

Australian Skills Quality Authority

NSW Private VET Provider
Forum 2014

Chris Robinson

Chief Commissioner

27 March 2014, Sydney



Australian Government

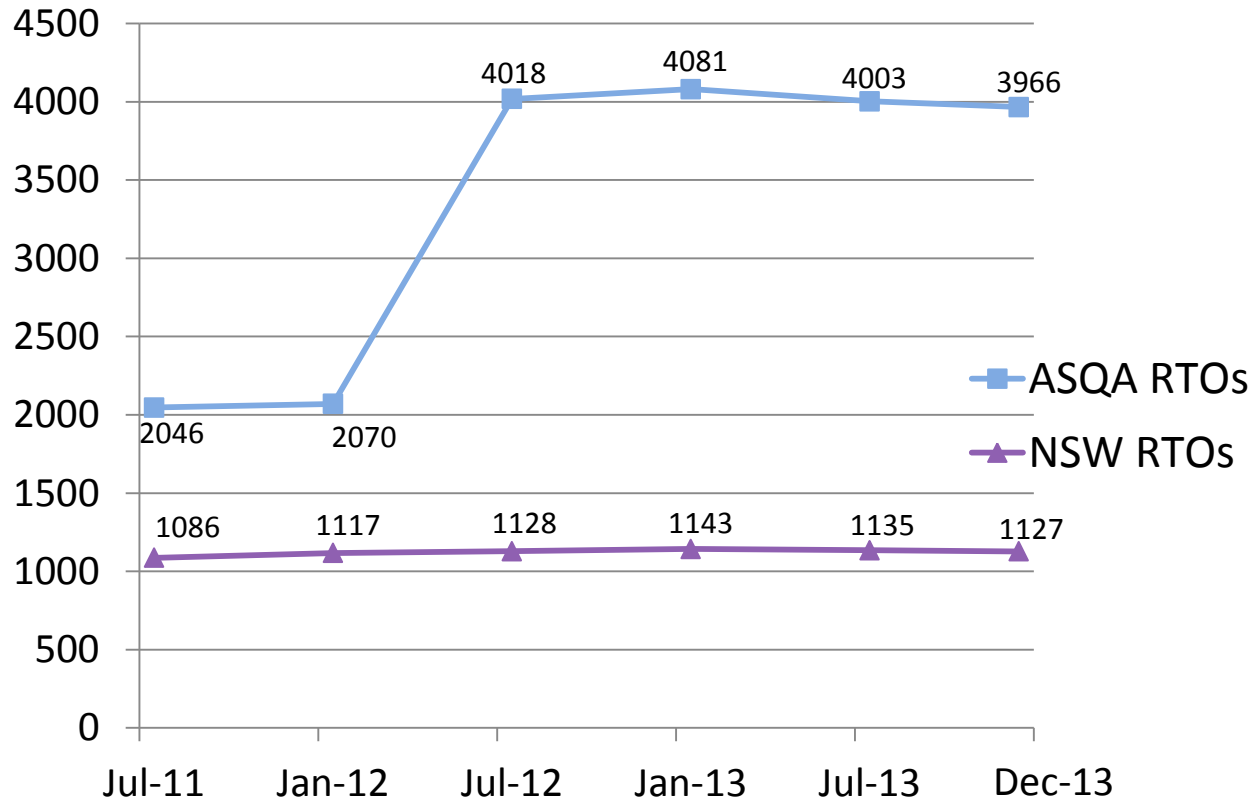
Australian Skills Quality Authority

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 1127 in New South Wales

ASQA

Number of RTOs



ASQA's progress to date

Applications received 1 July 2011 – 31 December 2013

Application type	National number	National %	NSW number	NSW%
Initial registration as a new provider	795	4.5	339	6.5
Renewal of registration as a provider	1736	9.9	574	11.1
Change of scope of registration	14647	83.5	4181	80.5
Withdrawal registration as a provider	364	2.1	102	1.9
Total	17542	100%	5196	100%

ASQA's progress to date

Applications completed 1 July 2011 – 31 December 2013

	National number	NSW number
Number of applications received	17542	5196
Number of applications completed	16556	4867
% completed	94.4%	93.6%

