



GOVERNMENT OF
WESTERN AUSTRALIA



ANNUAL REPORT

Training Accreditation Council

2024 – 2025



Training Accreditation Council
WESTERN AUSTRALIA

TABLE OF CONTENTS

TABLE OF CONTENTS.....	2
LIST OF TABLES AND FIGURES	4
STATEMENT OF COMPLIANCE.....	5
1. EXECUTIVE SUMMARY	6
2. CHAIRPERSON'S REPORT.....	7
3. 2024-2025 HIGHLIGHTS and KEY ACTIVITIES	9
4. THE COUNCIL AT A GLANCE	10
4.1 FUNCTIONS OF THE COUNCIL	10
4.2 THE CONTEXT IN WHICH THE COUNCIL WORKS	10
4.3 MEMBERSHIP	10
4.4 MEMORANDUM OF UNDERSTANDING (MOU) WITH THE DEPARTMENT OF TRAINING AND WORKFORCE DEVELOPMENT.....	11
4.5 THE 2025 STANDARDS FOR REGISTERED TRAINING ORGANISATIONS	11
4.6 VET REGULATORY ARRANGEMENTS	12
4.7 PLANNING AND REPORTING FRAMEWORK.....	12
4.8 FEES AND CHARGES.....	13
5. APPROACH TO REGULATION.....	14
6. STRATEGIC PLAN PRIORITIES	16
6.1 PRIORITY 1: REGULATE THE WESTERN AUSTRALIAN VOCATIONAL EDUCATION AND TRAINING (VET) SECTOR.....	17
6.1.1 Registered Training Organisations as at 30 June 2025.....	17
6.1.2 Regulatory Activity	19
6.1.3 Accredited Courses	27
6.1.4 Annual Declaration on Compliance.....	29
6.1.5 Extension to Transition Periods for Training Products	29
6.1.6 Complaints Management	29
6.1.7 Appeals of Council Decisions	30
6.2 PRIORITY 2: ENABLE THE EFFECTIVE OPERATION OF REGISTERED TRAINING ORGANISATIONS (RTOS).....	31
6.2.1 Education Program Initiatives.....	31
6.2.2 Supporting RTOs in the Transition to the 2025 Standards.....	34
6.2.3 TAC Communication Strategies - Provision of Information	34
6.2.4 Review of Council Policies and Operations.....	36
6.2.5 TAC RTO Auditors and Accreditation Reviewers	36

6.3	PRIORITY 3: LEAD THE CONTINUOUS IMPROVEMENT OF THE VOCATIONAL EDUCATION AND TRAINING (VET) SECTOR.....	38
6.3.1	Focus on Quality: <i>TAC Regulatory Strategy 2023-2025</i>	38
6.3.2	Monitoring of Systemic Issues linked to the Standards for RTOs	38
6.3.3	Monitoring of Systemic Risks linked to 'at risk' Training Products.....	39
6.3.4.	Strategic Reviews.....	40
6.3.5	Continuous Improvement - Feedback from RTOs and Stakeholders	41
6.4	PRIORITY 4: APPLY GOOD GOVERNANCE AND ACT IN THE PUBLIC INTEREST	43
6.4.1	Council Membership 2024-2025.....	43
6.4.2	Operations of the Council	43
6.4.3	Remuneration	44
6.4.4	Compliance with the Standards for VET Regulators 2015.....	44
6.4.5	The TAC Risk Framework	45
6.4.6	RTO and Stakeholder Feedback.....	46

LIST OF TABLES AND FIGURES

Tables

Table 1	Panel of RTO Auditors and Accreditation Reviewers	37
Table 2	Council Remuneration	44

Figures

Figure 1	Profile of RTOs	17
Figure 2	RTOs by Type of Business	18
Figure 3	Top 10 Industry Areas on RTO Scope	18
Figure 4	Applications Endorsed	19
Figure 5	Registration Activity	20
Figure 6	Risk Assessments	21
Figure 7	Overview of Audits	22
Figure 8	Total Number of Audits by Method	23
Figure 9	Audit Outcome at Main Audit	23
Figure 10	Compliance Trend at Main Audit	24
Figure 11a	Initial Registration Audits	25
Figure 11b	Amendment to Registration Audits	25
Figure 11c	Renewal of Registration Audits	26
Figure 11d	Audits Initiated by TAC	26
Figure 12	Accredited Courses	27
Figure 13	Accredited Courses Activity 2022-2025	28
Figure 14	Compliant/Non-compliant Accredited Courses	28
Figure 15	Complaint Enquiries	30
Figure 16	Example of Feedback from 2025 TAC Event	33
Figure 17	RTO/Course Owner Feedback Post Audit	42
Figure 18	Perceptions of TAC's Performance	47

STATEMENT OF COMPLIANCE

Hon Amber-Jade Sanderson MLA
MINISTER FOR ENERGY AND DECARBONISATION; MANUFACTURING; SKILLS AND TAFE;
PILBARA

In accordance with section 30 of the *Vocational Education and Training Act 1996*,
I submit for your information and presentation to Parliament, the Annual Report of the
Training Accreditation Council for the period 1 July 2024 to 30 June 2025.



Anne Driscoll
Chairperson Training Accreditation Council
11 September 2025

Acknowledgement of Country

The Training Accreditation Council acknowledges Aboriginal people as the first sovereign Nations of Western Australia. We acknowledge their ancestral ties to the land and spiritual connection to Country. We acknowledge Elders both past and present, and value the contribution of Aboriginal people in the vocational education and training sector. We support the Uluru Statement from the Heart and we embrace its invitation to walk alongside Aboriginal people, united in a movement for a better future for all Australians.

For Further Information

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Disclaimer

This annual report is published on the Council's website wa.gov.au/tac.

The report conforms to State Government requirements for ease in downloading and can be viewed in PDF format. Alternative formats are available on request. Note that in some graphs, percentages may not add up to 100% due to rounding.

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1. EXECUTIVE SUMMARY

During the period 1 July 2024 to 18 March 2025, the Training Accreditation Council (TAC/the Council) was responsible to the Minister for Training; Water; Youth, the Hon Simone McGurk MLA.

From 19 March 2025 to 30 June 2025, the Council was responsible to the Minister for Energy and Decarbonisation; Manufacturing; Skills and TAFE; Pilbara, the Hon Amber- Jade Sanderson BA MLA.

This report fulfils the requirements of section 30(1) of the *Vocational Education and Training Act 1996* (VET Act) by reporting on the operations of the Council to the Minister for Skills and TAFE for the period 1 July 2024 to 30 June 2025.

The Annual Report is prepared on a financial year basis, aligns to the Council's Strategic Plan and reflects the Council's regulatory responsibilities under the VET Act and the *Standards for VET Regulators 2015*.

The report comprises:

Introduction

- Chairperson's report
- 2024-2025 highlights and key activities

The Council at a glance

- Functions of the Council
- Context in which the Council works
- Membership
- Memorandum of Understanding (MoU) with Department of Training and Workforce Development (DTWD)
- The 2025 Standards for Registered Training Organisations
- VET regulatory arrangements
- Planning and reporting framework
- Fees and charges

Approach to regulation

Overview of the Council's approach to regulation.

Performance against the Council's Strategic Plan

Overview of the Council's achievements against the Council's four key priority areas as outlined in its Strategic Plan 1 January 2025 to 30 June 2028 (the Plan).

2. CHAIRPERSON'S REPORT

On behalf of the Training Accreditation Council, I am pleased to present the Council's Annual Report for 2024-2025.

The Annual Report provides an opportunity to reflect on the Council's performance over the past 12 months and its achievements in delivering a client focused regulatory service for the vocational education and training sector in Western Australia.

Throughout 2024-2025, the Council had significant focus on the finalisation of, and preparations for the implementation of the Registration Standards 2025 (2025 Standards). The final form of the 2025 Standards was agreed by all Skills Ministers in January 2025 and published in March 2025. Since this time, the Council has made substantial progress in developing guidance material to support registered training organisations (RTOs) in their implementation of the 2025 Standards.

The TAC Online Guidance Hub was launched in late 2024 as a key initiative for communication with the WA VET sector on interpreting and applying the 2025 Standards. This comprehensive support tool has been supplemented by numerous RTO webinars focusing on key changes within the 2025 Standards such as *Creating Child Safe Organisations* and *Navigating Inclusive VET Environments*. These webinars, in addition to podcasts and face to face events, are recorded and available to RTOs online.

Preparations have also included trial RTO audits that test the application of the new 2025 Standards. These have provided RTOs, TAC and auditors with insights into interpretation and processes for reviewing compliance with an outcomes focus. Ongoing moderation will occur as together we seek to ensure balanced review and quality feedback loops within the sector. A big thank you to our RTOs that put their hand up to be part of these sample audits.

Revised application processes for registration, renewal and amendments to scope, to reflect the new outcomes focus, is largely concluded. Development of guidance information will continue to evolve into the next financial year to ensure Council and RTO readiness for transition.

During the year, and in preparation for the 2025 Standards, the Council approved a new *TAC Strategic Plan 1 January 2025 – 30 June 2028* (the Plan) and a new TAC Risk Framework. The Plan outlines the functions and regulatory approach of the Council and sets out how Council will quality assure the WA VET sector as the 2025 Standards are implemented. The Council's Risk Framework defines its ongoing commitment to a risk based regulatory approach that is responsive, transparent and proportionate, and that supports RTO compliance and quality VET outcomes.

The Council also finalised its monitoring of focus areas contained in the *2023–2025 TAC Regulatory Strategy* which highlights the Council's regulatory activities focused on minimising risks to quality outcomes and ensuring regulatory oversight of the WA training market.

Engagement with stakeholders is a well-established component of the Council's regulatory approach and supports the shared responsibility of Government, industry, employers, and regulators in supporting VET quality outcomes. The Council continued to proactively engage with its stakeholders through an extensive program of consultation and collaboration to ensure targeted and proportionate regulation. Information gathered from partners will be used to develop the 2026-2027 Regulatory Strategy, which is also guided by TAC's data analysis. I would like to express my thanks to partner agencies and representative organisations for your quality information and support.

The Council has developed a strong reputation for its experience, knowledge, expertise, quality assurance and approach to regulation. I extend my thanks to all Council Members for their contribution, collaboration and support during the reporting period. I would also like to acknowledge outgoing member Neil Fernandes and take this opportunity to welcome a new member, Mairead Dempsey.

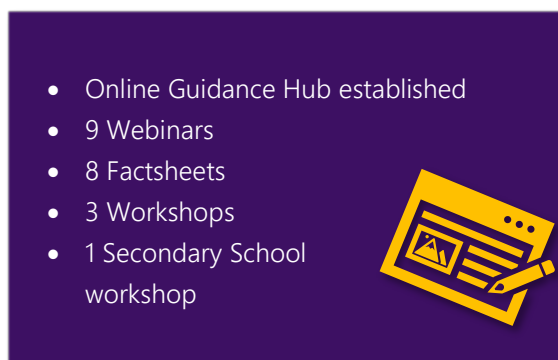
The Council would also like to extend its sincere thanks to the Council's Secretariat provided by the Department of Training and Workforce Development and acknowledge their ongoing professional conduct, dedication and expertise in supporting the work of the Council. The skill and commitment of this team is evidenced by the very high levels of support received from both stakeholders and RTOs in the independent surveys of TAC performance undertaken in late 2024.

A handwritten signature in black ink, appearing to read 'Anne Driscoll', with a long, sweeping underline.

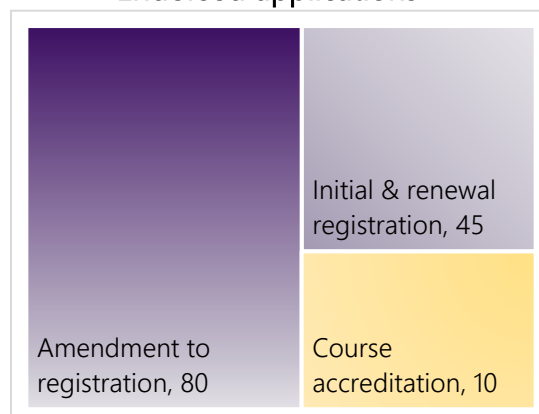
Anne Driscoll
CHAIRPERSON
TRAINING ACCREDITATION COUNCIL

3. 2024-2025 HIGHLIGHTS and KEY ACTIVITIES

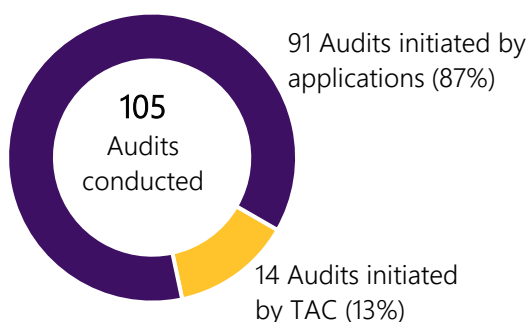
Registration Standards 2025 Resources



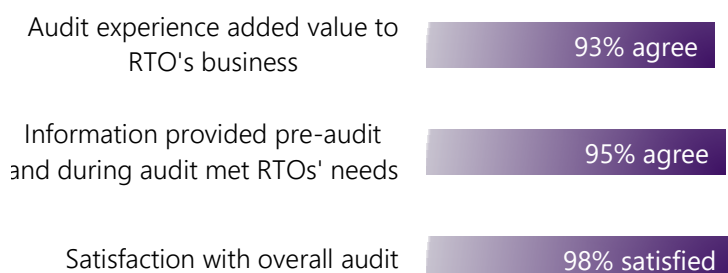
Endorsed applications*



Audits conducted*



RTO Feedback Post Audit



Perceptions of TAC's Performance



Engagement with the Sector



Education Program Participation



*The total number of audits conducted and endorsed applications do not align. For example, the audit may have occurred in 2023-2024 and was reported in that financial year, but the endorsement of application occurred in 2024-2025 and is reported in this financial year.

