

# Australian Skills Quality Authority

ASQA & DFEEST Forum 2014

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Chief Commissioner

6 February 2014, Adelaide



**Australian Government**

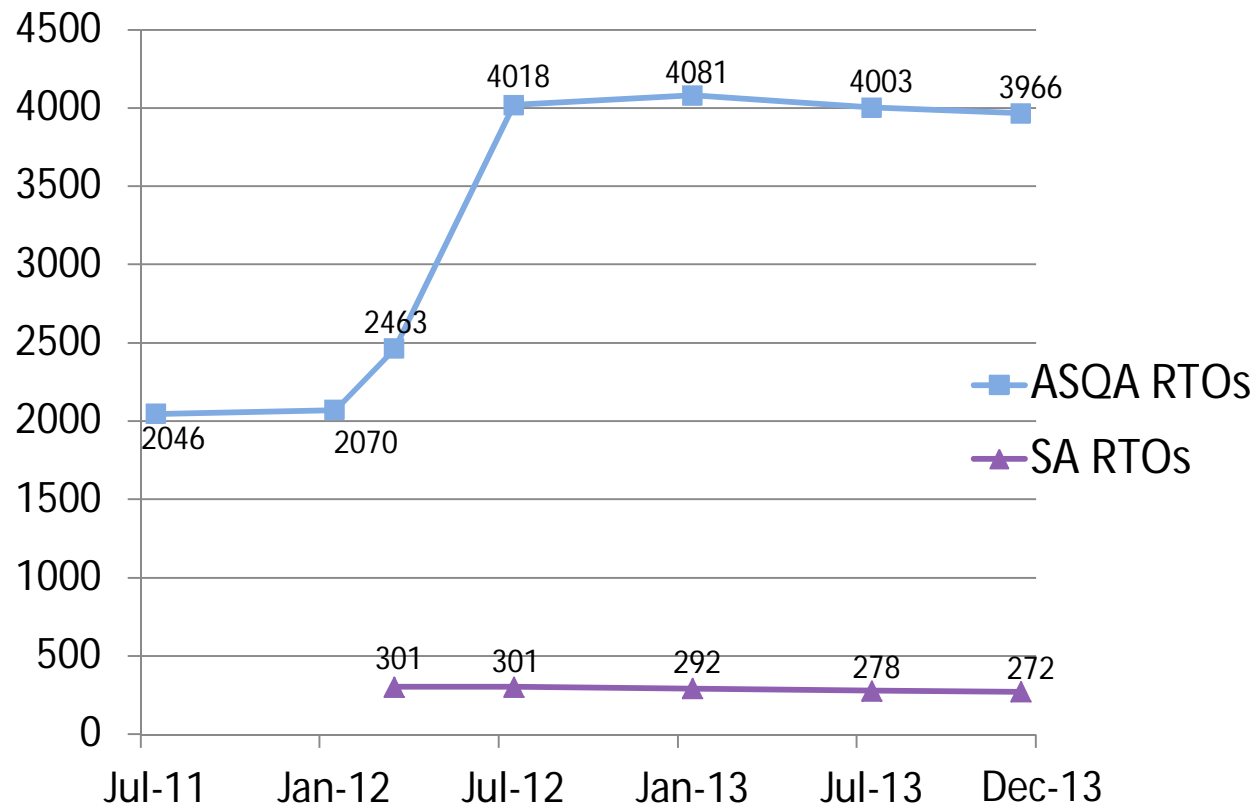
**Australian Skills Quality Authority**

# The Australian Skills Quality Authority (ASQA)

- established on 1 July 2011 by *the National Vocational Education and Training Regulator Act 2011*
- ASQA regulates training courses and providers to ensure nationally approved quality standards are met
- ASQA is also the regulatory authority for many of Australia's providers of English Language Intensive Courses for Overseas Students (ELICOS)
- ASQA regulates approx 4000 of the over 4800 training providers across Australia, including 272 in South Australia