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
New South Wales 1 July 2011 – 31 December 2013

New South Wales applications	Number received	Number completed	Number refused	% refused
Initial registration as a new provider	339	258	62	23.0
Renewal of registration as a provider	574	468	50	10.6
Change of scope of registration	4181	4045	161	3.9
Notification of registration not continuing	102	96	-	-
Total	5196	4867	273	5.6

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**

New South Wales

- 50 applications for renewal of registration refused
- **ASQA has taken the decision to cancel/suspend the registration or to refuse the registration of 38 individual existing RTOs**



Regulatory decisions

1 July 2011 – 31 December 2013

	National	New South Wales
New RTOs refused registration	104	62
Existing RTOs refused renewal of registration	104	50

Audits undertaken by ASQA

1 July 2012 – 31 December 2013

	National	New South Wales
Audits of existing RTOs	2388	772
Audits of those wanting to set up a new RTO	470	187
Total	2858	959

Audits of existing RTOs

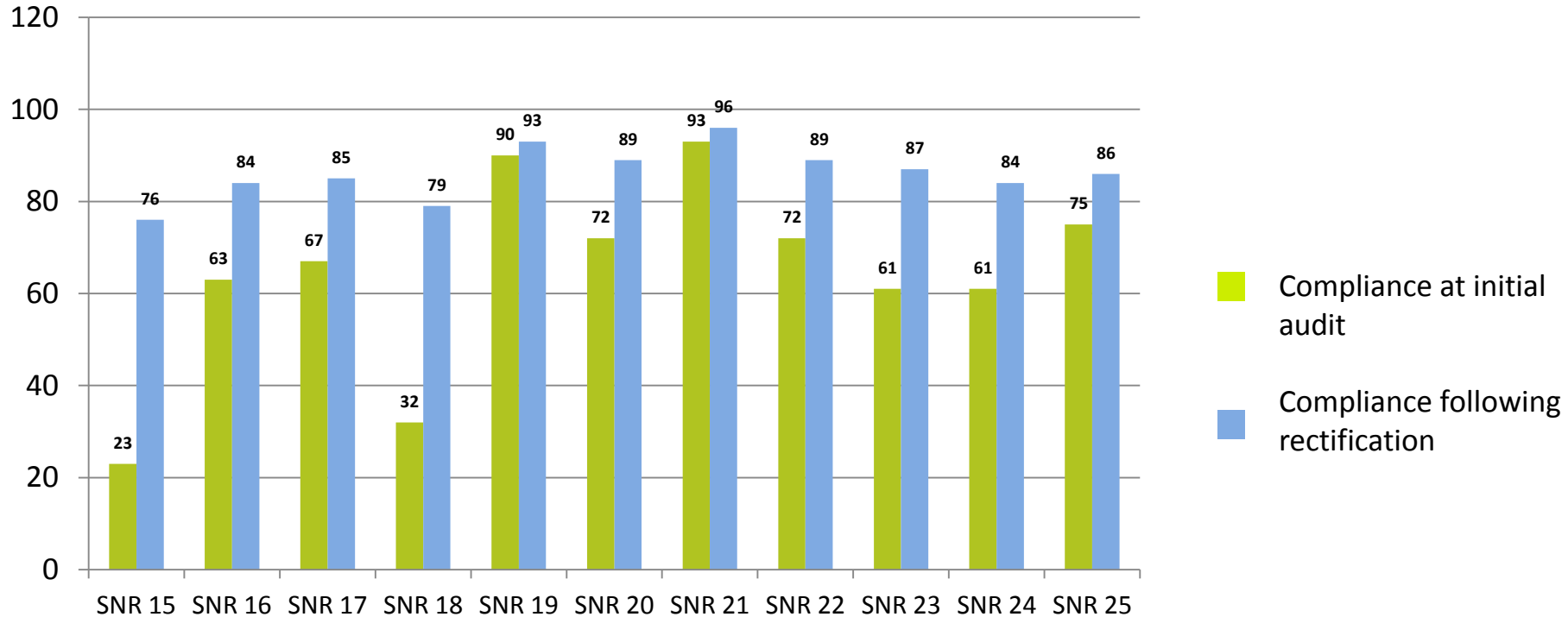
1 July 2012 – 31 December 2013

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

New South Wales	Initial audit %	After rectification %
Fully compliant	29.2	69.2
At least one non-compliance	70.8	30.8

