

ASQA RTO & Stakeholder Survey 2018

Overview of results
September 2018



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Good **representative sample** of RTOs

- 1819 RTOs participated, resulting in 51% response rate and $\pm 1.6\%$ confidence interval.

Mixed results for RTOs

- For a majority (60%) of rated items, 75% or more of respondents selected **good or excellent** as their answer to any question
- Percent positive ratings increased for just over 20% of items; just under 40% stayed the same; and a just under 40% declined
- Overall performance as a regulator declined since 2017
- Aspects of course amendment activities and renewing activities (course, CRICOS and registration) along with online communications **increased** in ratings, while ratings declined around **timeliness** of responses and **overall regulator** ratings

Key strengths

- All communication channels
- Ease of making payments
- ASQA improving

Possible improvements

- Speed of response to many interactions, including dealing with low quality providers
- More collaborative relationships with providers
- Public perception of ASQA as a regulator, with emphasis on stronger enforcement

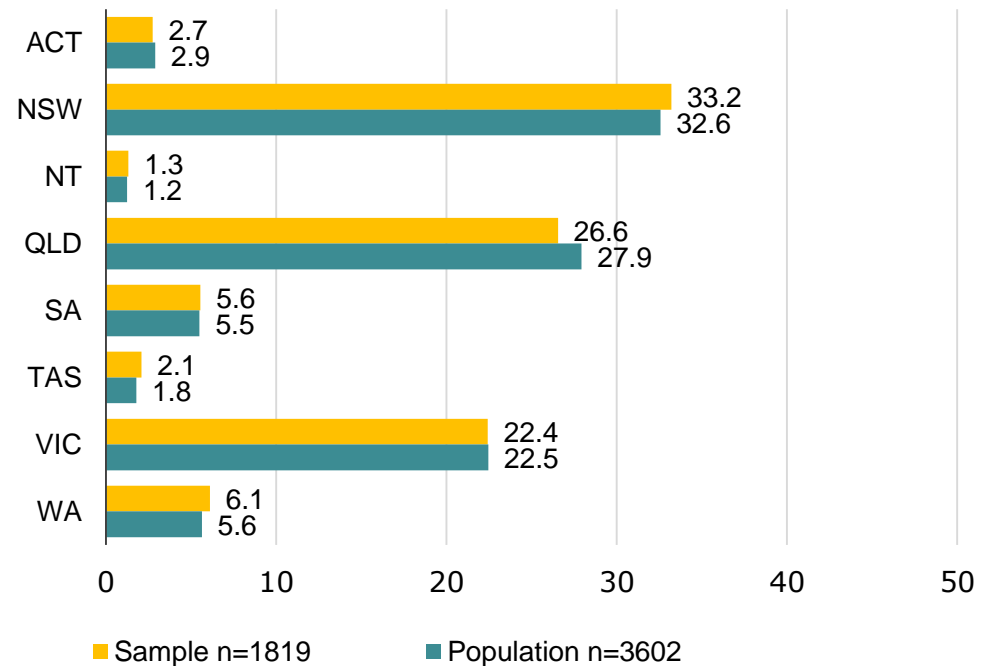
RTO sample was representative



- 51% of RTOs responded
- Very similar population and sample profile across states
- 83% of RTOs were private training providers
- Results are representative of the population and numeric results have a $\pm 1.6\%$ confidence interval (at 95% confidence level)

RTO: State

% breakdown by population and sample



NOTE: As at 30 June 2018 ASQA regulated 4,016 RTOs. Two hundred and ninety-eight (298) of these RTOs were regulated by the Queensland Curriculum and Assessment Authority, acting as a delegate of ASQA. These RTOs were not invited to participate in the survey. In a small number of cases where the same person is listed as the CEO of more than one RTO, ASQA only extends one invitation to participate in the survey.

Highest scoring items – top 10



ASQA's communication channels continue to be highly rated

Items	% +VE*
ASQA <i>Update</i> - Accuracy of the information n=1295	93.5
ASQA online information videos - Accuracy of the information n=350	93.4
ASQA fact sheets - Accuracy of the information n=1446	92.8
ASQA General Directions - Accuracy of the information n=834	92.1
Paying a fee or charge - Ease of making a payment n=1454	91.9
ASQA fact sheets - Timeliness of the information n=1473	91.9
ASQA FAQs - Accuracy of the information n=1003	91.8
ASQA online information videos - Helpfulness of the information n=353	91.8
ASQA's SlideShare - Accuracy of the information n=239	91.6
ASQA's webinars - Accuracy of the information n=532	91.5

% positive calculation excludes don't know / no answers from base

Lower scoring items – bottom 10



- Reconsidering decisions (not a surprise)
- Slow speed of response on initial registration / application
- NOTE very small n counts for all items in this table



Other lower scoring items where many more RTOs responded were:

- ASAQ applying consistent sanctions for similar breaches (n=1123) - 67% +ve
- Any follow-up assistance that was required in changing / updating details (n=547) - 63% +ve
- Ease of updating / changing our details (n=799) - 61% +ve

