Regulation Report
1 July 2024 to 30 June 2025[1]

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.

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

- 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 training 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 at 30 June 2025, we regulate 3,751 (93.05%) registered training organisations (RTOs)[2] which comprise the national VET provider market (represented below in blue ●).

The remaining RTOs (○) are regulated by the following state regulators:

- Western Australia Training Accreditation Council (WA TAC) – 162 (4.02%)

- Victorian Registration and Qualifications Authority (VRQA) – 118 (2.93 %).

---

[2] ELICOS-only providers are not counted as RTOs, therefore are not included in this figure.

NT
47

QLD
1,119

WA
162   225

SA
200

NSW
1,191

ACT
79

118
VIC

841

49 TAS
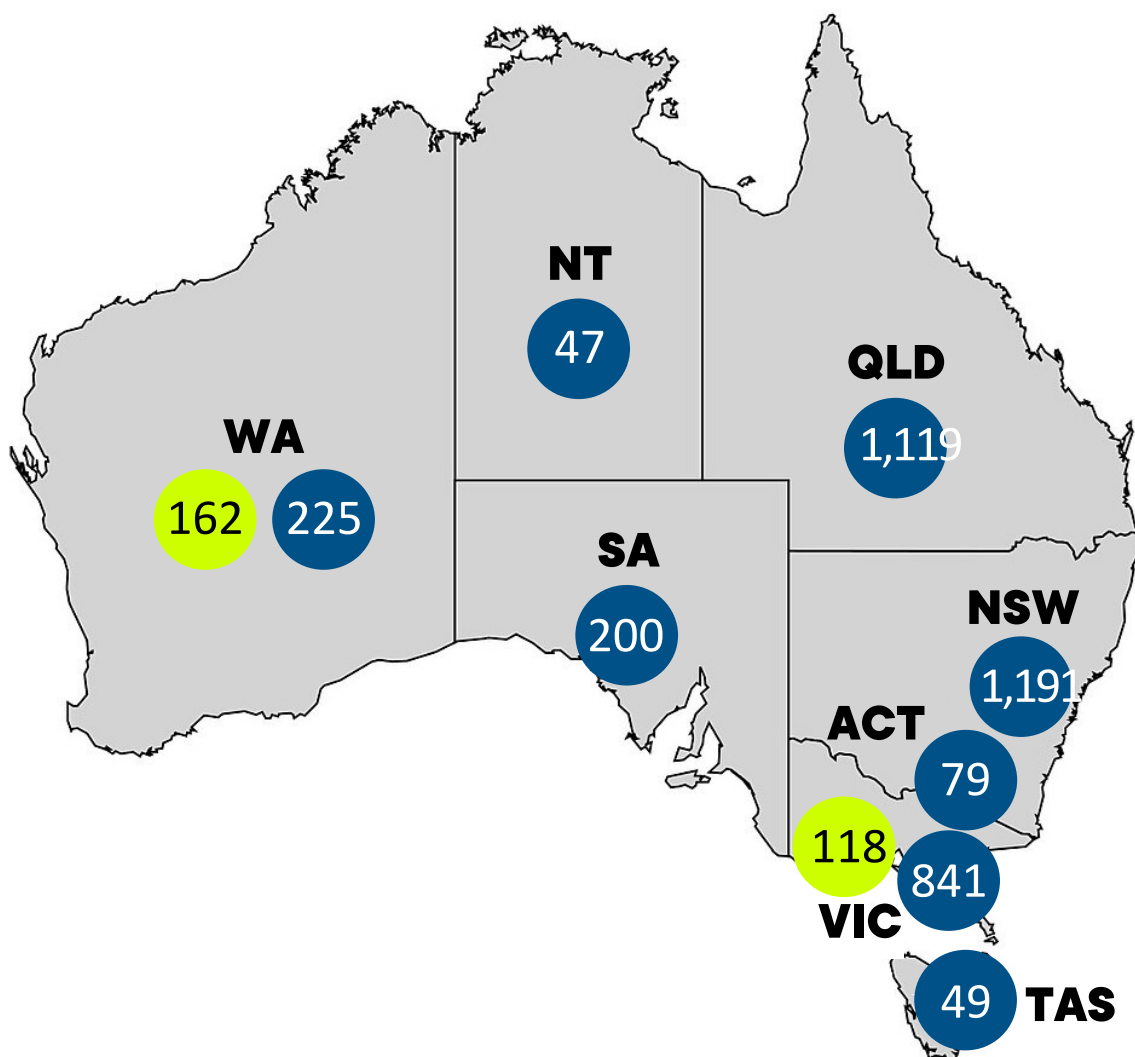
Of the 3,837 providers[3] we regulate:

- 2,798 are approved to deliver VET to domestic students

- 289 are also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to deliver VET to international students

- 664 are also registered on the CRICOS to deliver VET and ELICOS to international students

- 86 are ELICOS-only providers that are registered on the CRICOS.

