

Surveys of RTOs and Stakeholder Perceptions of Performance

2024



REPORT

Prepared by Research Solutions
for the Training Accreditation Council
Western Australia

TABLE OF CONTENTS

1.0	EXECUTIVE SUMMARY	4
1.1	Perceptions of TAC.....	5
1.2	TAC communication	6
1.2.1	TAC website, TAC LinkedIn and TAC Update/TAC Special Bulletins.....	6
1.2.2	Communication with TAC by email or telephone	6
1.2.3	The TAC customer service model.....	7
1.3	Lodging an application	7
1.3.1	The application process	8
1.3.2	The RTO Portal	8
1.4	Audits	8
1.4.1	Desk audits.....	8
1.4.2	Site/hybrid audits.....	9
1.4.3	Experience with the TAC audit team during the site audit	9
1.5	TAC's education program.....	9
1.6	Regulating the VET sector	10
1.6.1	Contract cheating services and inappropriate use of AI	11
1.6.2	Specific courses of concern.....	11
1.7	Conclusions	13
2.0	INTRODUCTION	14
3.0	METHODOLOGY.....	15
3.1	The questionnaire	15
3.2	Data collection	15
3.3	Data analysis	16
3.4	Profile of the RTO sample	17
3.5	Profile of the Stakeholder sample.....	18
REGISTERED TRAINING ORGANISATIONS (RTOs)		
4.0	RTO PERCEPTIONS OF TAC.....	20
5.0	LODGING AN APPLICATION	23
5.1	The Application Process	24
6.0	THE RTO PORTAL	26
7.0	TAC COMMUNICATION	29
7.1	TAC website, TAC LinkedIn and TAC Update/TAC Special Bulletins.....	29
7.2	Communication with TAC by email or telephone	31
7.3	The TAC Customer Service Model.....	34
8.0	AUDITS.....	35
8.1	The desk audits	37

8.2	The site/hybrid audit.....	39
8.3	Experience with the TAC audit team during the site/hybrid audit	41
8.4	Suggestions for ways in which TAC could improve any aspect of the audits it conducts.....	42
9.0	TAC EDUCATION PROGRAM	43
9.1	Perceptions of TAC webinars	44
9.2	TAC education webinar material on the website	45
9.3	Topics participants would like to have covered in webinars, podcasts and factsheets	46
9.4	Preferred mode of delivering TAC education program sessions	48
10.0	THE TAC REGULATORY STRATEGY 2023-2025	49
10.1	Future regulatory support.....	49
10.2	Prevalence of contract cheating services and inappropriate use of AI	50
11.0	RTO COMMENTS AND SUGGESTIONS FOR IMPROVEMENTS	51
STAKEHOLDERS		
12.0	STAKEHOLDER PERCEPTIONS OF TAC	54
13.0	TAC COMMUNICATION WITH STAKEHOLDERS	57
13.1	General communication with TAC	57
13.2	TAC website, TAC LinkedIn and TAC Update/TAC Special Bulletins communication	58
14.0	THE TAC EDUCATION PROGRAM	60
15.0	REGULATING THE VET SECTOR.....	62
16.0	FUTURE REGULATORY SUPPORT	64
16.1	Prevalence of contract cheating services and the inappropriate use of AI	64
17.0	QUALIFICATIONS THAT RAISE THE AREAS OF MOST CONCERN	66
18.0	APPENDICES	71
18.1	Technical Appendix - Sampling and Data Collection Specifics	71
18.2	Survey Research Appendix: Statistical Tests	75
18.3	Survey Questionnaires – RTO and Stakeholder	76



Research Solutions (WA) Pty Ltd
 ABN 16083 581 766
 24/60 Royal Street, East Perth, WA 6004
 PO Box 8618, Perth BC, WA 6849
 Telephone: (08) 9225 7772
www.researchsolutions.com.au

1.0 EXECUTIVE SUMMARY

The Training Accreditation Council (TAC) conducts a biennial survey of Registered Training Organisations (RTOs) and TAC stakeholders. The purpose of these surveys is to provide TAC with an understanding of how it is perceived by the RTOs it regulates and by TAC's stakeholders to ensure TAC is continually improving its communications and interactions. The survey also seeks feedback to help shape its regulatory services and education programs.

In 2024, TAC appointed Research Solutions to conduct its RTO and stakeholder perceptions surveys. The survey questions were similar to those of previous years with some fine tuning and updates. Hence, on most issues, the results of the 2024 survey can be compared to the benchmark survey in 2018 and subsequent surveys in 2020 and 2022.

This year, some additional questions were included to provide information on why survey participants gave 'fair', 'poor' or 'very poor' responses, which added to the length of the questionnaires.

A total of **89 RTOs** participated in the online survey, representing **53%** of TAC regulated RTOs. While the RTO survey received a total of 94 responses, this included five RTOs where both the registered contact and the legally responsible person for the RTO responded. The results are reported for all respondents except where the response provides percentages of RTOs, there are 4 instances where this occurs, and these results are footnoted. The 53% of RTOs responding to the survey in 2024 was lower than the proportion of RTOs responding to the 2022 survey (72%).

To investigate reasons for the lower rate of responses, a sample of the RTOs who had not completed the survey to that point were contacted by telephone to determine their reasons for not responding. The three main reasons were given:

1. For some RTOs the timing of the survey was problematic. The survey commenced 10 days before the beginning of Spring school holidays and whilst it remained open for a week into the fourth term, this period was described as extremely busy. In previous years, the TAC survey had been conducted a month earlier, particularly for schools as many of the school contacts are VET program or Year 12 coordinators who are extremely busy with exams and school leaver activities at this time of year.
2. The increased security of email systems with some RTO contacts reporting no recollection of receiving either emails from TAC regarding the survey or from the Research Solutions invitations and reminders, indicating that these emails may have gone into spam or quarantine mailboxes.
3. The large number of emails received by respondents each day and hence the email not being actioned at the time.

