



Regulation Report

1 July 2024 to 31 March 2025¹

Our purpose

As the national regulator of Australia's vocational education and training (VET) sector, our purpose is to ensure quality VET so that students, industry, governments, and the community have confidence in the integrity of national qualifications issued by training providers.

Each year, more than 20 percent of the Australian population undertake a VET course.

ASQA exists to:

Register, monitor, educate and empower the vast majority of providers who are committed and capable of delivering quality VET and remove those who are not.

So that:

- students are protected from harm and receive quality training
- there is a reliable flow of critical skills into the workforce
- the reputation of our VET sector is safeguarded and
- the Australian economy thrives.

¹ Data gets updated over time and ASQA continuously refines its methods for calculating figures to be as accurate as possible. As a result, historically reported numbers may not be consistent when compared to current reported figures.

We regulate providers that deliver:



VET qualifications and courses to students in Australia or offer Australian qualifications internationally.



VET courses to overseas students – approved on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to teach overseas students on student visas in Australia.



English Language Intensive Courses for Overseas Students (ELICOS) – approved on the CRICOS.

We also accredit courses that may be offered by providers.

We are a best-practice regulator which:

- adopts a whole-of-system perspective to build sector performance, capability and culture
- focuses on areas where the risk is greatest, using data and intelligence to guide our activity
- takes a collaborative approach to engagement and communication with all stakeholders.

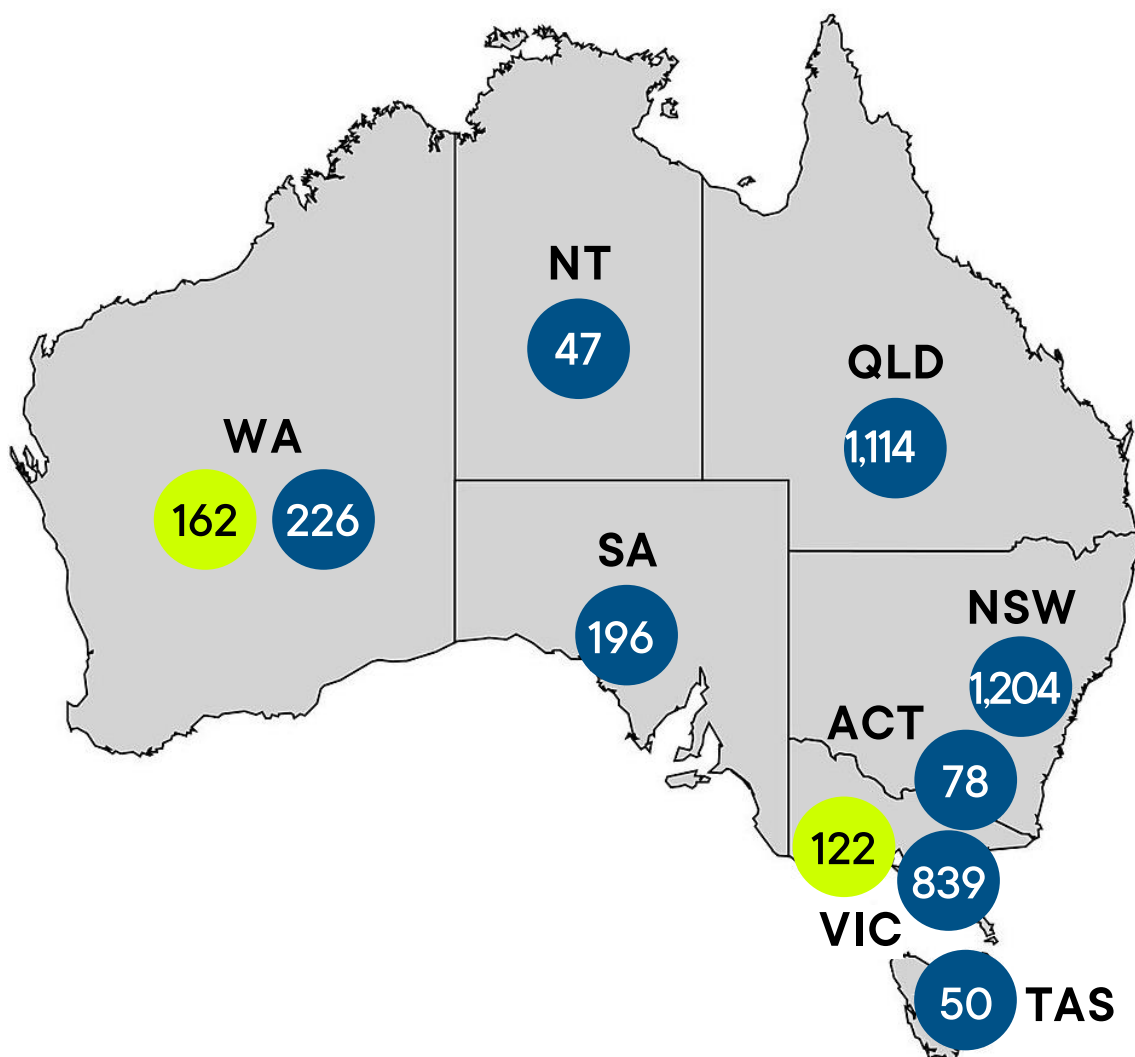
Our regulatory approach is underpinned by our [Regulatory Operating Model](#) and [Regulatory Risk Framework](#).

VET sector overview

As of 31 March 2025, we regulate 3,843 (92.97%) providers which comprise the national VET provider market (represented below in blue ●).