4. THE COUNCIL AT A GLANCE

The Council is Western Australia's Vocational Education and Training (VET) Regulator and is an independent statutory body responsible for the quality assurance and recognition of VET services in WA.

The Council delivers a client-focused regulatory service and as a state-based regulatory authority, oversees the VET provider market to ensure quality outcomes and continuous improvement within the sector, and responsiveness to state priorities and risks. More information about TAC's regulatory jurisdiction is provided at Section 6.4 in the Annual Report.

4.1 FUNCTIONS OF THE COUNCIL

The Council's functions are detailed in **Part 4 and 7A** of the **VET Act** and include the:

- registration of training providers; and
- accreditation of courses.

In discharging its functions, the Council may:

- inquire into training providers and courses;
- vary, suspend or cancel registration;
- vary, suspend or cancel accreditation; and
- cancel qualifications.

4.2 THE CONTEXT IN WHICH THE COUNCIL WORKS

The Council operates within an agreed national VET regulatory framework aimed at achieving national consistency in the way RTOs and accredited courses are registered and monitored.

The Council's operating framework includes:

- *Vocational Education and Training Act 1996*;
- *Vocational Education and Training (General) Regulations 2009*;
- *Standards for VET Regulators 2015*;
- *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs);
- *Australian Quality Training Framework (AQTF) 2021 Standards for Accredited Courses*;
- *Australian Qualifications Framework (AQF)*;
- Fit and Proper Person Requirements as outlined in the Standards for RTOs;
- Data provision requirements as outlined in the Standards for RTOs; and
- Financial Viability Risk Assessment Requirements as outlined in the *Financial Viability Assessment Guidelines* for the Registration of Training Providers 2017 issued by the (then) Minister for Education and Training under section 13 of the VET Act.

4.3 MEMBERSHIP

The Council has **seven** members who are appointed by the Minister responsible for training in accordance with section 25 of the VET Act. Members are appointed on the basis of their expertise, qualifications and experience relevant to the Council's functions.

For the reporting period, the members were:

Anne Driscoll | Chairperson

Barbara-Anne Brown | Royal Flying Doctor Service – Western Operations

Keryn Carter | WA Academy of Hair and Beauty and Volona Group

Mairead Dempsey | WA Police Force

Louise Hillman | Council Member

Jill Jamieson | J Jamieson Consulting

Bill Swetman | Council Member

Further information on Council operations is provided in Priority 4 (Section 6.4) of the Annual Report.

4.4 MEMORANDUM OF UNDERSTANDING (MOU) WITH THE DEPARTMENT OF TRAINING AND WORKFORCE DEVELOPMENT

The Council's Secretariat (the Secretariat) is hosted by the Department of Training and Workforce Development (the Department or DTWD). A Memorandum of Understanding (MoU) between the Council and the Department ensures Council's independence, provides transparency, the framework to enable Council to perform its functions under the VET Act, and ensures ongoing collaboration between the Council and the Department on national and State policy impacting the WA VET sector.

A direct line of reporting from the Secretariat's Director Training Regulation to the Director General DTWD removes any perceived conflict of interest from operational areas and ensures the Council's independence over regulatory activity and regulatory decisions.

During the reporting period, the MoU operated effectively, and the Council met its regulatory requirements. The MoU was reviewed in early 2025 and updated in June 2025 to reflect current requirements, with a revised MoU to commence effective July 2025.

4.5 THE 2025 STANDARDS FOR REGISTERED TRAINING ORGANISATIONS

In January 2025, all Skills Ministers agreed to the revised 2025 Standards, and on 14 March 2025, the Commonwealth Government published the 2025 Standards in the *National Vocational Education and Training Regulator Act 2011* (NVETRA).

The purpose of the Standards is to:

- support RTOs to deliver nationally consistent, high-quality training that leads to quality outcomes for students, industry, employers and the Australian community;
- ensure training and assessment delivered by RTOs meets industry requirements (as set out in training packages and accredited courses) and students are well equipped for employment and further study; and
- ensure RTOs operate with integrity and consider the needs of both students and industry.

The 2025 Standards specify the requirements for organisations to attain and maintain registration and deliver nationally recognised training and comprise of:

- Outcome Standards;
- Compliance Standards incorporating Fit and Proper Person Requirements and the Nationally Recognised Training Logo Conditions of Use; and
- Credential Policy that details the credential requirements for trainers and assessors.

To bring the 2025 Standards into effect in Western Australia for all RTOs registered with the Council, amendments to the *Western Australian Vocational Education and Training (General) Regulations 2009* (VET Regulations) are required and this work is well underway. Subject to final approval, implementation of the 2025 Standards for TAC regulated RTOs is planned in late 2025.

Further information on the Council's preparations for the implementation of the 2025 Standards is provided throughout the Annual Report.

4.6 VET REGULATORY ARRANGEMENTS

The governance and strategic direction of VET regulation is jointly owned by State and Commonwealth Ministers through the Skills and Workforce Ministerial Council.

There are three VET regulators responsible for regulating the VET sector within their jurisdictions:

- the Council;
- the national VET regulator - the Australian Skills Quality Authority (ASQA); and
- the Victorian Registration and Qualifications Authority (VRQA).

An MoU between VET regulators ensures efficient and effective regulation across all jurisdictions. The MoU was reviewed during the reporting period to ensure current regulatory requirements were addressed and the MoU was fit for purpose, with a revised MoU endorsed by all VET regulators effective 19 February 2025.

As a State based VET regulator, the Council regulates providers that deliver nationally recognised training to domestic students in Western Australia, or that operate only in Western Australia and Victoria. RTOs operating in multiple jurisdictions and/or that deliver to international students are regulated by ASQA.

4.7 PLANNING AND REPORTING FRAMEWORK

The Council's planning and reporting framework consists of:

- a Strategic Plan which is reviewed annually;
- a corresponding Secretariat Operational Plan; and
- an Annual Report on the achievements of the Council.

The Council's previous Strategic Plan concluded in December 2024 and a new Council [Strategic Plan](#)¹ 1 January 2025 – 30 June 2028 was endorsed during the period. The TAC Annual Report, while aligned to the new Strategic Plan, reports achievements for the full financial year.

4.8 FEES AND CHARGES

In Western Australia, fees and charges apply for the registration of training providers and accreditation of VET courses with the Council and are published on the Council's website.

To view the approved schedule of TAC fees and charges as at 30 June 2025, please click on or scan the QR codes:



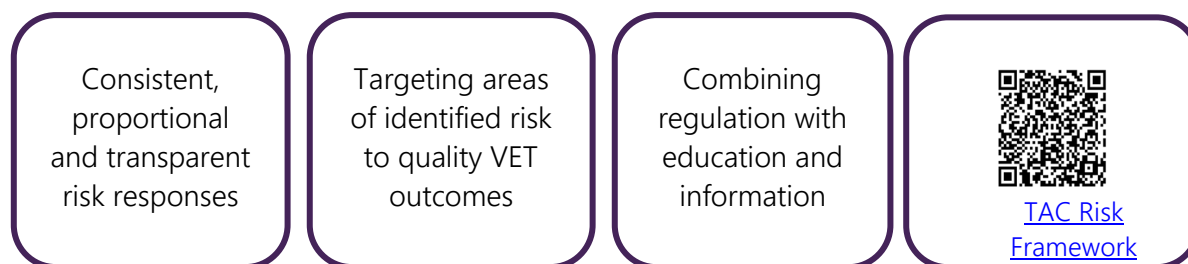
[Fees for the
registration of
training providers](#)



[Fees for the
accreditation of VET
courses](#)

¹ <https://www.wa.gov.au/government/publications/tac-strategic-plan>

5. APPROACH TO REGULATION



RISK FOCUS

Quality VET outcomes are fundamental to the development of a skilled workforce to meet the needs of industry, productivity and the State Government's workforce development agenda.

The introduction of the 2025 Standards has provided the Council with the opportunity to ensure its Risk Framework and regulatory approach remain fit for purpose and in line with contemporary regulatory risk management frameworks.

The TAC Risk Framework describes the Council's approach to risk-based regulation, ensuring that regulatory responses are evidence based, responsive, adaptable, targeted, and proportionate to the level of risk affecting the quality of VET outcomes, so that it delivers an integrated and balanced regulatory approach to support quality VET outcomes.

The Council applies regulatory responses at two levels – provider and systemic risk. RTOs demonstrating patterns of poor compliance present a high risk to quality training and assessment outcomes. Systemic risks are those pertaining to multiple RTOs, industry sectors, training products, or components of the Standards that may be far-reaching.

Detailed data analysis and evidence collected from a range of sources is used to determine areas and levels of risk. This allows the TAC to direct its focus and resources to industry sectors, training products and/or RTOs posing the greatest risk, while monitoring and managing overall risk across the VET sector. The Risk Framework outlines a range of regulatory responses available to the Council which vary according to the nature and severity of the risk and their potential impacts. These regulatory responses include educative strategies, investigations, monitoring audits, strategic industry audits and in serious cases, varying registration, suspending or cancelling an RTO's registration.

The Council cannot work alone to manage the quality and integrity of the VET system and engages with a range of stakeholders who share the responsibility for the quality assurance of VET outcomes. TAC regularly seeks input from these stakeholders to inform its risk processes, regulatory activities and priorities. Stakeholder engagement may range from a formal MoU and regular contact to less formal or collaborative activity.

A central element of the TAC's risk management is the provision of a comprehensive education program for RTOs and VET stakeholders. The primary aim is to support RTOs to build organisational capability and understanding, improve business operations and support RTOs to meet the requirements of the 2025 Standards. The TAC provides wide-ranging professional development opportunities that deliver practical information to support good governance and management, quality processes, continuous improvement and sound compliance practices. The Council tailors its strategies to ensure maximum impact, accessibility and relevance to RTOs.

6. STRATEGIC PLAN PRIORITIES

 <p>VISION</p> <p>Vocational education and training in Western Australia is valued and trusted.</p>	 <p>PURPOSE</p> <p>The Training Accreditation Council is a contemporary, client-focused regulator of vocational education and training (VET) in Western Australia.</p> <p>The Council assures the quality of the VET sector, leads continuous improvement and responds to state-based priorities and risks.</p>								
 <p>VALUES</p> <table border="0"> <tr> <td>INTEGRITY</td> <td>We are honest, accountable and transparent.</td> </tr> <tr> <td>RESPECT</td> <td>We are fair and equitable. We listen and care.</td> </tr> <tr> <td>EXCELLENCE</td> <td>We continuously improve. We innovate and lead by example.</td> </tr> <tr> <td>COMMITMENT</td> <td>We are responsive and collaborate with others. We are reliable and consistent.</td> </tr> </table>		INTEGRITY	We are honest, accountable and transparent.	RESPECT	We are fair and equitable. We listen and care.	EXCELLENCE	We continuously improve. We innovate and lead by example.	COMMITMENT	We are responsive and collaborate with others. We are reliable and consistent.
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COMMITMENT	We are responsive and collaborate with others. We are reliable and consistent.								

The Council's [Strategic Plan 1 January 2025–30 June 2028](https://www.wa.gov.au/government/publications/tac-strategic-plan)² (the Plan) outlines the functions, responsibilities and regulatory approach of the Council as defined by the *Vocational Education and Training Act 1996* and the *Standards for VET Regulators 2015*.



During the period, the Council endorsed the new Strategic Plan that demonstrates how the Council will manage its responsibilities in relation to the VET Quality Reforms supported by all Australian Governments, including the 2025 Standards that will be implemented during the life of the Plan.

The Plan sets out the Council's key strategic priorities, expected outcomes and strategies for the period. The Council has identified four strategic priorities to meet its regulatory requirements through its own good governance, and with a focus on compliance, quality assurance and continuous improvement of individual RTOs across the VET sector.

The Council's overall strategic direction recognises the need for specific strategies to support the introduction and implementation of the 2025 Standards.

The Council's achievements against the Strategic Plan 2025-2028 are detailed in the following pages for the full financial year. The priorities include:

- PRIORITY 1:** Regulate the Western Australian Vocational Education and Training (VET) sector.
- PRIORITY 2:** Enable the effective operation of Registered Training Organisations (RTOs).
- PRIORITY 3:** Lead the continuous improvement of the VET sector.
- PRIORITY 4:** Apply good governance and act in the public interest.

² <https://www.wa.gov.au/government/publications/tac-strategic-plan>

6.1 PRIORITY 1: REGULATE THE WESTERN AUSTRALIAN VOCATIONAL EDUCATION AND TRAINING (VET) SECTOR

- Registered Training Organisations (RTOs) are compliant with the Standards for Registered Training Organisations (the Standards)
- Accredited courses are compliant with the AQTF2021 Standards for Accredited Courses

6.1.1 Registered Training Organisations as at 30 June 2025

Over the period, a total of **162** RTOs were registered with the Council of which **152** of the RTOs deliver in WA only, six deliver in both WA and Victoria and five RTOs are registered to deliver in countries other than Australia – of which one of these RTOs, delivers in both WA, Victoria and countries other than Australia.

During the 2024-2025 reporting period:

- **8** RTOs voluntarily relinquished registration.
- **0** RTOs had a sanction (cancellation or suspension) imposed on their registration.

Profile of RTOs

The following provides an overview of the Council's regulated VET market in Western Australia for the 2024-2025 reporting period.

The location is based on the RTO's head office.

Of the **162** RTOs registered with the Council, **116** (72%) have their head office located in the Perth region and the remaining **46** (28%) are in regional Western Australia including one in Victoria.