Items	% +VE*
Reconsider decision - Any follow-up assistance that was required n=81	33.3
Reconsider decision - Time ASQA took to act on your application n=90	34.4
Reconsider decision - Helpfulness of information about making these types of applications on ASQA's website n=90	36.7
Initial CRICOS registration - Time ASQA took to act on the application n=48	39.6
Initial Course Accreditation - Time ASQA took to act on the application n=66	48.5
Initial Course Accreditation - Information provided about the progress of application processing n=64	51.6
Change scope CRICOS - Time ASQA took to act on the application n=142	56.3
Initial CRICOS registration - Any follow-up assistance that was required n=42	57.1
Initial RTO Registration - Time ASQA took to act on the application n=87	59.8
Other applications - Helpfulness of information about making applications on ASQA's website n=45	60.0

*% positive calculation excludes don't know / no answers from base

Most improved items – top 10



- Largest improvements were around applications of some sort but all very small n counts
- Of activities encountered by most survey participants (n=1480), **clarity of invoice when paying a fee / charge** improved the most since 2017 when it already rated very well – from 87% +ve to 91% +ve in 2018

Items	n	2018 % +VE*	2017 % +VE	± %
Course amendment - Time ASQA took to act on the application	40	77.5	64.9	12.6
Course amendment - ASQA's evaluation report	24	83.3	70.7	12.6
Course amendment - Helpfulness of information about making applications on ASQA's website	38	71.1	62.5	8.6
Course amendment - Clarity and ease of understanding of ASQA's application form	39	76.9	68.4	8.5
Renewing course accreditation - Any follow-up assistance that was required	55	81.8	74.1	7.7
Renewing course accreditation - Helpfulness of information about making applications on ASQA's website	59	81.4	73.6	7.7
Renewing course accreditation - Time ASQA took to act on the application	58	74.1	67	7.2
Course amendment - Any follow-up assistance that was required	31	71	64	7
Renewing course accreditation - Information provided about the progress of application processing	58	77.6	71.4	6.2
Renewing CRICOS registration - Helpfulness of information about making applications on ASQA's website	48	81.3	75.5	5.8

*% positive calculation excludes don't know / no answers from base

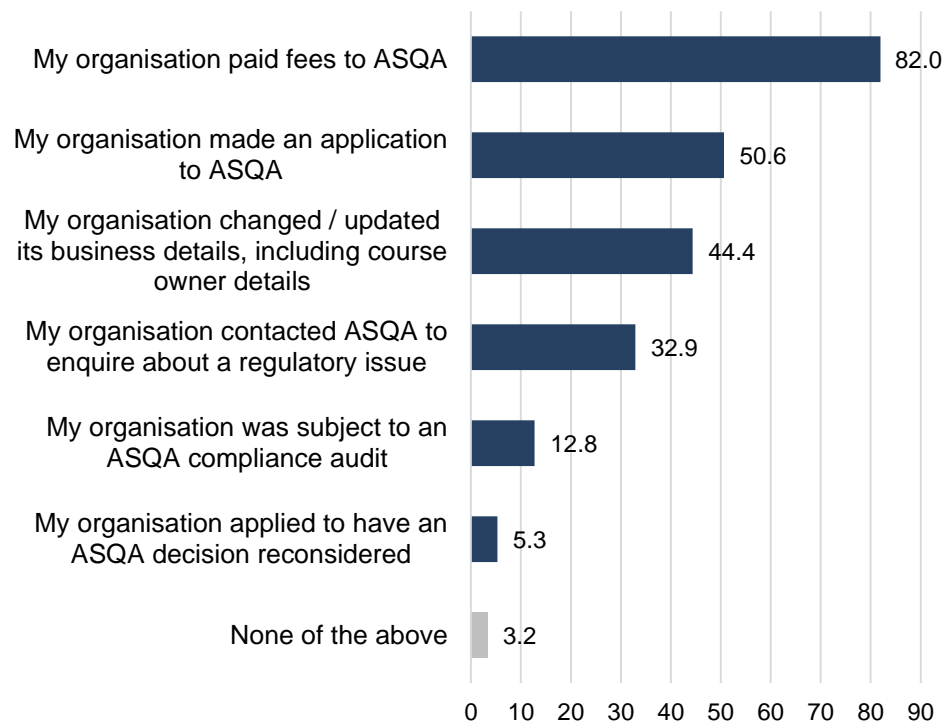
Types of interactions



- Most common interactions with ASQA were paying fees and making applications
- Within applications, changing scope was the most common activity, followed by renewal of RTO registration—both results identical to previous years