The remaining providers (●) are regulated by the following state regulators:

- Western Australia Training Accreditation Council (WA TAC) – 162 providers (4.01%)
- Victorian Registration and Qualifications Authority (VRQA) – 122 providers (3.02%).



Of the 3,843 providers we regulate:

- 2,802 are approved to deliver VET to domestic students
- 664 are also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to deliver VET to international students
- 288 are also registered on the CRICOS to deliver VET and ELICOS to international students
- 89 are ELICOS-only providers that are registered on the CRICOS

Registering providers

Initial registration

We assess applications for registration against criteria under our legislation to ensure students, employers, governments and the community have confidence in the providers we register. We are continuing to refine our assessment methodology to make it as efficient and effective as possible. This is also in relation to ensuring alignment with the revised Standards for Registered Training Organisations (RTOs) that take effect from 1 July 2025.

Our initial registration activities and outcomes – between 1 July 2024 and 31 March 2025 and for the previous 2 financial years – are set out in Tables 1 and 2 below.

Although the number of initial registration applications received in 2024–25 is tracking lower than previous years, there is a high volume of applications carried over from previous financial years. There has also been a change in the make-up of the applications being submitted, with more applications being made for RTO registration only, with larger scopes of registration.

The carry-over of applications from previous financial years has been due to serious concerns about the quality and integrity of large numbers of these applications, the need for greater scrutiny of the applications based on recent changes to the legislative framework (including strengthened fit and proper person considerations) as well as the resources required to thoroughly consider these high volumes.

We have rejected more applications than in previous years, with 72 rejected in Q1–3 2024–25 compared to 42 and 38 rejected in 2022–23 and 2023–24 respectively. This increase is directly linked to the strengthened integrity measures applied to applicants at market entry.

Of the 174 initial registration applications approved in Q1–3 2024–25, the number of new providers that entered the sector over the period included:

- 66 providers approved to deliver to domestic students
- 46 providers approved to deliver to domestic and international students (each submitting two applications – one for provider registration and one for CRICOS registration)
- 5 providers approved to deliver English-language training only
- 11 existing providers approved to deliver to international students.

Registration renewal

Providers must apply to renew their registration before their registration period expires. When a renewal application is received, we ensure that the provider remains committed to, and capable of, delivering quality training and/or assessment.

There has been a steady stream of renewal applications across 2024–25, averaging 75 applications per month. In March, there was a small increase with 98 applications received. We are anticipating a further uptick in renewal applications as more providers are due for renewal across the next quarter. We have been refreshing our approach to renewals across 2024–25 so providers can expect to see future renewal applications being processed more efficiently.

As shown in Table 2, there has also been an increase in the number of rejected renewal applications compared to previous years, with 20 rejected in Q1–3 2024–25 – twice the total number of applications rejected in 2023–24. This increase is attributable to several providers who have demonstrated extended periods of non-compliance and have not shown satisfactory commitment to and capability of returning to compliance.

Change of scope

Providers may also apply to add or remove training products from their scope of registration. When an application to change scope is made, we consider matters set out in the legislation in deciding whether to grant a change of scope.

As shown in Tables 1 and 2, we continue to manage large volumes of change-of-scope applications, with 2,946 received and 2,893 finalised in Q1–3 2024–25.

Withdrawal of registration

Providers may choose to exit the market by applying to have their registration withdrawn.

Applications to withdraw registration have remained relatively stable across 2024–25, with 74 received as at the end of Q3 2024–25.

Table 1: Applications received 2022–23 – 2024–25 (Q3*)

Applications received	2022–23	2023–24	2024–25 (Q3*)
Initial registration	461	446	216
Renewal of registration	723	974	679
Change of scope	5,628	4,627	2,946
Withdrawal of registration	109	95	74
Total	6,921	6,142	3,915

* 1 July 2024 – 31 March 2025

Table 2: Application outcomes 2022–23 – 2024–25 (Q3*)²

Application type	Decision	2022–23	2023–24	2024–25 (Q3*)
Initial registration	Approved	279	245	174
	Rejected	42	38	72
	Withdrawn	84	121	90
	Total	405	404	336
	Approved	695	837	667

² The number of application outcomes includes applications that were received (but not finalised) in the previous financial year.

Renewal of registration	Rejected	18	10	20
	Withdrawn	13	4	17
	Total	726	851	704
Change of scope	Approved	5,550	4,909	2,707
	Rejected	41	39	37
	Withdrawn	192	153	149
	Total	5,783	5,101	2,893
Withdrawal of registration	Approved	95	65	45
	Rejected	2	3	6
	Withdrawn	17	9	23
	Total	114	77	74
Total		7,028	6,433	4,007

* 1 July 2024 – 31 March 2025

Accrediting courses

We accredit courses that may be delivered by providers to meet industry, enterprise, educational, legislative or community needs, where these needs are not met by nationally endorsed training packages. Courses may be accredited for up to 5 years and are listed on the National Register.

Our course accreditation activities and outcomes between 1 July 2024 and 31 March 2025 and for the previous 2 financial years are set out below.

The 2024–25 figures are currently trending in line with previous financial years; the introduction of the Jobs and Skills Councils (JSC) and an increase in training package development activity have not impacted the volume of course applications at this stage. However, we have recently received several applications that have been transferred to the JSC to be included in training packages. While we anticipate this continuing to occur in future, it is not expected to have any major influence on outcomes for the next financial year.