The distribution of RTOs by location remained stable during the reporting period.

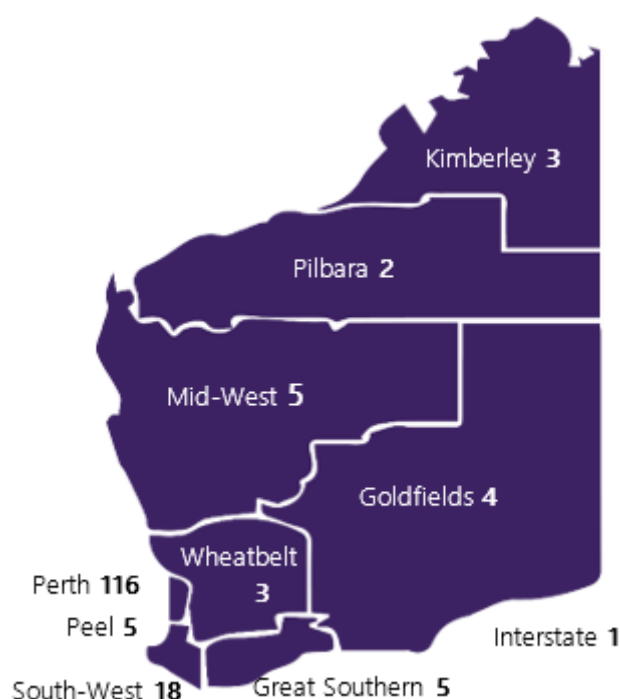


Figure 1 Profile of RTOs

RTOs by Type of Business

118 (73%) of the **162** RTOs registered with the Council as at 30 June 2025 were private RTOs. The remaining **44 (27%)** RTOs included a range of business types as presented in Figure 2*.

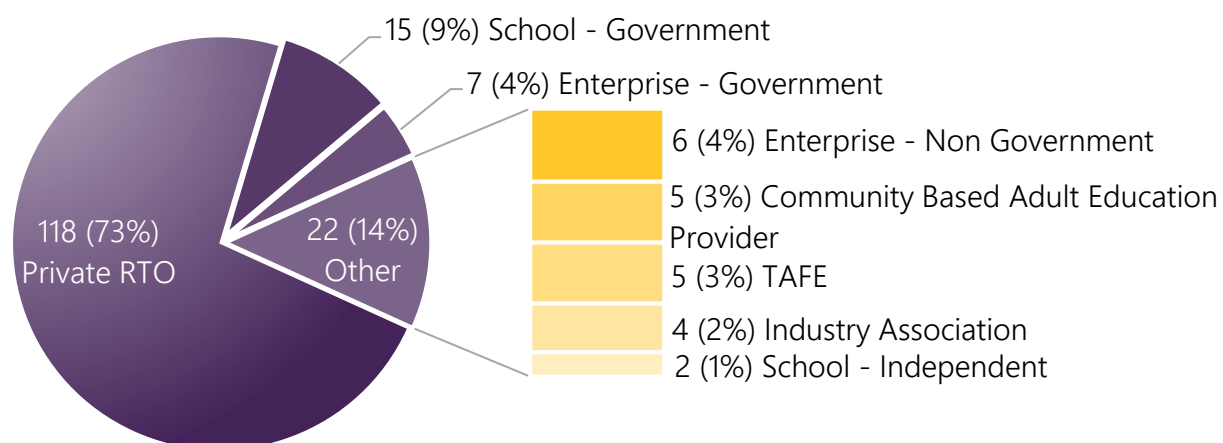


Figure 2 RTOs by Type of Business

Top 10 Industry Areas on RTO Scope

As at 30 June 2025, of the **162** RTOs registered with the Council, the number of RTOs with the following industry areas on their scope of registration included:

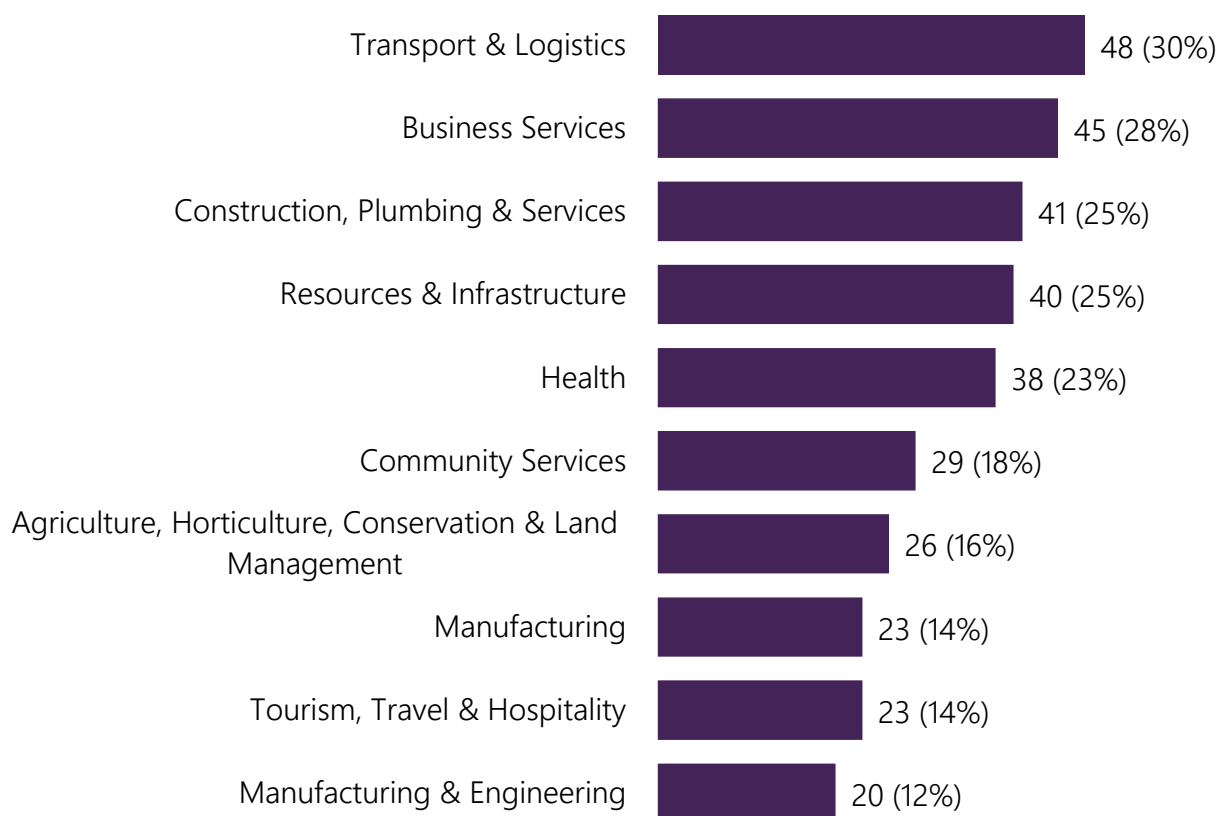


Figure 3 Top 10 Industry Areas on RTO

6.1.2 Regulatory Activity

During the reporting period the Council continued to regulate the Western Australian VET sector in accordance with the requirements of the VET Act and the Standards for RTOs.

The following section provides an overview of the Council's regulatory activity for the reporting period 1 July 2024 to 30 June 2025.

Registration Activity and Applications Endorsed

The Council approved a total of **125** registration applications of which **10** were initial registrations, **35** were renewal of registration applications and **80** were amendment to registration applications.

Initial registration applications submitted by RTOs are approved by Council for a period of two years only. Should an RTO wish to continue their registration, the RTO is required to submit a 'renewal of registration' application prior to the two-year period expiring. Following the Council's approval of this renewal application, the RTO is registered for a period of seven years.

Amendment to registration applications are those applications initiated by RTOs to add a training product such as a training package qualification, unit/s of competency and/or accredited courses to their scope of registration.

The graph in Figure 4 provides an overview of applications endorsed by the Council for the 2024-2025 period and the two previous reporting periods.

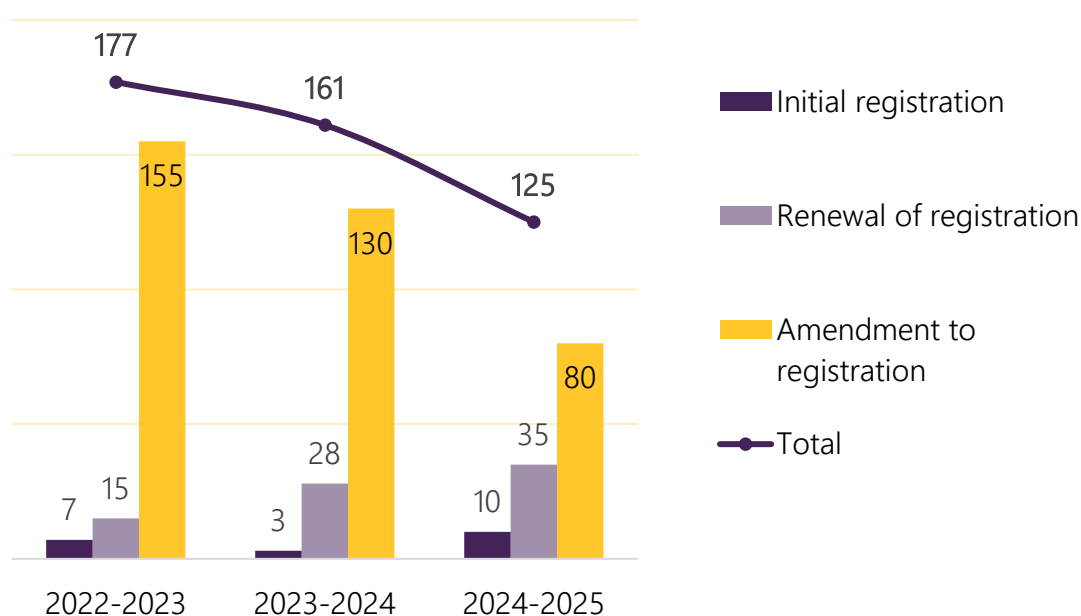


Figure 4 Applications Endorsed

Figure 5 provides an overview of registration applications approved, returned and withdrawn during the reporting period

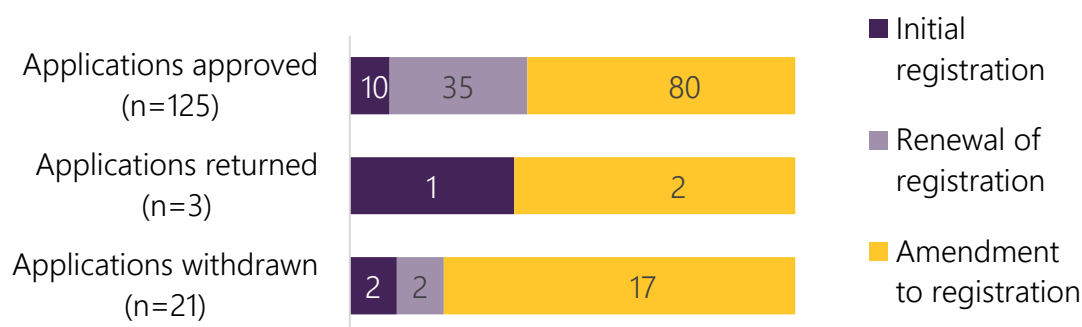


Figure 5 Registration Activity

Over the last three years, there has been a decline in the number of applications endorsed by the Council. The reduction is largely related to amendment to registration applications, generally initiated by RTOs, and can be attributed to changes in RTO business requirements, delivery focus and changes to training products (qualifications and/or units of competency). Where there are changes to training products, RTOs are required to submit an amendment application for replaced training products where they are deemed non-equivalent.

The number of renewal of registration applications has increased over the same period as this varies based on the cyclic nature of training provider registration periods. The number of initial registration applications has also increased from the 2023-2024 financial year to the 2024-2025 financial year, as depicted in Figure 5.

Replacement of Equivalent Training Products

Equivalent training products are automatically added to an RTO's scope of registration without requiring an application or a fee.

During the 2024-2025 period, **21** training products were processed by the Council through the replacement of equivalent training products, an increase from the **11** processed in the 2023- 2024 period. The number of training products processed is determined by the number of equivalent training products submitted to and endorsed by Skills Ministers during the period.

