

Mr Christopher Robinson
Chief Commissioner
Australian Skills Quality Authority

2013 National VET Conference

19 September 2013, Melbourne



Australian Government

Australian Skills Quality Authority

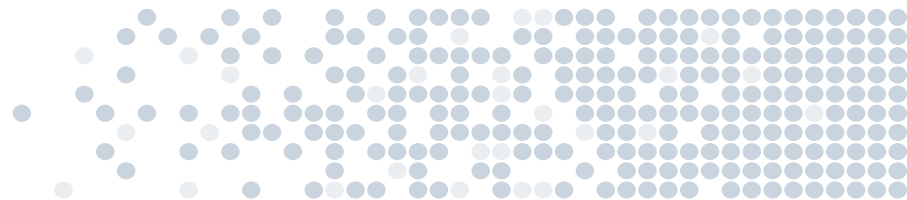
The Australian Skills Quality Authority (ASQA)

- 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

The Australian Skills Quality Authority (ASQA)

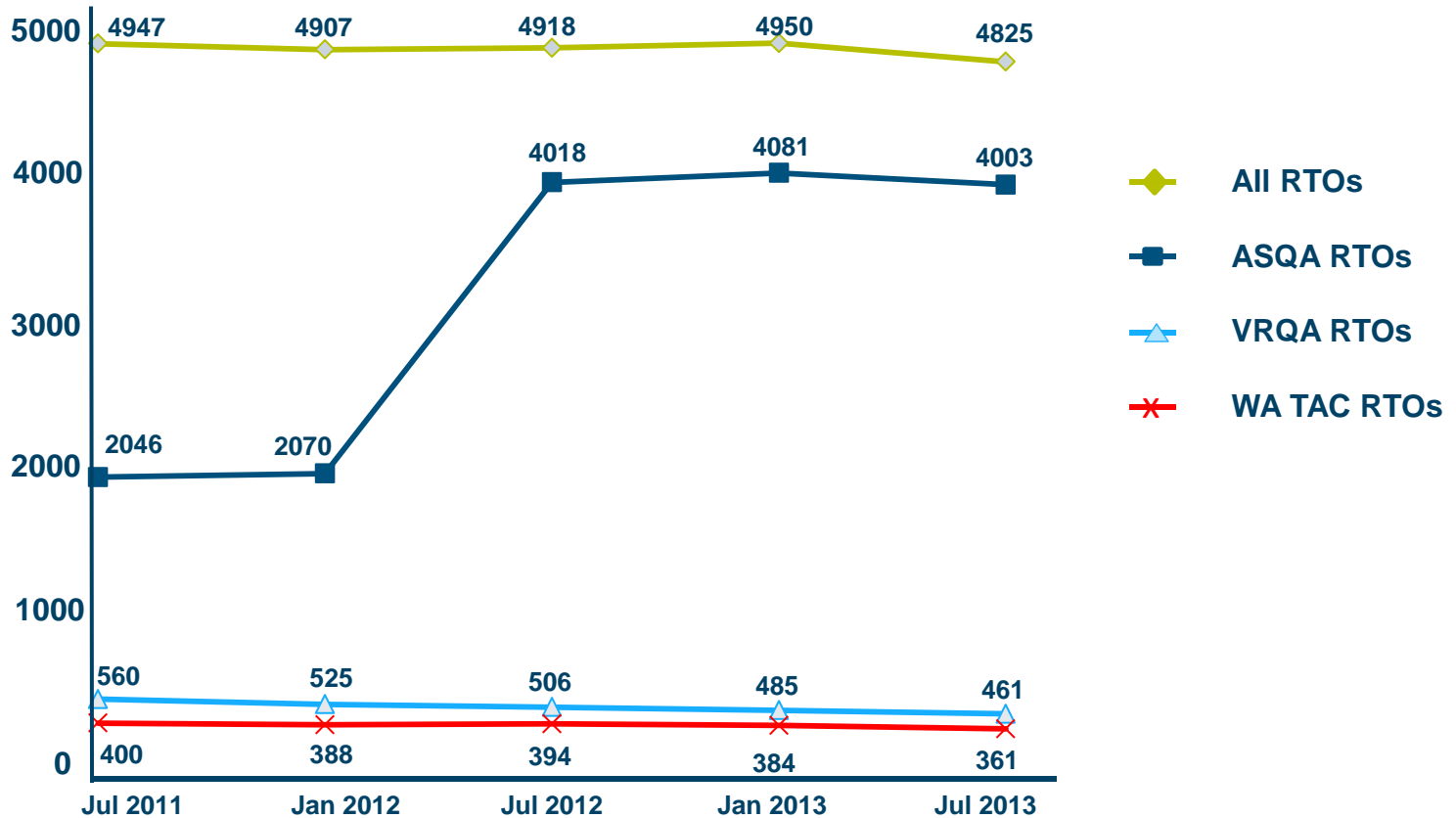
Our mission

- Effective regulation by ASQA contributes to students, employers, industry, government and the community having full confidence in the quality of training and assessment delivered by Australia's vocational education and training and English language providers.