Table 3: Course accreditation applications received 2022–23 – 2024–25 (Q3*)

Applications received	2022–23	2023–24	2024–25 (Q3*)
Initial accreditation	25	25	15
Renewal of accreditation	48	43	48
Course amendment	19	12	11
Total	92	80	74

* 1 July 2024 – 31 March 2025

Table 4: Course accreditation application outcomes 2022–23 – 2024–25 (Q3*)³

Application type	Decision	2022–23	2023–24	2024–25 (Q3*)
Initial accreditation	Granted	28	16	14
	Rejected	7	5	2
	Withdrawn or cancelled	0	2	3
	Total	35	23	19
Renewal of accreditation	Granted	49	51	38
	Rejected	0	3	0
	Withdrawn or cancelled	0	0	0
	Total	49	54	38
Course amendment	Granted	8	10	7
	Rejected	0	0	0
	Withdrawn or cancelled	1	1	1
	Total	9	11	8
Total		93	88	65

* 1 July 2024 – 31 March 2025

Educate and empower

Between 1 January and 31 March 2025, ASQA continued to educate, communicate and engage with providers to support them in understanding and complying with requirements as well as continuously improving their practices and outcomes for students.

During this period, we delivered:

- 2 editions of ASQA IQ - Integrity and Quality in Focus, detailing some of our 2024-25 Regulatory Risk Priorities: student work placement and shortened course duration
- a podcast episode about the Annual Declaration on Compliance
- the 2025 RTO and ESOS obligations checklists
- content to support the upcoming implementation of the revised Standards, including news articles and communications to stakeholders.

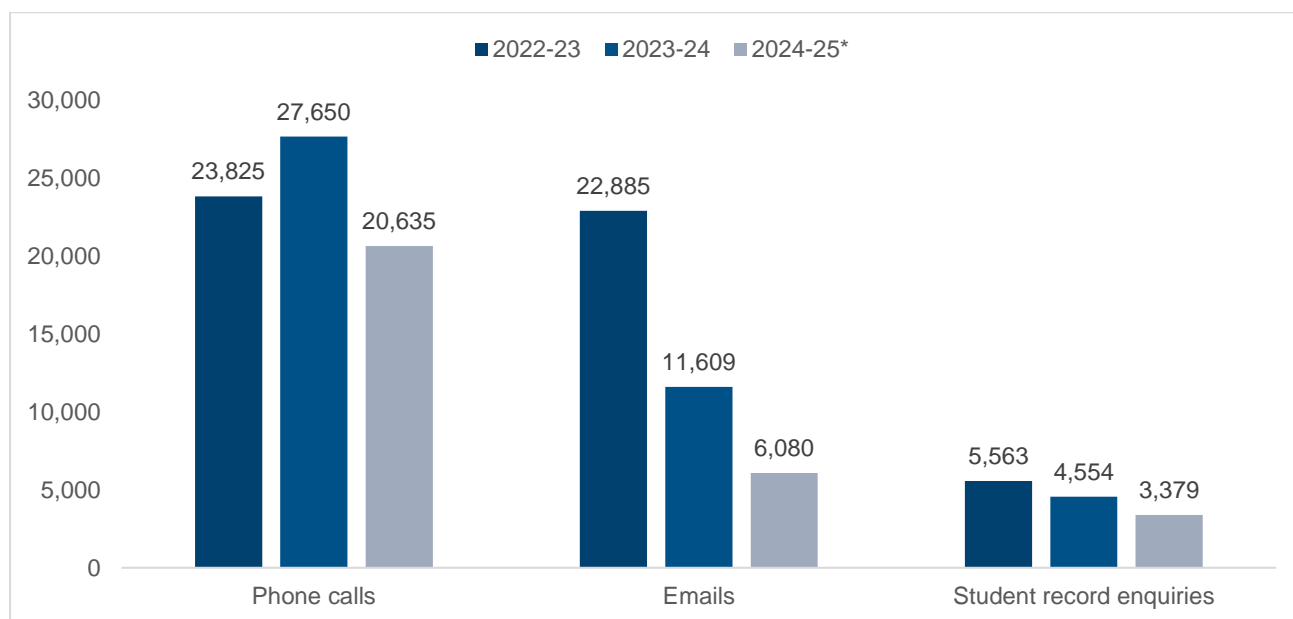
Additionally, through our Service Delivery functions – call centre and email enquiries – we have continued to respond to requests and provide information on regulatory requirements.

³ The number of application outcomes includes applications that were received (but not finalised) in the previous financial year.

Our enquiries activity between 1 July 2024 and 31 March 2025 and for the previous 2 financial years are set out in Figure 1 below.

At the end of Q3 2024–25, the most common enquiries received through our Service Delivery line from students related to student records, notice of intent to cancel qualifications, and requests for provider/course information. The most common enquiries received from providers related to applications, technical support, and general VET information.

Figure 1: Enquiries received, 2022–23 – 2024–25 (Q3*)



* 1 July 2024 – 31 March 2025

ASQA continued to engage and work collaboratively with other government agencies, regulators and industry bodies across the VET sector.

In Q3 2024-25, we:

- participated in and presented at a number of events and forums, including:
 - 2025 VET Quality and Innovation Summit
 - ISACNT VET Community of Practice
 - ITECA ASQA Regulated Provider Interest Group Conference
 - TAFE Directors Australia Workshop
- contributed to a Global Academic Integrity Network meeting.

In addition to engaging with the National Disability Insurance Agency on joint matters of interest, our Investigations and Enforcement team also continued engagement with the Australian Federal Police and NSW Police, supporting investigations into several criminal matters, including fraud.

