



Australian Government
Australian Skills Quality Authority

ASQA

2024 ASQA Provider and Course Owner Survey results

Background

ASQA is committed to a structured and consistent focus on monitoring and reporting on regulatory impact to:

- identify and reprioritise risks over time
- understand, adapt and strengthen evidence underpinning regulatory initiatives
- continuously improve.

We use the following measures to understand the impact and effectiveness of our regulation:

- monitor regulatory data and measure changes in outcomes
- undertake provider surveys to seek feedback on regulatory initiatives and regulator performance
- evaluate regulatory initiatives to identify circumstantial factors requiring regulatory adjustment, gaps in evidence, internal processes, quality controls and other operational procedures
- monitor service standards to understand where we can improve the quality and timeliness of service delivery

- undertake internal quality assurance to ensure we are consistent in our application of the regulatory framework and that it is being implemented as intended
- use monitoring, along with broader corporate knowledge and experience, to continually strengthen the approach to regulatory risk
- monitor costs of the regulatory program and optimise cost effectiveness, reducing the burden on complying regulated entities and promoting better compliance outcomes through a more targeted and effective regulatory approach.

We are accountable for our actions and undertake an annual assessment against regulator key performance indicators and publish the results of this assessment. For more information see the [ASQA 2023-24 Annual Report](#).

The Provider and Course Owner Survey

In 2024, ASQA again engaged ORIMA Research to conduct our annual Provider and Course Owner survey. Consistent with previous years, the survey collected feedback from regulated entities about ASQA's performance during the 2023-24 financial year. This includes data relevant to:

- ASQA's Strategic Objectives and Performance Measures as identified in [ASQA's 2023-24 Corporate Plan](#)
- Self-assurance practices, risks to quality VET, ASQA's education and information products, and overall views of ASQA.

ASQA's annual survey is one way for us to understand our performance as well as the experience of providers and course owners. This understanding enables us to improve the quality, impact, and relevance of our regulator interactions and engagement.

Who responded

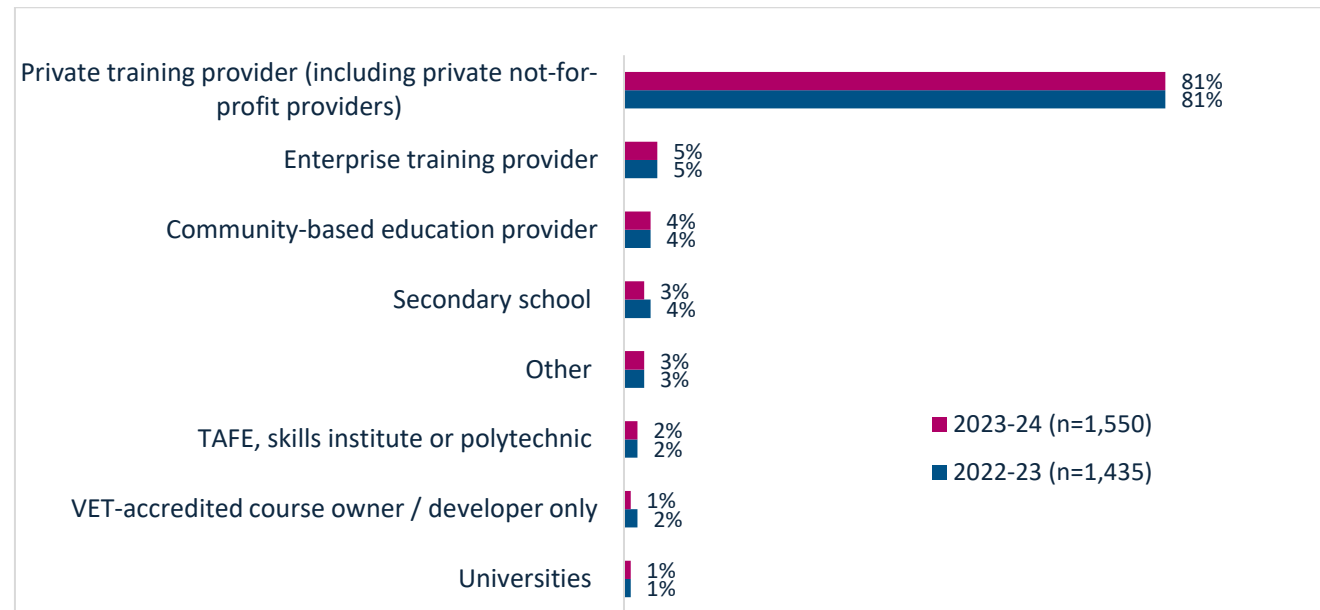
The survey was delivered during 24 April to 19 May 2024 and distributed to over 4,004 providers and course owners. In total, 1,550 responses were received, representing a response rate of 39% (+3% compared to previous year).

