



GOVERNMENT OF
WESTERN AUSTRALIA



Pinnacles:
The Pinnacles Nambung National Park

ANNUAL REPORT

Training Accreditation Council

2023 – 2024



Training Accreditation Council
WESTERN AUSTRALIA

Statement of Compliance

Hon Simone McGurk MLA

MINISTER FOR TRAINING AND WORKFORCE DEVELOPMENT

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 2023 to 30 June 2024.



Anne Driscoll
CHAIRPERSON
TRAINING ACCREDITATION COUNCIL

16 September 2024

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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 2023 to 30 June 2024, the Training Accreditation Council was responsible to the Minister for Training and Workplace Development; Water; Industrial Relations, 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 and Workforce Development for the period 1 July 2023 to 30 June 2024.

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 2023-2024 reporting period and previous reporting periods is provided to allow a comparison of activities.

The report comprises:

Executive summary

- Chairperson's report
- 2023-2024 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 2024:
 - a) LEGISLATION, COMPLIANCE AND QUALITY ASSURANCE (refer Section 4)
 - b) COMMUNICATION AND EDUCATION (refer Section 5)
 - c) COLLABORATION AND ENGAGEMENT (refer Section 6).

1.3 CHAIRPERSON'S REPORT

On behalf of the Training Accreditation Council, I am pleased to present the Council's Annual Report for 2023-2024.

As I look back over the past 12 months as the Chairperson, the 2023-2024 Annual Report provides a valuable record of the Council's achievements over the period and demonstrates its commitment to delivering a client-centred service and balanced regulatory approach in Western Australia.

During 2023-2024, the Council endorsed its regulatory strategy *Focus on Quality: TAC Regulatory Strategy 2023-2025* (the Strategy). The Strategy communicates Council's approach to regulatory oversight of the WA training market, outlines the 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 and the unit of competency linked to the issuance of the White Card, the CPCWHS1001 Prepare to work safely in the construction industry.

In line with its regulatory priorities, the Council progressed a strategic review into the delivery of first aid units of competency and finalised a strategic review into units of competency that lead to High Risk Work Licences.

Engagement with stakeholders is a fundamental component of the Council's Strategic Plan and the TAC Risk Framework. During the reporting period, the Council continued its strong focus on stakeholder engagement to ensure targeted and proportionate regulation of the Western Australian VET sector. During 2023-2024 the Council actively consulted with stakeholders through a broad range of activities within Western Australia and at the national level. Insights shared by our stakeholders on issues impacting the quality of training and assessment, made significant contributions to inform the Council's regulatory priorities. The Council would like to acknowledge the ongoing commitment and collaboration of stakeholders and support from the VET sector during this period.

The Council's Education Program is a key component of the Council's Regulatory Strategy 2023-2025 and during the reporting period the program continued to play a key role in building RTO capability and compliance practices. During 2023-2024, the Council's Education Program was highly successful with 1,361 participants attending workshops either in person or online. The Council's Education Program enables State-wide participation through a variety of mediums and during the 12 month period the Council continued to offer a suite of guidance materials to assist RTOs including via Council's webinars, website, podcasts and the Council's YouTube channel.

During 2023-2024, the Council continued to engage with the Commonwealth Government and VET regulators and 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. This review was a key area of work during the period, leading to the release of draft revised Standards for RTOs in October 2023 and the implementation of a pilot with Council regulated RTOs to test the functionality of the draft revised Standards for RTOs, possible evidence requirements and the type of guidance that

may be required. The outcomes from the pilot contributed to the Council's feedback on the development of the Standards for RTOs. Engagement with RTOs on the revised Standards for RTOs will be a key focus for the Council throughout 2024-2025 and a key priority for the Education Program.

During the period the Council also implemented changes to the current Standards for RTOs (2015). The changes, agreed by the Skills and Workforce Ministerial Council, and implemented from March 2024 are designed to address current pressures on the VET workforce and strengthen Fit and Proper Person Requirements. The Council worked closely with the Commonwealth Government and VET regulators in the implementation of the changes and supported RTOs through the provision of webinars and guidance materials.

The Council maintains an excellent reputation for its depth of knowledge, skills and quality assurance and regulation of the VET sector and I extend a thank you to Council members for their collaboration, ongoing contribution and support during the reporting period.

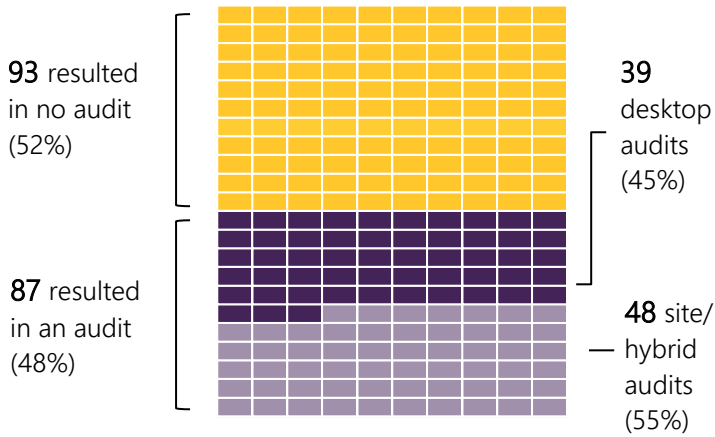
The Council could not undertake its work without the significant commitment of the Council's Secretariat. The Council would like to extend its gratitude to the Council's Secretariat provided by the Department of Training and Workforce Development for their on-going professional conduct, dedication and expertise in supporting the work of the Council.



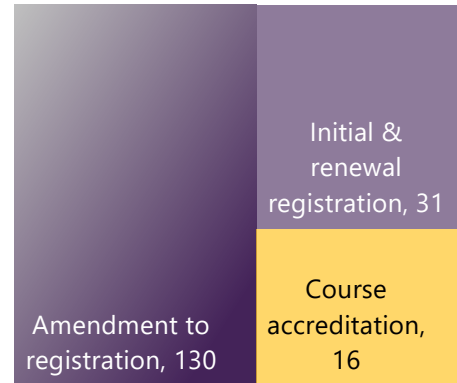
Anne Driscoll
CHAIRPERSON
TRAINING ACCREDITATION COUNCIL

1.4 2023-2024 HIGHLIGHTS AND KEY ACTIVITIES

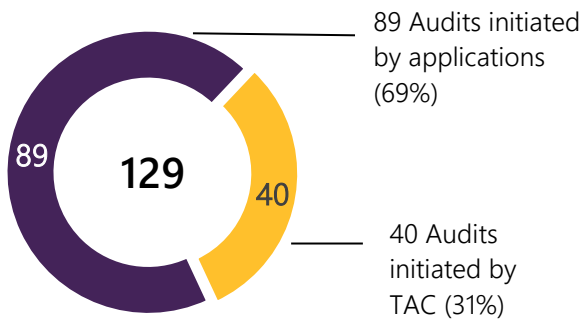
Risk assessments undertaken on applications*



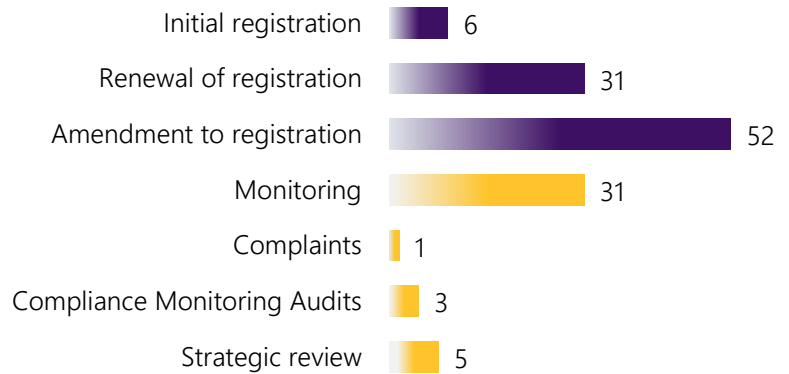
Endorsed applications*



Audits conducted*



Audit types*



Education Programs



1,361 participants in the education program

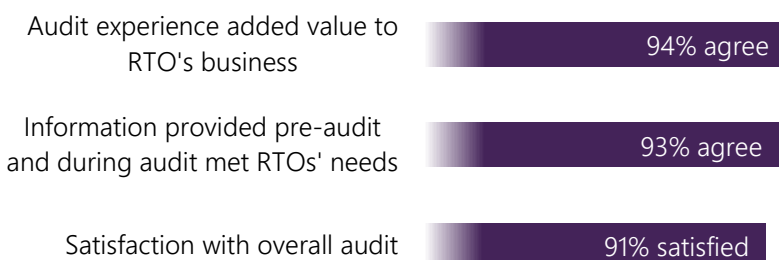


11 podcast episodes



12 webinars

RTO Feedback Post Audit



Engagement with the sector

97 formal meetings with stakeholders



*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 2022-2023 and was reported in that financial year, but the audit occurred in 2023-2024 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 and Workforce Development in accordance with section 25 of the *Vocational Education and Training Act 1996* (VET Act). Members are appointed 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 and Workforce Development 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 the MoU was updated in April 2024 to reflect current requirements. 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 CHANGES TO THE CURRENT STANDARDS FOR REGISTERED TRAINING ORGANISATIONS (2015)