Investigations and monitoring

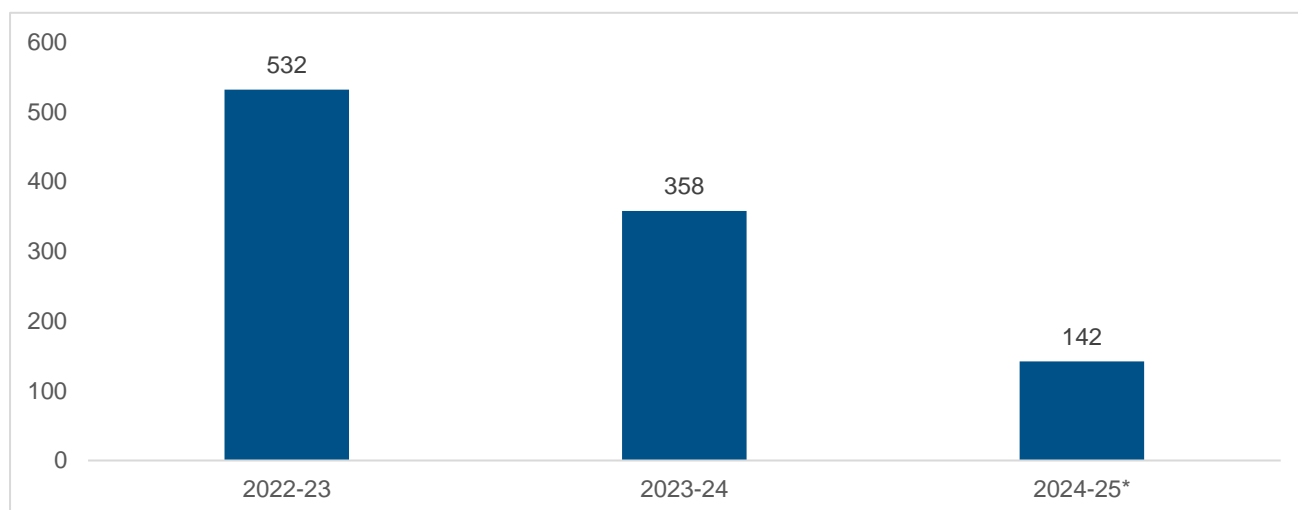
Complaints and intelligence about providers

We receive complaints and intelligence about provider practices through several channels from a range of stakeholders, including students and staff of providers, industry, and government agencies. While ASQA is not a complaints-handling body, we engage with complainants as appropriate. Where a complaint is about a provider's practices, ASQA will notify the provider about the concerns raised without breaching confidentiality and privacy. We may request additional information or assurance from the provider relating to specific areas of their practices and operations, as well as escalate the level of regulatory intervention required based on the nature of the risks and impact.

As shown in Figure 2, we received 142 complaints about provider compliance this financial year. The number of 'complaints' that have been received through asqaconnect has been decreasing since the establishment of our tip-off line in October 2023 as outlined below. At the end of Q3 2024–25, the top 3 categories of concerns raised by complainants related to:

- training, assessment or study support
- course fees, payment plans, refunds or VET Student Loan terms
- receiving a certificate after completing the course

Figure 2: Provider complaints/cases received, 2022–23 – 2024–25 (Q3*)

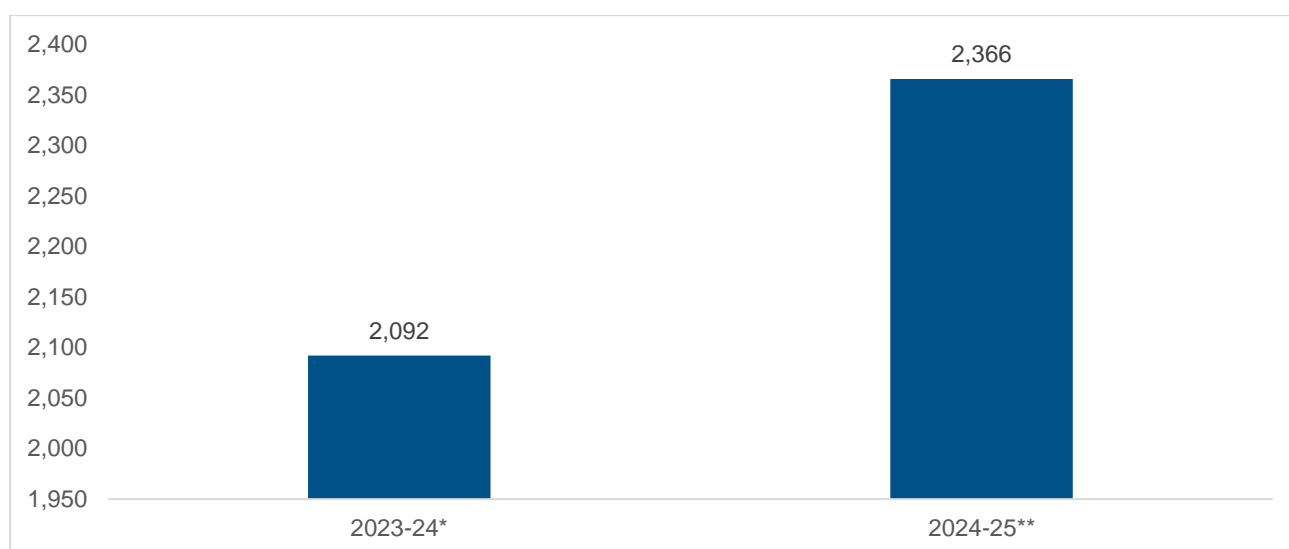


* 1 July 2024 – 31 March 2025

VET Tip-off line

Our VET tip-off line provides a safe and confidential avenue for current and former students, staff and other potential whistleblowers to report, anonymously if they wish, alleged deceptive practices, unethical behaviours or illegal and serious non-compliance activities. As shown in Figure 3, we received 2,366 tip-offs between 1 July 2024 and 31 March 2025.