---

[3] This figure includes the aforementioned 3,751 RTOs, as well as 86 ELICOS-only training providers.

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 RTOs that took effect from 1 July 2025.

Our initial registration activities and outcomes – for 2024–25 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 complexity of the applications being submitted, with more applications being made for provider registration only, often with larger scope of registration requests.

The carry-over of applications from previous financial years has been due to concerns about the quality and integrity of a large number 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 appropriately consider the high volume of applications.

We have rejected more applications than in previous years, with 85 rejected in 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 245 initial registration applications approved in 2024–25, the number of new providers entering the sector over the period included:

- 105 providers approved to deliver to domestic students
- 58 providers approved to deliver to domestic and international students (each submitting 2 applications – one for provider registration and one for CRICOS registration)
- 8 providers approved to deliver English-language training only
- 15 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. 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 32 rejected in 2024–25 – more than 3 times the total number of applications rejected in 2023–24. This increase is attributable to a number of providers who have demonstrated extended periods of non-compliance and have not evidenced 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 3,933 received and 3,708 finalised in 2024–25. We have also been refreshing our approach to change-of-scope applications across 2024–25 so providers can expect to see future applications being processed more efficiently.

Withdrawal of registration

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

As shown in Tables 1 and 2, applications to withdraw registration have remained relatively stable across the last 3 financial years.

Table 1: Applications received 2022–23 – 2024–25

Applications received	2022–23	2023–24	2024–25
Initial registration	461	446	257
Renewal of registration	724	974	908
Change of scope	5,628	4,627	3,933
Withdrawal of registration	109	95	112
Total	**6,922**	**6,142**	**5,210**

Table 2: Application outcomes 2022–23 – 2024–25[4]

Application type	Decision	2022–23	2023–24	2024–25
Initial registration	Approved	279	245	245
	Rejected	42	38	85
	Withdrawn	84	121	127
	Total	**405**	**404**	**457**
Renewal of registration	Approved	695	837	927
	Rejected	18	10	32
	Withdrawn	13	4	21
	Total	**726**	**851**	**980**
Change of scope	Approved	5,550	4,909	3,459
	Rejected	41	39	61
	Withdrawn	192	153	188
	Total	**5,783**	**5,101**	**3,708**
Withdrawal of registration	Approved	95	65	78
	Rejected	2	3	9
	Withdrawn	17	9	24
	Total	**114**	**77**	**111**
Total		**7,028**	**6,433**	**5,256**

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 for 2024–25 and for the previous 2 financial years are set out below.

The 2024–25 figures demonstrate an upward trend of activity over the previous financial year – 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 a number of applications that have been transferred to the JSCs 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.

---

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

Table 3: Course accreditation applications received 2022–23 – 2024–25

Applications received	2022–23	2023–24	2024–25
Initial accreditation	25	25	30
Renewal of accreditation	48	43	63
Course amendment	19	12	15
Total	**92**	**80**	**108**

Table 4: Course accreditation application outcomes 2022–23 – 2024–25[5]

Application type	Decision	2022–23	2023–24	2024–25
Initial accreditation	Granted	28	16	20
	Rejected	7	5	2
	Withdrawn or cancelled	0	2	3
	Total	**35**	**23**	**25**
Renewal of accreditation	Granted	49	51	60
	Rejected	0	3	0
	Withdrawn or cancelled	0	0	0
	Total	**49**	**54**	**60**
Course amendment	Granted	8	10	8
	Rejected	0	0	0
	Withdrawn or cancelled	1	1	1
	Total	**9**	**11**	**9**
Total		**93**	**88**	**94**

Educate and empower

Between 1 April and 30 June 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:

- 3 editions of *ASQA IQ Integrity and Quality in Focus,* focussing on preparing for the 2025 Standards as well as some of our 2024-25 Regulatory Risk Priorities – academic cheating and international delivery

---

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

- content to support providers to prepare for the implementation of the 2025 Standards, including Practice Guides, FAQs, news articles, a series of face-to-face and online workshops, and a podcast episode about the transition arrangements
- a fact sheet to help students identify genuine, quality Recognition of Prior Learning practices
- guidance to support providers in undertaking assessment of students completing Early Childhood Care and Education Services (ECEC) qualifications in the workplace.

Through our contact centre we have continued to respond efficiently to phone and email enquiries, including requests from providers for information on compliance requirements. Our Service Delivery team also action student record requests which are submitted online.

Our enquiries activity for 2024–25 and for the previous 2 financial years are set out in Figure 1 below.

