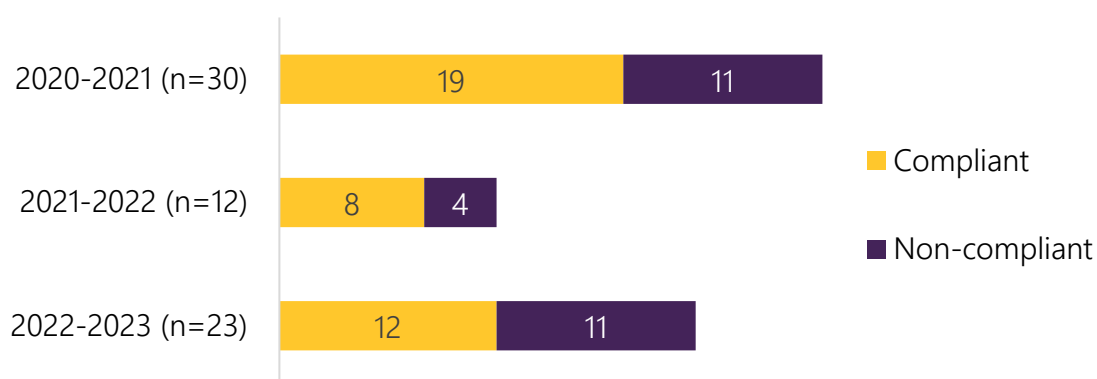
Figure 15 summarises accreditation activity undertaken in the reporting period.

Figure 15: Accreditation applications endorsed



The following chart (Figure 16) sets out the outcome of each accreditation review undertaken against the *AQTF2021 Standards for Accredited Courses* during the reporting period.

Figure 16: Outcome of accreditation reviews (main review)



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

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

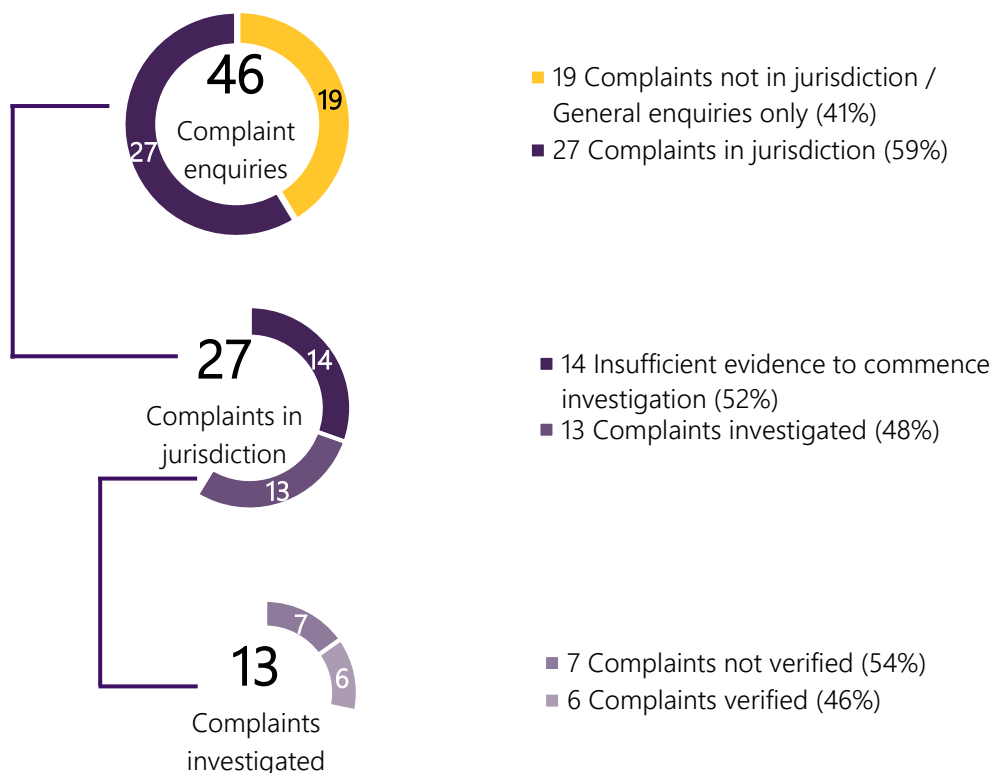
All 11 non-compliant applications demonstrated compliance at evidence review.