During the period, amendments to the current Standards for RTOs (2015) were agreed by the Skills and Workforce Ministerial Council. The changes are designed to address current pressures on the VET workforce and support integrity. The changes include:

- reflecting new and updated credential requirements for trainers and assessors;
- enabling individuals that hold a secondary education degree to be engaged as trainers/assessors;
- enabling those that are 'actively working' towards a trainer/assessor credential to deliver training and contribute to assessment under supervision;
- enabling broader use of industry experts; and
- strengthening the rules to ensure that people who own, operate and manage RTOs meet higher and broader Fit and Proper Person Requirements. The changes provided stronger powers to scrutinise people managing, overseeing, and controlling RTOs.

The Council worked closely with the Commonwealth Government's Department of Employment and Workplace Relations (DEWR) and the VET Regulators on the implementation of the changes. In particular, the Council developed webinars and guidance materials to support RTOs in understanding the changes.

2.7 REVISED STANDARDS FOR REGISTERED TRAINING ORGANISATIONS

The review of the Standards for RTOs has continued throughout 2023-2024 to strengthen the focus on quality outcomes for learners and employers, provide greater clarity for RTOs and regulators, and allow for more flexibility and innovation in training delivery.

In October 2023, the DEWR released the draft revised Standards for RTOs for consultation and piloting. The Council conducted a pilot program for TAC regulated RTOs to test functionality of the draft revised Standards for RTOs; identify the range of evidence RTOs could use to demonstrate compliance and determine areas where additional guidance may be required.

The Council conducted a series of workshops for Council members, Secretariat staff and Auditors regarding the draft revised Standards for RTOs to assist in preparing for the transition and planned implementation in mid-2025. The Council also continued to engage with DEWR and the VET Regulators throughout the period of the review.

2.8 PLANNING AND REPORTING FRAMEWORK

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

- A **Strategic Plan** which is reviewed annually. The Council's Strategic Plan 2020-2024 commenced on 1 July 2020;
- a corresponding operational plan for the Secretariat; and
- an Annual Report on the achievements of the Council.

The Strategic Plan was initially for a period of three years from 1 July 2020 until 30 June 2023. In May 2023, the Council agreed to extend the plan by 12 months to 30 June 2024 and in May 2024 agreed to extend the plan by a further six months to 31 December 2024. The extension to the current Strategic Plan will ensure the development of the Council's new plan can include the potential impact of national VET reforms on TAC's regulatory and educative approach. The revised Standards for RTOs are expected to be finalised in late 2024.

2.9 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 on behalf of the Council. 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.

In July 2023, following a review of future work requirements, a panel refresh was undertaken via a public tender process and additional RTO Auditors and an Accreditation Reviewer were appointed.

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 Accreditations Reviewers appointed to the panel are listed in Table 1.

Table 1: Panel of RTO Auditors and Accreditation Reviewers as at 30 June 2024

Panel	Name	Organisation
PRTO Auditors	Janelle Dawson	Janelle Dawson Pty Ltd
	Russell Docking	Skills Resource Management Systems Pty Ltd
	Sheevaun Gallacher	SG Consulting Pty Ltd
	Paul Hardman	Vocational Training and Skills Solutions
	Cherrie Hawke	Torque Holdings 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 Pty Ltd
	Paul Hardman	Vocational Training and Skills Solutions
	Cherrie Hawke	Torque Holdings Pty Ltd
	Sharee Hogg	Perth Consultancy Solutions

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 **two** RTO Auditor and **one** Accreditation Reviewer moderation forums were conducted. In addition, **one** workshop was held with RTO Auditors and Accreditation Reviewers on developments in relation to the draft revised Standards for RTOs.

2.10 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 2024

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. <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		
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
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
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

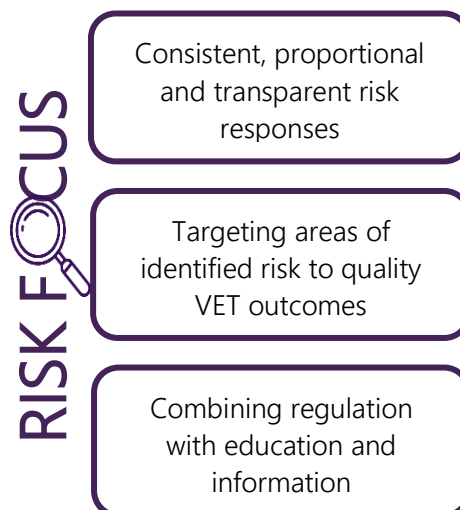
The Council applies consistent and proportional responses to levels of risk affecting the quality of VET outcomes and delivers an integrated and balanced regulatory approach that supports quality VET outcomes.

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 reporting period, the Council endorsed and published a two year strategy titled, [*Focus on Quality: TAC Regulatory Strategy 2023-2025*](#). 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 for RTOs. Further information on the Council’s education program is provided in Section 5.1 (pages 33 – 34).

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.

4.1 THE COUNCIL'S GOVERNANCE REQUIREMENTS

4.1.1 Council Membership 2023-2024

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 and Workforce Development. There were no changes in Council membership during 2023-2024.

4.1.2 Operations of the Council

During the reporting period the Council was supported by the Department through the services of the Secretariat.

In supporting the Council, the Secretariat's key roles include:

- implementing the Council's Strategic Plan and Risk Framework, the Regulatory Strategy, and Education Program;
- to process applications for registration of training providers and accreditation of courses for consideration by the Council; and
- provide high level advice on State and national VET regulatory and policy matters.

Council meetings are held monthly to progress the work of the Council. The Council formally held **12** Council meetings over the 12 months to 30 June 2024.

The Council also considers matters 'Out of Session' ensuring matters are considered in a timely manner. During the reporting period the Council considered **4** 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 2023-2024 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	\$22,150
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
					\$172,342

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 Standards for RTOs; 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.

4.2 OVERVIEW OF THE REGULATORY MARKET

4.2.1 Registered Training Organisations as at 30 June 2024

As at 30 June 2024 there were **167** RTOs registered with the Council. 155 of the RTOs deliver in WA only, 8 deliver in both WA and Victoria and 5 deliver in countries other than Australia – of which one of these RTOs, delivers in both WA, Victoria and countries other than Australia.

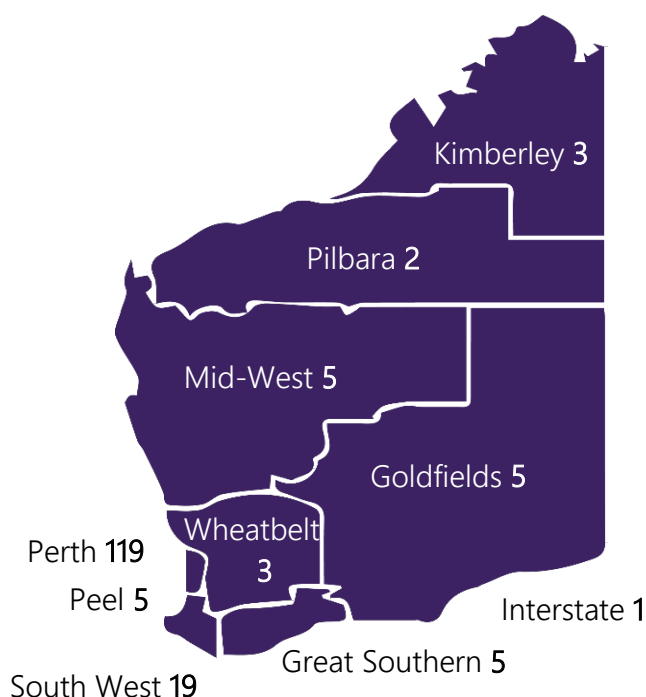
During the 2023-2024 reporting period:

- 7 RTOs voluntarily relinquished registration.
- 0 RTOs had a sanction (cancellation or suspension) imposed on their registration.

