

Effective: 11 June 2026

Version: 01-26

Purpose

The Training Accreditation Council (the Council) is committed to providing a quality service to its stakeholders. Our vision is that Vocational Education and Training (VET) in Western Australia is valued and trusted.

Who we are

Established by the *Vocational Education and Training Act 1996*, the Council is a contemporary and client focused regulator, responsible for the quality assurance and recognition of VET services in WA.

The Training Accreditation Council Secretariat (TAC Secretariat) supports the Council in the performance of its regulatory functions by:

- processing applications for registration and accreditation
- providing advice and assistance concerning registration and accreditation
- investigating complaints in accordance with the principles of natural justice and procedural fairness and
- providing education and guidance services

What we value

- 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.

Service Standards – Our commitment to you

In line with the *Standards for VET Regulators 2015*, the TAC Service Standards state the level of performance you can expect when dealing with the Council and TAC Secretariat.

General Enquiries

We aim to respond to all enquiries submitted to tac@dtwd.wa.gov.au within five working days.

Processing of Applications

If you lodge an application with the Council, we aim to acknowledge all applications within five working days of receipt.

Document title	Version	Date Approved	Document Number
TAC Service Standards	V01-26	11/06/2026	TWD/D26/0098552

Auditing and Audit Outcomes

When an audit is undertaken, we aim to submit audit reports to training providers within ten working days of the audit outcomes being considered by the Council.

Timeframes may be extended to accommodate audits of a large or complex nature. In these instances, you will be informed of the new timeframes.

Council Decisions

We aim to advise training providers and course owners/proponents within 10 working days of the outcome of any Council decisions.

Timeframes may be extended to accommodate audits of a large or complex nature. In these instances, you will be informed of the new timeframes.

Dispute of audit findings

Should a training provider wish to dispute an audit finding we aim to acknowledge receipt of the dispute within five working days.

Course accreditation

If you lodge a course accreditation or reaccreditation application with the Council, we aim to:

- acknowledge the application within five working days of receipt
- conduct an internal review within 20 working days from acknowledgement of receipt
- advise course owners/proponents within 10 working days of the outcome of any Council decisions.

Timeframes may be extended to accommodate accreditation reviews of a large or complex nature. In these instances, you will be informed of the new timeframes.

Complaints handling – Complaints about RTOs

If you lodge a complaint with the Council we aim to:

- acknowledge the complaint within five working days
- undertake an initial review of the complaint, and advise the complainant and respondent whether it falls under the Council's jurisdiction, within 15 working days of receipt of all supporting evidence
- complete an investigation of the complaint if required and advise the complainant and respondent of the outcome of any investigation.

Timeframes may be extended to accommodate complex complaint matters requiring more detailed examination of the compliant matters. In these instances, you will be informed of the new timeframes.

Where an audit is not required, we aim to investigate and finalise all complaints within 90 working days of lodgement with the Council.

Student Record Requests

If you have completed any nationally recognised training but have misplaced your certificate or statement of attainment, you should contact the RTO directly to request that your missing documents be reissued. All RTO contact details can be found on the [Your Career](#) website.

Since January 2015, RTOs have been required to submit National VET Provider Collections training data. This data includes a student's Unique Student Identifier (USI). Students can use their USI to access their national training record online in the form of a USI Transcript, visit the [USI](#) website.

If the provider that issued your qualification is no longer operating, you may still be able to access your records, provided the RTO submitted its student records to TAC when it closed. Information regarding student record requests is available on the [TAC website](#).

Should you wish to request an extract of your records from TAC, we aim to provide a letter that includes your extract within 10 working days.

Help us help you

To help us deliver our commitment to you, we expect that you will:

- understand and comply with the relevant laws as they apply
- provide timely, complete, and accurate information
- treat Council members, TAC staff and auditors with courtesy and respect
- allow adequate time for Council and TAC staff to provide a considered response to your enquiry
- be honest and fair in your dealings with TAC in line with the requirements of the legislation and Standards
- fulfil any financial or other obligations owed to the Council in a timely manner
- giving feedback about our service

What to do if you are not satisfied with our service

Complaints about TAC staff may be submitted via the

[Department of Training and Workforce Development: Enquiries, feedback and complaints](#)

Whether you are wanting to provide feedback or lodge a complaint about TAC, by contacting us you help the Department understand what's important to our stakeholders and where there is room for improvement.

Privacy

We handle your personal information in accordance with TAC Standards for Sharing Information and our responsibilities under the *Privacy and Responsible Information Sharing Act 2024* (PRIS).

Information collected by the Council is used for the primary purpose of the Council undertaking its functions outlined in the *Western Australian Vocational Education and Training Act 1996*. The information collected may be provided to relevant government agencies for secondary purposes that



are directly related to or provide benefit to the Council's primary function of quality assuring vocational education and training in Western Australia.

Legislation, Policies and Other Relevant Documents

- *Vocational Education and Training Act 1996*
- *Vocational Education and Training (General) Regulations 2009*
- *Privacy and Responsible Information Sharing Act 2024*
- *Standards for VET Regulators 2015*
- TAC Standards for Sharing Information
- Dispute of Audit Findings Policy
- Complaints about RTOs Policy

Policy Review and Approval

Council approval is required for endorsement of the TAC Service Standards.

The Service Standards are reviewed annually from the date of endorsement.