Respondents profile

Consistent with last year, data collected from this year's survey indicated that:

- the majority of respondents described their organisational type as private training provider (81%)
- other organisation types make up the rest (19%) of the respondent population
- 1% of respondents were also course owners/developers.

Organisation type



What we heard

Corporate measures

ASQA is committed to our purpose as Australia's national VET regulator to ensure quality and integrity in vocational education and training.

In our Corporate Plan, we:

- set out how we intend to deliver on our purpose through our 5 Strategic Objectives
- define the performance measures for tracking our success against each Strategic Objective.

The survey asked providers and course owners about their assessments of ASQA's performance against our 5 Strategic Objectives. It also collected data to assess our performance against 4 of ASQA's survey-related KPI performance measures as stipulated in the [2023-24 Corporate Plan](#).

Respondents' views

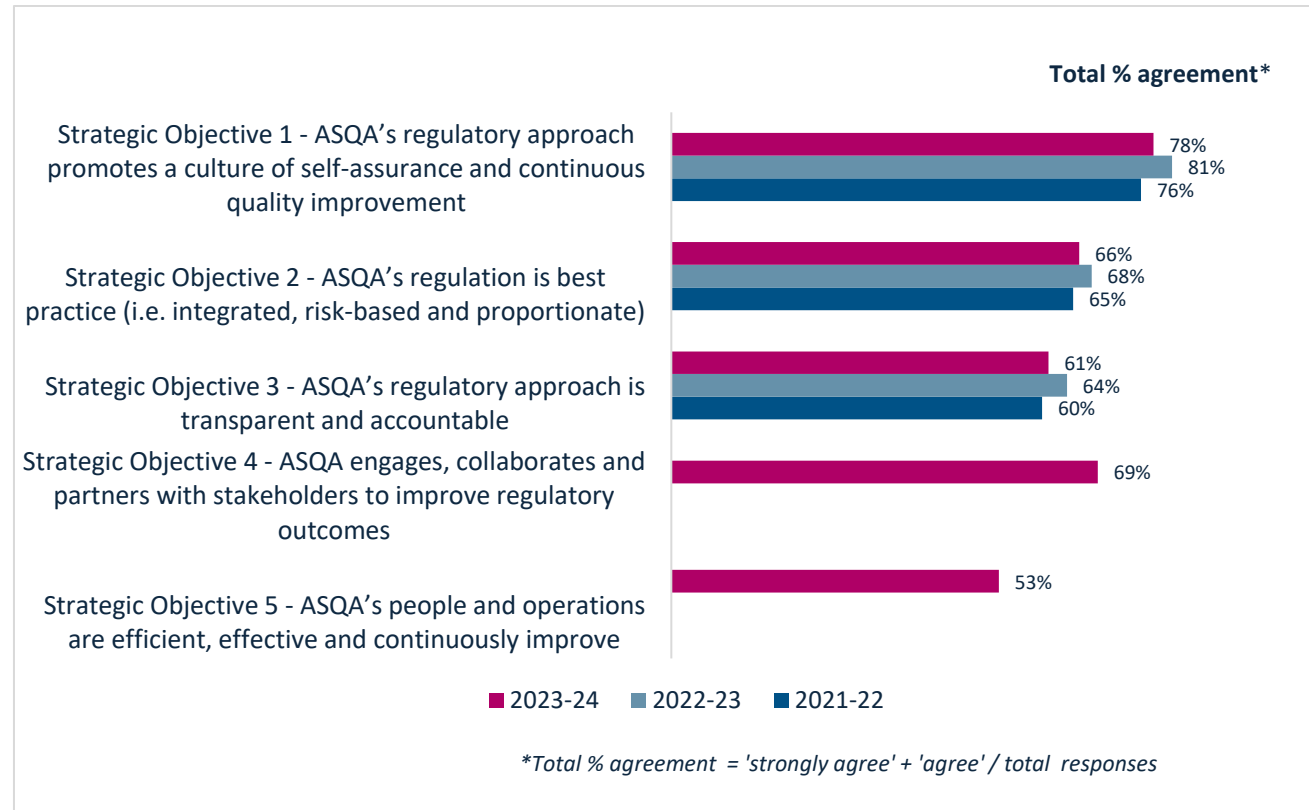
Most respondents had positive views of ASQA's performance against our 5 Strategic Objectives in 2023-24.