Based on these responses the survey timelines were extended, and a TAC Update was issued alerting RTOs to the survey and to check their emails.

The stakeholder survey was undertaken by telephone. The TAC provided contact details for 24 stakeholders, of whom 21 stakeholders were interviewed achieving a response rate of 88%.

In 2024, ratings of TAC's performance have continued to increase, and the small number of RTOs and stakeholders who rated TAC's performance as 'fair' or 'poor' provided some information to explain the reasons for the score they gave; these comments are given as constructive criticism. The comments come from a very limited number of respondents and are not reflective of RTOs and stakeholders generally and should not detract from the extremely positive results in this report.

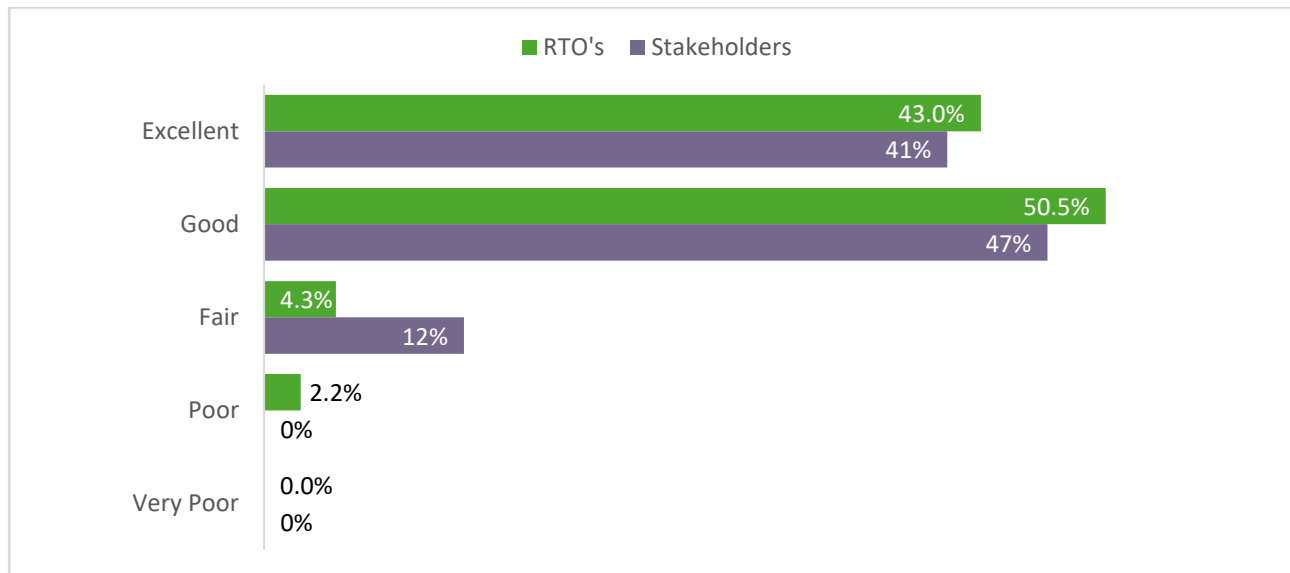
The scores for RTOs have been reported to one decimal place; however, the scores for stakeholders have been reported to whole numbers due to the small number of key stakeholders (21). Comparisons to 2018 are limited due to the evolving nature of the questionnaire, but there are extensive comparisons to 2020 and 2022. In comparison to the 2022 RTO survey, participants in 2024 are drawn from larger organisations,

with over a third of the sample in 2024 drawn from organisations with more than 20 employees; this compares to just over one in five (22.1%) of organisations with more than 20 employees in the 2022 study.

1.1 Perceptions of TAC

Overall perceptions of TAC continue to be very positive, with 93.5% of RTOs and 88% of stakeholders rating TAC as 'good' or 'excellent', as shown in Figure 1 below.

Figure 1: The Overall Perceptions of TAC



Q1. RTOs/Q2. Stakeholders - Please rate TAC's performance overall as a regulator. (RTOs n=93, don't know n=1; Stakeholders n=17, don't know n=4)

RTO and stakeholder perceptions of TAC's overall performance in 2024 are similar to those recorded in 2022 (91.3% and 91%, respectively), 2020 (89.2% and 90%, respectively) and 2018 (84.4% and 84%, respectively).

The areas which TAC was rated most highly by RTOs as a regulator are the same as in 2022:

• Promotes and encourages continuous improvement of RTOs	94.6%
• Provides timely advice to my organisation on its regulatory activities	93.4%
• Provides quality advice about the VET sector to my organisation	93.4%
• Improves the quality of VET outcomes in Western Australia	93.3%
• Is transparent in its regulatory decisions and activities	93.0%

All of TAC's ratings as a regulator received 'good' or 'excellent' performance scores from 89% or more of RTOs on each aspect of its role as a regulator measured. There has been a continuing trend of improvement in TAC's performance as a regulator in all aspects measured since 2018.

The areas which stakeholders rated TAC most highly as a regulator were:

• Being transparent in its regulatory activities	100% ↑
• Providing quality advice about the VET sector to our organisation	95%
• Being open to hearing concerns about the quality of VET	95%
• Acting on our organisation's feedback	93%
• Promoting and encouraging continuous improvement of RTOs	93%

↑ Indicates a statistically significant increase since 2022.