# ASQA

## Number of RTOs



## ASQA's progress to date

Applications received 1 July 2011 – 31 December 2013

Application type	National number	National %	SA number	SA%
Initial registration as a new provider	795	4.5	33	3.5
Renewal of registration as a provider	1736	9.9	143	15.0
Change of scope of registration	14647	83.5	744	78.1
Withdrawal registration as a provider	364	2.1	33	3.4
Total	17542	100%	953	100%

## ASQA's progress to date

Applications completed 1 July 2011 – 31 December 2013

	National number	SA number
Number of applications received	17542	953
Number of applications completed	16556	909
% completed	94.4%	95.4%

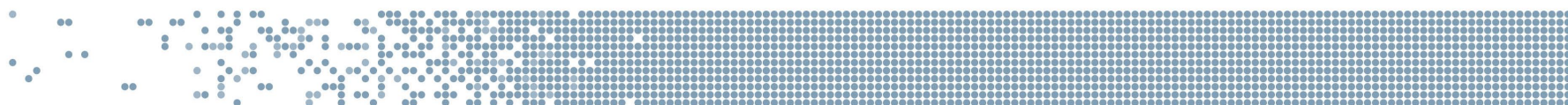


## ASQA's progress to date

Decisions taken to refuse provider registration applications

1 July 2011 – 31 December 2013

National applications	Number received	Number completed	Number refused	% refused
Initial registration as a new provider	795	606	104	17.1
Renewal of registration as a provider	1736	1402	104	7.4
Change of scope of registration	14647	14210	333	2.3
Notification of registration not continuing	364	338	0	0.0
Total	17542	16556	541	3.2

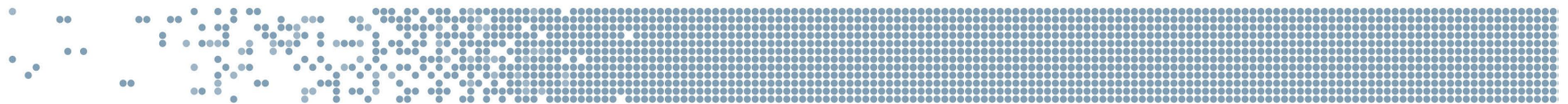


## ASQA's progress to date

Decisions taken to refuse provider registration applications

South Australia 1 July 2011 – 31 December 2013

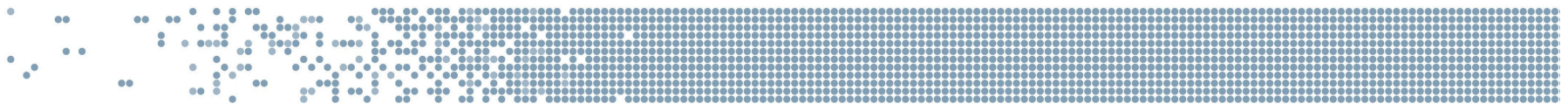
South Australia applications	Number received	Number completed	Number refused	% refused
Initial registration as a new provider	33	26	7	26.9
Renewal of registration as a provider	143	121	0	0.0
Change of scope of registration	744	730	12	1.6
Notification of registration not continuing	33	32	0	0.0
Total	953	909	19	2.1%



# ASQA's regulation of South Australian TAFEs

As at 31 December 2013

Application type	Number received	Number completed	Number refused	% refused
Initial registration as a new provider	0	0	0	0
Renewal of registration as a provider	3	3	0	0
Change of scope of registration	10	10	0	0
Notification of registration not continuing	0	0	0	0
Total	13	13	0	0





# VET registration of South Australian TAFEs

- ASQA has been working with DFEEST and new TAFE Commission regarding restructure of South Australian TAFEs to support state government's new directions

# Regulatory decisions for existing RTOs

1 July 2011 – 31 December 2013

## National

- 104 applications for renewal of registration refused
- **ASQA has taken the decision to cancel/suspend the registration or to refuse the registration of 274 individual existing RTOs**