4.2.2 Profile of RTOs

The following provides an overview of the Council’s regulated VET market in Western Australia for the 2023-2024 reporting period.

Figure 1: RTOs by location



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

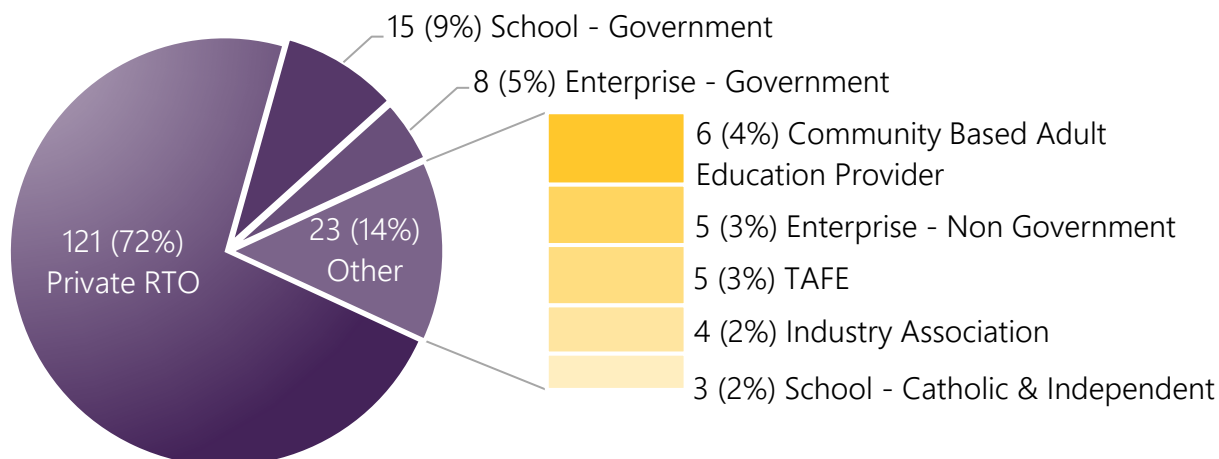
Of the **167** RTOs registered with the Council, **119** (71%) have their head office located in the Perth region and the remaining **48** (29%) are in regional Western Australia and one in Victoria.

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

RTOs by type of business

121 (72%) of the **167** RTOs registered with the Council at 30 June 2024 were private RTOs. The remaining **46** (28%) RTOs included a range of business types as presented in Figure 2.

Figure 2: RTOs by type of business



Top 10 Industry Areas on RTO Scope

As at 30 June 2024, of the **167** RTOs registered with the Council, the number of RTOs with the following industry areas on their scope of registration included:

- **47** (28%) had Transport and Logistics
- **46** (28%) had Business Services
- **45** (27%) had Construction, Plumbing and Services
- **39** (23%) had Resources and Infrastructure Industry
- **38** (23%) had Health Services
- **28** (17%) had Agriculture, Horticulture, Conservation, and Land Management
- **28** (17%) had Community Services
- **24** (14%) had Tourism, Travel, and Hospitality
- **23** (14%) had Manufacturing
- **21** (13%) had Manufacturing and Engineering

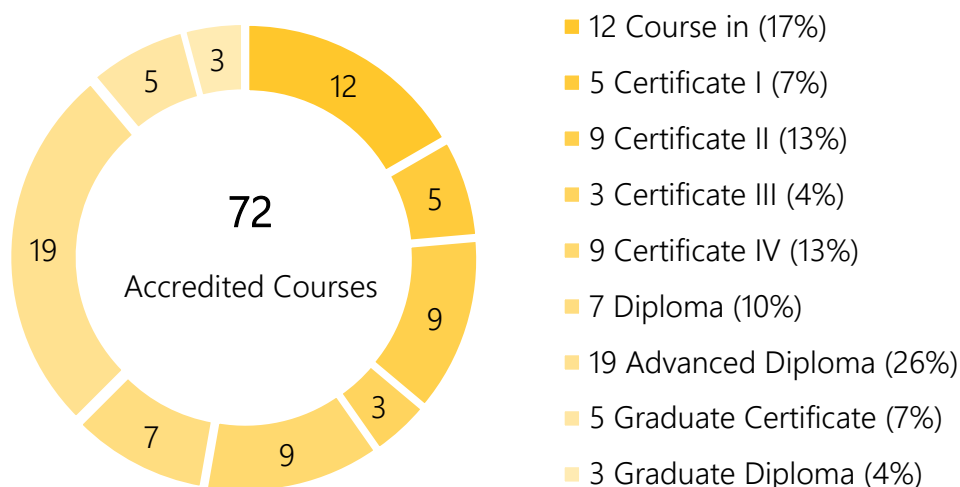
4.2.3 Accredited Courses

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 2024 there were **72** courses accredited with the Council. During 2023-2024 **six** new courses were accredited and **five** accredited courses expired. **Seven** courses were re-accredited.

Figure 3: Accredited courses by AQF level as at 30 June 2024



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.

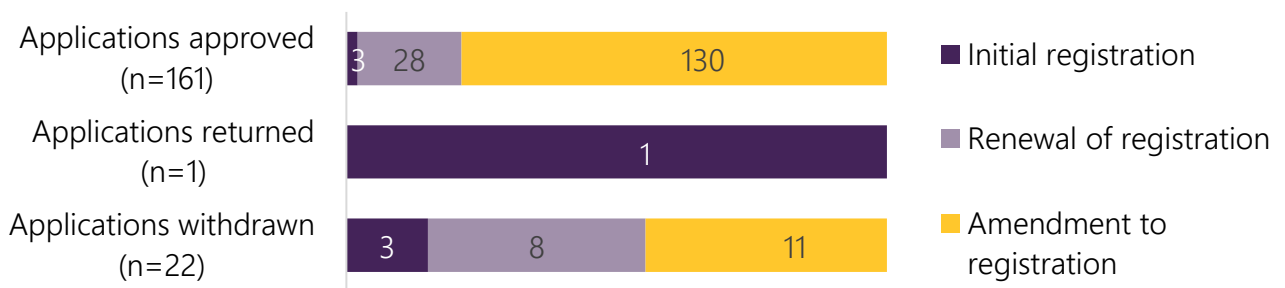
The following section provides an overview of the Council’s regulatory activity for the reporting period 1 July 2023 to 30 June 2024.

Registration Activity

The Council approved a total of **161** registration applications of which **three** were initial registrations, **28** were renewal of registration applications and **130** were amendment to registration applications.

Figure 4 provides an overview of registration applications approved, returned and withdrawn during the reporting period.

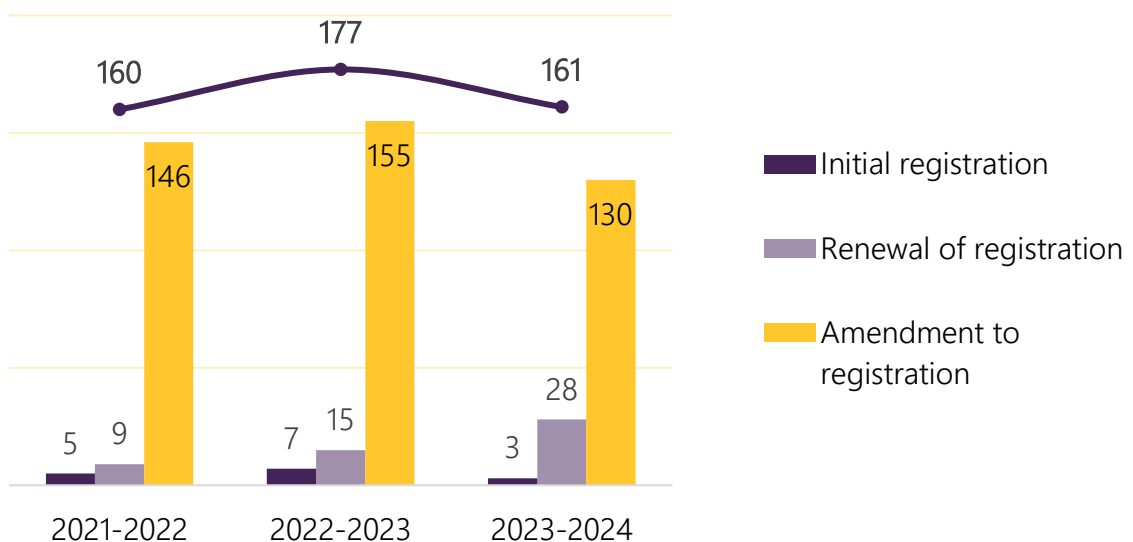
Figure 4: Registration activity for 2023-2024



Applications Endorsed

Figure 5 provides an overview of applications endorsed by the Council for the 2023-2024 period and the two previous reporting periods.