Being transparent about its regulatory activities has shown a significant improvement from 80% *'good'* or *'excellent'* ratings in 2022 to 100% in 2024.

For all other results, whilst some improvements were in the order of 15%-20% more stakeholders rating TAC as *'good'* or *'excellent'* compared to the 2022 results, the number of stakeholders is small and therefore, the results are not statistically significant.

1.2 TAC communication

Satisfaction with TAC's communication was measured for:

- The TAC website, TAC LinkedIn and TAC Update/TAC Special Bulletins; and
- TAC communication by email or telephone.

1.2.1 TAC website, TAC LinkedIn and TAC Update/TAC Special Bulletins

TAC was rated as *'good'* or *'excellent'* by 84.0% or more RTOs and by 93% or more stakeholders on each aspect of the TAC website, TAC LinkedIn and TAC Update/TAC Special Bulletins.

For RTOs, the highest performing aspects of the TAC website, TAC LinkedIn and TAC Update/TAC Special Bulletins were:

• Accurate information	98.9%
• Easy to understand information (clarity)	94.6%
• Helpfulness of information	94.6%

The highest performing aspects for stakeholders which received a score of 100% *'good'* or *'excellent'* were:

• Easy to understand information (clarity)	100%
• Helpfulness of information	100%
• Easy to navigate (the website)	100%
• Provides enough information	100%

Whilst the TAC website received a score of 84.0% *'good'* or *'excellent'* from RTOs (the lowest of all the scores), all stakeholders rated the TAC website as *'good'* or *'excellent'* in 2024. Overall, the results for 2024 from RTOs and stakeholders are similar to previous years, though all stakeholders rated the website as *'good'* or *'excellent'* this year.

1.2.2 Communication with TAC by email or telephone

Both RTO and key stakeholder communication with TAC overall was considered *'good'* or *'excellent'* by almost all RTOs (95.7%) and stakeholders (94%).

For RTOs, the areas of email and telephone communication with the highest percentage of *'good'* and *'excellent'* responses were:

• Respecting the privacy of the individuals involved	100.0%
• Respecting the confidentiality of my organisation	98.8%
• Courtesy	97.8%
• Impartiality	97.7%

Results for 2024 amongst RTOs are similar to those for 2022; both had similar levels of overall *'good'* performance and had a high level of RTOs rating their performance as *'excellent'*. In fact, some of these scores appear to have increased at the *'excellent'* level, though the sample is not large enough to identify these as a statistically significant increase.

For stakeholders, the highest levels of ‘good’ or ‘excellent’ responses to TAC’s email and telephone communication were:

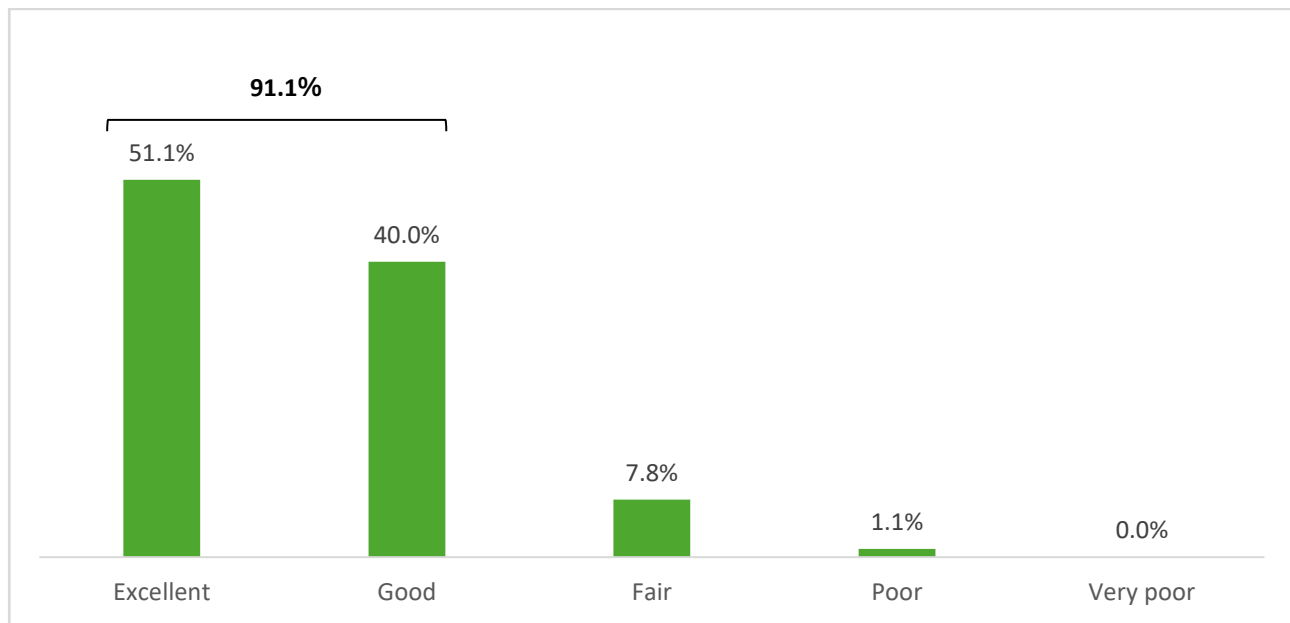
• The efficiency of response	100%
• The availability of follow-up assistance	100%
• Helpfulness	100%
• Impartiality	100%

In comparison to 2022, the results are statistically similar; however, in comparison to the results recorded in 2018, there has been significant improvements in the proportion of stakeholders rating TAC as ‘good’ or ‘excellent’ in terms of helpfulness, clarity of response and efficiency of response.