## South Australia

- no applications for renewal of registration refused
- **ASQA has taken the decision to cancel/suspend the registration or to refuse the registration of 16 individual existing RTOs**



# Regulatory decisions

1 July 2011 – 31 December 2013

	National	South Australia
New RTOs refused registration	104	7
Existing RTOs refused renewal of registration	104	0

# Audits undertaken by ASQA

1 July 2012 – 31 December 2013

	National	South Australia
Audits of existing RTOs	2388	194
Audits of those wanting to set up a new RTO	470	24
Total	2858	218

## Audits of existing RTOs

1 July 2012 – 31 December 2013

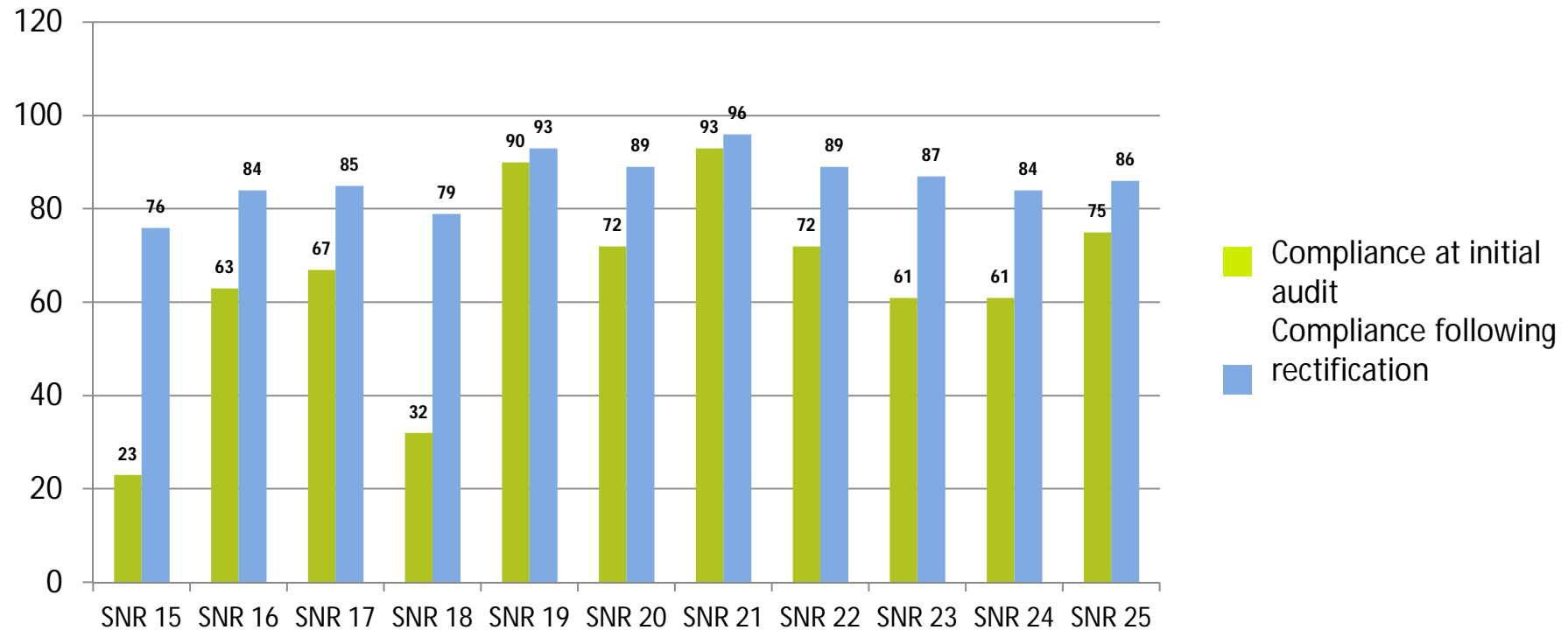
National	Initial audit %	After rectification %
Fully compliant	21.1	75.5
At least one non-compliance	78.9	24.5