Compliance with standards by existing RTOs

Audits of existing RTOs 1 July 2012 – 31 December 2013



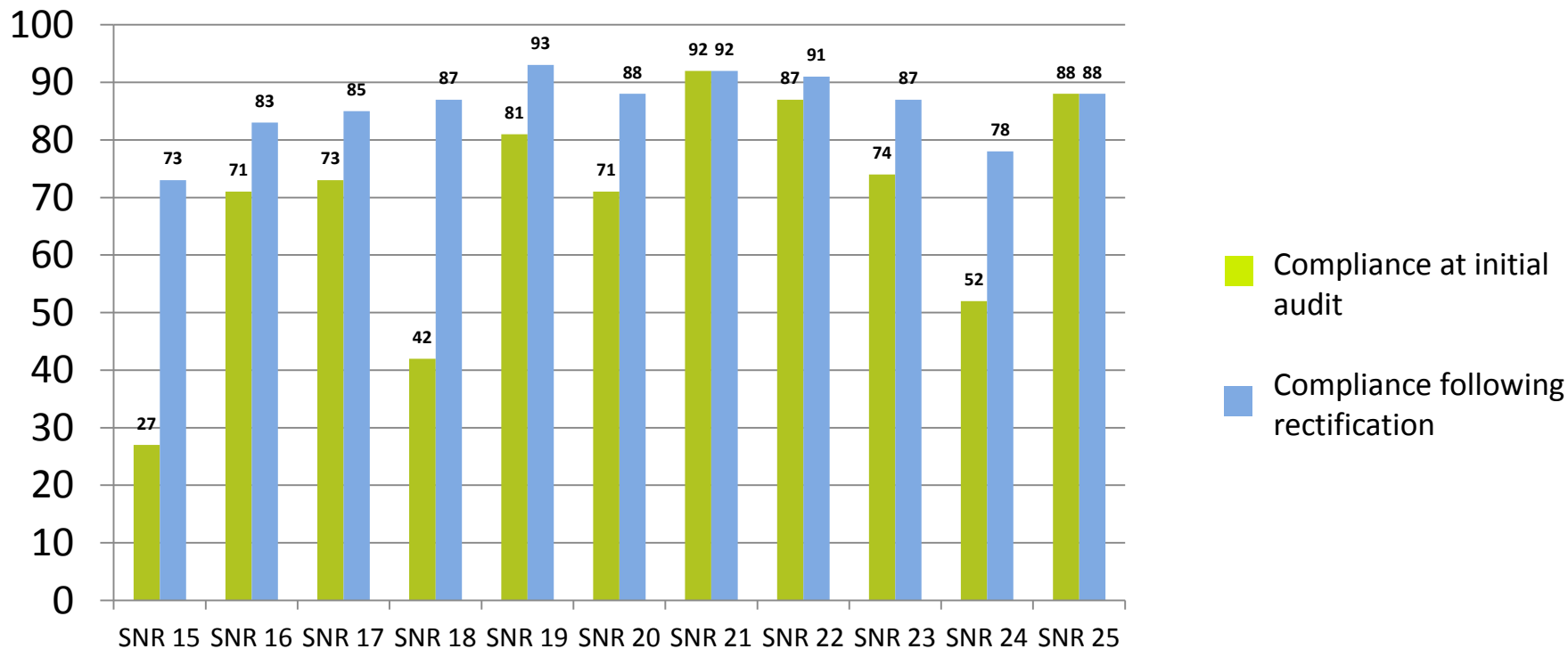
SNR 15 Quality training and assessment
SNR 16 Training and student information meeting student needs
SNR 17 RTO is responsive to clients and stakeholders

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 NSW RTOs 1 July 2012 – 31 December 2013