Risk Management of Applications³

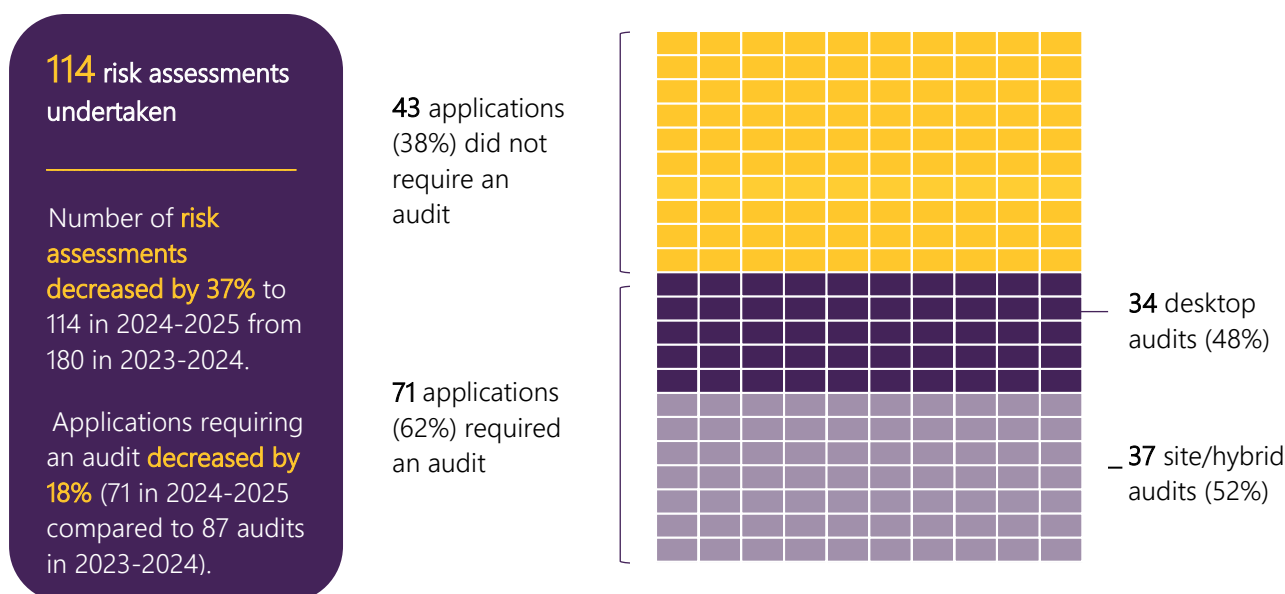


Figure 6 Risk Assessments

Figure 6 provides an overview of the risk assessments conducted on renewal and amendment to registration applications received during the reporting period. Amendment to registration applications account for the majority of risk assessments undertaken. An RTO will seek to amend its scope of registration in response to changing business requirements and changes to training products.

Overview of Audits

Audits offer a point-in-time insight into the quality of the training and assessment services provided and inform the Council's regulatory decisions. Audits are undertaken in accordance with the *Standards for VET Regulators 2015*, the Standards for RTOs and the Council's Risk Framework. During the reporting period the Council audited **82 RTOs** conducting a total of **105 audits**. While there were **162 RTOs** registered with the Council as at 30 June 2025, the **82 RTOs** represent **47%** of the total number of providers registered with the Council over the reporting period and includes RTOs that may have transferred registration to another VET regulator or relinquished registration over the period.

Audits may include multiple audit types for individual RTOs during the reporting period. During a 12-month period, a training provider may have submitted several amendment to scope applications related to proposed new delivery. The Council may also have initiated an audit such as a strategic review audit in response to a systemic issue.

³ The total amount of risk assessments, audits conducted, endorsed applications and audit type do not align. The risk assessment for an amendment to scope may have occurred in 2023-2024 and was reported in that financial year, but the audit occurred in 2024-2025 and is reported in this financial year.

Figure 7 provides an overview of audits undertaken during the reporting period and includes audits where applications were risk assessed in the previous reporting period and the audit occurred in this period.

The **14** audits initiated by TAC were with **14** RTOs and the **91** audits initiated by applications were with **72** RTOs.

The lower number of audits initiated by the TAC in 2024-2025 reflects that planned audits from the *TAC Regulatory Strategy 2023-2025* (Regulatory Strategy) were largely completed in the previous financial year. The focus of audit activity in 2024-2025 was on RTO applications.

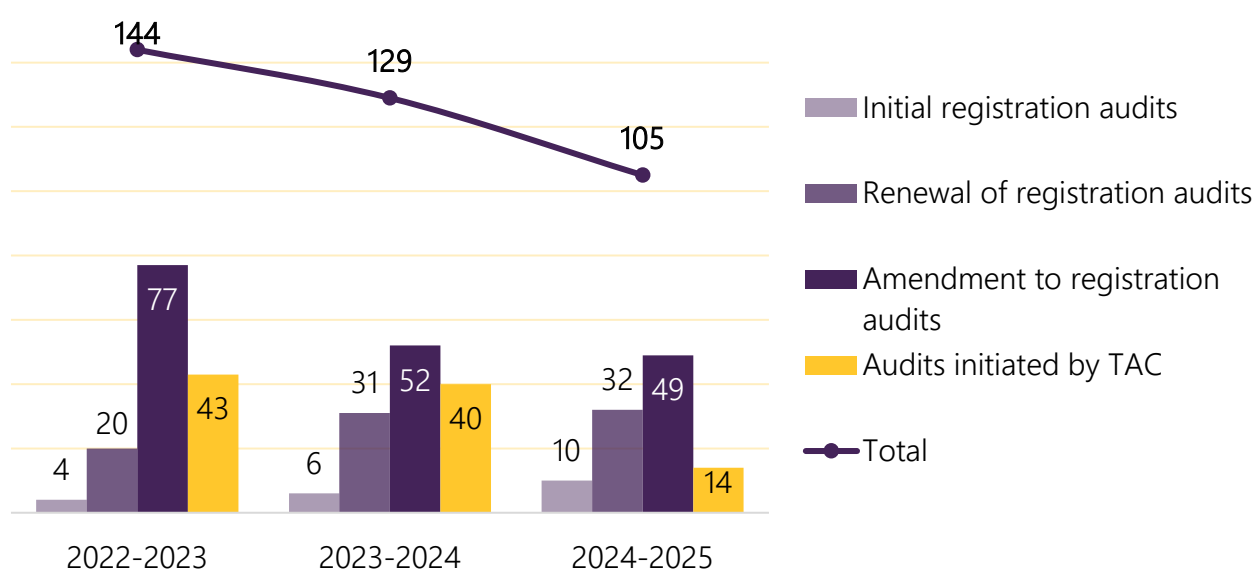


Figure 7 Overview of Audits

Figure 7 provides a comparison of the type and number of audits conducted in the 2024-2025 period and the two previous reporting periods.

Audits by Method

The Council utilises its Regulatory Strategy and the outcomes of the application risk assessment process to determine the appropriate regulatory response to be applied. The outcome could result in no audit being required, or a desktop, site or hybrid audit being conducted. Figure 8 (page 23) provides a comparison of the audit method between the current and the previous reporting periods.

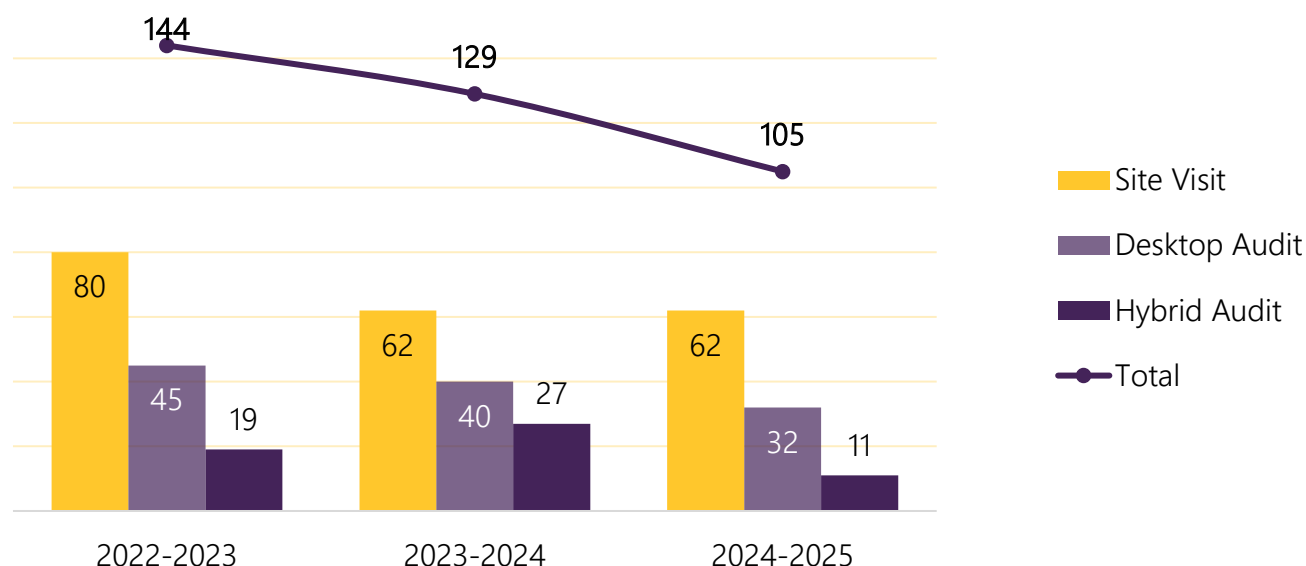


Figure 8 Total Number of Audits by Method

Audit Outcomes

The level of compliance identified at audit is considered by the Council in line with established processes. If the outcome of the main audit is that the training provider is non-compliant, they are provided with an evidence review period of 20 working days to address outstanding issues.

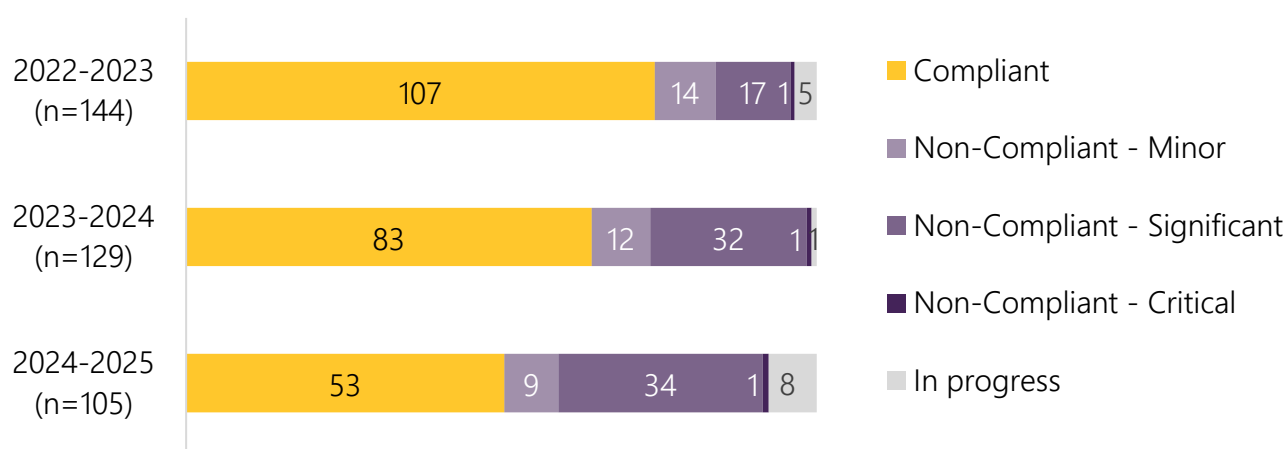


Figure 9 Audit Outcome at Main Audit

RTOs must demonstrate compliance with the Standards for RTOs to continue to operate within the Western Australian VET market. Figure 9 provides a breakdown of the outcome of audits conducted during the 2024-2025 period (based on overall level of non-compliance identified at the **main audit**⁴).

⁴ Note 'in progress' audits were excluded when calculating the overall percentage of compliance at main audit, as compliance outcomes were unknown at the time of each reporting period.

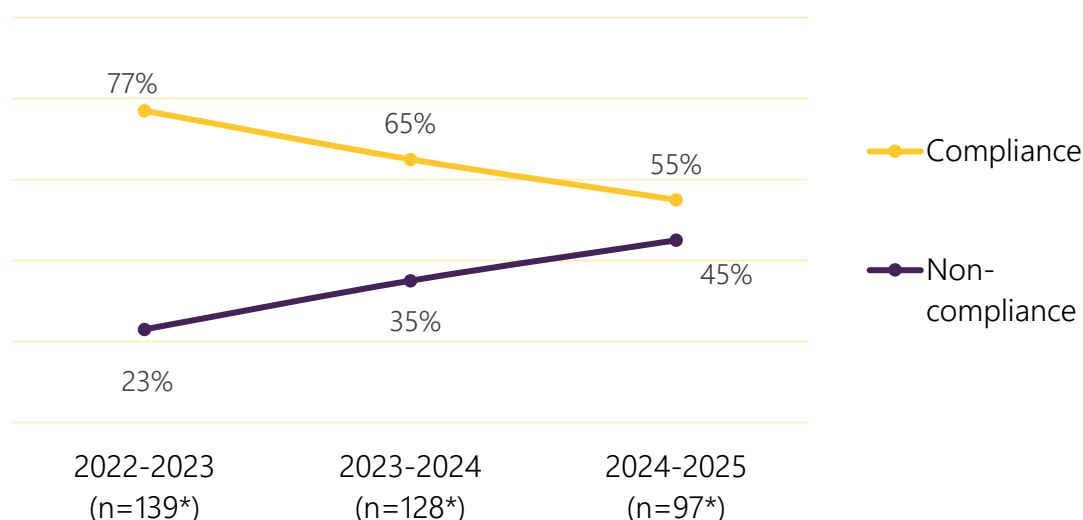


Figure 10 Compliance Trend at Main Audit

*Note 'in progress' audits were excluded when calculating the overall percentage of compliance at main audit, as compliance outcomes were unknown at the time of each reporting period.

Figure 10 shows the compliance trend at main audit over three reporting periods and indicates a decrease in compliance levels from 2022-2023 to 2024-2025. The decrease in compliance in the 2024-2025 period compared to the preceding two years, relates to lower compliance outcomes for audits related to renewal of registration and amendment to registration applications.

To put the audit outcome in context, when an audit of an RTO is undertaken, many clauses from the Standards for RTOs and more than one training product delivered by the RTO, may be assessed. If an RTO is found non-compliant against one clause for one training product, this will result in the overall audit outcome being recorded as non-compliant.

As indicated above, where non-compliances are identified at audit, the application is not approved by Council unless compliance has been achieved following rectification.