South Australia	Initial audit %	After rectification %
Fully compliant	37.3	90.2
At least one non-compliance	62.7	9.8



# Compliance with standards by existing RTOs

Audits of existing RTOs 1 July 2012 – 31 December 2013



**SNR 15** Quality training and assessment

**SNR 16** Training and student information meeting student needs

**SNR 17** RTO is responsive to clients and stakeholders

**SNR 18** Governance

**SNR 19** Cooperative with regulator

**SNR 20** Compliance with legislation

**SNR 21** Insurance

**SNR 22** Financial management

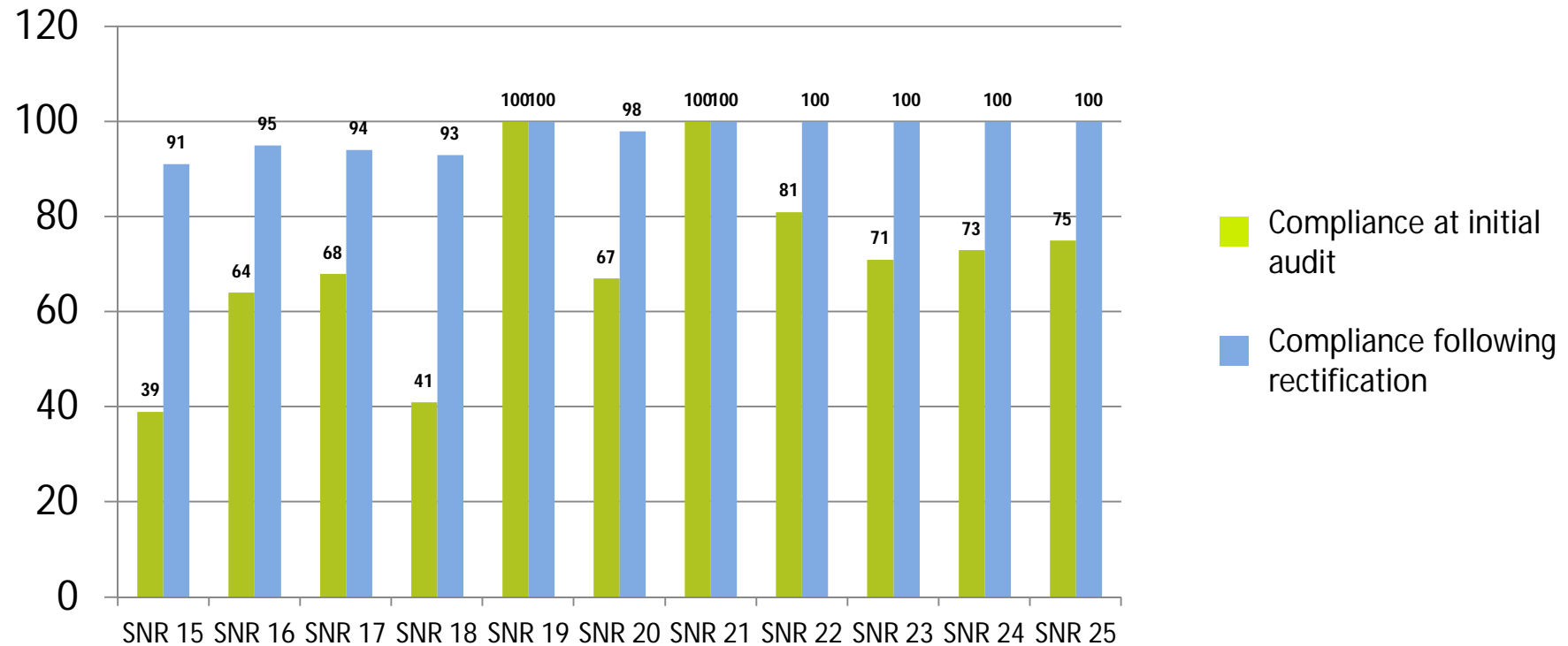