Figure 5: 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.

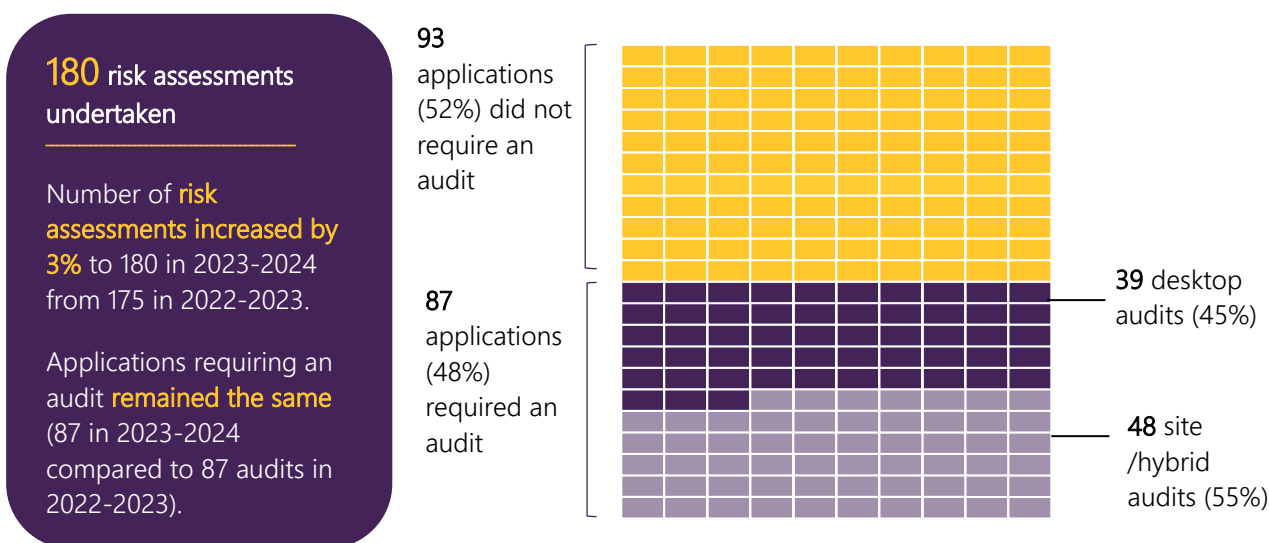
During the 2023-2024 period, **11** training products were processed by the Council through the replacement of equivalent training products, a decrease from the **178** processed in the 2022-2023 period. The number of training products processed is determined by the number of equivalent training products submitted to and 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 2023-2025* and determines if a training provider is required to undergo an audit and the appropriate audit method.

Figure 6 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 6: Risk assessments conducted on applications received*



Note: The total amount 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 2022-2023 and was reported in that financial year, but the audit occurred in 2023-2024 and is reported in this financial year.

Overview of Audits

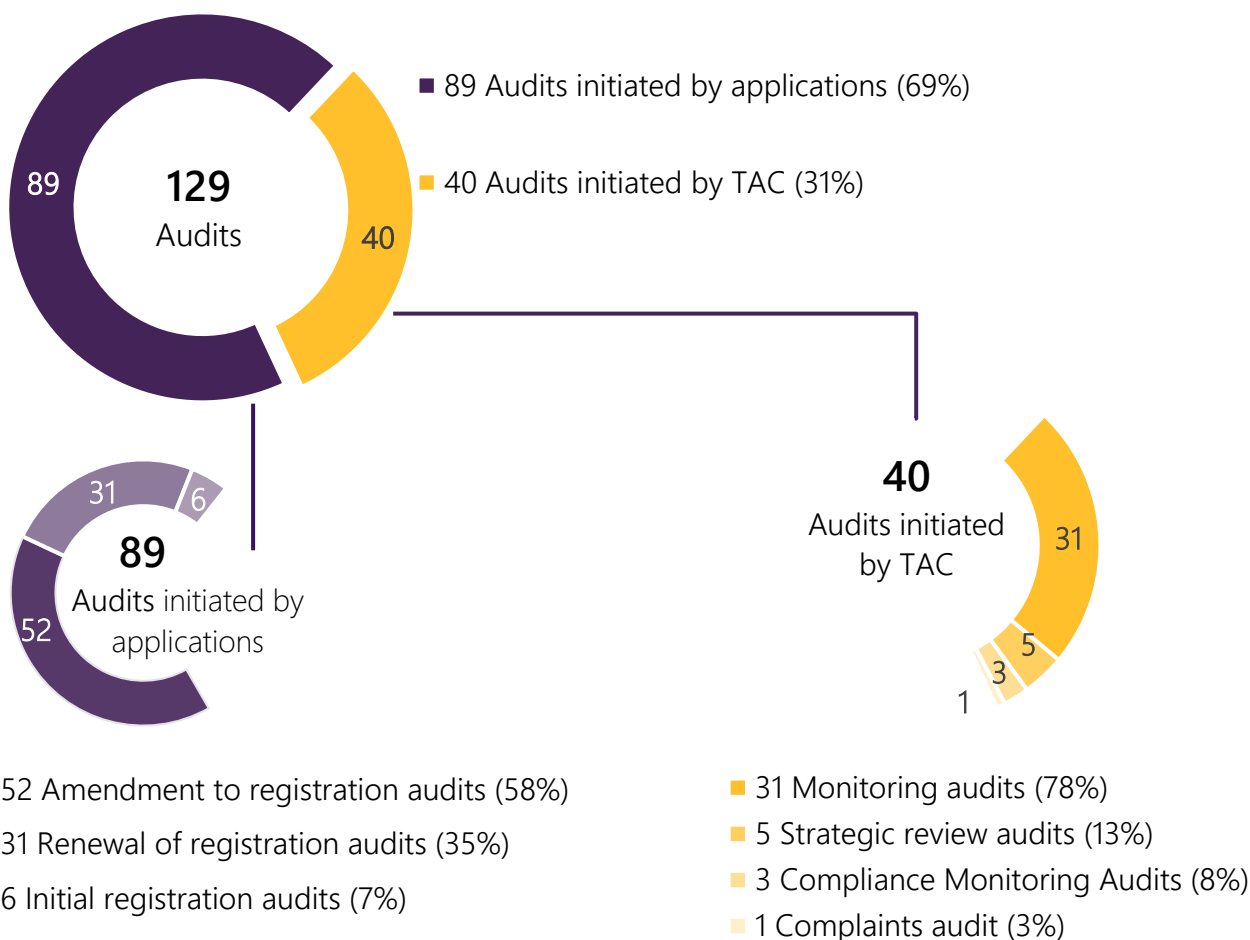
Audits offer a point-in-time insight into the quality of the training and assessment services being provided and inform the Council’s regulatory decisions. Audits are undertaken in accordance with the *Standards for VET Regulators 2015*, the Standards for RTOs and the Council’s Risk Framework. During the reporting period the Council audited **84** RTOs conducting a total of **129** audits. The **84** RTOs represent **48%** of all providers registered with the Council over the reporting period.

While there were 167 RTOs registered with the Council as at 30 June 2024, the percentage of RTOs audited (48%) 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 7 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. The 40 audits initiated by TAC were with 34 RTOs and the 89 audits initiated by applications were with 63 RTOs.