The reasons for the decline in compliance outcomes in 2024-2025 while examined, cannot be determined due to the range of variables across all audits such as number and type of training products reviewed at audit, the Standards selected to be included, and the particular RTOs audited. However, analysis of audit outcomes indicates that assessment practices have the highest level of non-compliance at main audit across all clauses of the Standards audited. For all other clauses, audit outcomes indicate at least **86%** compliance or better, at main audit.

Levels of non-compliance inform the TAC Education Program, the ongoing monitoring of RTOs, and the biennial TAC Regulatory Strategy that responds to current and emerging risks to the VET sector. As the highest levels of non-compliance at main audit are in assessment practices, the Council will continue to focus on assessment in the next Regulatory Strategy and in its Education Program.

Overview of Audits Completed

Of the **105** audits conducted, **97** audits were completed by Council during 2024-2025. An overview of the **97** audit outcomes is provided in Figures 11a, b, c, and d.⁵

Initial registration audits

Initial registration audits accounted for **8** out of **97** audits (**8%**):

The six audits that were non-compliant at main audit achieved compliance upon rectification (**100%**).

Training providers can only commence delivery if compliance has been achieved against the Standards for RTOs and the application is subsequently endorsed by the Council. There is no impact on students or industry as delivery has not occurred prior to endorsement of the application by the Council.

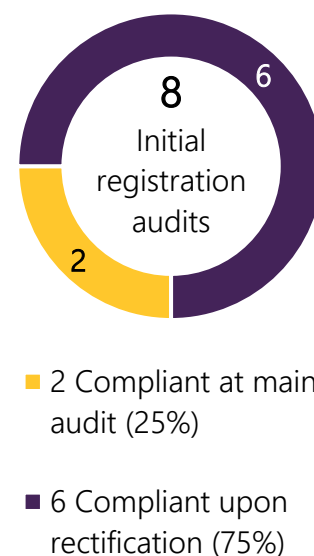


Figure 11a Initial Registration Audits

Amendment to registration audits

Amendments to registration audits accounted for **44** of the **97** audits conducted (**45%**). Of the **44** audits conducted, **18** were non-compliant at main audit from which **14** were compliant upon rectification, three are in progress of rectification and one withdrew.

If an amendment to registration audit is required, RTOs can only commence delivery of the new training product/s if compliance has been achieved against the Standards for RTOs and the application is subsequently endorsed by the Council. There is no impact on students or industry as delivery has not occurred prior to endorsement of the application by the Council.

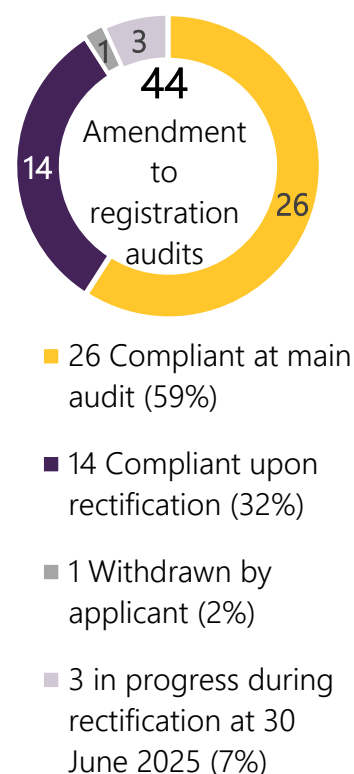


Figure 11b Amendment to Registration Audits

⁵ The total number of audits completed and endorsed applications do not align as the audit may have occurred in 2023-2024 and was reported in that financial year, but the application was endorsed by Council in 2024-2025 and is reported in this financial year. Percentages may not add up to 100% due to rounding.

Renewal of registration audits

Renewal of registration audits accounted for **31 (32%)** of the **97** audits conducted.

For an RTO to re-register and continue training delivery, the RTO must be able to demonstrate compliance against the Standards for RTOs where the risk assessment determines an audit is required.

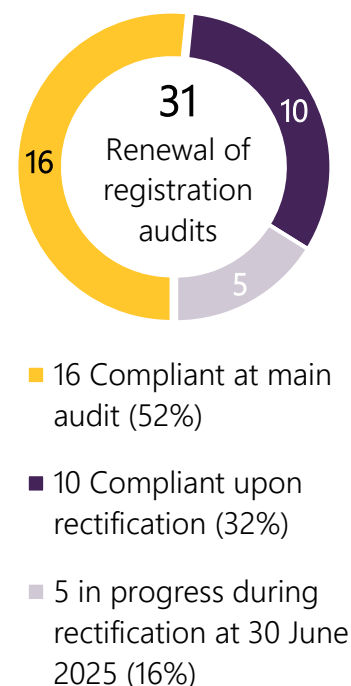


Figure 11c Renewal of Registration Audits

Audits initiated by TAC

Audits initiated by TAC accounted for **13** of the **97** audits (**13%**). Of the five audits that were non-compliant at main audit, four were compliant upon rectification.

Audits initiated and endorsed by Council are audits that respond to identified provider or systemic risk. These audits include monitoring, compliance monitoring, strategic review audits and complaint audits.

These audits may have minimal disruption to an RTO's operations unless non compliances exist, and rectification and/or further regulatory action is required.

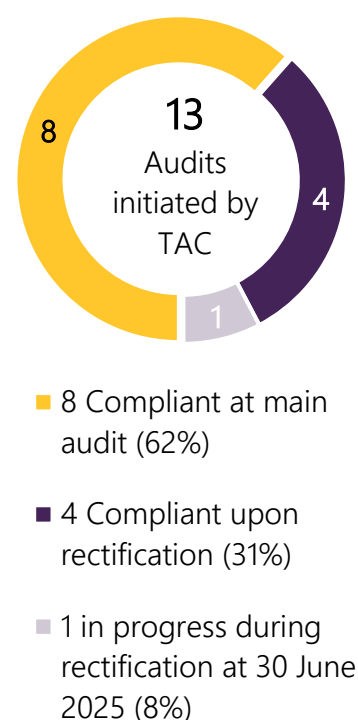


Figure 11d Audits Initiated by TAC

6.1.3 Accredited Courses

The Council accredits courses in line with the requirements of the *AQTF2021 Standards for Accredited Courses* to meet training needs not addressed in training packages.

Through its accreditation function, the Council is able to accredit locally developed courses in a timely manner, driven by local needs that meet new industry requirements or State Government priorities such as employment and training initiatives.

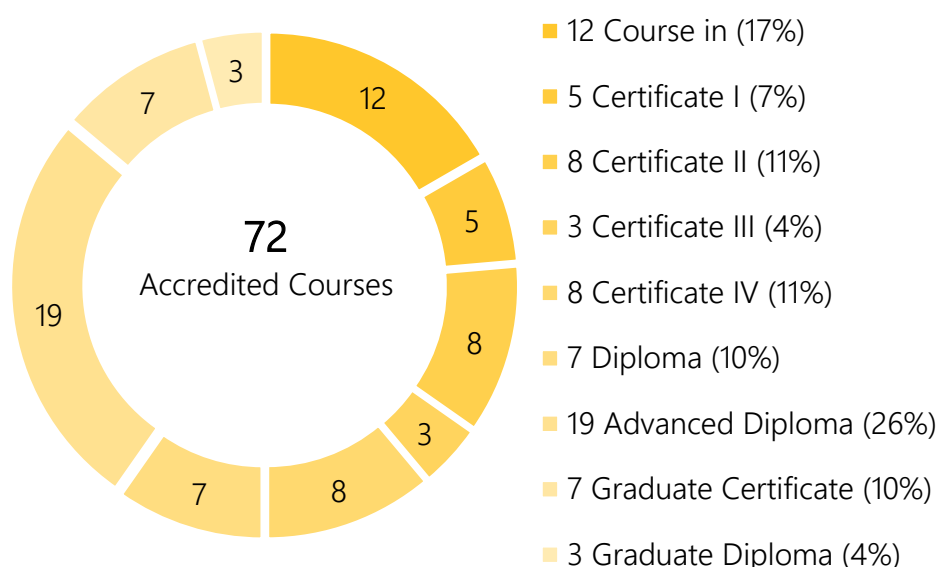


Figure 12 Accredited Courses

At 30 June 2025 there were **72** courses accredited with the Council.

During the reporting period, the Council considered and approved a total of **12** course accreditation applications. These included **five** applications for accreditation of a new course, **two** applications for re-accreditation, **three** applications for extension of course accreditation and **two** course amendment applications. **Five** accredited courses expired.

Extensions to course accreditation applications are considered by the Council on a case-by-case basis. Reasons for extensions include situations where an application for reaccreditation is in progress or transition from an accredited course into a training package qualification is pending.

The number of applications for re-accreditation varies based on the cyclic nature of course accreditation periods. Figure 13 provides an overview of the accredited courses activity over a period of three financial years 2022-2023, 2023-2024 and 2024-2025.

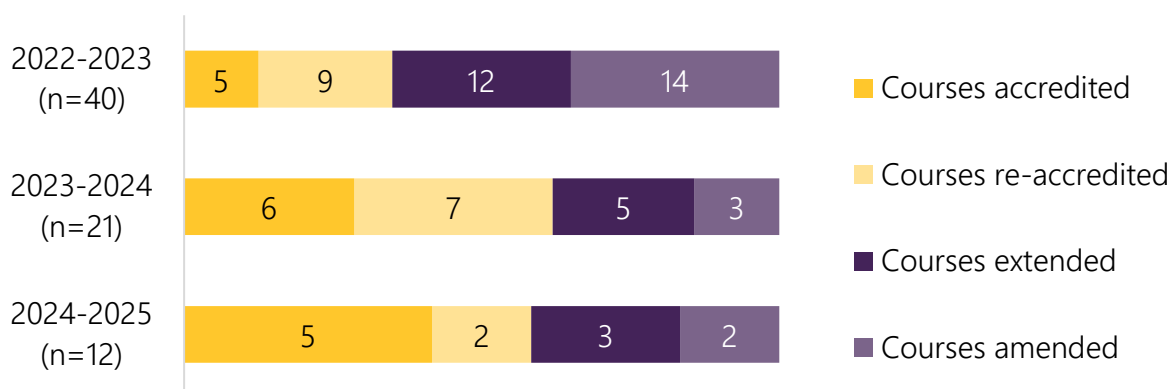


Figure 13 Accredited Courses Activity 2022-2025

Accreditation reviews are undertaken when a course owner submits an application for course accreditation, course re-accreditation or course amendment.

In line with Council processes, if the outcome of the initial review is non-compliant, the applicant is given an opportunity to provide evidence during an evidence review period of 20 working days.

Figure 14 sets out the outcome of each accreditation review undertaken against the *AQTF2021 Standards for Accredited Courses* in the reporting period.

Of the **four** non-compliant applications, all **four** demonstrated compliance at evidence review.

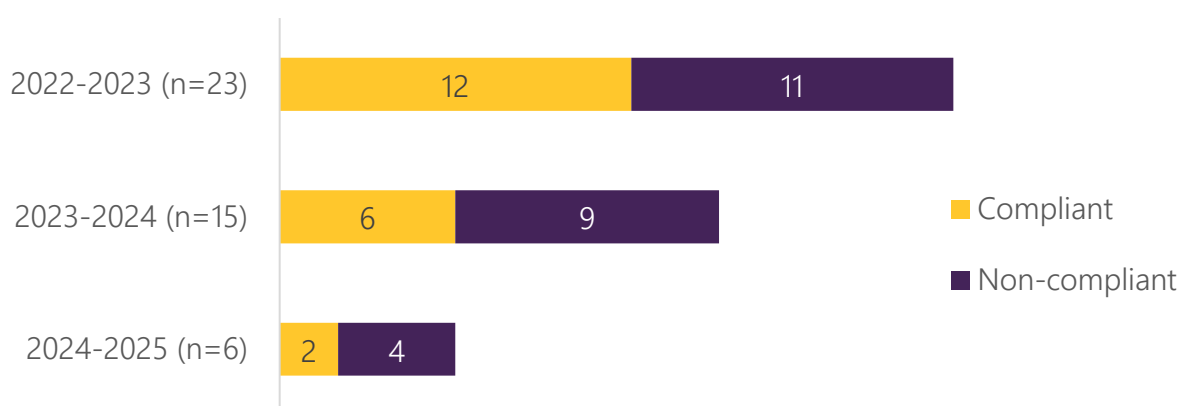


Figure 14 Compliant/Non-compliant Accreditation Reviews

6.1.4 Annual Declaration on Compliance

Clause 8.4 of the Standards for RTOs requires RTOs to provide the Council with an Annual Declaration on Compliance. The declaration is in relation to whether:

- the RTO currently meets the requirements of the Standards for RTOs across all its scope of registration, and if not, action taken or planned to address the non-compliance; and
- the RTO has met the requirements of the Standards for RTOs for all AQF certification documentation issued in the last financial year.

By submitting the Annual Declaration, the RTO's legally responsible person is confirming that the RTO systematically monitors and evaluates training and assessment strategies and practices and uses the outcomes of monitoring and evaluation to inform improvements in business and educational practice.

All RTOs required to submit a 2024-2025 Annual Declaration on Compliance submitted their declaration by 30 September 2024.

6.1.5 Extension to Transition Periods for Training Products

Clause 1.26 of the Standards for RTOs states the time allowed for RTOs to transition to new training products. Upon request from stakeholders, the Council may consider and approve an extension to the transition period for training products where it can be demonstrated that there would be a genuine disadvantage to students or industry without the extension. Consideration of transition periods includes engagement with VET regulators and industry training councils as appropriate to ensure consistency.

During the 2024-2025 period, the Council approved **six** applications for extension to the transition period for **20** training products.