At the end of 2024–25, the most common enquiries received from students through our Service Delivery line related to student records and cancellation of qualifications. The most common enquiries received from providers related to application support, VET systems technical support, and complying with VET requirements.

Figure 1: Enquiries received, 2022–23 – 2024–25
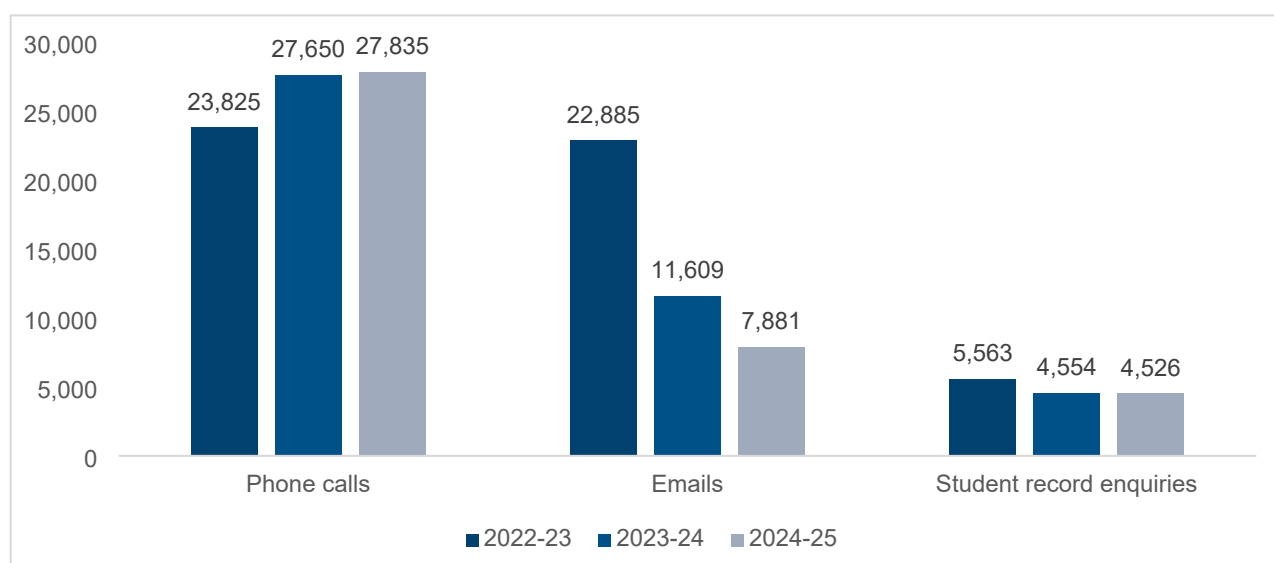
ASQA continued to engage and work collaboratively with other government agencies, regulators and industry bodies across the VET sector.

In Q4 2024-25, we:
- participated in and presented at a number of events and forums, including:
  - ITECA RTO Business Summit
  - Community Education Australia conference
  - Northern Territory VET Community of Practice

- collaborated with HumanAbility, Australian Children's Education and Care Quality Authority, the Department of Employment and Workplace Relations and Department of Education to develop guidance for providers and ECEC Services
- engaged with NSW Fair Trading in relation to qualifications of concern.

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 122 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 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
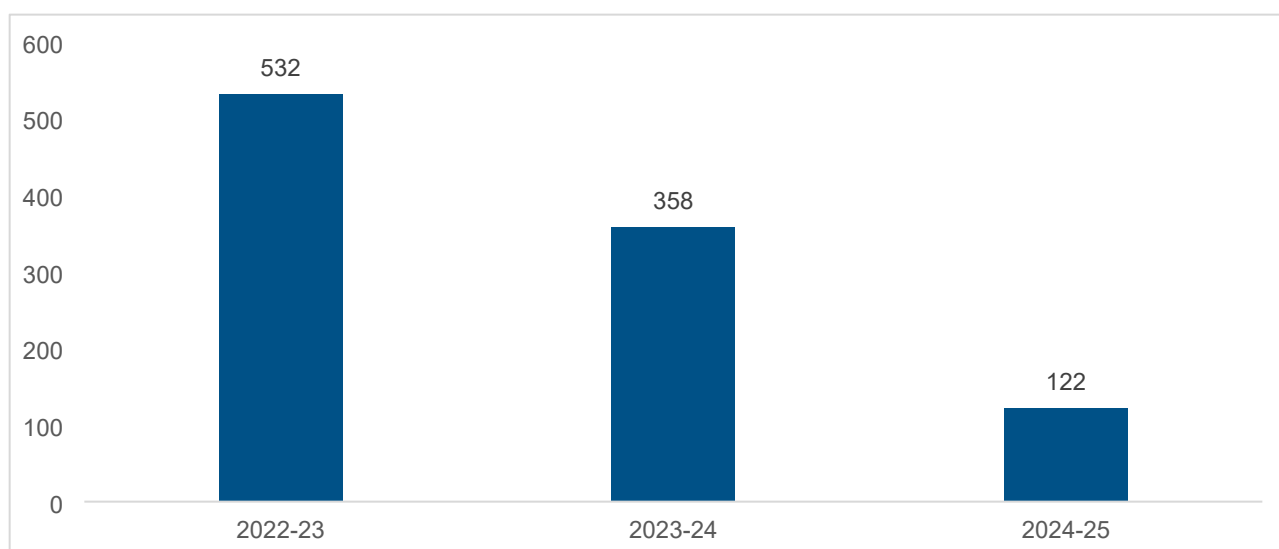
VET Tip-off line