Figure 3: VET tip-offs received, 2023-24* – 2024-25 (Q3)**



* 4 October 2023 – 30 June 2024

**1 July 2024 – 31 March 2025

Regulatory assessment and monitoring of providers

We undertake a range of regulatory assessment and monitoring activities. These are part of ASQA's broader regulatory framework and include targeted activities with providers to assess or monitor provider performance with the Standards, which may be undertaken on-site or remotely.

These activities include:

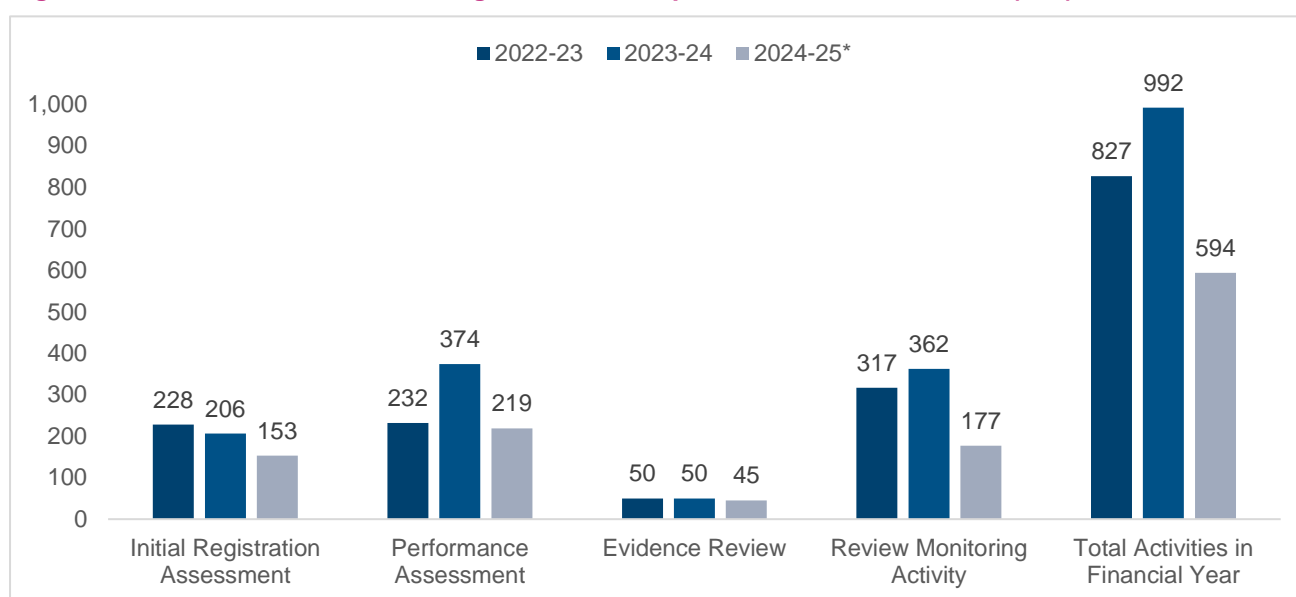
- undertaking surveys (of students and/or other stakeholders)
- interviewing providers, students, trainers/assessors and/or other provider personnel
- requesting data and documents from providers and/or other government entities
- undertaking defined scope or full performance assessments

As shown in Figure 4, between 1 July 2024 and 31 March 2025, we undertook 219 performance assessments. Noting that the selection of these performance assessments is based on risk indicators, 171 (78%) resulted in a finding of non-compliance. Of these, 91 (53%) providers satisfied ASQA they had addressed the issues of concern and returned to compliance.

As part of the 177 review monitoring activities undertaken this financial year, we undertook 92 site visits and issued 85 ‘amber’ letters to CRICOS providers reminding them of their reporting obligations under section 19 of the ESOS Act as part of Phase 2 of the Early Intervention Strategy.

Where a provider demonstrates a commitment and capability to address issues identified, we may offer an Agreement to Rectify (ATR), which describes the actions the provider proposes to address the issues, the evidence they will provide of their return to compliance, and the timeframes for completing these actions. Between 1 July 2024 and 31 March 2025, 22 providers entered into an ATR; 24 ATRs were also finalised in this period, of which 19 returned to compliance.

Figure 4: Assessment and monitoring activities completed, 2022–23 – 2024–25 (Q3*)



* 1 July 2024 – 31 March 2025

Investigations

We draw on our investigative capability and functions to:

- undertake surveillance and information collection activities
- investigate serious issues of non-compliance
- investigate and prosecute, when appropriate, the conduct of individuals, unregistered entities and registered providers who breach their legislative obligations

Our investigations also support collaboration across government, including through strengthened information-sharing as well as increased coordination in multi-agency operations, such as Operation INGLENOK and the Fraud Fusion Taskforce, that involve law enforcement agencies and other regulators. Our participation in these constitutes part of our important work in preventing, detecting, deterring and disrupting the conduct of non-genuine and bad faith operators, including in relation to fraudulent conduct.