6.1.6 Complaints Management

The VET Act and the *Standards for VET Regulators 2015* require that the Council manage and respond to stakeholder complaints. The Council can only investigate complaints if they relate to the ongoing compliance of RTOs with the Standards for RTOs and the VET Act. Monthly complaint reports are provided to Council specifying the nature and number of complaints received, closed and outcomes.

During 2024-2025, the Council's complaints management included a total of **46** closed complaints enquiries. Of these, **38** were not in jurisdiction or were considered enquiries only and eight were formalised as a complaint (in jurisdiction).

A closed complaint enquiry may include:

- 'not in jurisdiction' as the elements of the complaint/enquiry relates to an RTO registered with another VET regulator; or if the elements are not related to the Standards for RTOs. Non-jurisdictional issues are referred to other agencies, as appropriate; and

- a complaint that has not yet been lodged with the relevant TAC registered RTO – Complainants are advised to lodge their complaint with the RTO and to re-contact TAC in the event they are not satisfied with the outcome or the complaint remains unresolved.

A verified complaint refers to non-compliances that have been identified following a complaint investigation. There were two complaints investigated during the period, of which one was verified.

Figure 15 provides an overview of complaint matters closed within the reporting period

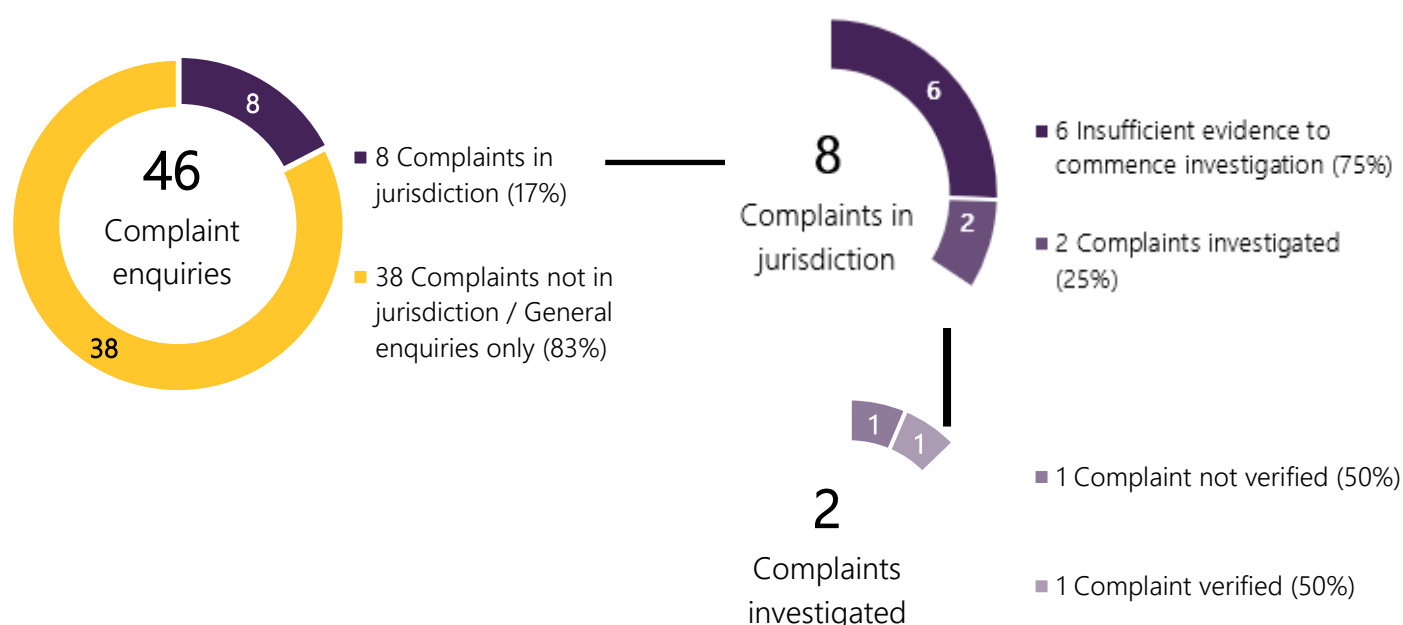


Figure 15 Complaint Enquiries

Complaints management is an integral component of the Council's Risk Framework, and the data collected from complaints informs areas of risk and appropriate regulatory responses and provides useful insight into issues experienced by stakeholders.

6.1.7 Appeals of Council Decisions

Under the requirements of section 58G of the VET Act, appeals against Council decisions must be lodged with the State Training Board (STB) in line with their established processes.

During the reporting period no appeals were lodged.

6.2 PRIORITY 2: ENABLE THE EFFECTIVE OPERATION OF REGISTERED TRAINING ORGANISATIONS (RTOS)

- Consistent, fair and transparent processes are applied
- RTOs have access to quality education services and resources

6.2.1 Education Program Initiatives

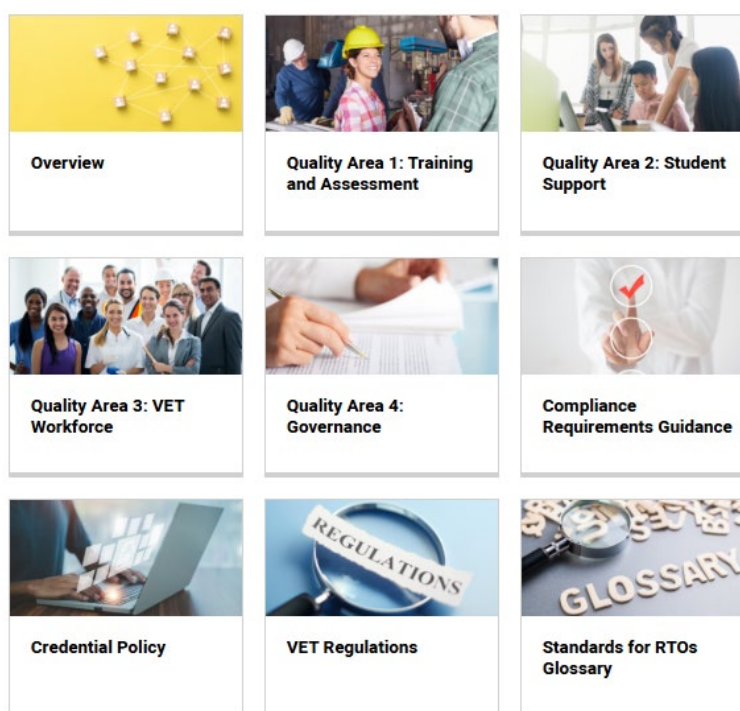
The Council has established itself as a key contributor to RTO professional development in Western Australia. The design of the 2024 – 2025 TAC Education Program (the Program) and key topics for delivery were informed by audit outcomes, the biennial RTO and stakeholder surveys, workshop participant feedback, outcomes from the TAC RTO pilot programs to support the transition to the 2025 Standards, complaints and stakeholder consultations.

During the reporting period, the Program was a major focus of the Council and incorporated key strategies such as the Council's Online Guidance Hub supplemented by key resources to support RTO preparedness and transition to the 2025 Standards.

TAC Online Guidance Hub

The launch of the TAC Online Guidance Hub on the Council's website was a key mechanism to support RTOs in their transition to the 2025 Standards and serves as a reliable 'source of truth' for WA RTOs.

Aligned with the Commonwealth Government's Department of Employment and Workplace Relations (DEWR) Policy Guidance document, the Hub offers clear and accessible information on the Standards' intent and requirements.



TAC regularly updates the Hub with fact sheets, webinars, FAQs and podcasts, ensuring RTOs have access to the most current information to assist with implementation and RTO preparedness.

TAC Education Program

During the period, **14** workshops were conducted as webinars, face-to-face workshops or as part of the TAC event. The Council continued to offer a suite of guidance materials in conjunction with instructional video clips to disseminate information.

Education Program initiatives undertaken during the reporting period are detailed below:



Nine webinars were conducted on a range of topics including: fit and proper person requirements; Standards for RTOs 2025 – an overview; creating a child safe organisation; cultural awareness and cultural safety training; navigating inclusive VET environments; trainer and assessor requirements and two workshops on aspects of continuous improvement.



Two workshops were delivered to the Secondary School sector on the topics: *Making assessment decisions*; and *Standards for RTOs 2025 – an overview*.



An in-person event for TAC regulated RTOs titled *The Next Chapter: Insights into the 2025 Standards* was held in May 2025.

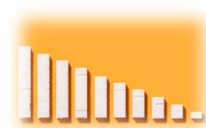
Three workshops were delivered at this event to support RTOs in preparation for 2025 Standards. These sessions focused on transitioning to the 2025 Standards; unpacking governance; and designing and delivering quality training. The event also provided opportunities for RTOs to network and meet Council members and Secretariat staff



TAC Fact Sheets provide RTOs with guidance about the Standards for RTOs. **Eight** fact sheets were updated or developed to align with the 2025 Standards.



An instructional video titled *Understanding the VET Sector* was published to assist RTOs in understanding the structure, purpose, and key stakeholders within the VET sector.



The *Snapshot of Compliance Trends* report was published, which provides RTOs a point in time insight into the quality of training and assessment services in the WA VET sector.

The Education Program was highly successful with **1409** participants attending workshops either in person or online during 2024 - 2025. During the 12-month period, attendance was prioritised for TAC-regulated RTOs to support preparation for the implementation of the 2025 Standards. Feedback received from participants post workshop confirmed the Program is effective in increasing the capability and understanding of participants in meeting the requirements of the 2025 Standards.

The Council provides opportunities for Program participants to provide feedback on an ongoing basis to inform continuous improvement. For example, feedback from the workshop titled *Transitioning to the Revised Standards* at the TAC Event were extremely positive as detailed in Figure 16 below⁶.

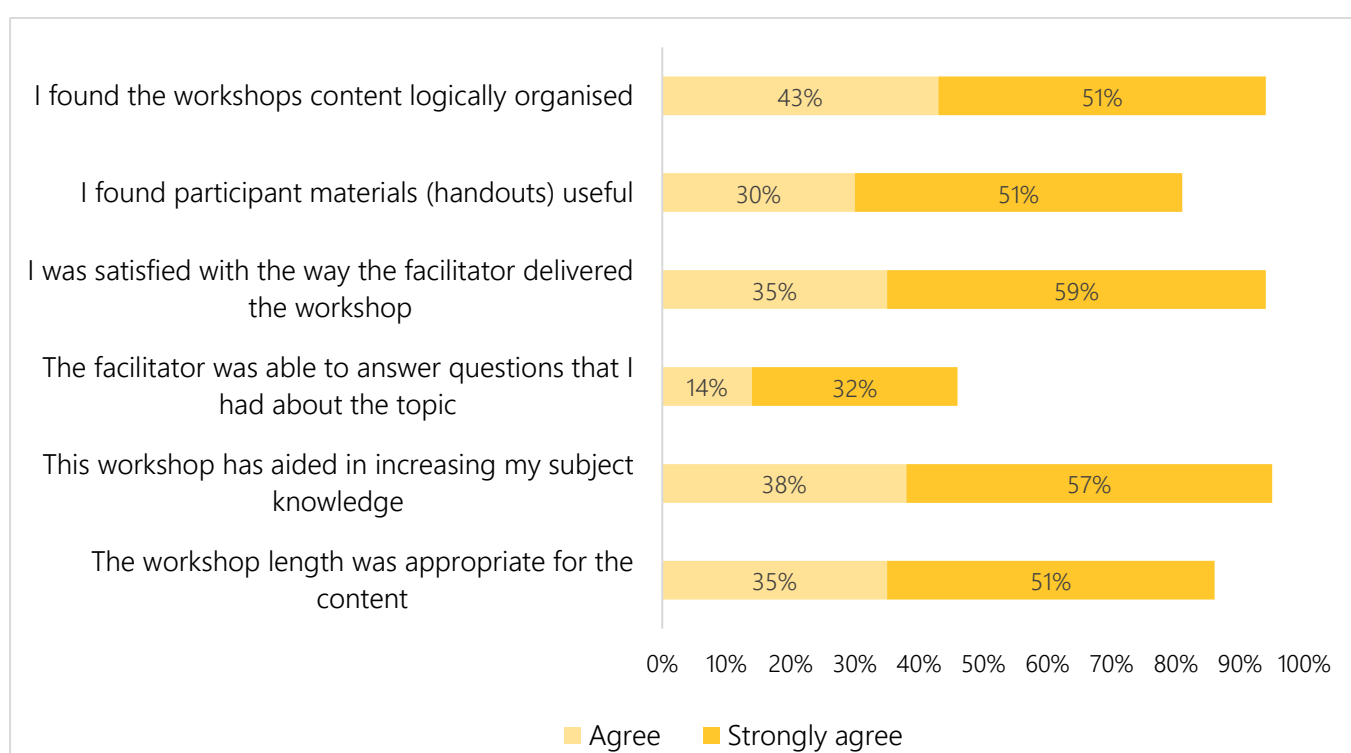


Figure 16 Example of Feedback from 2025 TAC Event

The Program will continue to be a significant focus for the Council in the next financial year as a key strategy to support the implementation of the 2025 Standards, support compliance obligations and quality training outcomes.

⁶ Responses to the criteria that 'the facilitator was able to answer questions that I had about the topic' were lower than for all other criteria. At the event, questions were lodged via Mentimeter but due to time constraints, questions could not be addressed. TAC subsequently published an FAQ on the website addressing the questions raised on the day.

6.2.2 Supporting RTOs in the Transition to the 2025 Standards

To support RTOs in the transition to the 2025 Standards and assist in TAC preparedness, the Council initiated two pilot programs with RTOs during the reporting period. The first pilot program was conducted during January–February 2025 and the second during March–April 2025. These pilots were an outcome of the work undertaken in the previous financial year to review the Council’s regulatory and audit approach including revisions to the audit report to align with the 2025 Standards.