1.2.3 The TAC customer service model

The TAC customer service model assigns a Regulation Officer to each RTO and the Officer manages the RTO’s interactions with TAC. Most RTOs thought this was a ‘good’ or ‘excellent’ model, with over half of the RTOs rating this model as working ‘excellently’.

Figure 2: How well the TAC customer service model works



Q8. How well do you feel that TAC’s customer service model works? (n=90; don’t know n=4)

1.3 Lodging an application

Overall, 61.8%¹ of RTOs surveyed said they had lodged an application with TAC since 1 July 2023. This represents significantly more applications than in 2022 (49.3%). This may be due to a 30% increase in the number of organisations with over 20 employees in this year’s sample, and those organisations were 38% more likely to have lodged an application. The question was asked *has the organisation lodged an application with TAC during the 12 months since 1 July 2023*. As the survey was conducted between mid-September and the end of October, survey respondents may have perceived this period as being inclusive from 1 July 2023 to the date they completed the survey in September/October 2024 which is a period of approximately 15 months rather than the 2024/2025 financial year. This may also have contributed to the increased number of organisations who had lodged an application since 1 July 2023.

¹ The percentage is based on one response per RTO. In the case of the 5 RTOs where two people responded the second response has been removed from this percentage.

Those RTOs who had lodged an application with TAC rated their experience highly, with most RTOs (94.8%) rating their experience as *'good'* or *'excellent'*.

1.3.1 The application process

RTO satisfaction with the application process was high, with 94.8% rating their overall experience as *'good'* or *'excellent'*; the time taken for TAC to act on the application after RTO was notified that the application had been received was rated 93.0% *'good'* or *'excellent'*; and the helpfulness of the information on the TAC's website regarding making applications was rated 89.5% *'good'* or *'excellent'*. These results are similar to those recorded in previous years.

1.3.2 The RTO Portal

Most RTOs surveyed (89.9 %¹) had accessed the RTO portal since July 2023. RTOs' overall experience with application tasks on the portal was very positive, with 89.2% of users rating their experience as either *'good'* or *'excellent'*. Users' perceptions of all aspects of the RTO portal are high, ranging from 88.0% (*'good'* or *'excellent'*) for the ease of completing the task required to 93.9% (*'good'* or *'excellent'*) for easy access to the RTO portal.

The experience of using the portal has become increasingly positive since 2020. The upward trend in 2024, compared to 2022, whilst not a statistically significant improvement, appears to have continued with a 5% or better improvement in the *'good'* or *'excellent'* experience.

1.4 Audits

Just over half of the RTOs surveyed in 2024 (51.7%¹) have received an audit since 1 July 2023 (information provided by TAC). Further, under 20.0%¹ of organisations have had more than one audit. Twice as many RTOs have participated in a site/hybrid audit (42.7%¹), compared to those who had participated in a desk audit (20.2%). Some organisations had participated in both desk and site/hybrid audits (11.2%¹).

The majority of RTOs surveyed (87.8%) considered their audit(s) to be a worthwhile experience and the audit added value to the organisation in the following ways:

- It identified ways to continually improve
- It provided very helpful feedback
- It was a *'good'* learning experience
- It clarified what was needed
- It confirmed that the RTO's systems were functioning well.

1.4.1 Desk audits

The overall experience with the TAC desk audit was very positive, with 94.7% of RTOs rating the overall experience with the TAC desk audit as *'good'* or *'excellent'*. All RTOs scored TAC as *'good'* or *'excellent'* on all the desk audit metrics, and the majority of RTOs scored TAC as *'excellent'*; this is an outstanding result.

The performance results for the desk audit experience appear to have increased in 2024; however, the sample of organisations experiencing a desk audit is small (n=18), so most of the increases are not statistically significant.

¹ The percentage is based on one response per RTO. In the case of the 5 RTOs where two people responded the second response has been removed from this percentage.

1.4.2 Site/hybrid audits

Just under half of the RTOs participating in the survey had received a site/hybrid audit (42.7%¹). Most RTOs (87.8%) rated the overall experience as 'good' or 'excellent'. The overall performance of the site/hybrid audit on its key metrics is very high, with each aspect rated by over 90% of RTOs as 'good' or 'excellent'. With one exception the key metrics received an 'excellent' rating by over half of the RTOs participating in a site/hybrid audit. The results are similar to 2020 and 2022.

1.4.3 Experience with the TAC audit team during the site audit

The experience with the TAC audit team during the site/hybrid audit was very positive; all aspects of the site audit team measured receiving a rating of 'good' or 'excellent' by between 90.0% and 92.5% of RTOs audited. These results are very similar to those recorded in previous years.

1.5 TAC's education program

TAC provides RTOs with a range of educational opportunities to support compliance with the Standards, and this includes a range of webinars and published materials. Since 1 July 2023, 70.2% of RTO survey participants has attended or watched a TAC webinar, and five stakeholders had attended a TAC webinar or presentation.

RTOs rated the overall experience of participating in a TAC webinar very highly with 95.0% of RTOs rating their experience as 'good' or 'excellent'. All aspects of the TAC webinar measured received a 'good' or 'excellent' rating of 97.0% of RTOs or greater; this is an outstanding result. The results were similar to the ratings recorded in 2020 and 2022 for the workshop experience.

Four of the five stakeholders who participated in a TAC education webinar or presentation since 1 July 2023 rated their experience as 'good' or 'excellent'; most rated their experience as 'good' rather than 'excellent'.

TAC provides recordings and support material from its educational webinars on the TAC website. In the past 12 months, 61.7% of RTOs had accessed these recordings and/or support materials from the TAC website; this is similar to the incidence of accessing recordings and support materials for its workshops in previous years.