As of 31 March 2025, the Investigations and Enforcement team is managing more than 189 serious matters – i.e. where the nature of the issues and conduct in question threaten the integrity of the VET sector – in relation to the conduct of 154 providers. Of these:

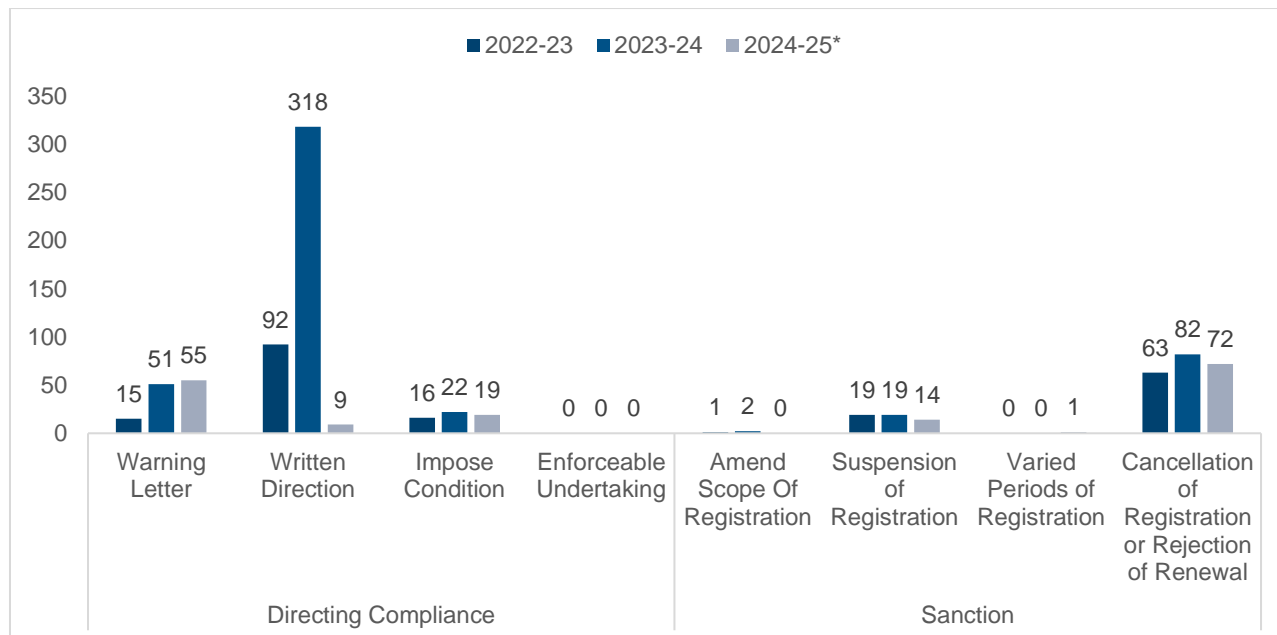
- approximately 62% relate to providers that deliver training to international students
- more than 74% relate to alleged fraud, including bogus qualifications, cash for qualifications, fabrication of assessments and evidence, ghost colleges⁴, funding fraud and visa/migration risks
- more than 60% are linked to multijurisdictional actions such as Operation INGLENOOK, Fraud Fusion Taskforce, NSW Building Commission, and the disruption of alleged criminal networks

There are 31 investigations into potential breaches of the NVR Act by non-RTOs relating to misleading advertising practices and qualification fraud.

Taking compliance action

Where a provider does not demonstrate a commitment or capability to deliver quality training, or make necessary changes in response to identified non-compliance, we compel the provider to act using an escalating range of regulatory tools to enforce compliance or revoke registration. Between 1 July 2024 and 31 March 2025, ASQA undertook a range of compliance actions, which are detailed in Figure 5. The number of sanctions imposed relate to a total of 44 providers.

Figure 5: Compliance enforcement – regulatory decisions, 2022–23 – 2024–25 (Q3*)



* 1 July 2024 – 31 March 2025

⁴ Providers that have enrolled students but conduct minimal or no actual education or training.

Regulatory actions to date included the cancellation of registration for 4 critically non-compliant and unrelated providers, as reported in our Q1-2 Regulation Report:

- Luvium Pty Ltd (trading as Australia Education & Career College)
- ILET (trading as EDUVET)
- Gills College (trading as Elite College Australia and/or Sterling Business College)
- DSA Ventures (trading as Australian Academy of Elite Education)

Subsequent engagement with thousands of former students of these providers – who had been issued qualifications and statements of attainment across sectors such as individual support, early childhood education and care, community services, disability and first aid, and construction related industries – revealed systemic issues. Consequently, and as a measure to protect the integrity of the VET sector and the public interest, ASQA cancelled more than 21,000 qualifications and statements of attainment issued by these former providers.