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 3,127 tip-offs in 2024–25.

Figure 3: VET Tip-offs received, 2023-24* – 2024-25
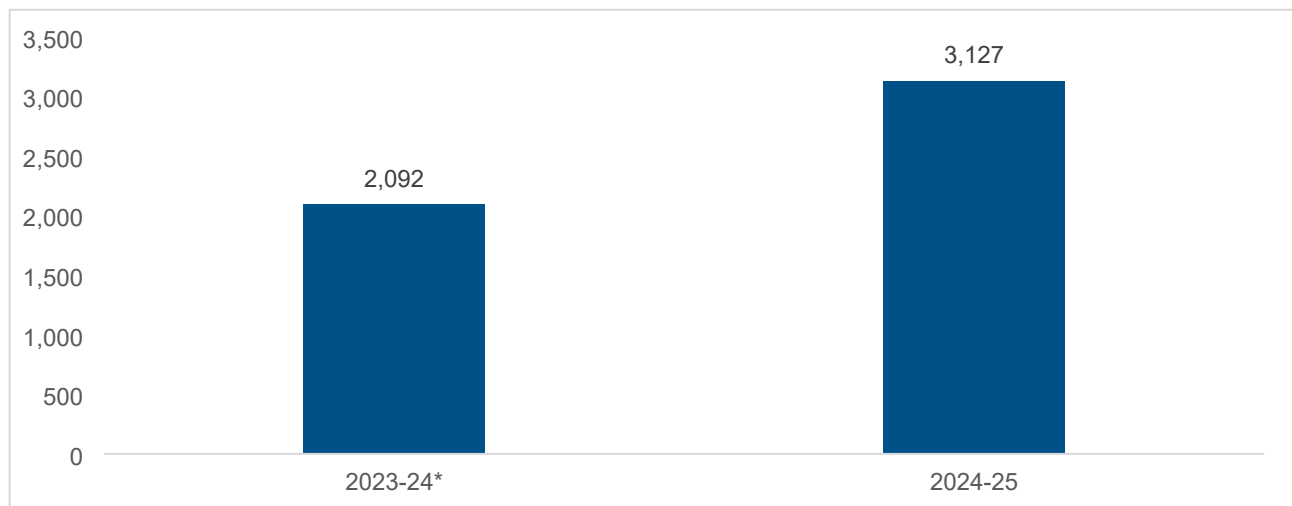
* 4 October 2023 – 30 June 2024

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.

These activities include:

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

As shown in Figure 4, we undertook 284 performance assessments in 2024–25. Noting that the selection of these performance assessments is based on risk indicators, 221 (78%) resulted in a finding of non-compliance. Of these, 102 (46%) providers satisfied ASQA they had addressed the issues of concern and returned to compliance.

As part of the 201 review monitoring activities undertaken this financial year, we undertook 116 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. Our Integrity Unit

conducted 88 unannounced site visits of CRICOS-registered provider premises as part of a compliance blitz to monitor student protections, student attendance, marketing and recruitment practices, and fit and proper person requirements.

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
- the timeframes for completing these actions.

In 2024–25, 26 providers entered into an ATR. Thirty-three ATRs were also finalised in this period, of which 24 returned to compliance.