The Australian Skills Quality Authority (ASQA)

The first two years – number of RTOs



ASQA's progress to date - the first two years

Applications received 1 July 2011 – 30 June 2013

Application type	Number	%
Initial registration	679	5.0
Renewal of registration	1385	10.3
Change scope of	11187	83.0
Notification of registration not continuing	233	1.7
Total	13484	100%

- *737 applications relating to course accreditation also received*

ASQA's progress to date – the first two years

Applications completed 1 July 2011 – 30 June 2013

Applications completed	Number
Number of applications received	13484
Number of applications completed	11693
% completed	86.7%

ASQA's progress to date – the first two years

Decisions taken to refuse provider registration applications

1 July 2011 – 30 June 2013

Application type	No. received	No. completed	Refused No.	Refused %
National				
Initial registration as a new provider	679	435	90	20.7
Renewal of registration as a provider	1385	896	91	10.2
Change of scope of registration	11187	10177	277	2.7
Notification of registration not continuing	233	185	0	0.0
Total	13484	11693	458	3.9

Regulatory decisions for existing RTOs

1 July 2011 – 30 June 2013

- 91 applications for renewal of registration refused
- **ASQA has taken the decision to cancel/suspend the registration or to refuse the reregistration of 165 individual existing RTOs**

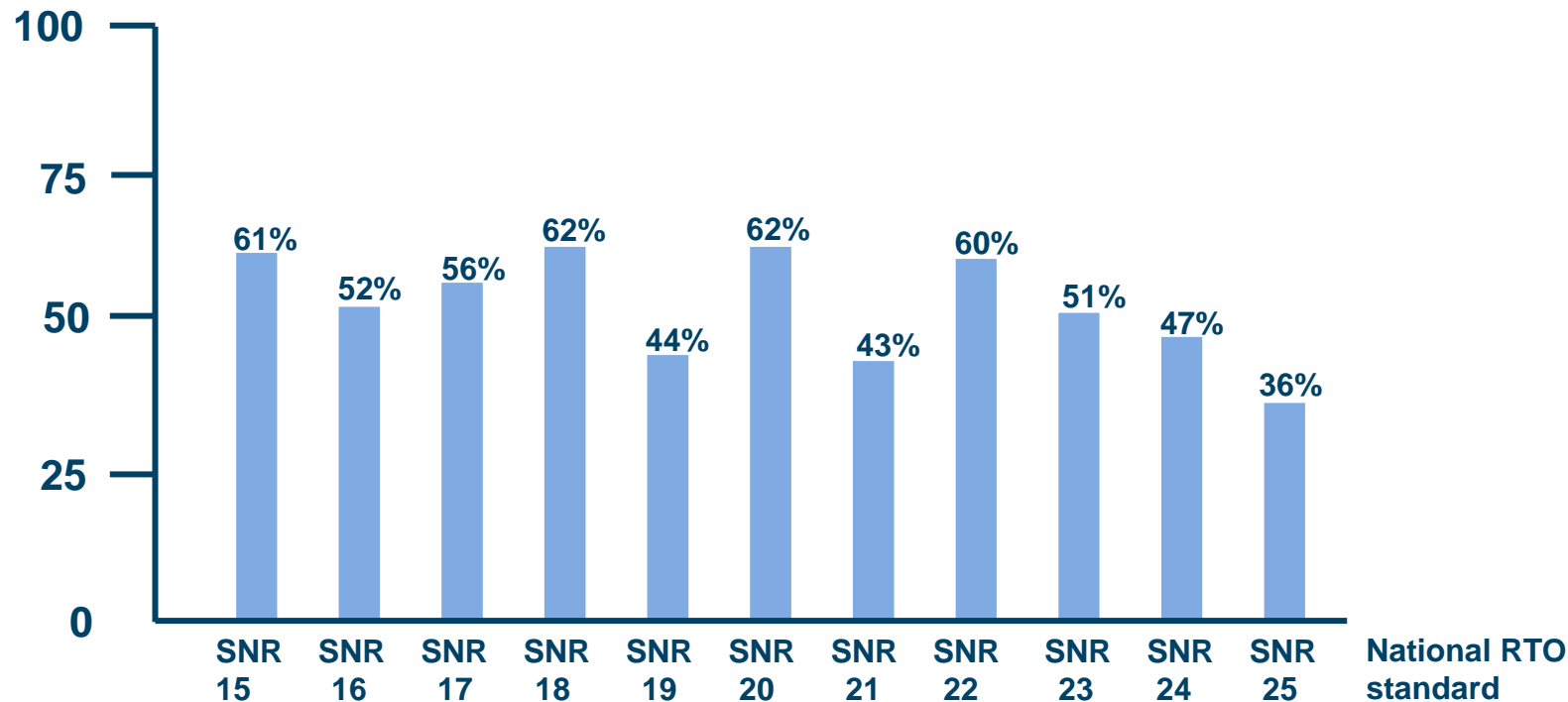
Audits undertaken in the 12 months to 30 June 2013