**SNR 23** Proper certification

**SNR 24** Accurate and ethical marketing

**SNR 25** Transition from superseded courses

# Compliance with standards by existing RTOs

Audits of existing South Australian RTOs 1 July 2012 – 31 December 2013



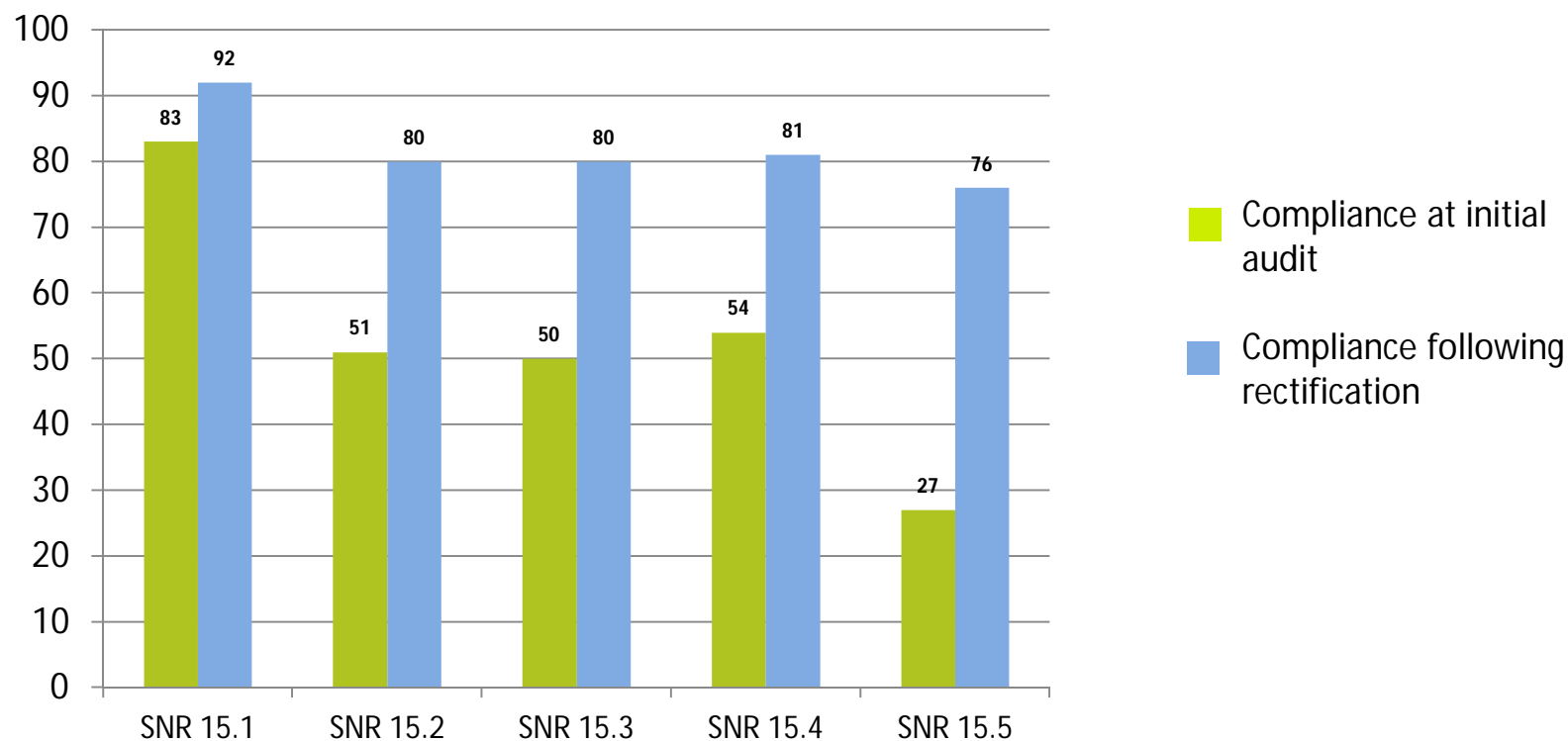
**SNR 15** Quality training and assessment  
**SNR 16** Training and student information meeting student needs  
**SNR 17** RTO is responsive to clients and stakeholders