Strategic Objectives 1, 2 and 3, data across 3 years varied by a few percent and considered to be relatively steady.

Strategic 4 and 5 were measured in previous years but the concepts have changed for 2023-24. Therefore, the results should not be compared with previous years.

Strategic Objective 1 remained the most positively assessed Strategic Objective, 78% of respondents agreeing that ASQA's regulatory approach promotes a culture of self-assurance and continuous quality improvement. There was a slight decline against all measures from 2022-23.

ASQA's Strategic Objectives



ASQA's Performance Measures

ASQA recorded mixed performance against our 4 survey-related Key Performance Measures in 2023-24.

Consistent with last year, 2 Performance Measures (1.1a and 1.2a) met their targets of 75% and 2 fell below (2.2c and 2.2b).

Despite falling short of its target, Performance Measures 2.2b showed improvement of 6% compared to previous year. Against a backdrop of increased compliance activity in 2023-24, 73% of respondents who has had a regulatory interaction agreed that ASQA's feedback to their organisation was clear and supported an improved understanding of their organisation's performance.

Performance Measures 2.2b and 2.2a are asked of a relatively small number of providers and course owners because they only apply to those who experienced in an ASQA regulatory activity or made an application in 2023-24, respectively.

This means changes in results from year to year should be interpreted with caution, because one response can mean a large change the average of responses.

	Total % Agreement (Target: 75%)	
	2023-24	2022-23
Performance Measure 1.1a - ASQA's regulatory tools and practices support your organisation to self-assure and continuously improve.	75% ✓	78%
Performance Measure 1.2a - ASQA's published insights about risks and the outcomes of their risk treatments support providers to self-assure and continuously improve.	76% ✓	78%
Performance Measure 2.2b - ASQA's feedback to your organisation was clear and supported an improved understanding of your organisation's performance.	73%	67%
Performance Measure 2.2c - ASQA's feedback to your organisation about its application(s) was clear and supported an improved understanding of ASQA's requirements.	66%	72%

Focus on risks to quality VET

Ensuring our monitoring, compliance, enforcement and education activities make full use of intelligence and data so the community can be confident that our activities are based on risks to quality and integrity of VET.