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 complaint outcomes during the defined reporting period.

During 2022-2023, the Council’s complaints management included a total of **46** closed complaint enquiries. Of these, **19** were not in jurisdiction or were considered enquiries only and **27** complaints were formalised (in jurisdiction). Non-jurisdictional issues are referred to other agencies as appropriate. Figure 17 provides an overview of complaint matters closed within the reporting period.

Figure 17: Complaints activity



A verified complaint refers to non-compliances that have been identified following a complaint investigation. Of the six verified complaints, three required an audit for which all three complaints were substantiated.

A complaint may include issues associated with more than one clause in the Standards for RTOs. Of the six verified complaints, the complaint matters were varied and included:

- an organisation purporting to be an RTO when not registered (VET Act);
- trainer and assessor vocational competencies;
- RTO training and assessment strategies and systems not being consistent with the training package and amount of training being provided;
- assessment validation;
- safety of the RTO’s facilities and equipment;
- the RTO’s fee protection arrangements;
- information provided to the students; and
- timeframe for an RTO to issue certification.

Complaints management is an integral component of the Council’s Risk Framework and the data collected from complaints inform areas of risk and appropriate regulatory responses, and 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 a review of:

- the Management of Critical Non-Compliance Policy (Risk of Injury or Death);
- Accreditation applications and processes, including module development, transfer of course ownership, and amendment to an accredited course;
- the application of credit for equivalent units of competency that have been superseded twice or more; and
- the Council's website as part of the transition to the Government of Western Australia's WA.GOV.AU platform.

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 no appeals were lodged.

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:

Outcome	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 and achieve Key Priority 2 is detailed as follows.

5.1 EDUCATION PROGRAM AND DEVELOPMENT OPPORTUNITIES

The Council's Risk Framework and [*Focus on Quality: TAC Regulatory Strategy 2021-2023*](#) outlines Council's commitment to an education program to encourage and promote compliance.

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 2022-2023 proved highly successful with **2,027** participants attending workshops either in person or online. This is a **78% increase** in the number of participants from the previous period. Feedback received from participants post workshop 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, **34** workshops were conducted as webinars or face-to-face workshops. The Council continued to offer its suite of guidance materials in conjunction with podcasts, instructional video clips and the annual TAC event in order to disseminate information.

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



Eight face-to-face workshops were delivered across **three** regional areas in Kalgoorlie, Albany and Karratha covering trainer and assessor requirements, vocational competency and industry currency, assessment, and continuous improvement.



23 webinars were conducted on a range of topics including: assessment, RPL, training and assessment strategies, quality delivery, reasonable adjustment, online delivery, marketing, continuous improvement, internal audits, trainer and assessor requirements, becoming an RTO, and course accreditation.

A new webinar on *Renewal of Registration* included a panel discussion for the first time, featuring TAC Auditors.

Webinar sessions were recorded and made available on the Council's YouTube channel and TAC website.



One workshop was delivered to the Secondary School sector on the topic *Designing RTO Training and Assessment Strategies*.



The annual **TAC Event** offered TAC RTOs an opportunity to participate in workshops on emerging and current issues including *The Pitfalls and Potential of AI in VET, Internal Audits for Continuous Improvement* and *Reasonable Adjustment and Inclusive Practice*.



TAC Fact Sheets provide RTOs with guidance about the Standards for RTOs. Of the **29** Fact Sheets available, **seven** were updated or developed during the reporting period.