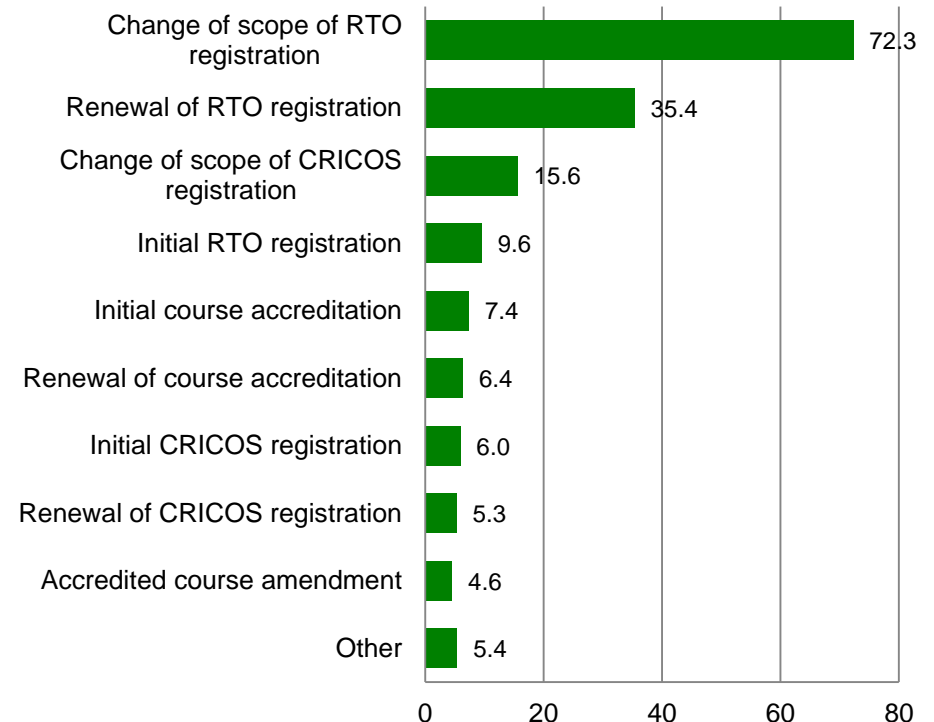
RTO: Types of interactions with ASQA in 2017/2018 about regulatory issues