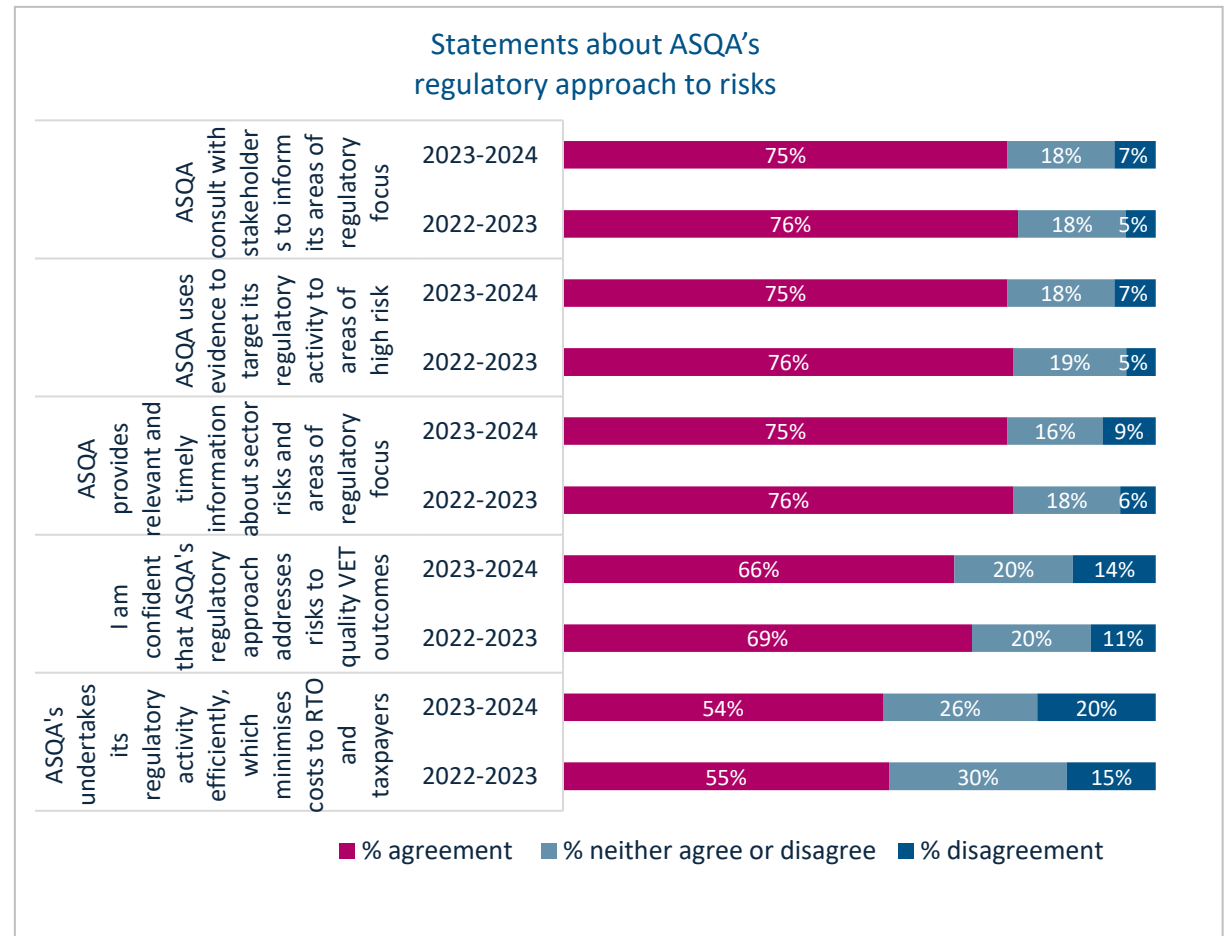
Respondents' views on ASQA's regulatory approach to risks

Respondents were prompted to rate ASQA's performance in engaging with the sector about risk. Overall sentiment remained positive with most respondents reporting agreement with statements about ASQA's performance in this area.

The level of agreement remained consistent with that recorded in 2023-23 for all statements except for one. 66% agreed that they're confidence in ASQA's regulatory approach addressing risks to quality VET outcomes (-3%) compared to 2022-23.

As per last year, this year's survey also served to gather intelligence on regulatory risks from respondents. Four areas were rated as high risk to the VET sector:

- international student recruiting (38%) – a reduction from 43% in 2022-23.
- academic cheating (38%) – a reduction from 40%.
- international student training and assessment* (35%).
- poor provider governance* (33%)