Figure 4: Assessment and monitoring activities completed, 2022–23 – 2024–25
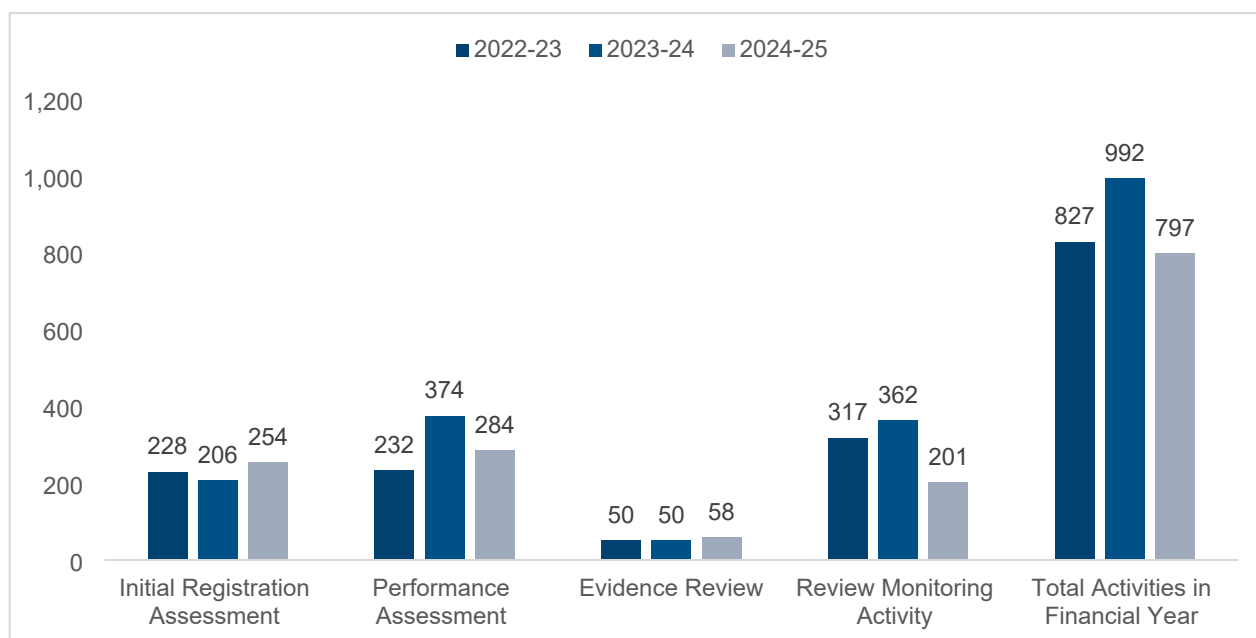
Investigations

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 INGLENOOK 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 providers and bad faith operators, including in relation to fraudulent conduct.

As at 30 June 2025, the Investigations and Enforcement team are managing more than 200 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 158 providers. Of these:

- approximately 60% relate to providers that deliver training to international students
- more than 79% relate to alleged fraud, including bogus qualifications, cash for qualifications, fabrication of assessments and evidence, ghost colleges[6], 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 44 investigations into potential breaches of the NVR Act by non-registered organisations relating to misleading advertising practices and qualification fraud. This includes supporting investigations by Victorian and NSW police into providers and individuals of mutual interest.

Taking compliance action

Where a provider is committed to delivering quality training and assessment, but may be falling short in their capability, we use a range of escalating regulatory tools to compel and enforce compliance. If we find that a provider is neither committed nor capable of delivering quality training and assessment, we will take regulatory action to de-register those providers who threaten the quality, integrity and reputation of the VET sector. In 2024–25, ASQA undertook a range of compliance actions, which are detailed in Figure 5. The number of sanctions imposed relate to a total of 87 providers.

---

[6] Providers that have enrolled students but conduct minimal or no actual education or training.

Figure 5: Compliance enforcement – regulatory decisions, 2022–23 – 2024–25

Chart data:

Category	2022-23	2023-24	2024-25
Directing Compliance			
Warning Letter	15	51	91
Written Direction	92	318	192
Impose Condition	16	22	42
Enforceable Undertaking	0	0	0
Sanction			
Amend Scope Of Registration	1	2	1
Suspension of Registration	19	19	34
Varied Periods of Registration	0	0	3
Cancellation of Registration or Rejection of Renewal	63	82	138
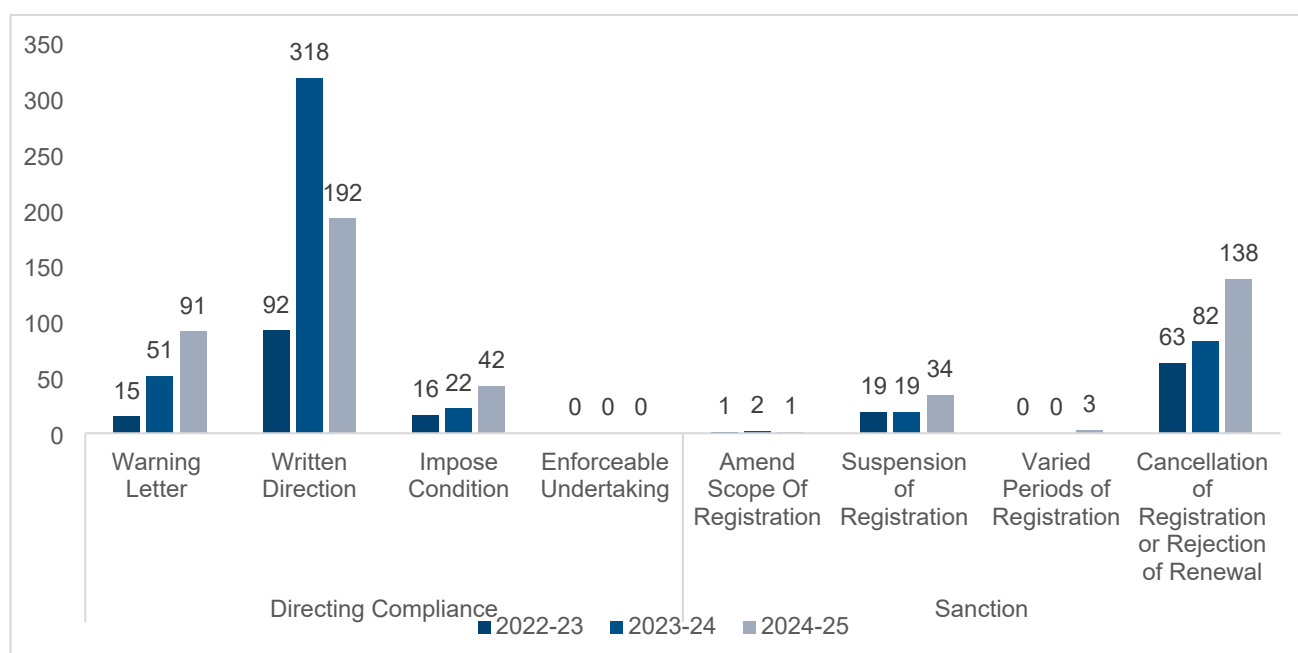
Qualification Integrity

ASQA is committed to lifting quality and integrity across the VET sector, and the integrity of qualifications issued is a primary focus. To ensure the integrity of VET and to protect the public, where we have cancelled the registration of critically non-compliant providers who have been found to have issued qualifications without the appropriate training or assessment, we are pursuing regulatory action to cancel qualifications and/or statements of attainment issued by those providers. Following extensive compliance investigations, in 2024-25 we cancelled the registration of 7 critically non-compliant and unrelated providers, finding the former providers had systematically issued qualifications without appropriate training or competency-based assessment by qualified assessors, and/or did not ensure students had successfully satisfied all requirements prior to issuing VET certification:

- Luvium Pty Ltd (trading as Australia Education & Career College)
- International Institute of Education and Training Pty Ltd (IIET, trading as EDUVET)
- Gills College Australia Pty Ltd (trading as Elite College Australia and/or Sterling Business College)
- DSA Ventures Pty Ltd (trading as Australian Academy of Elite Education)
- Contract Me Pty Ltd (Learning Options)
- SPES Education Pty Ltd
- Qualify Now Pty Ltd (trading as Nextgen Tech Institute).

Prior to making any decision, ASQA issued notices inviting responses from more than 23,000 individuals who had been issued with qualification(s) and/or statement(s) of attainment by the abovementioned former providers during specified periods. Following consideration of the responses and evidence received, we cancelled more than 25,500 qualifications and statements of attainment issued by these former providers. These qualifications and statements of attainment were required to be returned to us.

If an individual continues to use a cancelled qualification or statement of attainment, ASQA may pursue civil penalties against that individual.

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 ASQA. We have implemented early resolution of disputed non-compliance, supporting a focus on the provider's return to compliance where appropriate.

As noted below in Figure 6, in 2024-25 we received 106 internal review applications, almost double the number of applications received in 2023-24, and affirmed the original decision in 69 reviews.