Almost all respondents who accessed educational webinar recordings and/or support materials rated the overall experience in accessing the materials highly and/or rated the information as helpful. These results are similar to the 2020 and 2022 results.

As part of its education program, TAC provides a range of educative opportunities to support compliance with the Standards for RTOs. Respondents were asked what topics they would like TAC to cover in its education program. The two main webinar topics were:

- Audit requirements, including internal audits
- The revised Standards - including more information on the revised Standards, the transition process to the revised Standards, and the differences between the old and revised Standards in each area.

Other key areas included:

- Validation
- Record keeping
- Assessment processes
- The requirements of the revised Standards in relation to student wellbeing and what was expected of RTOs.

¹ The percentage is based on one response per RTO. In the case of the 5 RTOs where two people responded the second response has been removed from this percentage.

Topics for podcasts and fact sheets were similar to those of webinars, and the most frequently mentioned topics were:

- The revised Standards for RTOs in 2025, including identifying changes to the current Standards
- Compliance/audit requirements, particularly internal audits and re-registration audits
- Validation processes
- Foundation information for new compliance officers and new RTOs
- Developing industry engagement and involvement
- Assessment processes and assessment tools development.

The preferred delivery method for participating in the TAC education program sessions was through webinars.

The most frequently mentioned topics that stakeholders would like TAC to cover in its education program are:

- What industry is seeking in terms of skills and knowledge for individual courses and how this compares to the curriculum taught in an RTO
- The revised RTO Standards and changes to the existing Standards
- Emerging regulatory issues
- Regular updates on what's happening nationally that relates to Western Australia
- Guidance for trainers and assessors
- Documentation to support trainers in general
- Subcontracting.

In addition to education topics, stakeholders also asked for:

- Regular meetings with TAC and proactive collaboration
- Support for students who graduate to ensure that they can apply their knowledge
- More information on the website for newly qualified students in the industry
- A simpler breakdown and guidelines on assessing units of competency; currently, too many methods for assessing units of competency were felt to lead to confusion, and lead to RTOs training to the lowest standard.

1.6 Regulating the VET sector

The *Focus on Quality: TAC Regulatory Strategy 2023-2025* (the Strategy) was developed in consultation with stakeholders. Most stakeholders rated the experience of providing input into the development of the Strategy 'good' or 'excellent'. Respecting the confidentiality of the organisation and the privacy of individuals was rated particularly highly, with all stakeholders rating this as 'good' or 'excellent' and the majority of stakeholders rating confidentiality and privacy as 'excellent'. Stakeholders gave a rating of 'good' or 'excellent' of between 88% and 93% for other aspects of the process; however, it should be noted that just over a third of stakeholders were unable to rate their experience as they stated that they were not involved in working with TAC on the Strategy or did not make comment on the Strategy in any way.

Most RTOs (90.3%) responding to the survey were aware of the Strategy, though just under one in four (23.7%) stated they knew a lot of detail about the Strategy. The majority of RTOs were aware of the Strategy but not familiar with the details (66.7%). This result is similar to 2022.

RTOs identified the same key areas of concern about VET as were raised in 2022:

- | | |
|---|-------|
| • Finding and keeping appropriately trained trainers and assessors | 33.0% |
| • Maintaining the currency and professional development of trainers | 30.9% |

New concerns raised by RTOs in 2024 included:

- Changes to the Standards and how it reflects on RTOs/navigating the revised Standards
- Governance and compliance changes resulting from the revised Standards
- Compliance and trainers' understanding of compliance obligations
- Industry engagement and adaptation to industry needs to ensure relevant courses.

This year, concerns about audits have declined with only three RTOs mentioning audits compared to over 50 RTOs mentioning audits in the 2022 survey.

Stakeholders were invited to nominate the three main concerns specific to their industry sector. The issues raised were diverse, and those issues identified by two or more stakeholders included:

- Navigating online delivery:
 - Definition of online learning and assessment
 - Enrolling students with low language, literacy and numeracy skills
- Assessing and verifying the competency of students
- Quality and consistency of training
- Compliance issues and compliance under the revised Standards
- Prevalence of contract cheating services and the inappropriate use of Artificial Intelligence (AI).

1.6.1 Contract cheating services and inappropriate use of AI

In total, 11.5% of RTOs surveyed had experienced students using contract cheating services or using AI inappropriately; this appears to have doubled since 2022. The impact of contract cheating services or the inappropriate use of AI was described as minimal; many required the student to re-submit the relevant assessment in their own words.

The tone of the responses indicated that the RTOs felt that they could deal with the outcome effectively through their own policies, including plagiarism policies and the student code of conduct.

Four stakeholders, one more stakeholder than in 2022, stated that their industry sector had experienced students using contract cheating services or AI for knowledge-based assignments in the past 12 months.

1.6.2 Specific courses of concern

Stakeholders were asked to identify the three qualifications or units of competency that raise the most concern for their industry or sector and the reason for their concern. Seventeen of the 21 stakeholders identified areas of concern as follows:

Industry areas:

- Rail
- Transport and logistics, including forklift operators
- Aviation
- Catering
- Dental
- Construction, including dogging, rigging and scaffolding
- Innovation and Climate Change
- Tourism
- Water and Energy
- Work Health and Safety

Training Products:

- Advanced Diploma of Cosmetic Dermal Science

- Certificate II in Security Operations
- Certificate III and IV in Individual Support
- Allied Health Qualifications
- Certificate IV in Motor Vehicle Driver Training
- Certificate IV in Work Health & Safety
- Certificate IV in Real Estate Practice
- Community Services Qualification
- Diploma of Children's Services
- Certificate III and IV in Early Childhood Education & Care
- Diploma of Nursing
- Graduate Diploma of Cosmetic Nursing & Injectables
- Diplomas of Marine Engineering and Diplomas of Maritime Operations
- The Standards of Training Certification and Watchkeeping
- Prepare to work safely in the construction industry (White Card)

Further details on the specific qualifications or units of competency that raised the concern and the reason for the concern are provided in section 17.0 (pages 66-69).