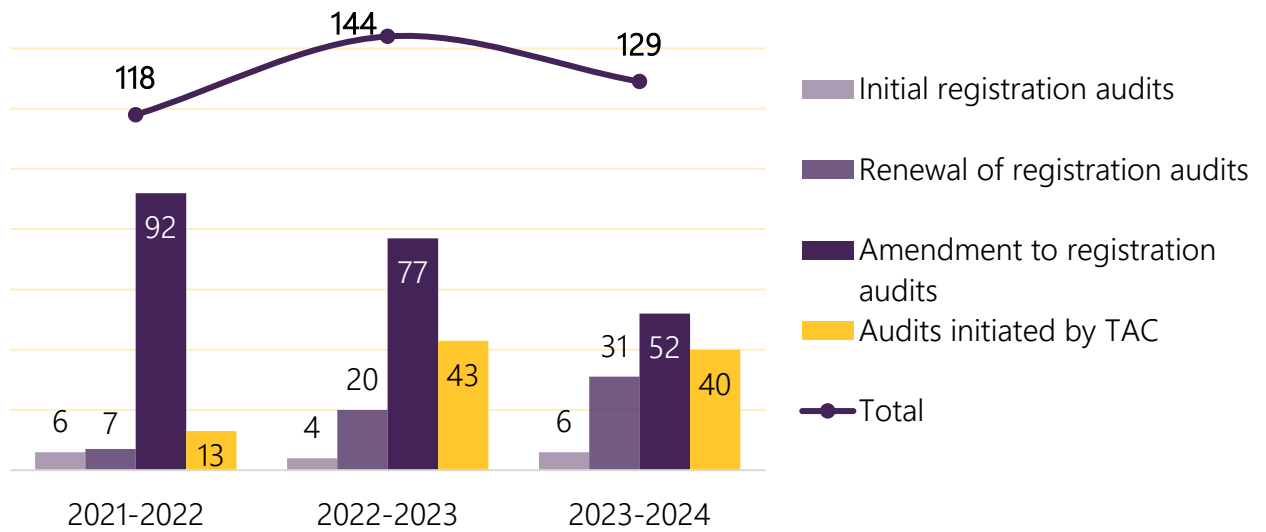
Figure 7: Total audits for 2023-2024*



* Percentages may not total 100% due to rounding.

Figure 8 provides a comparison of the type and number of audits conducted in the 2023-2024 period and the two previous reporting periods.

Figure 8: Total number of audits by financial years



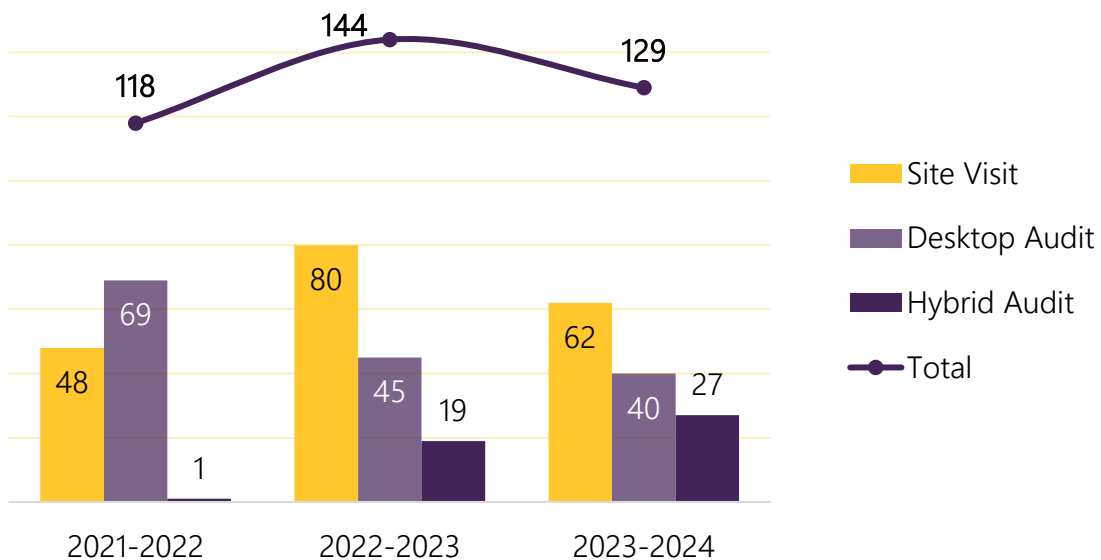
The changes in renewal of registration audits can be attributed to the cyclic nature of training provider registration periods and this is reflected in the variances across the reporting periods.

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, site or hybrid* audit being conducted.

Figure 9 provides a comparison of the audit method between the current and the previous reporting periods.

Figure 9: Total number of audits by method



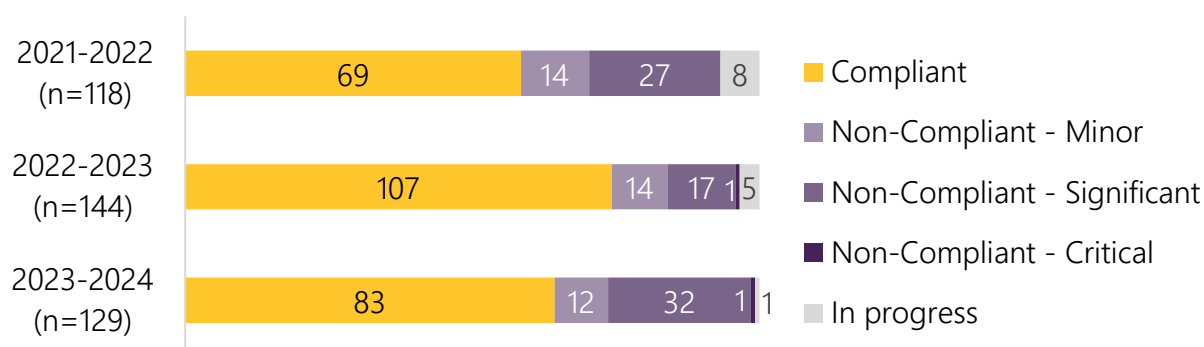
*Note a hybrid audit is an audit that is conducted off site but involves interviews and an inspection of the RTO or applicant’s physical premises and resources via videoconference.

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 10 provides a breakdown of the outcome of audits conducted during the 2023-2024 period (based on overall level of non-compliance identified at the **main audit**).

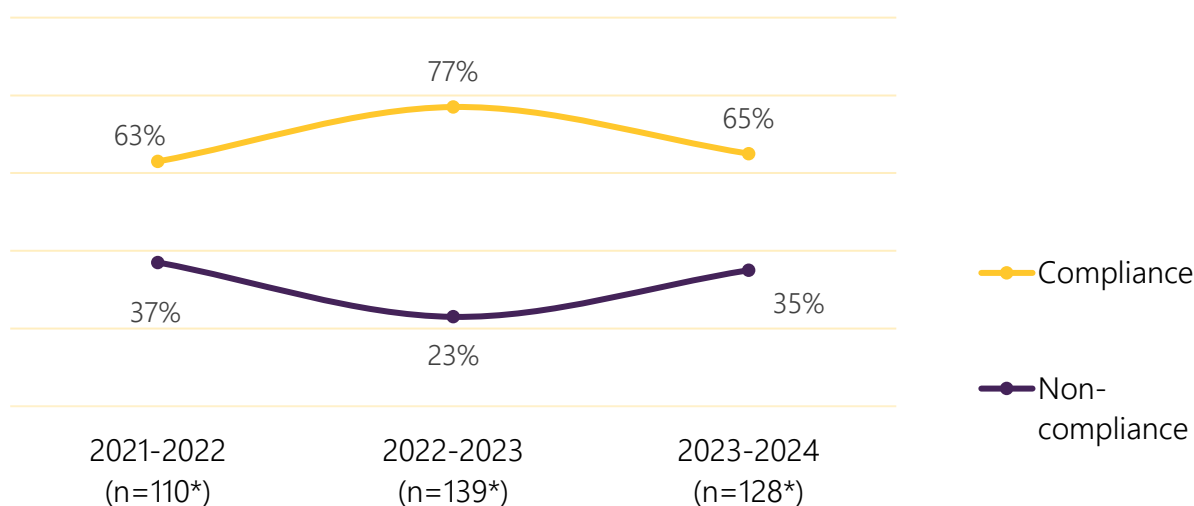
Figure 10: Audit outcome at main audit



Note: Audits 'in progress' are reflective of the outcome at the end of each reporting period.