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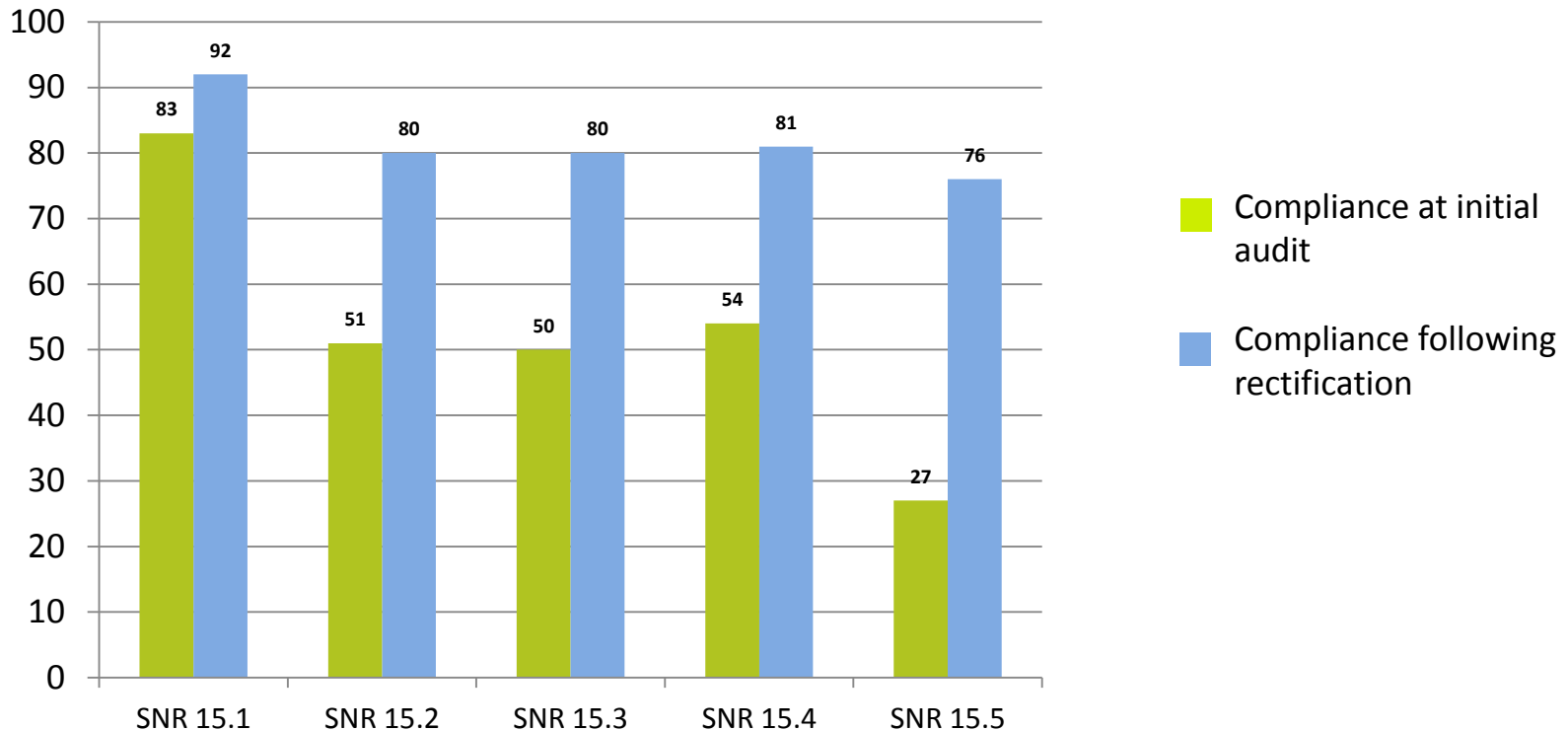
SNR 23 Proper certification