- fully compliant RTOs 23.5% at initial audit
- RTOs with at least one non-compliance identified at initial audit 76.5%

Compliance with RTO standards

Initial audit results of RTOs seeking reregistration 2012/2013

% compliant at initial audit

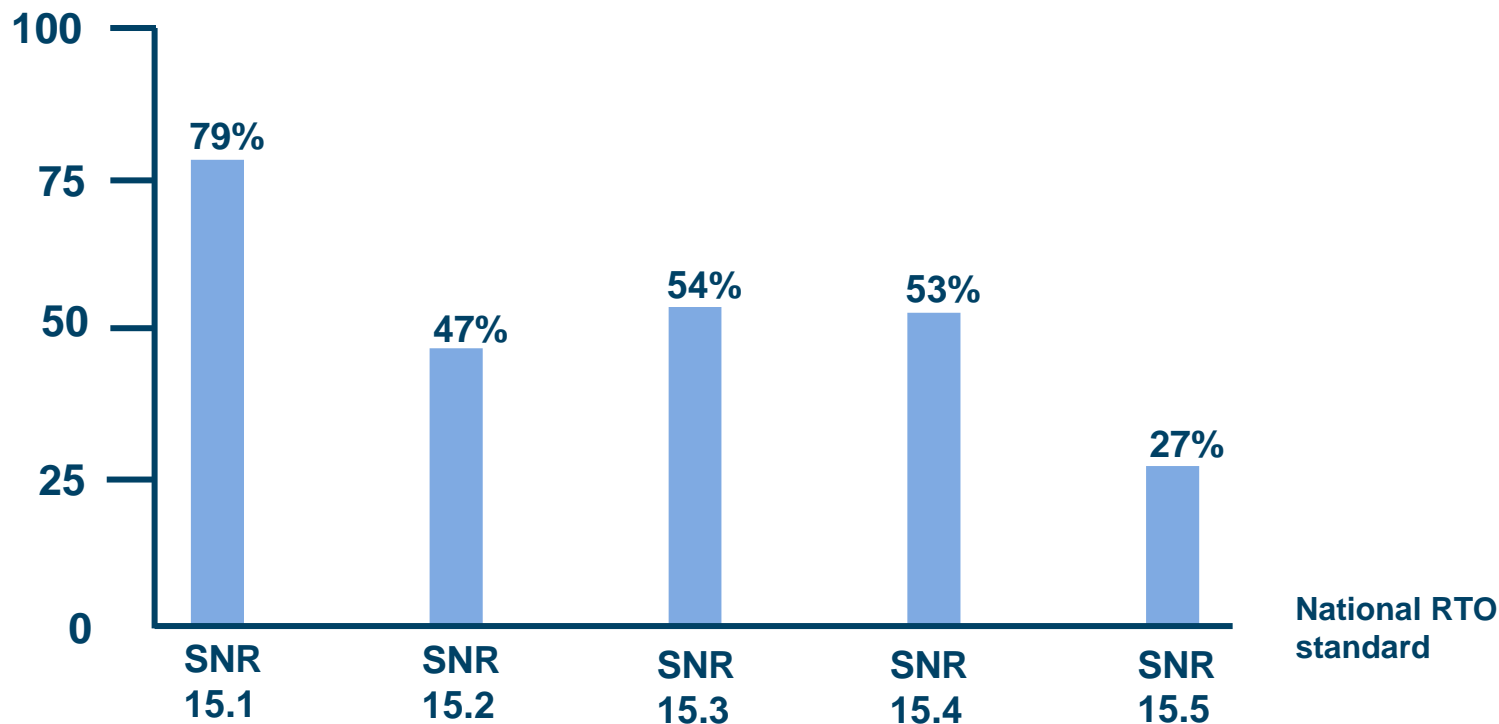


- SNR 15** Quality training and assessment
- SNR 16** Training and student information meeting student needs
- SNR 17** RTO is responsive to clients and stakeholders
- SNR 18** Governance
- SNR 19** Cooperative with regulator
- SNR 20** Compliance with legislation