Figure 11 shows the compliance trend at main audit over three reporting periods and indicates an increase in compliance levels from 2021-2022 to 2022-2023 and a decrease in compliance levels from 2022-2023 to 2023-2024.

Figure 11: Compliance trend at main audit

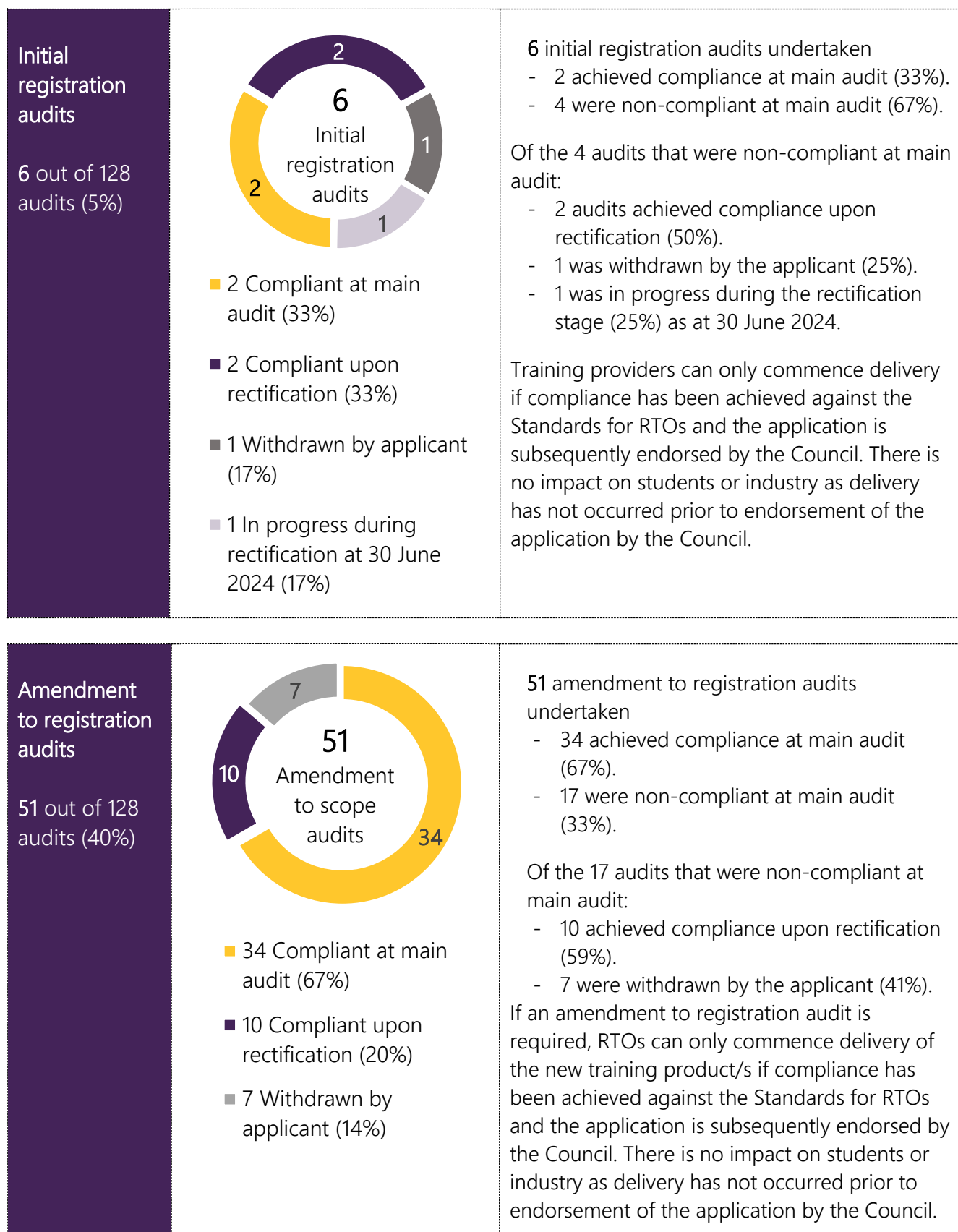


The decrease in compliance at main audit in the 2023–2024 period compared to the 2022–2023 reporting period can be partially attributed to the compliance levels in audits initiated by TAC, where audits may include training products the Council has identified as an area of focus due to industry concerns about risks to training quality.

*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 129 audits conducted, **128** audits were completed by Council during 2023-2024. An overview of the 128 audit outcomes is provided in Figure 12.

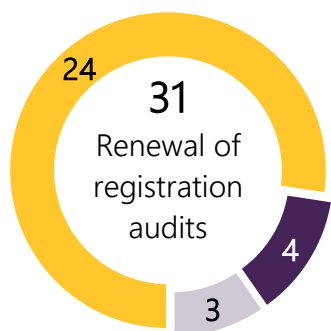
Figure 12: Overview of audits completed (based on main audit outcome)**



**Note: The total number of audits completed and endorsed applications do not align as the audit may have occurred in 2022-2023 and was reported in that financial year, but the application was endorsed by Council in 2023-2024 and is reported in this financial year.

Renewal of registration audits

31 out of 128 audits (24%)



- 24 Compliant at main audit (77%)
- 4 Compliant upon rectification (13%)
- 3 In progress during rectification at 30 June 2024 (10%)

31 renewal of registration audits undertaken

- 24 achieved compliance at main audit (77%).
- 7 were non-compliant at main audit (23%).

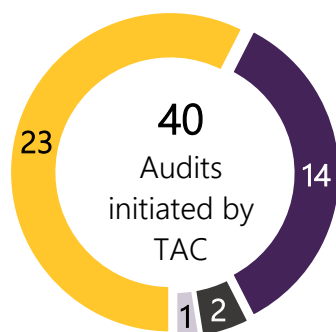
Of the 7 audits that were non-compliant at main audit:

- 4 achieved compliance upon rectification (57%).
- 3 were in progress during the rectification stage (43%) at 30 June 2024.

RTOs applying to renew their registration with the Council must demonstrate compliance against the Standards for RTOs where the risk assessment determines an audit is required, in order to be re-registered and enable delivery to continue.

Audits initiated by TAC

40 out of 128 audits (31%)



- 23 Compliant at main audit (58%)
- 14 Compliant upon rectification (35%)
- 2 removed audited training products from delivery scope (5%)
- 1 In progress during rectification at 30 June 2024 (3%)

40 audits initiated by Council

- 23 achieved compliance at main audit (58%).
- 17 were non-compliant at main audit (43%).

Of the 17 audits that were non-compliant at main audit:

- 14 audits achieved compliance upon rectification (82%).
- 2 requested to remove audited training products from delivery scope (12%).
- 1 was in progress during the rectification stage (6%) as at 30 June 2024.

Audits initiated and endorsed by Council are audits that respond to identified provider or systemic risk. These audits include monitoring, compliance monitoring, strategic review audits and complaint audits.

These audits may have minimal disruption to an RTO's operations unless non-compliances exist, and rectification and or further regulatory action is required.

While compliance is low in this category, it demonstrates the importance of seeking advice from stakeholders on risks to training quality and the Council's ongoing monitoring of the market.

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 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 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.

RTOs were required to submit the 2022-2023 Annual Declaration on Compliance by 30 September 2023 with **all active RTOs submitting a Declaration**.

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 VET regulators and industry training councils as appropriate to ensure consistency.

During the 2023-2024 period, the Council approved **22** applications for extension to the transition period for **56** training products.

4.2.8 Focus on Quality: TAC Regulatory Strategy 2023-2025

During the reporting period, the Council endorsed and published a two-year strategy titled [Focus on Quality: TAC Regulatory Strategy 2023-2025](#) (the Strategy 2023-2025). 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 several 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. For the **624** instances* where Clause 1.1 and Clause 1.12 were audited during the year, on average **87%** were found to be compliant at main audit.

To support RTO compliance, the Council's Education Program included a webinar on amount of training.

* Note: 'instances' refers to the number of times the clause is reviewed across the scope of audits. In most cases, multiple training products are reviewed at audit which results in Standard 1 clauses being assessed multiple times.

- **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 **309** instances where the clause was audited, **86%** were compliant at main audit.
- **Assessment System (Clause 1.8 and Clause 1.12)** – Credible assessments including 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 **496** instances where Clause 1.8 and Clause 1.12 were audited during the reporting period, **74%** compliance was achieved for 1.8 and **100%** compliance was achieved for 1.12 at main audit.