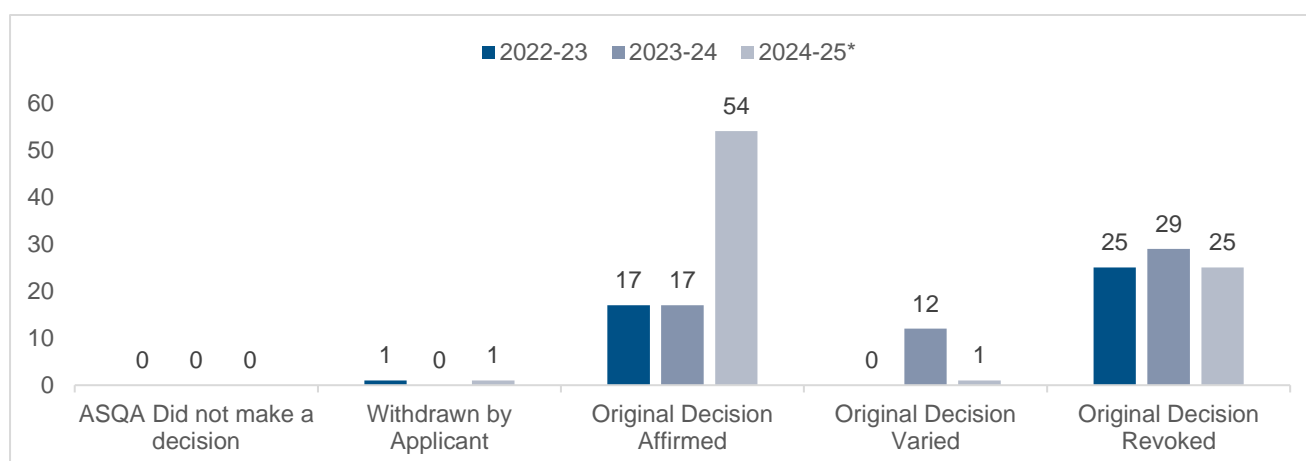
ASQA also has powers to protect the validity of qualifications, and we may prosecute individuals or entities who create statements of attainment or advertise as a provider without a registration. Between 1 January and 31 March 2025, we issued 16 infringement notices under the NVR Act for a total of \$396,000.

Procedural fairness and accountability

Before making a decision that adversely affects a provider or an individual, we ensure procedural fairness is afforded, which means providing robust reasons for decisions and giving the provider or individual an opportunity to respond to identified issues.

An affected party may request reconsideration (internal review) or external review of certain decisions made by us. We have implemented early resolution of disputed non-compliance, supporting a focus on the provider's return to compliance where appropriate. This has reduced the number of matters proceeding to the Administrative Review Tribunal (ART) and allowed us to focus on the most significant matters to address threats to the quality of VET.

Figure 6: Internal review – outcomes, 2022–23 – 2024–25 (Q3*)



* 1 July 2024 – 31 March 2025

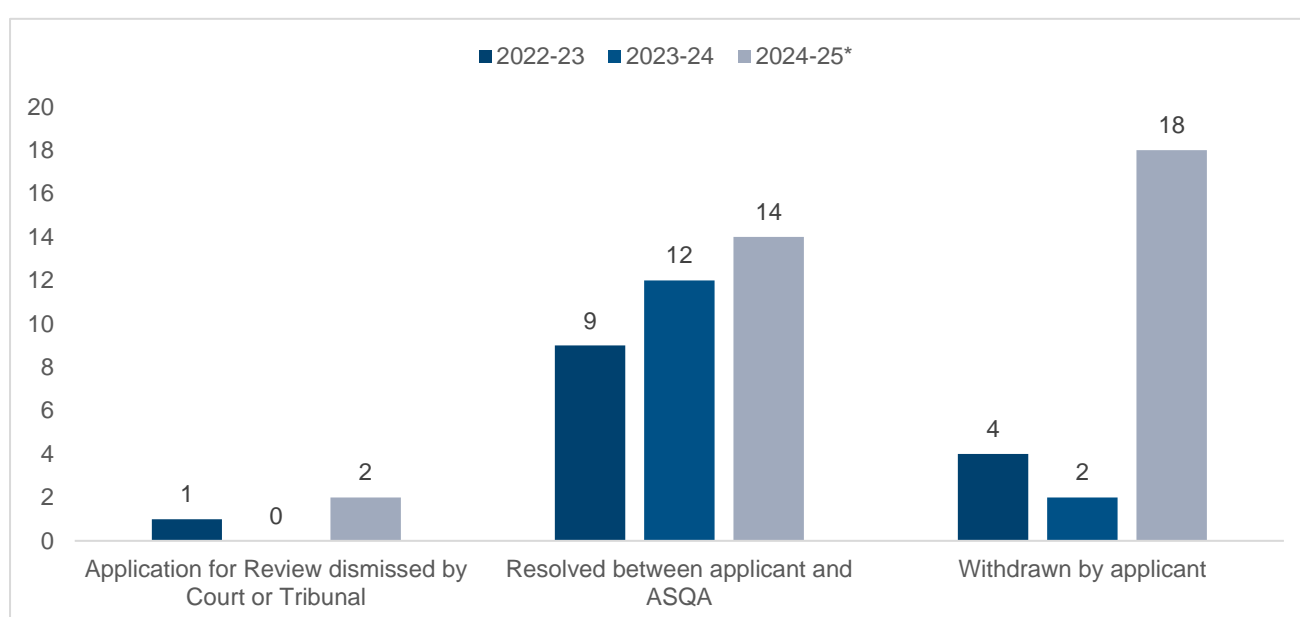
If a provider is dissatisfied with the outcome of a reviewable decision, they may apply for merits review by the ART.

In Q1–3 2024–25, a total of 34 matters were closed, consisting of:

- 14 matters resolved between the applicant and ASQA ahead of a hearing
- 2 matters were dismissed by the Tribunal
- 18 were withdrawn by the applicant.

In addition to the closed matters, two matters went to a contested hearing in the reporting period and in both cases the Tribunal reserved its decision.