Multiple answers allowed; % based on n=1819



RTO: Types of applications made to ASQA in 2017/2018

Multiple answers allowed; % based on n=921

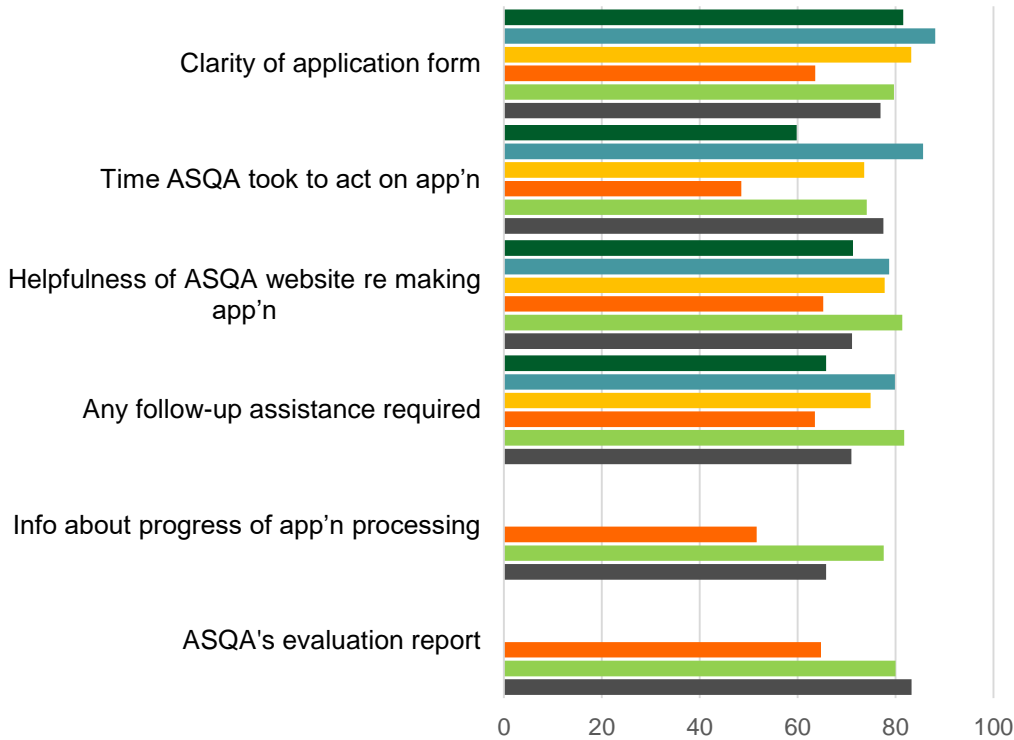


Applications made to ASQA

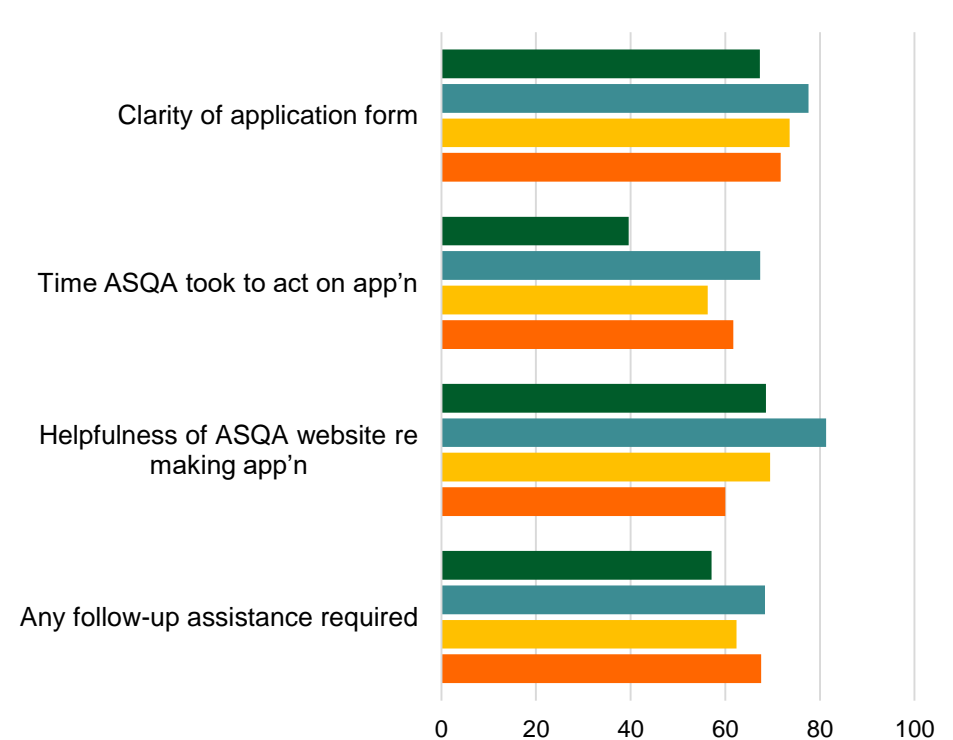


- Clarity of forms and helpfulness of website scored well for RTO and accreditation applications
- Renewing course accreditation scored well on most dimensions
- Initial course accreditation and most aspects of CRICOS rated lower on all service dimensions
- Note small n counts on most applications except change of scope and renewing registration

Service dimensions of RTO and accreditation applications
% positive scores



Service dimensions of CRICOS and other applications
% positive scores



■ Initial RTO Registration n=88 ■ Renewing RTO registration n=326
■ Change scope RTO registration n=666 ■ Initial Course Accreditation n=68
■ Renewing course accreditation n=59 ■ Course amendment n=42

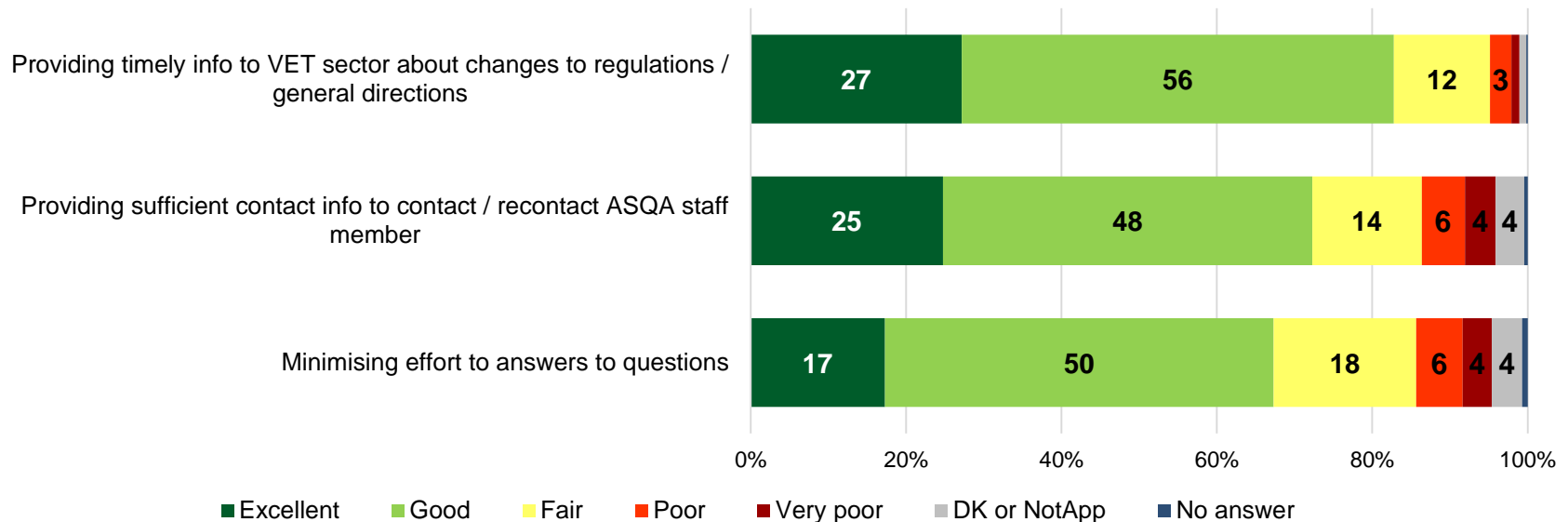
■ Initial CRICOS registration n=55 ■ Renewing CRICOS registration n=49
■ Change scope CRICOS n=144 ■ Other applications n=50



- ASQA recognised for providing timely information and this was supported by open-ended comments
- All scores for this topic were similar to previous years