The Council's Education Program included webinars and workshops on assessment in the workplace, awarding credit, training product equivalence, clustering units, podcasts titled *Retaining Assessment Evidence* and *Awarding Credit* and an update to the Fact Sheet: Awarding Credit.

- **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 **989** instances where Clauses 1.13-1.16 were audited during the reporting period, on average **95%** were compliant at main audit.

The Council's Education Program included webinars on trainer and assessor requirements, vocational competence and industry currency and updates to the Fact Sheets: Trainer and Assessor Regulatory Requirements, Delivery of Training and Assessment Qualifications, and Vocational Competency and Industry Currency.

Monitoring of Systemic Risks linked to Training Products

The Strategy 2023-2025 also informs stakeholders about the training products the Council has identified as posing risks to quality and identifies the following training products for ongoing monitoring:

- CHC30121 Certificate III in Early Childhood Education and Care and CHC50121 Diploma in Early Childhood Education and Care; and
- CPCWHS1001 Prepare to work safely in the construction industry

During the reporting period, **26** RTOs were the subject of Council monitoring audits against these training products, with **13** found to be compliant. The remaining non-compliant RTOs achieved compliance following rectification.

A number of other training products identified as posing risks to quality are included in the strategy as an area of focus and are monitored upon application, these include:

- CPP20218 Certificate II in Security Operations;
- CHC33021 Certificate III in Individual Support;

- TAE40122 Certificate IV in Training and Assessment;
- RIIWHS202E Enter and work in confined spaces;
- RIIWHS204E Work safely at heights; and
- SIT20322 Certificate II in Hospitality.

During the period, **14** RTOs submitted **16** applications to add training products listed in the Strategy to their scope of registration. Of these **16** applications, **13** were audited.

Monitoring of Systemic Risks

Over the period of the Strategy, the Council will focus on monitoring RTOs that have had no or minimal regulatory assessment by the Council in the last three years or more.

During the period, **16** RTOs were audited that were identified in this category.

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 previous Regulatory Strategy, *[Focus on Quality: TAC Regulatory Strategy 2021-2023](#)* (the 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 on their implicit scope, and due to the variable timing of qualification updates, monitoring audits occur over 12 months.

The strategic review commenced in 2021-2022 and has continued in this period, with **31** strategic review audits undertaken. All audits of the **17** RTOs with the identified first aid units of competency on their explicit scope have been completed. The review of RTOs with the identified first aid units of competency on their implicit scope is expected to be completed later in 2024.

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

The Strategy 2021-2023 identified 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, six units of competency were included in the strategic review.

13 strategic review audits were undertaken, with **92%** (12 of the 13 RTOs) demonstrating compliance at main audit. The findings indicated that overall RTOs are meeting the requirements of the training package and ensure industry expectations are met in training delivery and assessment. Student survey results confirmed the overall audit findings and indicated that of the students that responded, **88%** of students were satisfied with their training.

4.2.10 Course Accreditation

At 30 June 2024 there were **72** courses accredited with the Council.

During the reporting period, the Council considered and approved a total of **21** course accreditation applications. These included **six** applications for accreditation of a new course, **seven** applications for re-accreditation, **five** applications for extension of course accreditation and **three** 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 13 summarises accreditation activity undertaken in the reporting period.

Figure 13: Accreditation applications endorsed

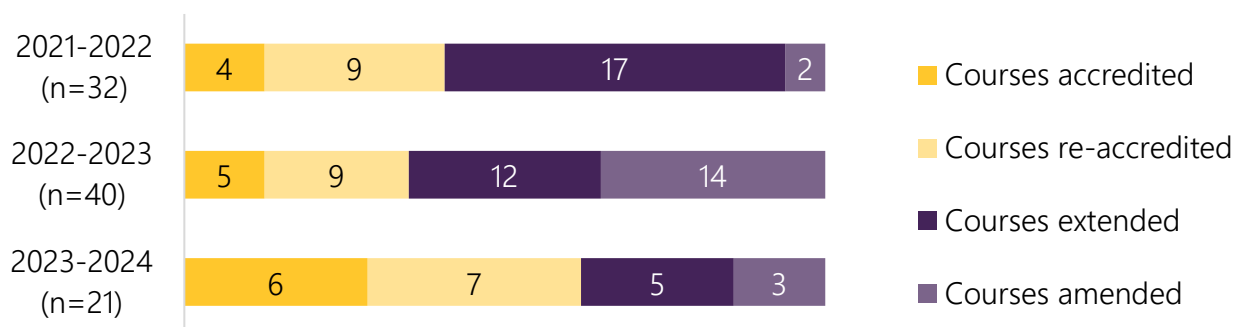
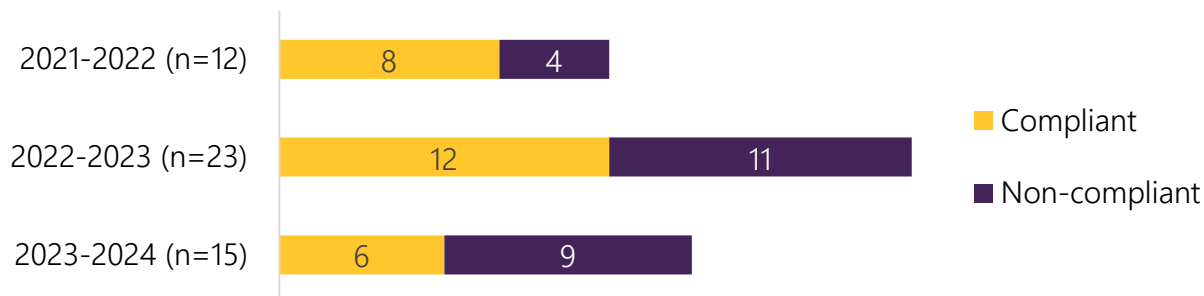


Figure 14 sets out the outcome of each accreditation review undertaken against the AQTF2021 Standards for Accredited Courses in the reporting period.

Figure 14: 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.

Of the **nine** non-compliant applications, **eight** demonstrated compliance at evidence review and **one** was still in progress at the rectification stage as at 30 June 2024.

4.2.11 Complaints Management

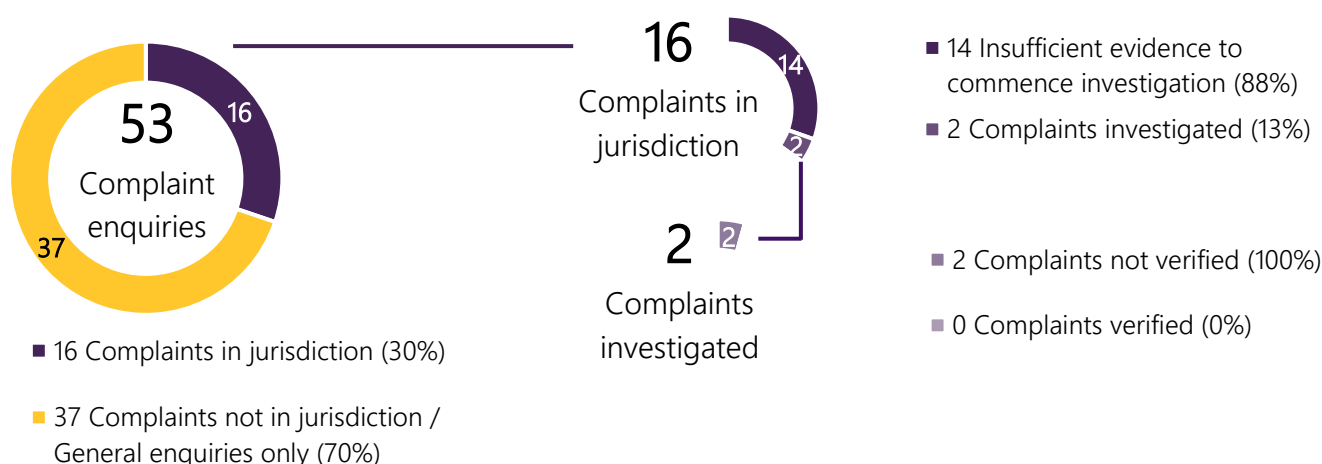
The VET Act and the *Standards for VET Regulators 2015* require that the Council implements a policy to manage and respond to stakeholder complaints. The Council can only investigate complaints if they relate to the ongoing compliance of RTOs with the Standards for RTOs and the VET Act. Monthly complaint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

During 2023-2024, the Council's complaints management included a total of **53** closed complaint enquiries. Of these, **37** were not in jurisdiction or were considered enquiries only and **16** complaints were formalised (in jurisdiction). Non-jurisdictional issues are referred to other agencies as appropriate. Figure 15 provides an overview of complaint matters closed within the reporting period.