Figure 7: External review outcomes – where the matter did not proceed to a hearing 2022–23 – 2024–25 (Q3*)



* 1 July 2024 – 31 March 2025

Our service standards

We closely monitor, manage and report on our performance against 12 service standards, which were last updated in November 2024.

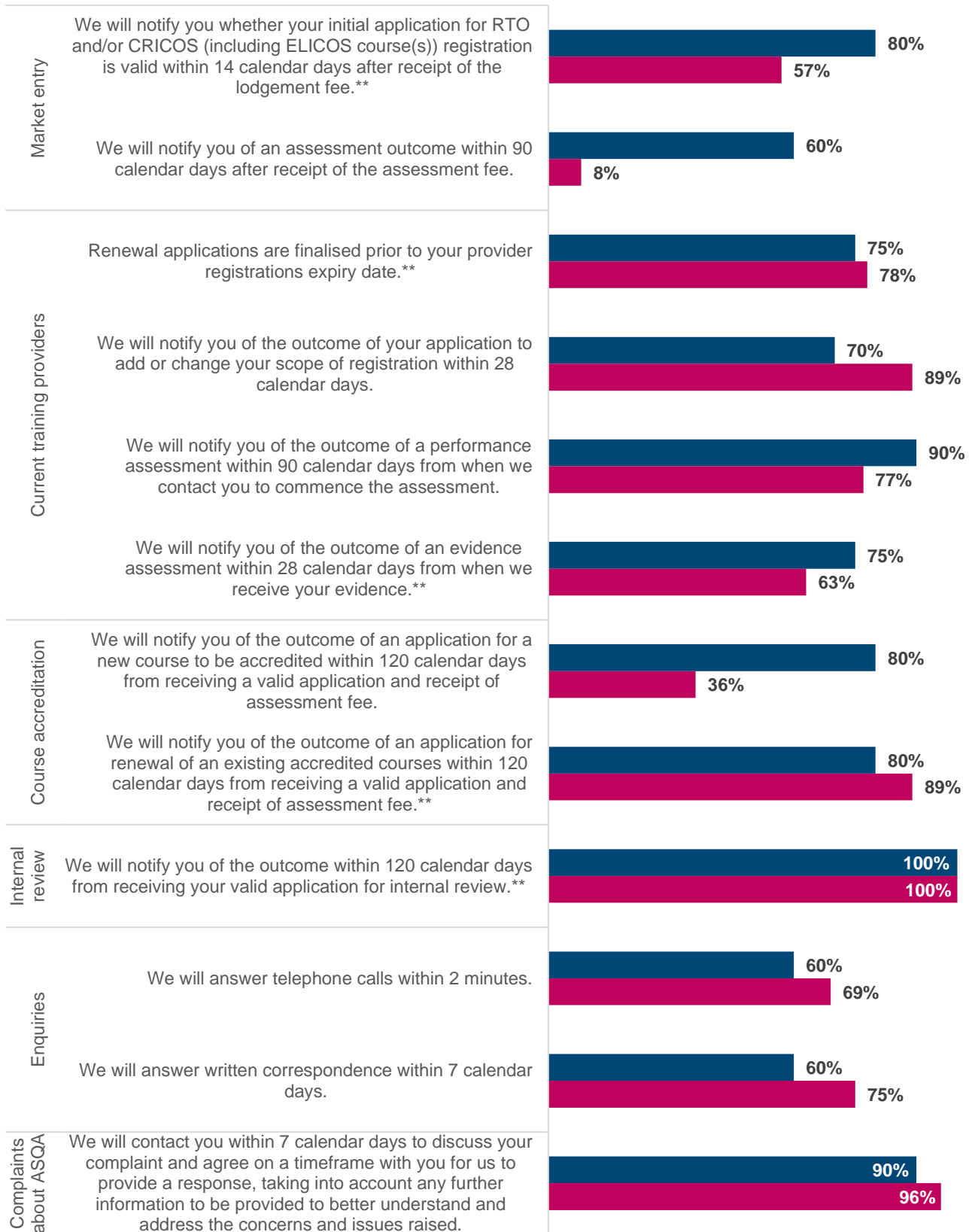
As of 31 March, we are meeting 7 of our service standards and exceeded our targets in several key areas, including provider renewals, change of scope applications and course accreditation renewals – demonstrating our commitment to timely and efficient processing. Changes to how we allocate and assess change-of-scope applications are expected to further improve our performance against the 28-day standard. Additionally, we have met our commitment to addressing complaints in a timely manner, and our enquiries service remains strong, with telephone calls and written correspondence answered promptly within the 2-minute and 7-day standard respectively.

While we have faced challenges in other areas, we are continuing to work on improving our performance. Delays in performance assessment outcomes were experienced due to resource allocation in Q2 to support the consideration of more than 21,000 qualifications and statements of attainment but we anticipate meeting the standard in Q4, continuing to strive to meet this standard across the full year. Similarly, while course accreditation renewals met the standard, new course accreditations were impacted by resourcing and system challenges which are currently being addressed with the implementation of improved technology and operational processes.

The outcome of assessment of applications at market entry is reflective of the carryover of a considerable number of applications from the previous financial year. However, we remain dedicated to continuous improvement, and we are confident that the range of measures being implemented to enable us to meet the full suite of service standards will position us to report further improvements in our Annual Report.

Performance against service standards

■ Target ■ Q3* Result



* 1 July 2024 – 31 March 2025

** Standard or target updated, effective to applications from 1 July 2024