Five Episodes of the podcast series 'TAC Talks' were released and featured topics including *Protecting Learners when there are Industry Licensing Outcomes, Transition Arrangements, Industry Engagement, Trainer and Assessor Requirements and Who is TAC and What is its Role?*



The *Snapshot of Compliance Trends* report was published, which provides RTOs a point in time insight into the quality of training and assessment services.

The Education Program will continue to be a major focus for the Council during 2023-2024. Feedback gained from stakeholder consultations will inform the future development and provision of relevant education program content and delivery to support RTO capability 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.

On 30 March 2023, the Council transitioned its website to the wa.gov.au/tac domain to improve user access and increase Council's visibility. The wa.gov.au platform is a key WA State Government strategy to consolidate all government agency websites under one domain, to streamline service delivery and make it easier for Western Australians to locate. The TAC website content was reviewed and updated as part of the transition.

TAC Newsletters

During 2022-2023, the Council published and distributed:

10 TAC Updates
5 TAC Special Bulletins
2 Announcements

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

Newsletters contain information 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.

As at 30 June 2023, the TAC Update had **1959** subscribers.

Social Media

The Council has increased its digital content via its YouTube channel, LinkedIn account and through Podcasts.

As at 30 June 2023, the Council's **YouTube** channel had **334** subscribers and during the reporting period offered **34** new videos. YouTube content received **9,266** views, a **76%** increase on the previous reporting period.

As at the 30 June 2023, the Council's **LinkedIn** account had **322** followers, a **113%** increase from the previous reporting period.

The Council podcast series 'TAC Talks' had been downloaded **716** times through various podcast apps and watched **567** times on YouTube during this reporting period.

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.

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 meet this requirement is the biennial RTO and Stakeholder surveys. The surveys seek to gather important information about the Council's performance and effectiveness, and provides the Council with valuable insights to inform improvements, help shape and enhance regulatory services, and focus future priorities.

2022 Survey of RTO and Stakeholder Perceptions of Performance

In November 2022 the Council finalised the biennial survey of its RTOs and stakeholders.

The survey was conducted between August and September 2022, consisting of two separate surveys - one targeting RTOs via an online survey, and the other with stakeholders via a telephone survey.

91% of RTOs and stakeholders rated Council's performance as 'good' or 'excellent'

Responses were received from **135 RTOs (72% of RTOs surveyed)** and **24 stakeholders (100% of stakeholders surveyed)**.

- **Overall responses**
 - Overall perceptions of the Council's performance by both RTOs and stakeholders were very positive with **91%** of RTOs and stakeholders rating the Council's performance as good or excellent.
 - The area of highest performance of Council as seen by RTOs was that it promotes and encourages continuous improvement of RTOs (94%) and the area of Council's strength identified by stakeholders was being open to hearing concerns about the quality of VET (92%).

- **RTO feedback**
 - The Council continues to record high levels of satisfaction from RTOs.
 - RTOs who were subject to audit were very positive overall in their response, with over **85%** of RTOs indicating audits are a worthwhile experience.
 - Over **84%** of RTOs rated the audit as good or excellent.
- **Stakeholder feedback**
 - Ratings were very positive, with Stakeholders identifying the areas of strength for TAC to be:
 - open to hearing concerns about the quality of VET (**92%**);
 - collaborating with your organisation (**87%**); and
 - providing timely, quality advice about the VET sector to your organisation (**82%**).
- **Education Program**
 - Over **58%** of RTOs surveyed indicated they had attended a Council education workshop either in person or via webinar.
 - **96%** of RTOs rated their experience of attending an education program workshop as good or excellent.

Over **85%** of RTOs indicated audits are a worthwhile experience.

Over **84%** of RTOs rated the audit as good or excellent.