Figure 6: Internal review – outcomes, 2022–23 – 2024–25
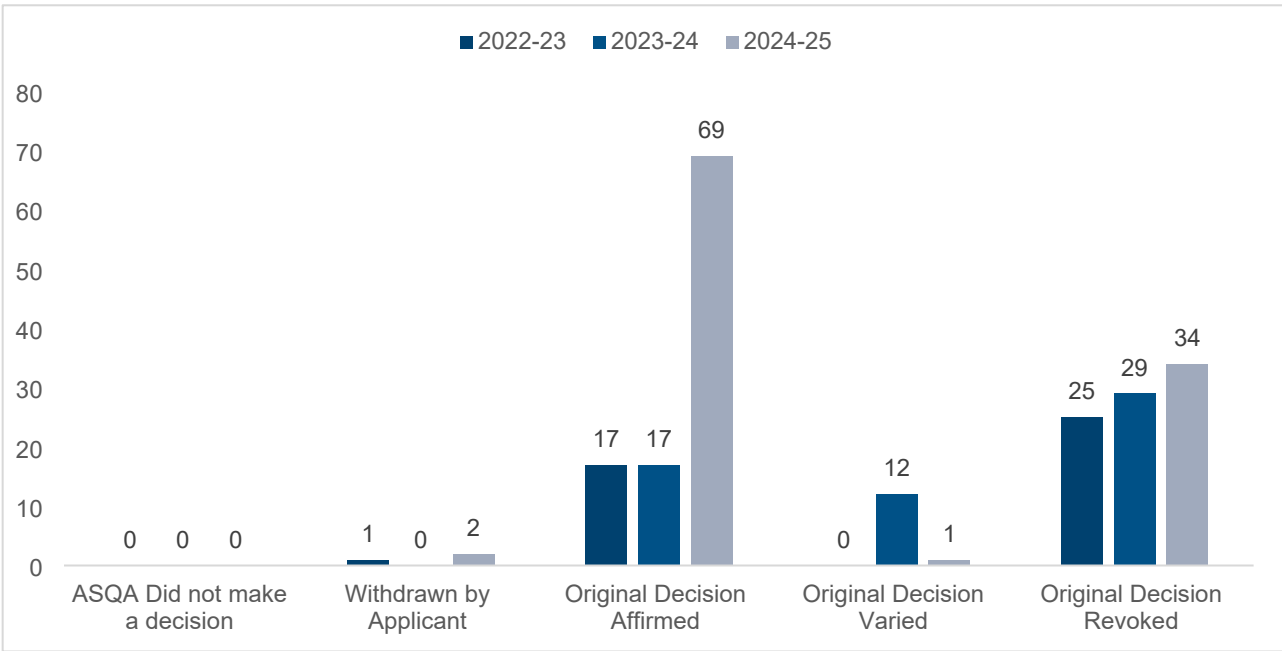
If a provider is dissatisfied with the outcome of a reviewable decision, they may apply for merits review by the Administrative Reviews Tribunal (ART)[7].

In 2024–25, a total of 56 Tribunal matters were concluded, consisting of:
- 2 matters which proceeded to a contested hearing – in both cases, ASQA's decisions were affirmed by the Tribunal

---

[7] The Administrative Reviews Tribunal commenced operation on 14 October 2024, replacing the former Administrative Appeals Tribunal.

- 20 matters which were resolved between the applicant and ASQA, ahead of a hearing
- 12 matters which were dismissed by the Tribunal
- 25 matters which were withdrawn by the applicants.

Figure 7: External review outcomes – where the matter proceeded to a hearing and a decision was made 2022–23 – 2024–25
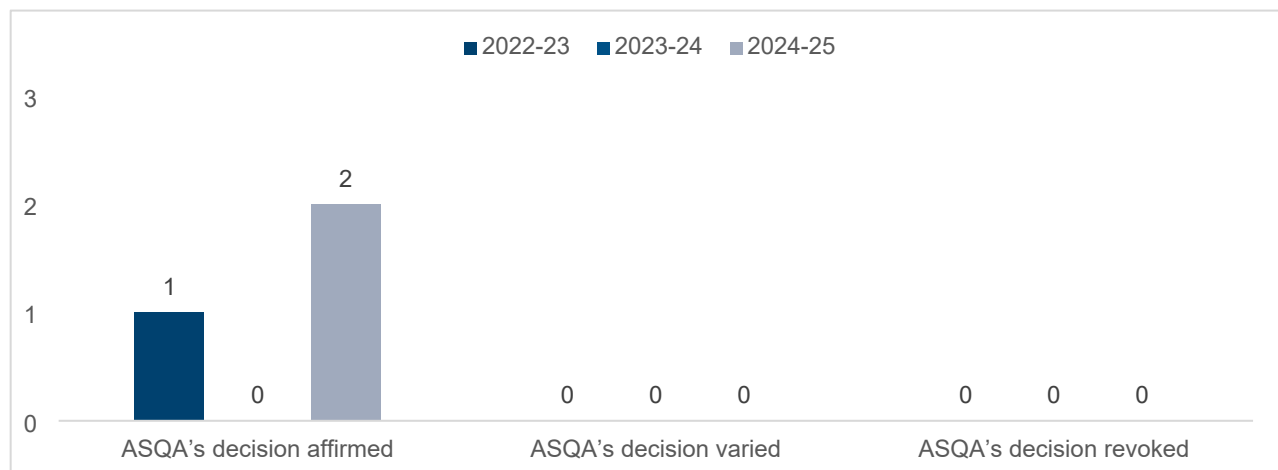
Figure 8: External review outcomes – where the matter did not proceed to a hearing 2022–23 – 2024–25
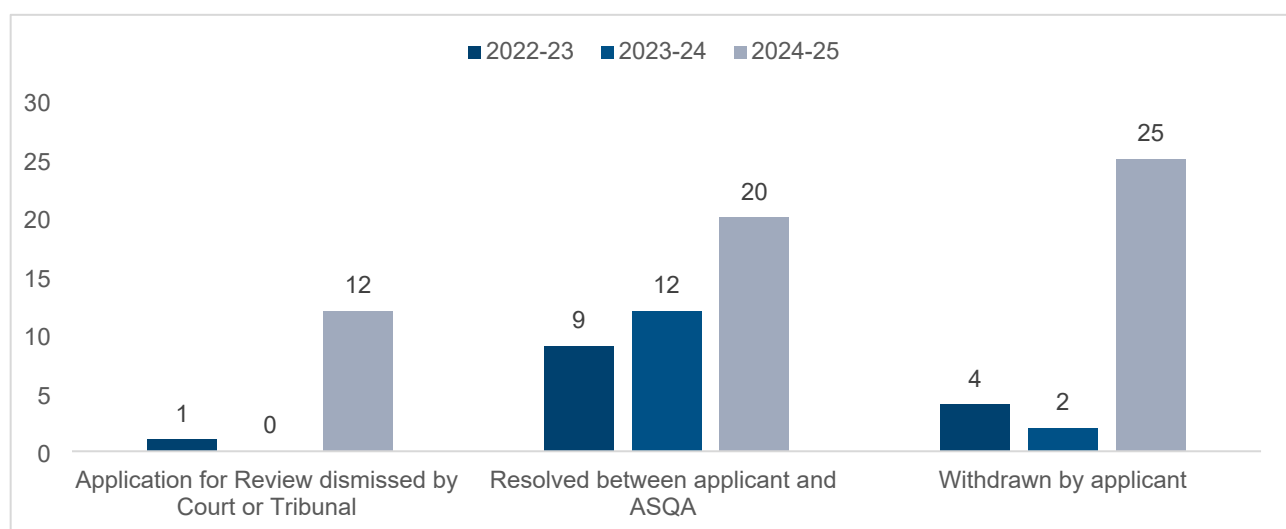
Our service standards