1.7 Conclusions

The RTO and stakeholder surveys continue to record high levels of satisfaction with TAC in all areas.

Overall, as in previous years, TAC's performance as a regulator remains very high amongst RTOs (93.5% 'good' or 'excellent') and stakeholders (88% 'good' or 'excellent'). Performance is also high on all key measures, thus indicating that both RTO and stakeholders believe TAC is performing very well.

TAC's performance in terms of communication with both RTOs and stakeholders remains high, with RTOs rating TAC's communication as above 90% ('good' or 'excellent') in all areas, except for the ease of navigating the website for RTOs (84.0%). The results are similar for stakeholders, although stakeholders unanimously felt that navigating the website was 'good' or 'excellent'. These ratings for its communication by both RTOs and stakeholders are to be congratulated.

Most RTOs (89.4%) reported that their organisation had accessed the RTO portal since 1 July 2023, with 88% of RTOs rating the RTO portal as 'good' or 'excellent'. In 2022, the RTO portal along with desk audits were the lowest performing areas. The scores for both areas on all metrics are higher this year.

Looking forward, the most significant requirement from RTOs is information and assistance with moving to the revised Standards, including identifying the differences between the current Standards and the revised Standards in each area. Further, there are some specific new areas RTOs would like information on, for example the RTO's obligation in regard to the well-being of each student, for which the RTOs would appreciate greater clarity and direction.

As in 2022, the proportion of RTOs and stakeholders who rate TAC's performance in all areas as 'good' or 'excellent' is high and, in many cases, between 90% and 100%. To continue to improve its service delivery, we recommend that TAC focuses on areas where its performance is rated as 'good' and seek to move their scores up the scale from 'good' to 'excellent', seeking to achieve a higher proportion of RTOs and stakeholders rating TAC's performance as 'excellent'; this is beginning to happen in some areas and will be an important trend moving forward.

Stakeholders who participated in the development of the Strategy rated the experience as 'good' or 'excellent' in the majority of instances; the lowest area was understanding my organisation's concerns, of whom 88% rated their experience as 'good' or 'excellent'. However, one in four stakeholders has not been involved in the development of the Strategy and hence could not comment. Awareness of the Strategy was high amongst RTOs, although familiarity with the content of the Strategy could improve; this suggests that encouraging readership and providing the Strategy in forms that are easier to digest could be considered.

Overall, the results for this survey of RTOs and stakeholders are very *positive*, and as a regulatory authority, TAC should, once again, be applauded for taking account of its survey results and working hard in those areas requiring a greater focus to increase its performance to meet the needs of its stakeholders and RTOs.

2.0 INTRODUCTION

The Training Accreditation Council (TAC) is an independent statutory body responsible for the registration of training organisations and accreditation of courses in Western Australia's Vocational Education and Training (VET) sector.

TAC's 2020-2024 Strategic Plan requires that TAC effectively registers training organisations, accredits VET courses to address the requirements of industry and the community, provides specialised and practical professional development opportunities and works collaboratively and extensively with State and Commonwealth governments, VET regulators and other stakeholders on VET policy and regulatory matters to fulfil its regulatory functions and inform its planning policies and services. This research provides one source of feedback from VET stakeholders.

This report provides the findings from two surveys conducted during September and October 2024; one with RTOs and the second with TAC's key stakeholders.

TAC appointed Research Solutions to conduct its 2024 RTO and stakeholder perceptions survey. The survey was sent to 169 RTOs in Western Australia. Just over half of these organisations received two links; one link sent to the legally responsible person in the RTO and a second to the registration contact. Each person received an email invitation to participate in the survey with an embedded link to the online survey to ascertain their perceptions of TAC's performance over the past 12 months.

A telephone survey was also conducted of 21 of TAC's 24 major stakeholders comprising government, industry, employer and professional associations. These stakeholders have regular contact with TAC and were interviewed by telephone.

The majority of the questions required the respondent to rate the performance of TAC on key measures, and where this rating was *'fair'*, *'poor'* or *'very poor'*, the respondent was asked to explain the reasons for their rating. This imposed a significant burden on respondents as there were over 50 possible questions where respondents were asked to explain their rating. The questions were made optional; however, they added to the length of the questionnaire and some *'flatlining'* has occurred with 16% of respondents (14 RTOs), giving the same rating out of five for most of the services provided. Many of these people took between five and ten minutes to complete the questionnaire, whilst the average time to complete the questionnaire was between 15 and 20 minutes.

Another impact of this additional questioning was that in a report where ratings, particularly from the RTOs, are very positive, the comments are generally rather negative, focusing on the improvements that TAC should be considering, making the report appear more negative than it is.

The results of the two surveys are detailed in the following pages of this report. The RTO results appear in the first section, and where feasible, comparisons have been made between the 2024 study and the 2022, 2020 and 2018 studies. The stakeholder results are documented in section two.

3.0 METHODOLOGY

A summary of how the study was conducted is described below; further details on the method are provided in section 18.0 Appendices – *18.1 Technical Appendix, pages 71-74*.