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.

A verified complaint refers to non-compliances that have been identified following a complaint investigation. There were three complaints investigated during the period, of which none were verified.

Figure 15: Complaints activity



Note: Percentages may not add up to 100% due to rounding.

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.

The Secretariat also undertook the development of:

- a strategy to manage the risks of persons purporting to be registered training organisations and/or conferring approved VET qualifications. The strategy focuses on three key areas including complaint management, education and communication and online monitoring.
- following the introduction of amendments to the Standards for RTOs the Council updated:
 - the Fit and Proper Person Declaration and developed a Fit and Proper Person Requirements (FPPR) Policy. The policy assists RTOs and the Council in ensuring compliance with the FPPR outlined in the Standards for RTOs; and
 - several fact sheets related to trainer and assessor regulatory requirements and delivery of training and assessment qualifications.
- reviewed and updated the Application of Sanctions Policy following an amendment to the *Vocational Education and Training Act 1996*.

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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5.1 EDUCATION PROGRAM AND DEVELOPMENT OPPORTUNITIES

The Council's Risk Framework and [*Focus on Quality: TAC Regulatory Strategy 2023-2025*](#) 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. 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 2023-2024 proved highly successful with **1,361** participants attending workshops either in person or online. 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, **16** workshops were conducted as webinars or face-to-face workshops. The Council continued to offer its suite of guidance materials in conjunction with podcasts and instructional video clips to disseminate information.

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



12 webinars were conducted on a range of topics including: preparing for audit; amount of training, managing and amending RTO scope; awarding credit; training product equivalence; RTO governance; clustering units; developing units of competency for accredited courses; the course accreditation process; early changes to the Standards for RTOs; trainer and assessor requirements; and assessment validation.



Three workshops were delivered to the Secondary School sector on the topics: preparing for audit – renewals; understanding vocational competence and industry currency; and assessment validation.



One face-to-face workshop was delivered in Geraldton covering trainer and assessor requirements, assessment in the workplace and continuous improvement.



TAC Fact Sheets provide RTOs with guidance about the Standards for RTOs. **Seven** fact sheets were updated or developed during the reporting period.



Eleven Episodes of the podcast series 'TAC Talks' were released and featured a range of topics related to compliance. Four episodes of **Amplifying Excellence in WA VET through Award Winner Stories** featured interviews with the WA and Australian VET Teacher/Trainer of the year Holly Gudsell, the finalist for the Australian Excellence in Language, Literacy and Numeracy Practice Award Anthony Georgeff, the WA Aboriginal and Torres Strait Islander Student of the Year and a finalist at the National Training Awards Anthony Nelson-Burns, and the WA and Australian Apprentice of the Year Amy Hunt.



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 2024-2025 and will incorporate key activities for RTOs to support the rollout of the revised Standards for RTOs. Feedback gained from stakeholder consultations including through the Standards for RTOs Pilot conducted earlier this year, 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.

During 2023-2024, the website had **188,119** page views with the most frequently visited pages being in relation to Fact Sheets, Requesting Records, Standards for RTOs and information on RTOs.

TAC Newsletters

During 2023-2024, the Council published and distributed:

11 TAC Updates
6 TAC Special Bulletins
3 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 2024, the TAC Update had **3055** subscribers.

Social Media

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

As at 30 June 2024, the Council's **YouTube** channel had **538** subscribers and during the reporting period offered **24** new videos. YouTube content received **15,537** views, a **68%** increase on the previous reporting period.

As at the 30 June 2024, the Council's **LinkedIn** account had **551** followers, a **71%** increase from the previous reporting period.

The Council podcast series 'TAC Talks' has been downloaded **857** times through various podcast apps and watched **1,435** times on YouTube during this reporting period.

RTO Portal

The Council's online RTO Portal 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.

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 COURSE OWNERS

A key priority of the 2020-2024 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.

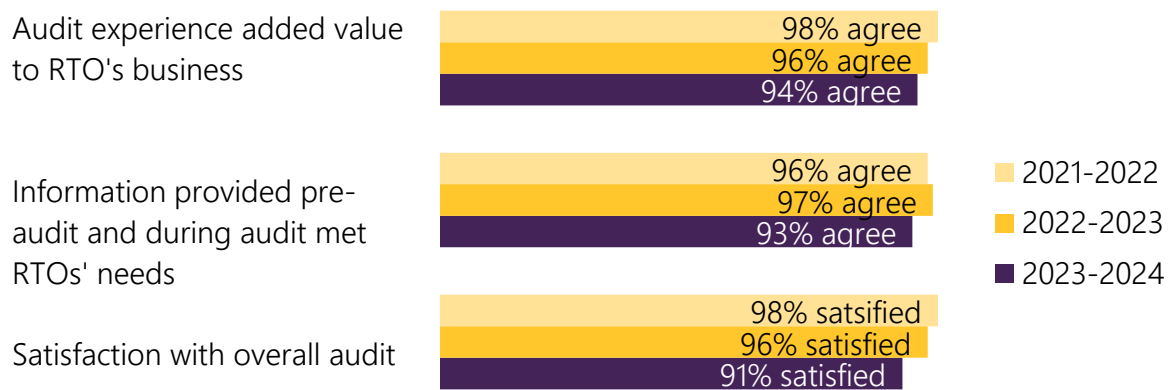
The *Standards for VET Regulators 2015* also require VET regulators to evaluate and improve their regulatory performance in regulating RTOs and accrediting courses.

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 2023-2024 period, **58 responses** were received, noting that responses are voluntary.

Figure 16: 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 **97 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

97 formal meetings



Key engagement activities included:

- Engagement with State and Commonwealth Government industry regulators on delivery of qualifications and units of competency linked to licenced outcomes, including legislation regarding statutory positions in mine safety, changes to regulatory requirements in the maritime industry, the *Statutory Review of the Building and Construction Industry Training Fund and Levy Collection Act 1990*, harmonising training and onboarding in the rail industry, the early childhood education and care sector, and the cosmetic industry.
- Consultation with industry and VET stakeholders regarding the Council's strategic industry reviews into units of competency linked to high risk work licences in Western Australia, early childhood education and care qualifications, and first aid units of competency.
- Engagement with the newly established Commonwealth Jobs and Skills Councils to discuss focus areas and projects.
- 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 2023-2024, 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 VET regulatory policy updates. Additional meetings occurred during the reporting period including a VET Regulator workshop, to consider the draft revised Standards for RTOs and development of guidance materials.

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:

- engagement with the Commonwealth Government's Department of Employment and Workplace Relations (DEWR) on VET Data Streamlining (VDS), National Training Register (NTR) Enhancement Project, Information Standards External User Reference Group, NTR VET Regulators Reference Group and the National Centre for Vocational Education Research Information Standards (NCVER) Working Group;
- the WA Teachers Registration Board (TRB), to discuss amendments to the Standards for RTOs and credential policy;
- the Commonwealth Government's Department of Education, National Skills Passport Team, to discuss objectives and key principles of the national skills passport project;
- the Department of Training and Workforce Development (DTWD), Aboriginal Policy Planning and Reconciliation team, regarding capability development of RTOs in cultural safety and training for First Nations People;
- the Department of Transport on regulatory issues related to training in units of competency leading to heavy vehicle licensing;
- the Department of Energy, Mines, Industry Regulation and Safety, in relation to various regulatory issues, including transporting dangerous goods, white card issuance, and amendments to legislation in the mining sector; and
- the Tuition Protection Service Advisory Board to provide context for the current operating environment and assist in informing future policy considerations.

The Council reviewed, and where required, updated MoUs held with industry regulators and the DTWD.

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

The Council provided contributions to a number of reviews including, the review of senior secondary pathways in *WA Pathways to Post School Success - Review of WA senior secondary pathways* and Jobs and Skills Australia RTO Typology Methodology Paper.