We closely monitor, manage and report on our performance against 12 service standards.

As at 30 June 2025, we have met 7 of our service standards and exceeded our targets in several key areas, including provider renewals, change of scope applications, course accreditation renewals and internal reviews – demonstrating our commitment to timely and efficient processing. In particular, our performance in relation to processing change of scope applications is a significant improvement on our 2023-24 result (28%), achieved through improvements to regulatory processes and uplift in staff capability. Additionally, we 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 quarter 2 to support ASQA's high-priority Integrity effort (i.e. the consideration of cancelling more than 21,000 qualifications and statements of attainment), but we anticipate meeting the standard in the new financial year. Similarly, while course accreditation renewals met the standard, new course accreditations were also impacted by resource allocation in quarters 2 and 3 to support our Integrity effort. Following this surge, performance has improved from the previous quarter by 14% and we expect this to continue to rise in the next financial year.

While we are meeting our service standard relating to assessment outcomes for initial registration applications received from 1 January 2025, the overall result is reflective of the carryover of a considerable number of applications from the previous financial year as well as delays from pending legislative change. In 2025-26 ASQA will be implementing a new triaging model for efficiently categorising and prioritising assessments, with a commitment to fully clearing the application backlog by the end of the financial year.

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 2025-26.

Performance against service standards

■ Target ■ 2024-25 Result

Service standard	Target	2024-25 Result
Market entry We will notify you whether your initial application for RTO and/or CRICOS (including ELICOS course(s)) registration is valid within 14 calendar days after receipt of the lodgement fee.*	80%	63%
We will notify you of an assessment outcome within 90 calendar days after receipt of the assessment fee.	60%	12%
Current training providers Renewal applications are finalised prior to your provider registrations expiry date.*	75%	80%
We will notify you of the outcome of your application to add or change your scope of registration within 28 calendar days.	70%	77%
We will notify you of the outcome of a performance assessment within 90 calendar days from when we contact you to commence the assessment.	90%	76%
We will notify you of the outcome of an evidence assessment within 28 calendar days from when we receive your evidence.*	75%	60%
Course accreditation We will notify you of the outcome of an application for a new course to be accredited within 120 calendar days from receiving a valid application and receipt of assessment fee.	80%	50%
We will notify you of the outcome of an application for renewal of an existing accredited courses within 120 calendar days from receiving a valid application and receipt of assessment fee.*	80%	82%
Internal review We will notify you of the outcome within 120 calendar days from receiving your valid application for internal review.*	100%	100%
Enquiries We will answer telephone calls within 2 minutes.	60%	74%
We will answer written correspondence within 7 calendar days.	60%	74%
Complaints about ASQA We will contact you within 7 calendar days to discuss your complaint and agree on a timeframe for us to provide a response, taking into account any further information provided to better understand and address the concerns and issues raised.	90%	100%

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