**SNR 18** Governance  
**SNR 19** Cooperative with regulator  
**SNR 20** Compliance with legislation  
**SNR 21** Insurance

**SNR 22** Financial management  
**SNR 23** Proper certification  
**SNR 24** Accurate and ethical marketing  
**SNR 25** Transition from superseded courses

# Compliance with Standard 15 – Quality training & assessment

Audits of existing RTOs 1 July 2012 – 31 December 2013



**SNR 15.1** Continuous improvement of training and assessment

**SNR 15.2** Training meets requirements of training package

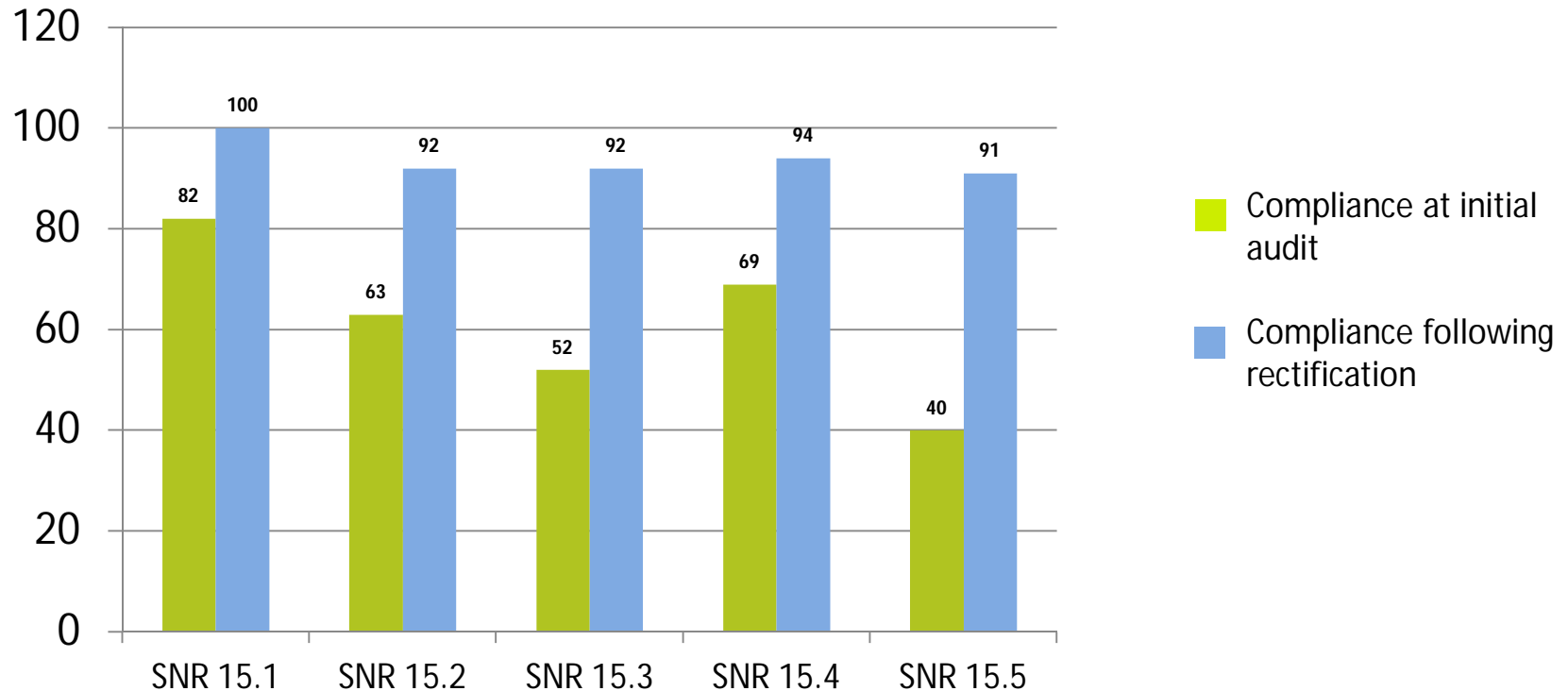
**SNR 15.3** Required staff, facilities, equipment and materials