The pilot programs provided the Council with an opportunity to test key processes such as audit approach, RTO application forms and reporting mechanisms. The pilots also provided important information on the effectiveness of the new draft audit report to report RTO compliance, informed auditor moderation activities, and identified additional education or guidance materials required to support RTOs during transition and post implementation of the 2025 Standards.

Ten RTOs participated in the pilot audits and included all TAC auditors and Secretariat staff.

Overall auditors provided positive feedback on the effectiveness of the audit report and audit process for the 2025 Standards. RTOs participating in the pilots indicated that the audit report would allow them to contextualise the evidence to their operating environment. The feedback from the pilot also provided information on additional guidance that would assist implementation. Many of these requests have been published or are due to be published early in the next financial year.

In addition to the pilot programs, the Secretariat also commenced work on updating its information systems to align to the revised Standards which included audit report requirements, RTO application processes and the online guidance on TAC’s website.

6.2.3 TAC Communication Strategies - Provision of Information

The Council actively provides information to RTOs and stakeholders to promote and support the delivery of quality services in the sector.

TAC Website

The website remains the Council’s primary communication portal and is the most frequently accessed information tool.

The website provides access to the RTO Portal, registration and course accreditation application forms, complaints handling information and forms, Council policies, published newsletters, the education program calendar and an extensive selection of education and guidance material related to the Standards.

During 2024-2025, the website had **225,499** page views with the most frequently visited pages being in relation to Announcements, Fact Sheets, Requesting Records, Standards for RTOs, the Online Guidance Hub and the Education Program.

TAC Newsletters

Council produces regular newsletters including the TAC Update and TAC Special Bulletin, as a key mechanism to communicate timely information to stakeholders.

As at 30 June 2025, the TAC Update had **3,461** subscribers.

Newsletters contain information on Council initiatives and policy matters, updates on State and national VET policy and regulatory matters, reminders about mandatory RTO reporting requirements and the Education Program.

During 2024-2025, the Council published and distributed:

12 TAC Updates

8 TAC Special Bulletins

1 Announcement

Social Media

During the year, the Council increased its digital content via its YouTube channel, LinkedIn account and Podcasts.

As at 30 June 2025 the Council's:

- **YouTube** channel had **736** subscribers and during the reporting period offered **11** new videos. YouTube content received **17,115** views, a **10%** increase on the previous reporting period;
- **LinkedIn** account had **785** followers, a **42%** increase from the previous reporting period; and
- podcast series 'TAC Talks' had been downloaded **539** times through various podcast apps and watched **1,177** times on YouTube during the reporting period.

RTO Portal

The Council's online RTO Portal provides RTOs with direct access to information linked to their registration including:

- their RTO contact details and scope of delivery; and
- capacity to submit applications and track progress through the system.

During the period, work progressed on enhancements to the TAC RTO Portal to ensure alignment with the requirements of the 2025 Standards. This work is scheduled for completion in the 2025–2026 reporting period.

Western Australian Training Awards

The Council continues to support the Western Australian Training Awards as a sponsor. Sponsorship of the awards aligns with its functions under the VET Act and reinforces the Council's on-going commitment to quality training and assessment in the VET sector.

6.2.4 Review of Council Policies and Operations

As part of its role in supporting the business of the Council, the Secretariat maintains a quality system that supports the Council's functions as a VET regulator and ensures compliance with a range of State and national requirements. The Council monitors the implementation of operational processes and procedures on an ongoing basis with refinements made as and when required.

During the reporting period, the review of the quality system resulted in changes to policies, processes or procedures to reflect regulatory changes or for continuous improvement purposes, for example amendments were made to the Accredited Course Policy, procedures and templates as well as email templates used to request additional evidence from an RTO.

The Secretariat also reviewed and implemented the following processes:

- following the introduction of amendments to the Standards for RTOs the Council updated the Fit and Proper Person Declaration and finalised the Fit and Proper Person Requirements (FPPR) Policy. The policy assists RTOs and the Council in ensuring compliance with the FPPR outlined in the Standards for RTOs.
- reviewed and updated the Application of Sanctions Policy following an amendment to the *Vocational Education and Training Act 1996*.

During the reporting period, the Council commenced a review of all TAC policies to ensure their alignment with the 2025 Standards. All policies will be progressively updated and form part of the Council's Quality Management System during the next financial year. The review timetable focuses on those policies most impacted by the new Standards.

6.2.5 TAC RTO Auditors and Accreditation Reviewers

The primary role of RTO Auditors is to undertake audits of RTOs to report on compliance against the Standards for RTOs. Accreditation Reviewers assess submissions for course accreditation to ensure they meet the requirements of the *AQTF2021 Standards for Accredited Courses*. RTO Auditors and Accreditation Reviewers appointed to the panel are listed in Table 1 (page 37).

Panel	Name	Organisation
RTO Auditors	Janelle Dawson	Janelle Dawson Pty Ltd
	Russell Docking	Skills Resource Management Systems Pty Ltd
	Sheevaun Gallacher	SG Consulting Pty Ltd
	Paul Hardman	Vocational Training and Skills Solutions
	Cherrie Hawke	Torque Holdings Pty Ltd
	Claire Werner	The Meyvn Group
Accreditation Reviewers	Russell Docking	Skills Resource Management Systems Pty Ltd
	Paul Hardman	Vocational Training and Skills Solutions
	Cherrie Hawke	Torque Holdings Pty Ltd

Table 1: Panel of RTO Auditors and Accreditation Reviewers as at 30 June 2025

Arrangements for RTO Auditors and Accreditation Reviewers

The Council's RTO Auditors and Accreditation Reviewers are appointed through a public tender process undertaken by the Department on behalf of the Council. The RTO Auditor and Accreditation Reviewer Panels commenced on 1 July 2020 and were appointed for a one-year period with four, one-year extension options. In 2024, the panel was granted a beyond term extension until 30 June 2026.

The Department, through the Secretariat, implements a performance management model for contractors appointed to the panels. To ensure consistency in the approach to RTO audits and reviews of course accreditation applications, the Secretariat facilitates moderation forums for contracted RTO Auditors and Accreditation Reviewers.

The forums provide:

- an important quality assurance mechanism;
- support consistency in audit practice and assessment of provider compliance; and
- provide Auditors and Reviewers with updates on State/national VET policy and regulatory developments.

During the reporting period **four** RTO Auditor moderation forums were held and **one** workshop was delivered to RTO Auditors and Accreditation Reviewers on developments in relation to the 2025 Standards.

6.3 PRIORITY 3: LEAD THE CONTINUOUS IMPROVEMENT OF THE VOCATIONAL EDUCATION AND TRAINING (VET) SECTOR

- Sector-wide risks are identified and effectively managed

The Council's biennial Regulatory Strategy is prepared in line with the Council's Risk Framework and conveys the Council's commitment to responding to state-based priorities, informs stakeholders about priorities the Council has identified as posing risks to the quality of VET, and the planned regulatory action to monitor and minimise those risks.

The Council publishes the Regulatory Strategy as a mechanism to engage and motivate RTOs to achieve quality VET outcomes for Western Australia through compliance with the Standards for RTOs.

6.3.1 Focus on Quality: *TAC Regulatory Strategy 2023-2025*

In August 2023, the Council's endorsed a two-year strategy titled [Focus on Quality: TAC Regulatory Strategy 2023-2025](#)⁷ (the Strategy). The Strategy identifies clauses from the Standards for RTOs and training products deemed high risk, considered the increase in renewal of registration audits over the period, and the planned introduction of 2025 Standards. The Strategy also outlined the Council's commitment to an education program to encourage and promote compliance.



While the Strategy is for a period of two years, the information provided below is in relation to activity during this reporting period only and not over the two years.

6.3.2 Monitoring of Systemic Issues linked to the Standards for RTOs

The Strategy focused on several clauses in the Standards for RTOs including:

- **Amount of Training | Clauses 1.1 and 1.2** – these clauses are critical in ensuring quality VET outcomes and were monitored in the scope of audits conducted by the Council. For the **543** instances⁸ where Clause 1.1 and Clause 1.2 were audited during the year, on average, **89%** were found to be compliant at main audit.
- **Sufficient Resources | Clause 1.3** – this clause ensures that the RTO has sufficient trainers and assessors, educational and support services, learning resources, and facilities and equipment. Of the **210** instances where the clause was audited, **94%** were compliant at main audit. The Education Program published a Fact Sheet *Facilities, Resources and Equipment*, and a podcast *TAC Talks Episode 22* on the same topic.

⁷ <https://www.wa.gov.au/government/publications/training-accreditation-council-regulatory-strategy-2023-2025>

⁸ 'instances' refers to the number of times the clause is reviewed across the scope of audits. In most cases, multiple training products are reviewed at audit which results in Standard 1 clauses being assessed multiple times.

- **Assessment System | Clauses 1.8 and 1.12** – assessment strategies including Recognition of Prior Learning (RPL), are an integral component of the VET system and RTOs must only issue certification to a learner assessed as meeting the requirements of the relevant training product. It is essential that RTOs undertake their assessments as per the Standards.

Of the **338** instances where Clauses 1.8 and 1.12 were audited during the reporting period, **57%** compliance was achieved for Clause 1.8 and **98%** compliance was achieved for Clause 1.12 at main audit.

Main audit outcomes for Clause 1.8 are the lowest levels of compliance for all clauses audited. These results demonstrate the need for Council to continue to focus on assessment practices by RTOs given its primary measure of integrity and quality VET outcomes.

Clause 1.8 will continue to be a strong focus area for the Council and its current offerings within the Education Program as well as to identify other opportunities to support RTO compliance.

- **Trainer and Assessor Competencies | Clauses 1.13 – 1.16)** – these clauses focus on the importance of ensuring a highly skilled VET workforce. It requires that trainers and assessors are vocationally competent and hold a training and assessment credential when undertaking delivery and/or assessments of nationally recognised training. Audit results indicate a high level of RTO compliance against all four clauses related to trainer and assessor competencies. Of the **683** instances where Clauses 1.13-1.16 were audited during the reporting period, on average **93%** were compliant at main audit.

The Council's Education Program included a webinar on *Trainer and Assessor Requirements* and released Fact Sheets on *Trainer and Assessor Requirements*; *Trainer and Assessor Requirements when Delivering Qualifications from the Training and Assessment Training Package*; and *Current Industry Skills and Knowledge*.

6.3.3 Monitoring of Systemic Risks linked to 'at risk' Training Products

Over the period, the Council finalised the strategy to undertake monitoring audits of RTOs with the following training products on their scope of registration:

- *CHC30121 Certificate III in Early Childhood Education and Care*, and *CHC50121 Diploma in Early Childhood Education and Care*; and
- *CPCWHS1001 Prepare to work safely in the construction industry*.

During the reporting period, **four** RTOs underwent a monitoring audit against these training products. **Two** were found to be compliant, while the **two** non-compliant RTOs achieved compliance upon rectification.

In addition to the monitoring audits, **one** RTO submitted application to add those training products to their scope of registration of which the **one** audit was non-compliant at main audit, and compliant at rectification.

The Council is committed to working collaboratively with industry regulators to address regulatory issues and RTO practices that may impact on quality training and assessment outcomes for students and industry. The Council will continue to monitor RTO delivery of the unit of competency *CPCWHS1001 Prepare to work safely in the construction industry* (White Card) and Early Childhood Education and Care qualifications in the next Strategy.



The Strategy also specified monitoring of RTOs in a number of 'at risk' training products and indicated that RTOs will be required to undergo an audit when applying to add the following training products to their scope of registration or if an RTO submitted an application to renew registration with these training products on scope. The training products included:

- *CHC33021 Certificate III in Individual Support;*
- *RIIWHS202E Enter and work in confined spaces;*
- *RIIWHS204E Work safely at heights;*
- *SIT20322 Certificate II in Hospitality; and*
- *TAE40122 Certificate IV in Training and Assessment.*

During the reporting period, **six** RTOs submitted **six** applications to add training products listed in the Strategy to their scope of registration. Of these **six** applications, **three** audits were completed and as at 30 June 2025, the **three** remaining applications were in progress.

In addition, **eight** RTOs were subject to renewal of registration audits which included one or more of the above training products.

Sector Monitoring of RTOs

Over the period, the Council monitored RTOs that had no or minimal regulatory assessment by the Council in the last three years or more. **Twenty** RTOs identified in this category were audited in the period. These **20** RTOs were audited a total of **22** times in the period, with **16** of the **22** audits (73%) compliant.

6.3.4. Strategic Reviews

Strategic reviews provide an in-depth analysis of systemic issues affecting the quality of VET outcomes faced by a particular industry area and enable the Council to respond to quality issues in a timely manner. The aim of strategic reviews is to ascertain whether RTOs providing training and assessment services are addressing the requirements set out in the Standards for RTOs, the nationally recognised training products and in line with industry expectations.

A strategic review of the first aid units of competency were identified in the Council's [*Focus on Quality: TAC Regulatory Strategy 2021-2023*](#)⁹ was finalised in this reporting period. While the majority of audits were completed in previous financial years, a summary of all audit outcomes is provided below.

Over the period of the review, **27** RTOs were audited. Key findings indicated that:

- **67%** of audits of the first aid units audited were found to be **compliant** at main audit.
- Of the RTOs found non-compliant at main audit, **all achieved compliance** following the standard 20 working days rectification period, except for **one** RTO that removed the non-compliant unit of competency from its scope.
- The unit HLTAID011 Provide first aid had the highest level of compliance at main audit (**71%**).
- Analysis of main audit, outcomes indicated the highest level of non-compliance was in the clause related to the RTOs assessment systems (**36%** of RTOs non-compliant at main audit) which supported stakeholder concerns in this area.
- RTO non-compliances in assessment included the way in which assessment was undertaken or did not capture student's knowledge accurately or sufficiently.
- There were good practice examples identified in the Review in which RTOs demonstrated being responsive to industry needs and that their training and assessment strategies and practices, including the amount of training they provide are consistent with the requirements of the training package and enable the student to meet the requirements (**96%** compliance with Clause 1.1).