RTO: Consultation and communication

% of respondents choosing a rating point, n=1819



Only amounts $\geq 3\%$ are labelled in charts

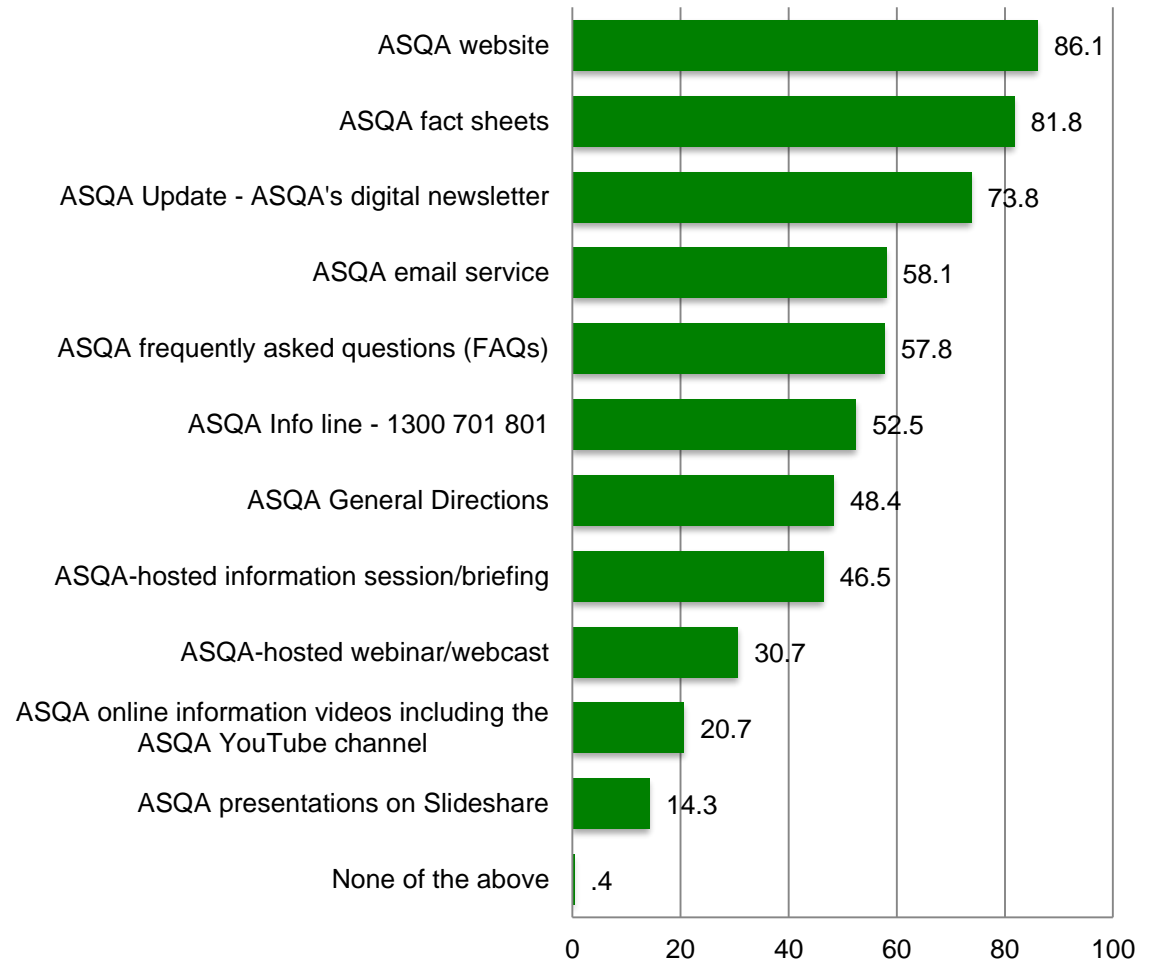


Results very consistent with previous years:

- Website, fact sheets, and ASQA *Update* heavily used
- Web-based channels least used

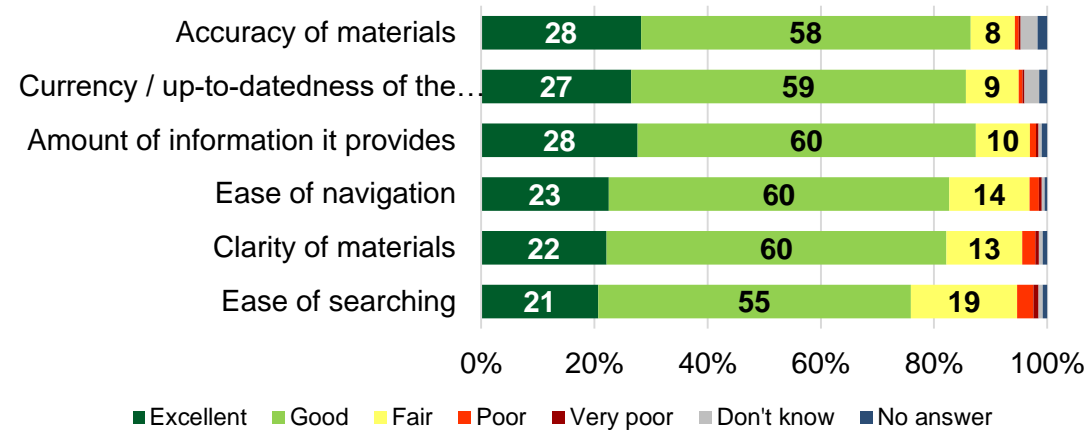
RTO: ASQA information channels used by RTOs