3.1 The questionnaire

The 2022 questionnaire was reviewed with a number of small updates made for the 2024 survey; however, the 2024 survey was essentially similar to the 2022 and 2020 surveys, enabling comparisons to be made over time. This year, again, some new questions focusing on why RTOs gave particular responses have been added to the survey, and a few of the rating scales have been updated to reflect TAC's current way of operating.

The questionnaire was discussed at the scoping meeting and then updated by Research Solutions. A final draft was approved by TAC. The alterations to the RTO questionnaire were then programmed into Web Survey Creator, an online Australian software package designed specifically for market research in Australia and compliant with the Privacy Act and its amendments. The questionnaire was tested online by both Research Solutions and TAC to review the RTO survey experience. A few minor alterations to the wording were undertaken before the questionnaire was finally signed off by TAC.

TAC emailed each of its RTOs and its 24 stakeholders in advance, informing them of the importance of: the survey; Research Solutions' appointment to undertake the survey; and asking them to complete the survey.

3.2 Data collection

Following TAC's email to RTOs and stakeholders informing them of the survey, TAC updated the list, removing the email addresses of those RTOs which had bounced back and providing alternate contact details for those stakeholders who were not available during the survey period. TAC then provided Research Solutions with two contact lists: the RTO contact list contained the details of the legally responsible person and the registration contact for each RTO (there were 264 contacts on the final RTO list, representing 169 operating RTOs) and the second list contained the contact details for the 24 stakeholders.

An invitation with a unique hyperlink was emailed to each RTO contact, and where there was no response to the first invitation, two reminder emails with the hyperlink repeated were sent to the RTO contacts and followed by a second email from TAC requesting the RTOs to participate in the survey. Where email addresses bounced back, or the RTO survey participant had blocked online survey participation, TAC assisted by seeking alternative email addresses.

The data collection occurred between 12 September 2024 and 14 October 2024. The online survey achieved a sample of 94 responses out of the 264 contacts on the list provided; these people represented 89 RTOs, providing an overall response rate of 53% of the RTOs surveyed. This is much lower than the response rate of 72% from the survey in 2022. On investigating the reasons for this by contacting some of the RTOs who had not responded to the survey, the research indicated that there were three reasons for the lower response rate.

- (1) **A timing issue.** The survey commenced about a month later than usual which was 10 days before the school holidays commenced and finished a week after the schools had returned, providing a longer than usual response time to accommodate the timing. This affected the response rate from both schools and many of the RTOs who follow the school term; about half of the usual number of schools responded. The issues were twofold:
 - At the end of term, teachers are extremely busy and then have a two break when many do not look at their emails, then in returning to school, they endeavour to catch up with their emails, but the beginning of the term is also very busy so emails can be missed.

- Many of the school contacts are VET program coordinators or Year 12 coordinators, and at this time of year, they are extremely busy with exams and school leaver activities.
- (2) **Increased security of email systems.** Some of the contacts reported not recalling seeing either the TAC email or the Research Solutions email, though they mentioned that it was unusual not to receive TAC emails. Hence, it may be that unsolicited emails are going into spam or are being quarantined for review, and sometimes people forget to check these. It is hard to judge how pervasive this issue is since it is often combined with the third issue below, where people receive so many emails that they can forget they received them.
- (3) **A large number of emails received** and hence the email from TAC/Research Solutions had not been actioned, possibly being added to the 'to do' pile. Potential respondents contacted by telephone expressed a desire to do the survey as they understood that it was important but said that the survey may have been buried by other more recent emails and was slipping backwards in the email inbox.

In 2024, a response rate from business surveys of 50% or better is considered to be high. By comparison, response rate to many business surveys can be as low as 5-10%. As the TAC sample size of RTOs is limited, we suggest that in future TAC considers moving to a mixed-mode approach using a combination of email with telephone follow-up to increase response rates returning them back to their original levels. In our experience State Government has progressively moved to a combination of online and telephone interviewing for business surveys over the past two to three years.

The stakeholder survey is undertaken by telephone, TAC provides contact details for 24 stakeholders. Two stakeholders were away for the duration of the study with no suitable replacements, and one could not be contacted. A sample of 21 stakeholders out of 24 stakeholders on the contact list (88%) was achieved.

3.3 Data analysis

The questionnaire comprised dichotomous questions (Yes/No), rating scale questions (generally using a five-point bipolar Likert scale with ratings ranging from '*excellent*' to '*very poor*'), and open-ended questions. The open-ended responses are appended to this report.

In the comparative analysis, the results are provided for the top two positive responses ('*good*' and '*excellent*'), and these are compared to previous surveys where the wording of the question has remained the same. The percentage of respondents is based on the number of people able to answer the question, that is, they exclude those who said, '*don't know*' or '*not applicable*'. No attempt has been made to weigh the results or assign weights to the rating scales.

The results for RTOs have been reported to one decimal place, and hence, when the responses are added, they may add up to 0.1% higher or lower than the actual figures appear to be; for example, some tables will add to 99.9% or 100.1%.

Research Solutions has only reported results which are statistically significant and this means that the observed results could not have reasonably have occurred due to chance, and reflect a different result for that group of RTOs or a different result year on year.

When reviewing the results of the surveys the maximum sampling error for:

- The RTO survey is $\pm 7\%$ at the 95% level of confidence.
- The stakeholder survey is $\pm 8\%$ at the 95% level of confidence.

Sample sizes for RTOs and stakeholders are considered reliable and representative of their population.

3.4 Profile of the RTO sample

Note: The sample size for each of these charts is based on valid responses provided by RTO respondents.