The survey findings assist in focussing Council priorities over the short to medium term and support the Council’s ongoing commitment to:

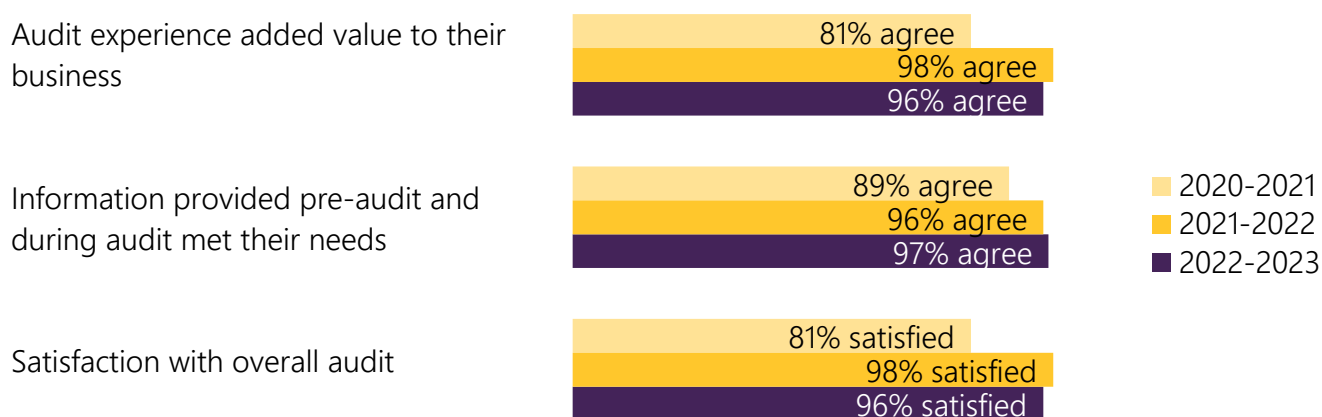
- continually review and improve its systems and regulatory practices; and
- enhance its interactions and communications with RTOs and stakeholders.

Feedback from RTOs and Course Owners following Audit

The Council collects feedback from RTOs and Course Owners via audit surveys following completion of desk, hybrid and site audits, and accreditation reviews. This feedback is incorporated into the Council’s continuous improvement processes.

During the 2022-2023 period, 74 responses were received, noting that responses are voluntary.

Figure 18: Feedback from RTOs and Course Owners following audit*



*Note responses received may not align to the total of audits/accreditation reviews within the period.

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 **107 formal meetings** were undertaken with various stakeholders including VET and industry regulators, State and Commonwealth Government agencies, Western Australian training councils, industry associations, employer groups and RTOs.

ENGAGEMENT ACTIVITIES

107 formal meetings



Key engagement activities included:

- Engagement with State Government industry regulators on delivery of qualifications and units of competency linked to licenced outcomes, the early childhood education and care sector and the plumbing and gas industry.
- Consultation with over 20 industry and VET stakeholders to identify areas of systemic risk for the development of the Council's new Regulatory Strategy for 2023 – 2025.
- Consultation with industry, VET stakeholders and WorkSafe WA regarding the development of the Council's strategic review into units of competency linked to high risk work licences in Western Australia.
- Engagement with Department of Transport, Consumer Protection and the Logistics and Defence Skills Council to discuss quality of delivery in units of competency linked to heavy vehicle licences.
- Engagement with the Western Australian industry training councils to discuss quality of training across their respective industries.
- Engagement with various government agencies and industry regulators with whom the Council has established MoUs for information sharing on VET issues.

6.2 PARTICIPATION AT A STATE AND NATIONAL LEVEL

During 2022-2023, 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. The 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 review of the Standards for RTOs (2015) and regulatory policy.

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:

- the review of the Standards for RTOs (2015);
- engagement with the Commonwealth Government's Department of Employment and Workplace Relation's 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; and
- Unique Student Identifiers (USI) Advisory Group to review business activity, USI data trends and changes that impact on customer experience.

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.