Multiple answers allowed: % based on n=1819



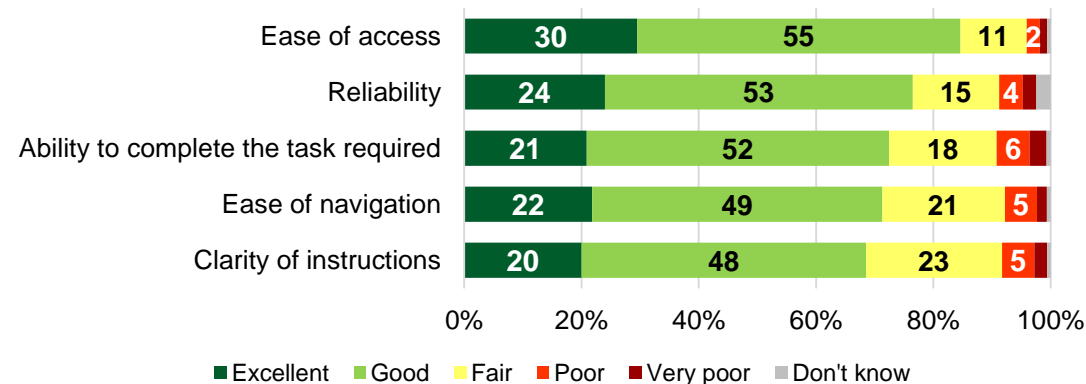
RTO: ASQA website

% of respondents choosing a rating point, n=1566



RTO: ASQAnet

% of respondents choosing a rating point, n=1714

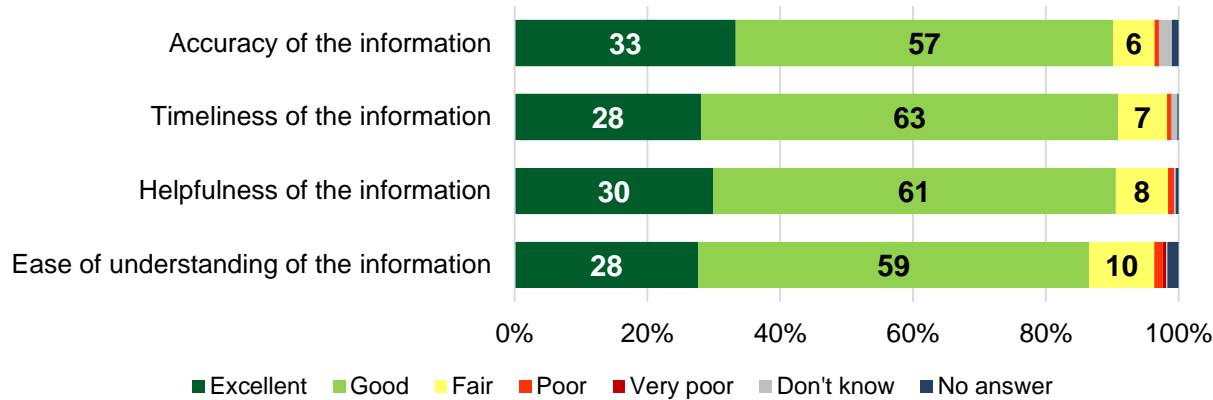


- Website provides accurate, current and sufficient material
- Across the website topic there very small changes since 2016 so this can be considered a stable platform for now
- Suggested key improvement (again) was around making searching easier, noting that many were positive about the website

Scores remained relatively high and stable since 2017 for most aspects of ASQAnet

RTO: ASQA fact sheets

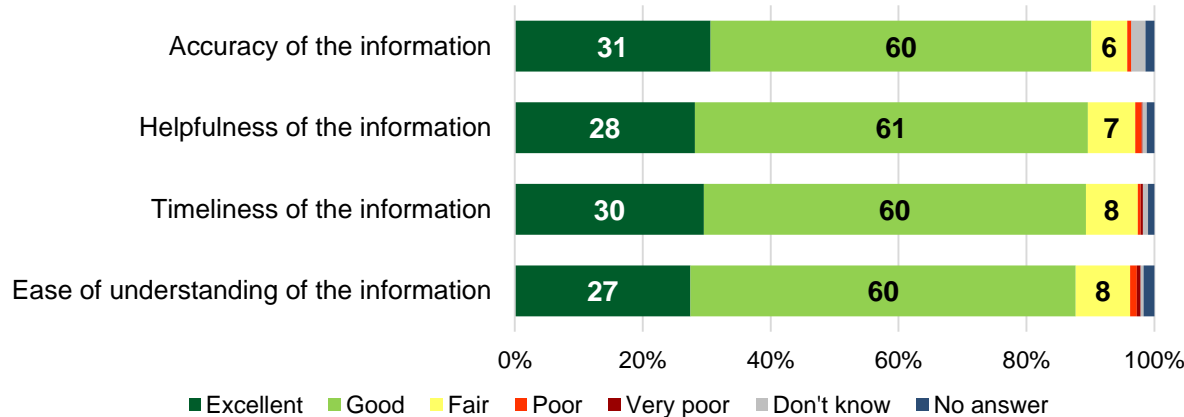
% of respondents choosing a rating point, n=1489



- These are two of the most used information channels for RTOs
- Both positively rated and numeric results reinforced in comments
- Results have remained consistent since 2015
- Improvement suggestions repeated around making things clearer / simple and having more examples