Continuous improvement through self-assurance

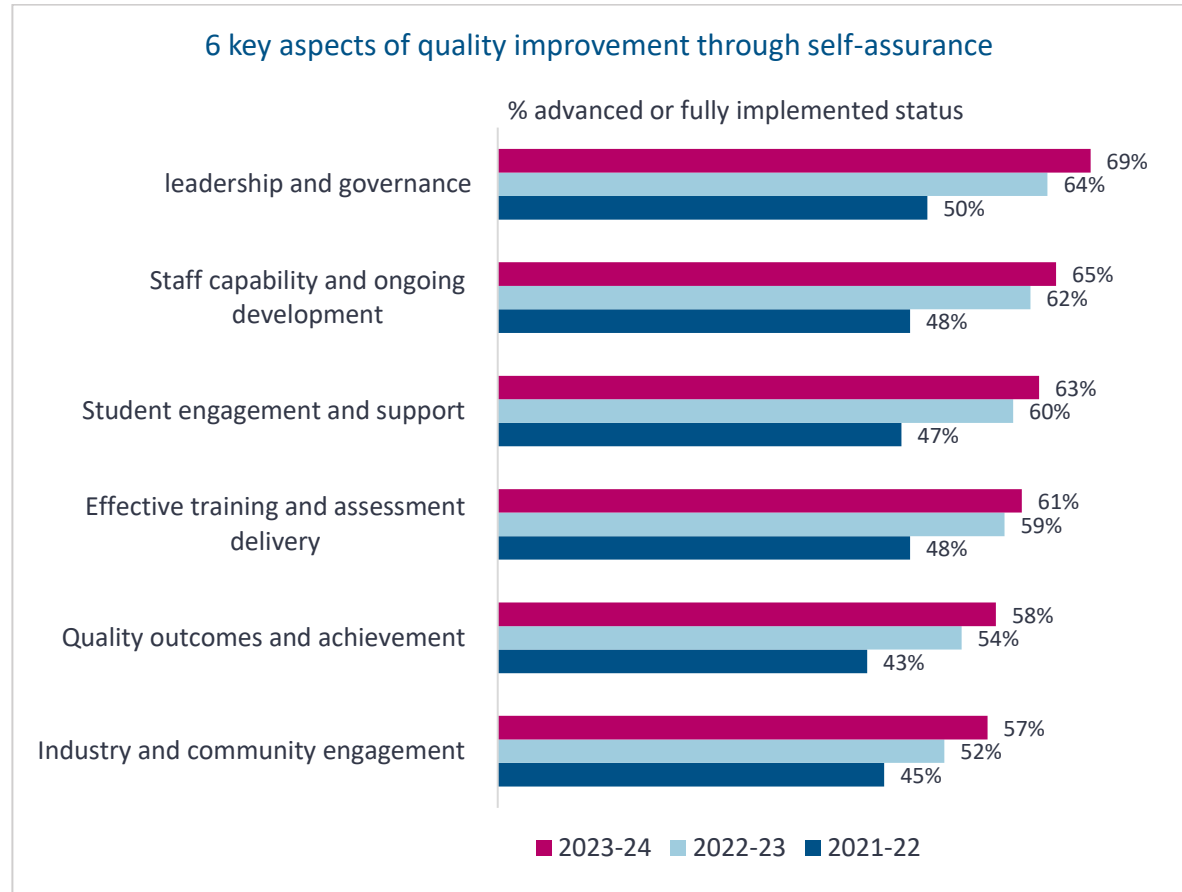
ASQA expects RTOS to comply with their obligations and to have mechanisms in place to monitor, review and continuously improve the delivery of VET and the outcomes they are achieving for students and the community.

Rating on organisation’s status in implementing quality improvement through self-assurance

Data shows that providers continue to implement quality improvement through self-assurance.

Slight to moderate increases were recorded in the proportion of providers that considered themselves to be at an ‘advanced’ or ‘fully implemented’ status across all 6 implementation areas measured in the survey. The number of self-assurance activities undertaken in each area also increased.

This is especially significant given the recent emphasis from the Commonwealth, and in ASQA’s renewed regulatory focus, on integrity.



ASQA’s education and information products

To support providers to continuously improve through self-assurance and achieve excellence in training outcomes, ASQA is committed to improve our engagement with all stakeholders. We expanded the use of education as a key regulatory tool and providing feedback that enables regulated entities to take responsibility for meeting their obligations and to address risks in their operations.

