

National VET Conference

ASQA update

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Australian Government

Australian Skills Quality Authority

ASQA activity 2015-16

At a glance

Provider applications

- Initial – 529 (47% ↑)
- Renewal – 528 (26% ↓)
- Change – 5,453 (13% ↑)
- Withdrawal – 168 (9% ↓)
- **TOTAL – 6,688 (10% ↑)**

Course applications

- Initial – 46 (12% ↑)
- Renewal – 76 (19% ↑)
- Change – 14 (92% ↓)
- Extend – 22 (23% ↓)
- Withdrawal – 2 (98% ↓)
- **TOTAL – 110 (61% ↓)**

ASQA activity 2015-16

At a glance

Complaints

- ASQA received 2,350 complaints about training providers during 2015-16
- This is an increase of 55% from the previous year
 - There is a continuing trend of increases in complaints year on year, although this increase is substantially larger than previous years
 - This may be attributed to the increase in media focus on the VET sector, resulting in greater visibility of ASQA to students and other stakeholders
- Complaints are often an indication of other issues with a provider, particularly where there is a pattern of repeated complaints

Out with ASQAnet, in with **asqanet**

- ASQAnet shuts down from 5:00 pm 16 September
- asqanet goes live 9:00 am 27 September
- New system provides:
 - expanded functionality and visibility to providers
 - a base for further expansion of capacity
 - enhanced connectivity with other systems
- CEO of every provider will have an account automatically created and can then create and manage accounts for other staff
- Measures are in place to prevent 'day one issues'

ASQA's Regulatory Strategy

March 2016 – June 2017

Focus areas:

- Learner protection
 - Some poor recruitment and enrolment practices are evident
 - Learners may not be placed in suitable courses
 - Brokers are often a problem
- Amount of training
 - Excessively short course durations are a threat to quality
- Capability of trainers and assessors
 - Many RTOs struggle with assessment

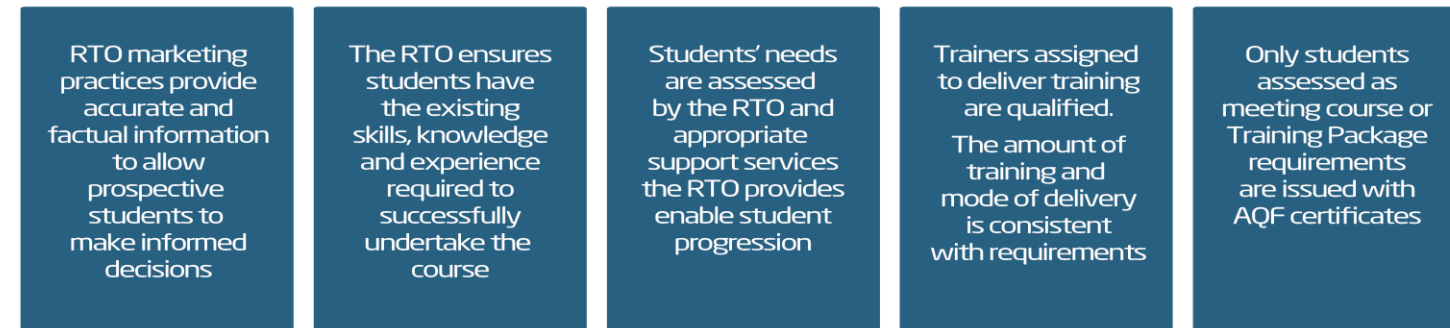
ASQA's evolving approach to audits

- Follow the student 'journey'
- Focus on practices, not just systems
- Consider specific factors related to each provider
- More holistic examination
- Greater accountability for redressing harm

Key phases of the student experience



Examples of RTO practices/behaviours



Primary Standards for RTOs 2015



ASQA procedural changes

What happens after the audit?

Where highly concerning non-compliance is identified at a compliance audit:

- Provider issued with a notice of intent to impose sanction
- Up to 20 working days may be provided to respond to the findings
- Following this period, a decision will be made as to whether a sanction is to be imposed
- For application audits, a response period still applies in this circumstance, after which a decision will be made on the application

ASQA procedural changes

What happens after the audit?

Where less concerning non-compliance is identified at a compliance or application audit:

- Provider issued with a written direction, requiring non-compliance be rectified within a specified timeframe
- Audit finalised at this point and relevant applications approved
- Provider must retain evidence that non-compliance was rectified for examination at a future regulatory activity

ASQA procedural changes

Decision-making processes

Decisions made by Commissioners jointly or single Commissioner depending on:

- The impact of the decision on the VET industry and its reputation
- Whether ASQA has identified serious concerns about the provider

Decisions made jointly are not eligible for internal reconsideration

Delegation and other changes have streamlined decision-making

ASQA procedural changes

Publication of decisions

- Decisions to impose serious sanctions are now published shortly after notification to the provider
- Details of the provider's review opportunities are also published
- Where a review application is submitted, the publication will be updated

Questions?



- [ASQA.gov.au](https://www.asqa.gov.au)
- enquiries@ASQA.gov.au
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