RTO: ASQA Update

% of respondents choosing a rating point, n=1343



Only amounts $\geq 3\%$ are labelled in charts

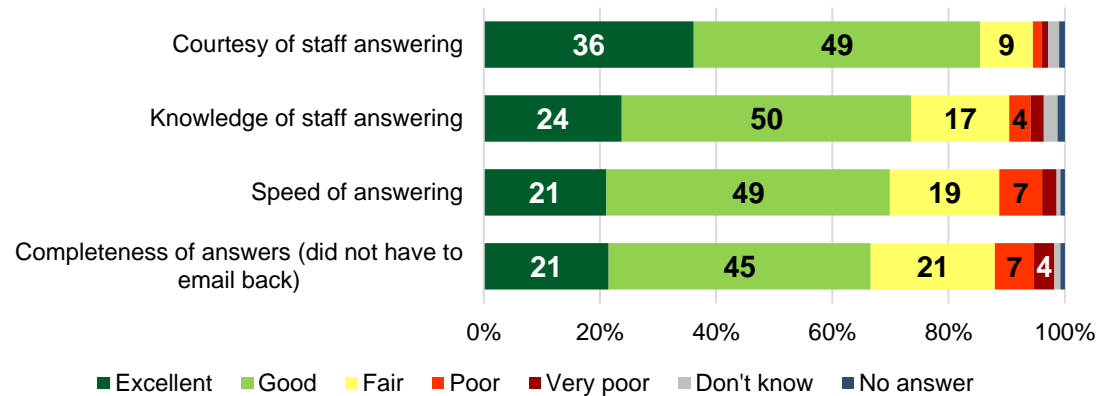


- A majority of RTOs used both channels 3 to 10 times in the 2017/2018 financial year
- Staff courtesy rated well for both channels
- Completeness of answers is lowest scoring item for both channels
- All items have remained at similar levels over several few years
- Improvement suggestions were around email response times and Info line staff knowledge