**SNR 15.4** Qualified and competent trainers and assessors

**SNR 15.5** Assessment done properly

# Compliance with Standard 15 – Quality training & assessment

Audits of existing South Australian RTOs 1 July 2012 – 31 December 2013



**SNR 15.1** Continuous improvement of training and assessment

**SNR 15.2** Training meets requirements of training package

**SNR 15.3** Required staff, facilities, equipment and materials

**SNR 15.4** Qualified and competent trainers and assessors

**SNR 15.5** Assessment done properly

# Assessment issues in VET

(NCVER 2013 Halliday Wynes & Misko)

- trainers and assessors lack the skills and expertise to conduct valid assessments
- RTOs not providing repeated practice needed to demonstrate competence
- lack of work placements
- inadequate rigour in assessment process
- unclear role for industry/employers
- lack of systematic validation and moderation



# ASQA Strategic Reviews

ASQA undertook its inaugural Strategic Reviews in 2013 which examined:

- training for aged and community care
- training for the construction industry White Card
- marketing and advertising practices of registered training organisations

# Aged and community care review

## The findings

- the quality and quantity of training in the sector varies widely
- training programs are largely too short and with insufficient time in a workplace for sufficient skills development
- most RTOs have difficulty complying with assessment requirements
- 87.7% of RTOs found to be not compliant with at least one of the national training standards at the initial audit
- given time to respond to the non-compliance found, 20.8% of RTOS remained non-compliant

# Aged and community care review

## Recommendations

To address the issues identified, ASQA made a total of 10 recommendations including:

- continue making the regulatory scrutiny of aged and community care training a very high priority
- information workshops on training and assessment
- revisions to training packages
- revisions to National Standards
- develop benchmarks for minimum volume of learning

# White Card review

## The findings

- there is great variety in state requirements for work health and safety regulation
- most registered training organisations have difficulty complying with assessment requirements
- training programs delivered online are largely too short and without time in a workplace for sufficient skills development
- concerns about student identification verification

# White Card review

## Recommendations

To achieve change in the key areas that are undermining confidence in the White Card, ASQA made a total of six recommendations including:

- redevelopment of the unit of competency
- inclusion of a minimum duration of training
- revisions to National Standards
- information workshops on training and assessment
- continued focus on unit of competency in regulatory activities



# Marketing and advertising practices review

## The findings

- up to 45% of the RTOs were marketing and advertising misleading information
- some practices breach the standards required to be met to offer national training qualifications
- organisations that are not RTOs are acting as brokers for those that are, which in many cases is misleading consumers
- consumers, including students and employers are often provided with ambiguous and/or insufficient information to make informed training choices

# Marketing and advertising practices review

## Recommendations

- make RTO marketing and advertising a very high priority in ASQA's regulatory activity
- revisions to National Standards relating to marketing and advertising
- national workshops to reinforce and explain the requirements of the standards to RTOs
- NSSC and VET regulators to work together to address volume of learning concerns
- consideration of possible measures to ensure consumers using VET brokers are fully protected

# ASQA Strategic Reviews

Reviews to be undertaken in 2014

- early childhood
- security programs
- equine training programs

All three reviews will be completed by the end of the year.

## Future issues

- revised national standards
- government policy on reducing red tape in regulation

## More information

- ASQA website – [asqa.gov.au](http://asqa.gov.au)
- Call the ASQA Info line – **1300 701 801**
- Email to – **[enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au)**
- Subscribe to the **ASQA Update**
- Online applications and payment of fees – **ASQAnet**