- SNR 21** Insurance
- SNR 22** Financial management
- SNR 23** Proper certification
- SNR 24** Accurate and ethical marketing
- SNR 25** Transition for superseded courses

Compliance with Standard 15 – Quality training and assessment

Audits of existing RTOs 1 July 2012 – 30 June 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 stakeholder and provider surveys

- 4017 providers and 198 stakeholders invited to participate in July 2013
- participation not compulsory and responses confidential
- 2581 providers (64%) and 90 stakeholders (45%) completed the survey

Conclusions:

- overall ASQA is seen as an effective regulator
- the courtesy of ASQA's staff and its published information are strengths
- an area where there is room for improvement is the timeliness of ASQA's response to applications made by providers

ASQA provider survey

All providers - top rating items	Rating
ASQAnet: ease of access	4.1
Paying a fee or charge: ease of making a payment	4.1
Fact sheets and FAQs: helpful information	4.0
Info line: courtesy of staff	4.0
Fact sheets and FAQs: timely information	4.0

All providers - lowest rating items	Rating
Other application: follow-up assistance	3.3
Other application: time taken to act	3.0
Initial RTO registration: time taken to act	3.0
Initial CRICOS registration: follow-up assistance	3.0
Decision reconsidered: helpfulness of information on ASQA website	2.9

Rating scale: 5 = excellent, 3 = fair, 1 = very poor

ASQA audit surveys

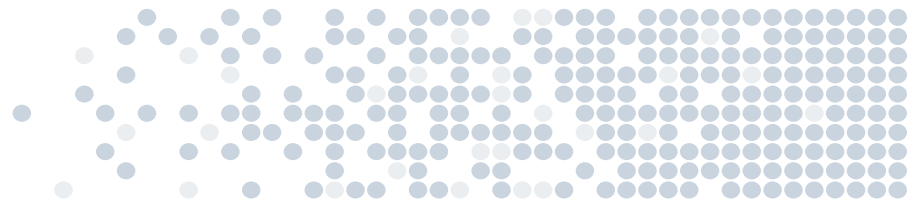
- conducted four times a year
- providers who have had a site audit finalised invited to participate in a survey about the audit process
- ASQA uses the findings and feedback from the survey to further enhance its audit processes
- latest survey of providers that had a site audit finalised during the period 1 December 2012 to 28 February 2013
- 125 responses received

ASQA audit surveys – results

Question	National response % yes
It was clear : why the audit was being conducted	98.1
which standards were to be audited	93.5
the members of the audit team	96.2
the audit duration and process	92.5
At the site visit	
• opening meeting: audit process, scope & process discussed	98.5
• kept informed of any change to audit plan and reasons	51.8
	*44.1 no change
Given the opportunity to provide information about their organisation's business operation	96.6
Given sufficient opportunity to provide evidence during audit	94.0
Informed of compliance issues as they were identified during audit	77.9
	*17.5 no non-compliances
Exit meeting: auditor outlined main observations and audit findings	95.4
Audit report clear and sufficiently detailed to enable understanding of any gaps (non-compliances) and rectification requirements	68.3
	*22.0 no non-compliances
It was clear when further evidence of compliance was due and how to provide it	69.0

ASQA audit surveys – results

Question	National response % Strongly agree/agree
Audit team: objective	92.1
knowledgeable	93.8
well organised	93.0
professional	92.6
	National response % Very satisfied/satisfied
How satisfied was you organisation with the fairness and transparency of the audit process?	89.7



ASQA's strategic approach to VET regulation

Strategic industry reviews

Three reviews completed July 2013

- the entry-level occupational health and safety training required to work on construction sites in Australia, commonly known as the 'White Card'
- the aged and community care sector
- inappropriate practices and marketing by RTOs

Moving towards full cost recovery - fees and charges

- ASQA applies fees and charges to certain regulatory activities to recover the cost
- ASQA's cost recovery fees and charges comply with the Australian Government Cost Recovery Guidelines

2013 review of fees and charges

- a revised schedule of fees and charges was developed and published for consultation as part of the *2013 Cost Recovery Impact Statement (CRIS)- Exposure Draft*
- 110 written submissions received from training providers and VET sector stakeholders. ASQA made several changes in response to feedback
- other changes made due to further information on VET activity levels
- the revised fees and charges received approval from: Ministerial Standing Council on Tertiary Education, Skills and Employment (SCOTESE), the Australian Government and the Minister for Skills and Training

More information

- ASQA website – **www.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**