Only amounts ≥3% are labelled in charts

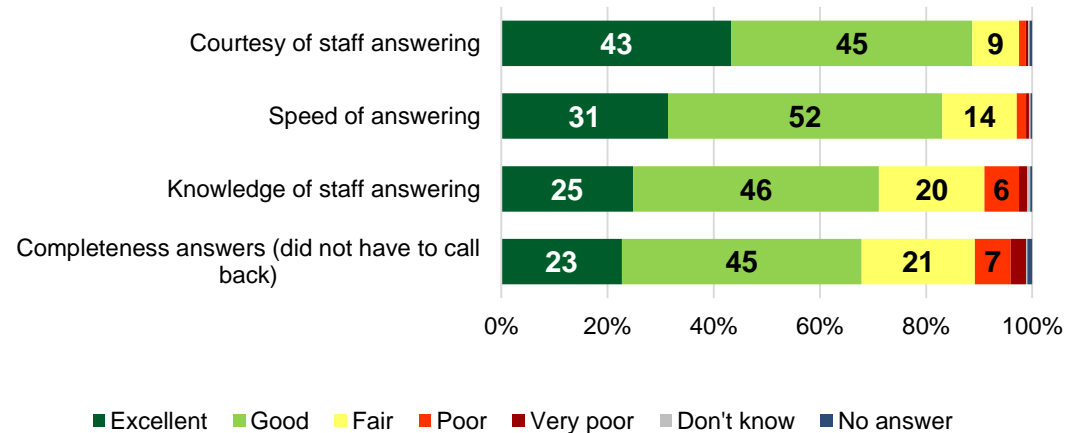
RTO: ASQA email service

% of respondents choosing a rating point, n=1057



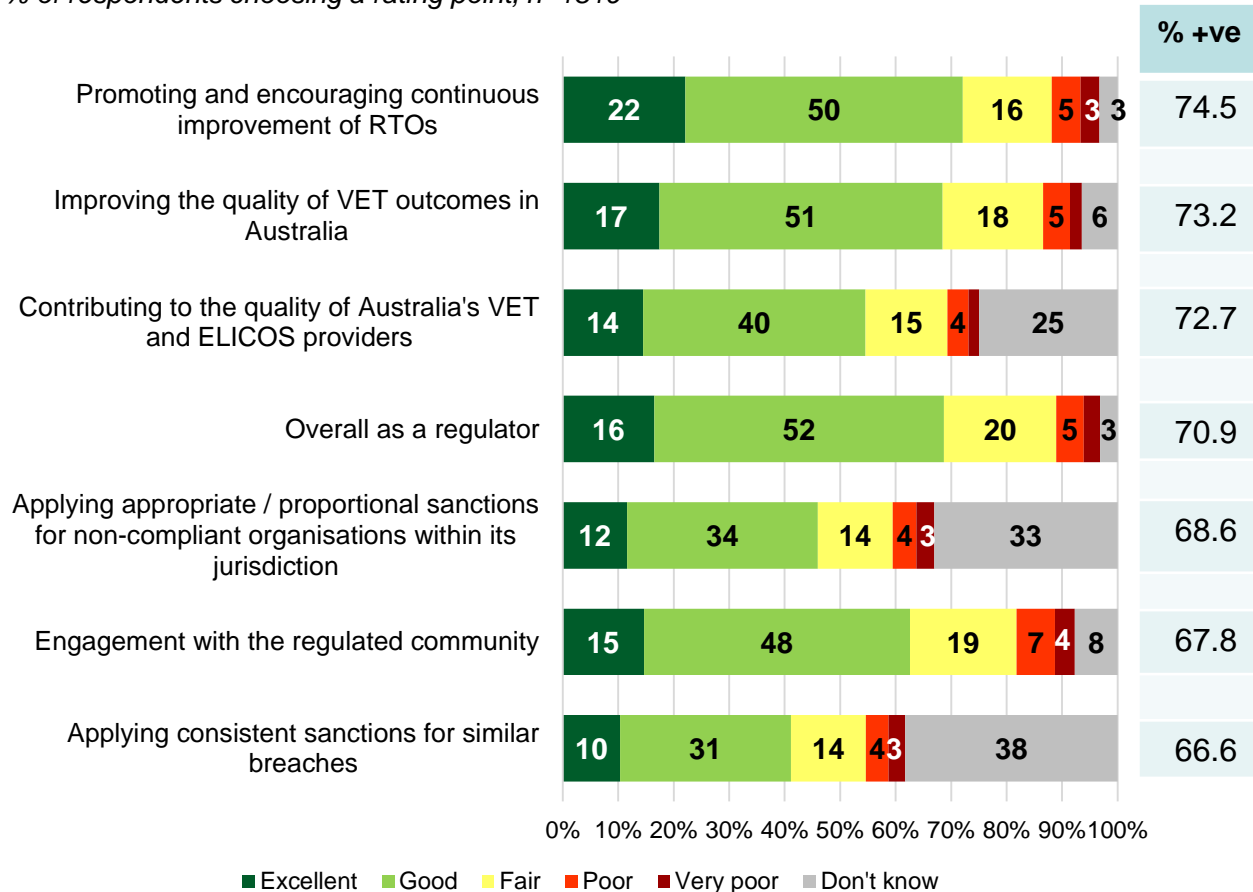
RTO: ASQA Info line

% of respondents choosing a rating point, n=955



RTO: ASQA overall

% of respondents choosing a rating point, n=1819



ASQA is viewed as an effective regulator by 71% of RTOs (that provided a valid answer)

All items in this topic have declined since 2017

Free text comments indicate that RTOs want ASQA to:

- Be clearer, more targeted or specific in communications
- Change its style of interaction to be more flexible, transparent and educative and to work with RTOs
- Be consistent
- Improve speed of response to queries and complaints

These are consistent messages over several years

Note very high non-response (grey cells) for several items – implying lack of knowledge

Only amounts ≥3% are labelled in charts

ASQA strengths

- Good, helpful, timely information
- Being a regulator and improving at this
- Student focus for audits
- Focus on quality
- Customer service

ASQA improvements

- Change style of interaction, including work with us and understand us
- Clearer / less confusing information
- Be consistent in decisions / treatment, specially TAFE vs non-TAFE
- Speed of response
- Run more workshops
- Get rid of poor quality providers and faster





- Just under a quarter of items **improved** in the last 12 months
 - There were notable positive shifts for some processes that only small numbers of RTOs were involved with, for example, renewing RTO and CRICOS registrations, course amendments and renewing course accreditations
 - Clarity of fee or charge invoice improved for many RTOs
- Just under 40% of rated items **remained at similar levels**
- A number of items **declined** significantly, most notably
 - Most items relating to ASQA as a regulator
 - CRICOS change of scope and initial registration
 - Follow up assistance with changing or updating details
- The 2017 issues with ASQAnet appear to have been resolved



- 2018 results were **mixed**—as in 2017
 - There were some positive increases, a considerable number of items stayed at a similar level and some areas, notably overall performance as a regulator, declined. ASR is not able, with the survey data available, to determine the cause/s of the decline. However, overall performance as a regulator is highly correlated with all other overall performance items.
- Communication channels continue to be an ASQA strength
- ASQA’s **website** and **ASQAnet** continue to be heavily used and fairly highly rated. Some aspects of ASQAnet still some room for improvement but 2017 issues are now resolved
- **Face-to-face** contact with ASQA staff is appreciated and RTOs continue to think highly of most staff
- Many RTOs acknowledge ASQA’s efforts and activities and openly offer positive comments about interaction and communication with ASQA
- **Speed of response** is a recurring theme for improvement
- Over all the years of surveying there has been an ongoing request for a more collaborative approach from ASQA—working with rather than against RTOs
- Many RTOs are supportive of ASQA’s compliance actions but others want faster action against non-compliant providers

- Conducted at the same time as the RTO survey, but with a highly targeted group of 34 people and a very short survey form
- 23 participated, after email reminders and phone follow up. Those who had not responded at the end of the in-field period were offered the choice of online or phone interviews
- Participants were from all sectors that had been invited to participate, namely
 - State and federal government policy makers
 - VET regulatory decision makers
 - Peak industry, business and employer groups
 - Industry policy groups
 - Peak provider bodies
- Given that the invited group was deliberately **very small** and the number of survey participants smaller still, results must be treated as indicative only of stakeholder sentiment
- Most commonly survey participants had contact with Commissioners and ASQA's Regulatory Operations. However, a handful had no contact with ASQA in the previous 12 months.
- Nearly all (91% +ve) indicated that ASQA contributed to the quality of VET and ELICOS providers while two thirds (64% +ve) rated ASQA's performance as a regulator positively
- 72% indicated that ASQA applied appropriate / proportional sanctions for non-compliers
- Those who answered indicated considerable room for improving *engagement with the regulated community* (60% +ve) and *promoting / encouraging continuous improvement of RTOs* (43% +ve)
- Common themes in suggested improvements were around ASQA auditors, timeliness of responses, collaboration with stakeholders and ASQA's regulatory approach