Strategic reviews are managed by the Secretariat on behalf of the Council, with the guidance of industry stakeholders who provide invaluable input to the process. Review reports are published on the Council's website [wa.gov.au/tac](https://www.wa.gov.au/tac).

6.3.5 Continuous Improvement - Feedback from RTOs and Stakeholders

The *Standards for VET Regulators 2015* also require VET regulators to evaluate and improve their regulatory performance in regulating RTOs and accrediting courses. The Council values feedback from all stakeholders to ensure evolving changes to regulations, policies and processes are communicated on a regular basis.

Feedback from RTOs / Course Owners following Audit

The Council collects feedback from RTOs and Course Owners via audit surveys following completion of desk, hybrid and site audits, and accreditation reviews. This feedback is incorporated into the Council's continuous improvement processes.

⁹ <https://www.wa.gov.au/system/files/2023-07/tac-regulatory-strategy-2021-2023.pdf>

During the 2024-2025 period, **44 responses** were received, noting that responses are voluntary.

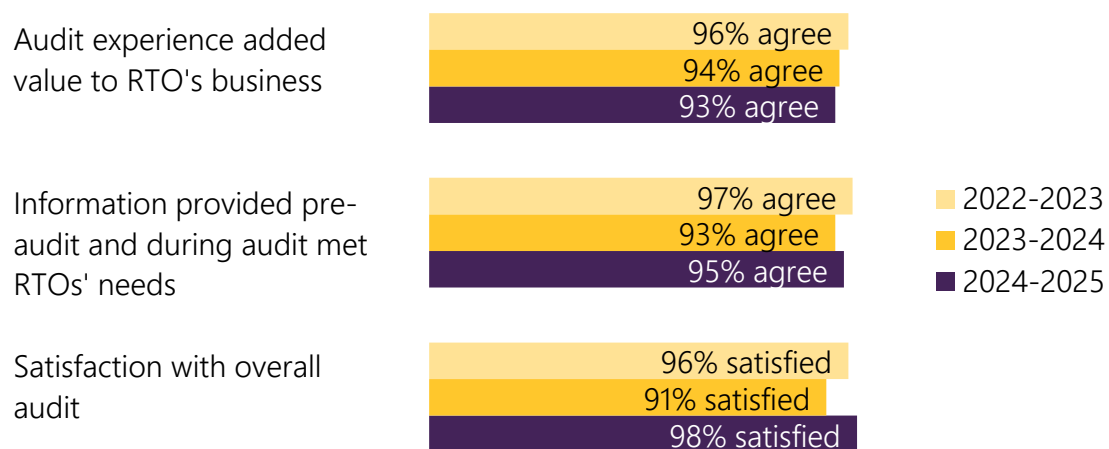


Figure 17 RTO/Course Owner Feedback Post Audit

6.4 PRIORITY 4: APPLY GOOD GOVERNANCE AND ACT IN THE PUBLIC INTEREST

- Independent and effective governance processes are maintained

6.4.1 Council Membership 2024-2025

Membership of the Council complied with the requirements of the VET Act during the reporting period, with **seven** members appointed by the Minister responsible. In June 2024, Neil Fernandes's term of appointment was completed and Mairead Dempsey was appointed as a member of the Council from 22 July 2024.

6.4.2 Operations of the Council

During the reporting period the Council was supported by the Department through the services of the Secretariat. In supporting the Council, the Secretariat's key roles included:

- revising and implementing the Council's Strategic Plan and Risk Framework, the *TAC 2023-2025 Regulatory Strategy*, and Education Program;
- processing applications for the registration and renewal of training providers, the variation of training provider scope and accreditation of courses for consideration by the Council; and
- provide high level advice on State and national VET regulatory and policy matters.

The Council has an established Code of Conduct developed in line with the Public Sector Commission's (PSC) Good Governance for Western Australian Boards and Committees. The Code of Conduct provides guidance about ethical conduct, public duties, legal responsibilities, and outlines the Council's approach to managing actual or perceived conflicts of interest. All members are required to abide with the Code of Conduct.

During the reporting period any conflicts were managed in line with the Council's established process. Advice on actual or perceived conflicts of interests including the Council's Register of Interest were provided to the Minister for Skills and TAFE during the reporting period.

Council meetings are held monthly to consider registration and accreditation applications, regulatory matters and key strategies to progress the work of the Council. The Council formally held **12** Council meetings over the 12 months to 30 June 2025.

The Council also considers matters 'out of session' ensuring matters are considered in a timely manner. During the reporting period the Council considered four items 'out of session'.

The Council also undertook a number of workshops throughout 2024-2025 to finalise the TAC Strategic Plan 2025-2027, review the TAC Risk Framework, and consider issues in relation to the implementation of the 2025 Standards.

6.4.3 Remuneration

Section 63 of the VET Act provides that Training Accreditation Council members are entitled to receive remuneration in the form of sitting fees. During the 2024-2025 reporting period, Council members received remuneration as outlined in Table 2.

Position	Name	Type of remuneration	Period of membership	Base salary/sitting fees	Gross/actual remuneration
Chairperson	Anne Driscoll	Annual	12 months	\$39,442	\$39,442
Member	Barbara-Anne Brown	Annual	12 months	\$22,150	\$22,150
Member	Keryn Carter	Annual	12 months	\$22,150	\$22,150
Member	Mairead Dempsey	N/A	11 months	\$0	\$0(a)
Member	Neil Fernandes	-	-	\$0	\$1,846(b)
Member	Louise Hillman	Annual	12 months	\$22,150	\$22,150
Member	Jill Jamieson	Annual	12 months	\$22,150	\$22,150
Member	Bill Swetman	Annual	12 months	\$22,150	\$22,150
					\$152,038

(a) Not eligible for remuneration in 2024-2025 as the member is a full time State Government employee.

(b) Not eligible for remuneration in 2024-2025 as the member's term of appointment completed on 30 June 2024, payment relates to remuneration for 2023-2024 paid in 2024-2025.

Table 2: Council Remuneration

6.4.4 Compliance with the Standards for VET Regulators 2015

The *Standards for VET Regulators 2015* outlines the national framework for VET regulators to ensure:

- regulation of RTOs and VET accredited courses uses a risk-based approach which is consistent, effective, proportional, responsive and transparent;
- consistency in the implementation and interpretation of the Standards for RTOs; and
- accountability and transparency in undertaking its regulatory functions.

An MoU between VET regulators ensures efficient and effective regulation across all jurisdictions including the application of the *Standards for VET Regulators 2015*, confirms collaboration arrangements, and the exchange of information between VET regulators. During the reporting period, the Council progressed a range of initiatives to ensure compliance with the *Standards for VET Regulators 2015* and these are detailed throughout the report.

6.4.5 The TAC Risk Framework

In the reporting period, the Council endorsed a revised TAC Risk Framework (the Framework) in support of the regulation and quality assurance of the VET sector in WA.

The introduction of the 2025 Standards provided the opportunity for the Council to review and adjust its Framework and regulatory approach to ensure it remains fit for purpose and in line with contemporary regulatory risk management frameworks.

The Framework is also designed in line with the Council's legislative requirements, the national *Standards for VET Regulators*; and with key aspects of the international standard on risk management, *AS/NZS ISO 31000:2018 Risk Management – Principles and Guidelines*.

The [TAC Risk Framework](#)¹⁰ is published on the Council's website.



Engagement with Stakeholders

Engagement with stakeholders is a key component of the Council's Risk Framework and Strategic Plan. The intelligence gathered through stakeholder engagement ensures appropriate and timely regulatory responses are identified to address risks within the Western Australian VET sector.

During the reporting period, the Council continued to proactively engage with stakeholders to strengthen information sharing and collaboration.

144 formal meetings were undertaken with various stakeholders including VET and industry regulators, State and Commonwealth Government agencies, Western Australian training councils, industry associations, employer groups and RTOs.

ENGAGEMENT ACTIVITIES

144 formal meetings



Key engagement activities included engagement and consultation with:

- industry regulators on the delivery of qualifications and units of competency linked to high risk work license outcomes, white card outcomes, heavy vehicle licensing, security industry, and early childhood education and care sector;
- industry and VET stakeholders in the development of the TAC Regulatory Strategy 2025-2027;
- the national Jobs and Skills Councils to discuss focus areas and projects;
- the Western Australian industry training councils to discuss quality of training across their respective industries; and
- government agencies and industry regulators with whom the Council has established memorandums of understanding (MoUs) for information sharing on VET issues.

The Council reviewed and, where required, updated MoUs held with industry, VET regulators, and government agencies.

¹⁰ <https://www.wa.gov.au/government/publications/training-accreditation-council-risk-framework>

VET Regulators

The Council formally met with the VET regulators, the Australian Skills Quality Authority (ASQA) and the Victorian Registration and Qualifications Authority (VRQA), **four** times during the reporting period to discuss quality reform, the 2025 Standards, and regulator activities. Additional meetings occurred during the reporting period to consider the development of guidance materials and communication strategies for the 2025 Standards.

National and State Government Agencies

As a key VET stakeholder, the Council continued to provide input into strategic policy and regulatory matters with State and Commonwealth Government agencies including the:

- DTWD on national training package development;
- Department of Transport regarding units of competency leading to heavy vehicle licensing;
- WA Police Force, in relation to security qualifications and licensing;
- Department of Communities, Education and Care Regulatory Unit regarding delivery in early education and care qualifications;
- Department of Energy, Mines, Industry Regulation and Safety in relation units of competency leading to the White Card and high risk work licences;
- Commonwealth Government Department of Employment and Workplace Relations (DEWR) on national VET Data Streamlining project (VDS),
- Commonwealth Government Department of Education on the National Skills Passport; and
- National Centre for Vocational Education Research (NCVER) regarding the transition from the *Australian and New Zealand Standard Classification of Occupations* (ANZSCO) to the *Occupation Standard Classification for Australia* (OSCA);

The Council also contributes to a number of reviews including the review of senior secondary pathways in August 2024, *Pathways to Post School Success - Review of WA senior secondary pathways*.

The Council works closely with the DTWD on matters impacting VET in Western Australia including information sharing in relation to areas of risk to the sector, particularly where decisions intersect or impact on VET regulatory activities and the requirements of the Standards for RTOs.

6.4.6 RTO and Stakeholder Feedback

In February 2025, the Council finalised the biennial survey of its RTOs and stakeholders. The surveys are a key mechanism for the Council to review and improve the way it regulates RTOs and accredits courses and seeks information that informs its regulatory services and education programs.

During the period, TAC appointed Research Solutions to conduct the:

- RTO survey undertaken as an online survey; and
- Stakeholder survey conducted as a telephone survey targeted at key stakeholders who had engaged with Council over the previous 12 months.

A total of **89 RTOs** participated in the online survey, representing **53%** of TAC regulated RTOs. A total of **21 stakeholders** participated in the survey, representing an **88%** response rate.

The perceptions of the Council's performance by both RTOs and stakeholders was very positive, with **93.5%** of RTOs and **88%** stakeholders rating the Council's performance as 'good' or 'excellent'.

The indicators which received the highest ratings in relation to Council's performance were:

- **RTO responses** – promotes and encourages continuous improvement of RTOs; provides timely advice to my organisation on its regulatory activities; provides quality advice about the VET Sector; and improves the quality of VET outcomes in Western Australia (WA).
- **Stakeholder responses** – being transparent in its regulatory activities; providing quality advice about the VET sector; and being open to hearing concerns about the quality of VET.

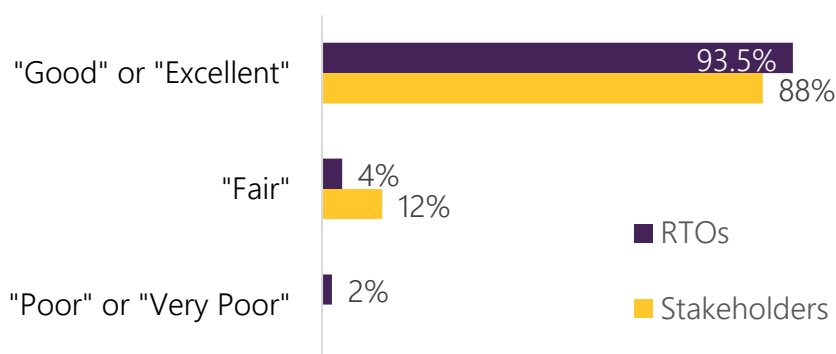


Figure 18 Perceptions of TAC's Performance

The Council continued to record a high level of satisfaction amongst RTOs. Results included:

- **87.8%** of respondents indicated that the desk and site/hybrid audits were worthwhile experiences.
- **87.8%** of RTOs rated the site/hybrid audit as 'good' or 'excellent',
- **94.7%** of RTOs rated the desk audit as 'good' or 'excellent'.
- **70.2%** of RTOs surveyed indicated they had attended a TAC webinar during the previous 12 months, with **95%** of RTOs rating their overall experience as 'good' or 'excellent'.
- over **97%** of RTOs rated all aspects of the workshops as 'good' or 'excellent'.

The survey findings assist in focusing Council priorities over the short to medium term and support the Council's ongoing commitment to:

- continually review and improve its systems and regulatory practices; and
- enhance its interactions and communications with RTOs and stakeholders.