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

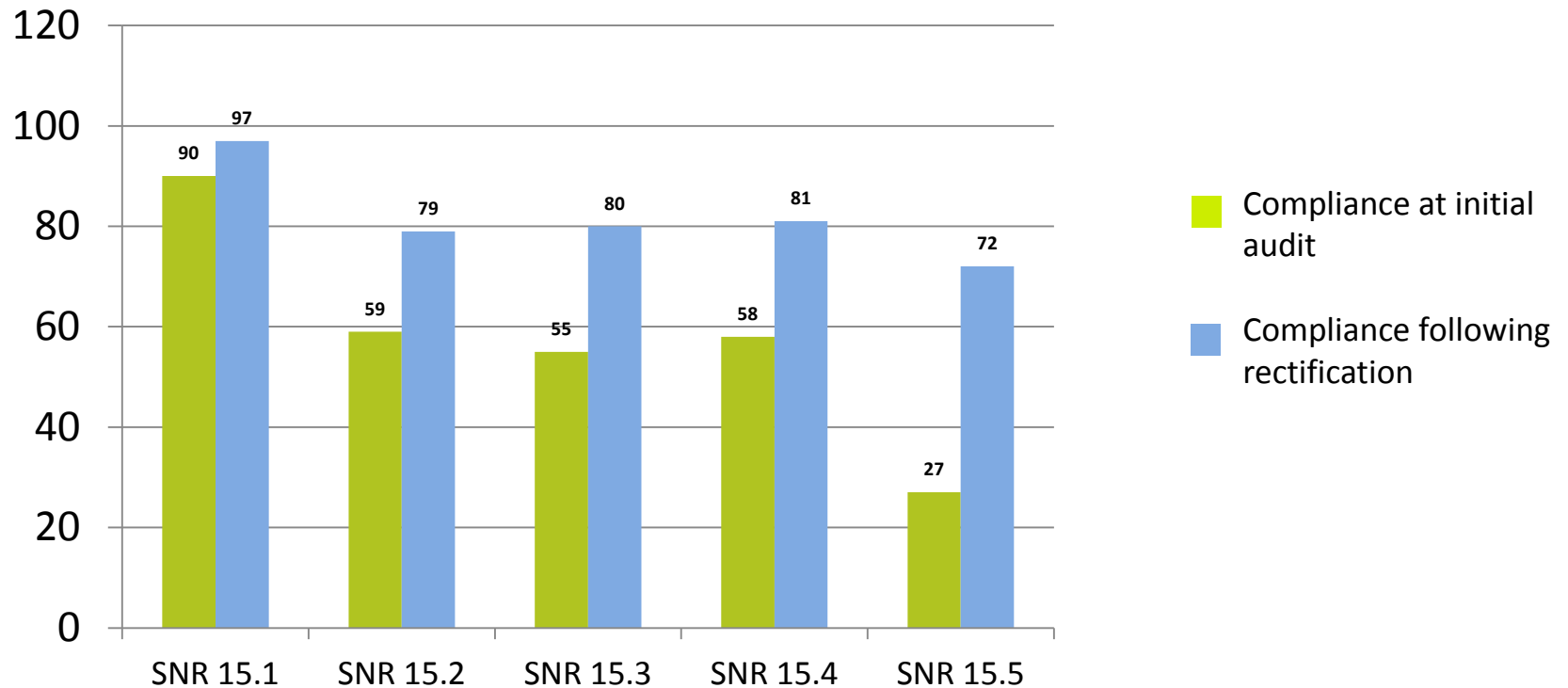
SNR 15.3 Required staff, facilities, equipment and materials

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 NSW RTOs 1 July 2012 – 31 December 2013



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SNR 15.2 Training meets requirements of training package

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Assessment issues in VET

(NCFER 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

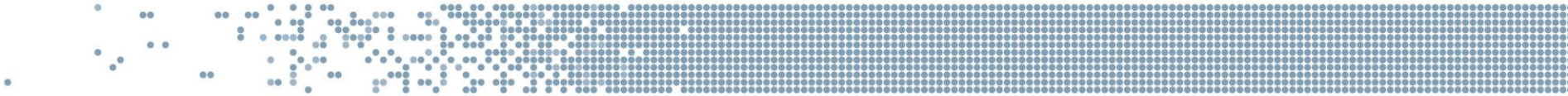
Reviews to be undertaken in 2014

- 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
- Call the ASQA Info line – **1300 701 801**
- Email to – **enquiries@asqa.gov.au**
- Subscribe to the **ASQA Update**
- Online applications and payment of fees – **ASQAnet**