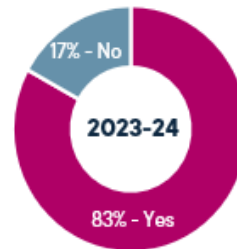
Rating on ASQA’s education and information products

Providers and course owners continue to rate ASQA’s education and information products highly, with 83% of respondents indicating they used ASQA’s education and information products to support their compliance, self-assurance and continuous improvement. Of these, 84% were satisfied/very satisfied with the quality of ASQA’s education and information.

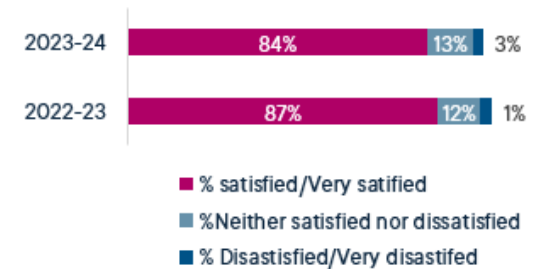
Like 2022-23, close to three-quarters of respondents (73%) indicated they used ASQA education and information about priority risk areas in. Among these, 77% found the products useful or very useful, with almost all (98%) considering them at least moderately useful.

Respondents were also asked to rate their agreement with two statements in relation to ASQA’s regulatory resources (including education, monitoring and enforcement). 81% agreed that ASQA's regulatory resources focus on ensuring quality outcomes and 78% agreed that they build provider capability for

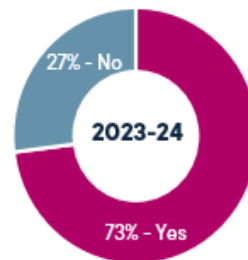
Did you use ASQA's education and information product to support your compliance, self-assurance and continuous improvement?



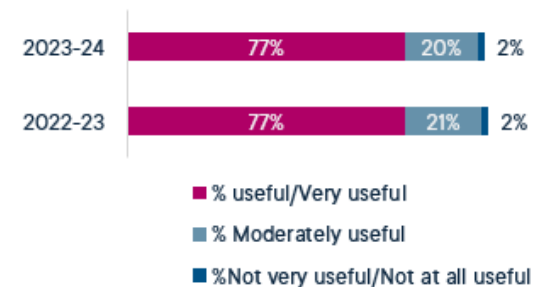
How satisfied are you with the quality of ASQA's education and information product?



Did you use ASQA's education and information products about priority risk areas?



How useful did you find this education and information?



Open feedback from respondents about ASQA's performance

Respondents were given the option to provide open-ended comment on areas they felt ASQA is performing particularly well. Of the 521 respondents that recorded such a comment, the most common themes of respondents were:

- Good support and guidance from staff (20%)
- Effective communication and information-sharing (17%)
- Quality of publications and information (16%)
- Improvement in auditing and compliance processes (13%).

There were also comments about how ASQA could improve performance. Of the 650 respondents that provided such a comment, 10% provided no specific suggestion and 14% provided a general positive comment. By far the most common suggestion for improvement was related to 'speed of application/query processing time' (26%), followed by more regular communication and support (15%) and increased staffing levels/staff expertise (11%).

Key takeaways

ASQA is committed to a structured and consistent focus on monitoring and reporting on regulatory impact. This helps us to:

- identify and reprioritise risks over time
- understand, adapt and strengthen evidence underpinning regulatory initiatives
- continuously improve.

We are accountable for our actions, and undertake an annual assessment against regulator key performance indicators and publish the results of this assessment. We also publish information on our functions relating to the outcomes of monitoring, compliance and enforcement actions.

The annual Provider and Course Owner Survey is one element of this.

Results show overall ratings of ASQA's performance remained positive in 2023-24, despite very slight declines in several areas. These changes are against a backdrop of increased compliance activity. Small changes may also be a reflection of the method of collection and ASQA will monitor these areas and observe next year's survey results to determine if a trend emerges. We will consider the feedback received, and we will ensure our program of work continues to address performance in these areas.

As part of ASQA's commitment to transparency and accountability, we will continue to share survey results each year to demonstrate our drive towards continuous improvement in our regulatory approach and provider confidence in the value of our regulation. Last year's survey results are available on the [ASQA website](#).