Figure 3: Location

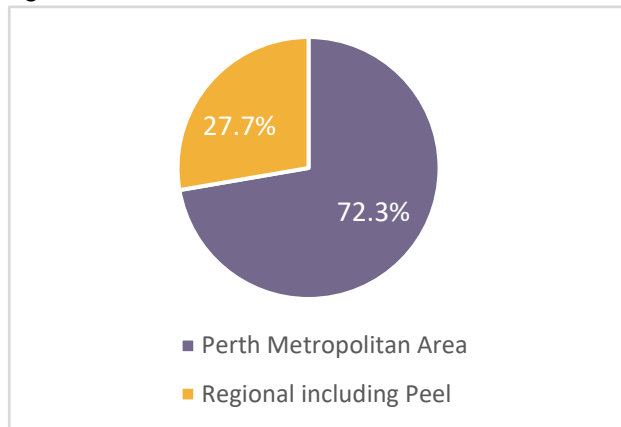


Figure 4: Length of time in Business

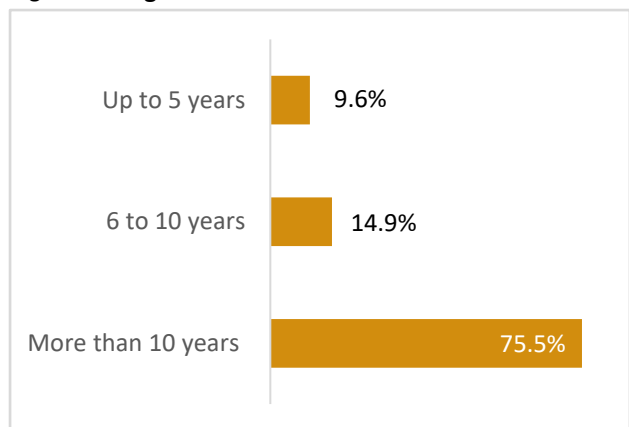


Figure 5: Number of employees

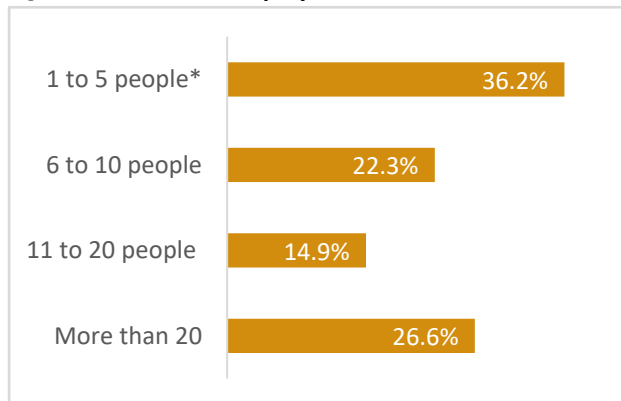


Figure 6: Type of Organisation

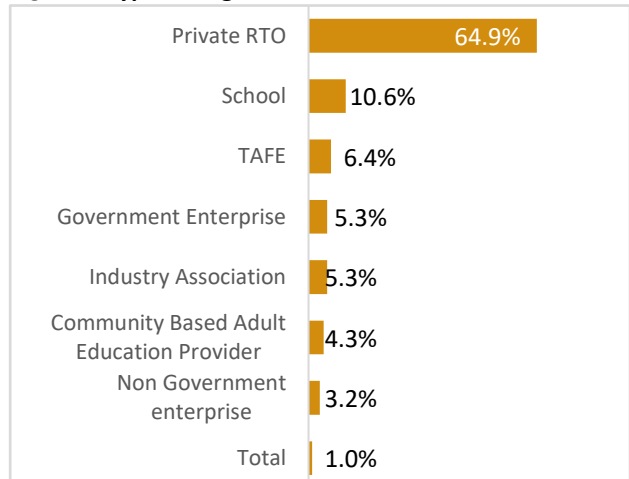


Figure 7a: Number of trainers/ assessors

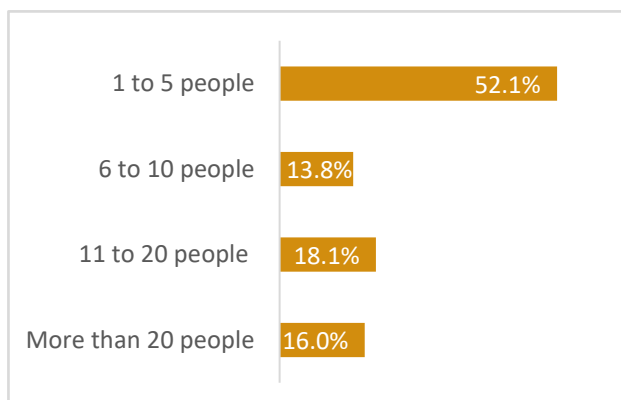
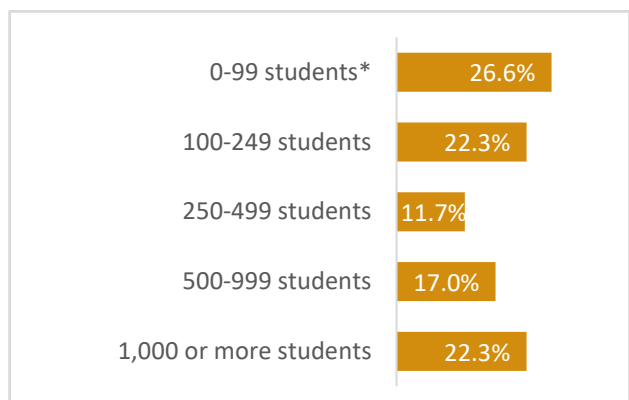


Figure 7b: Number of students

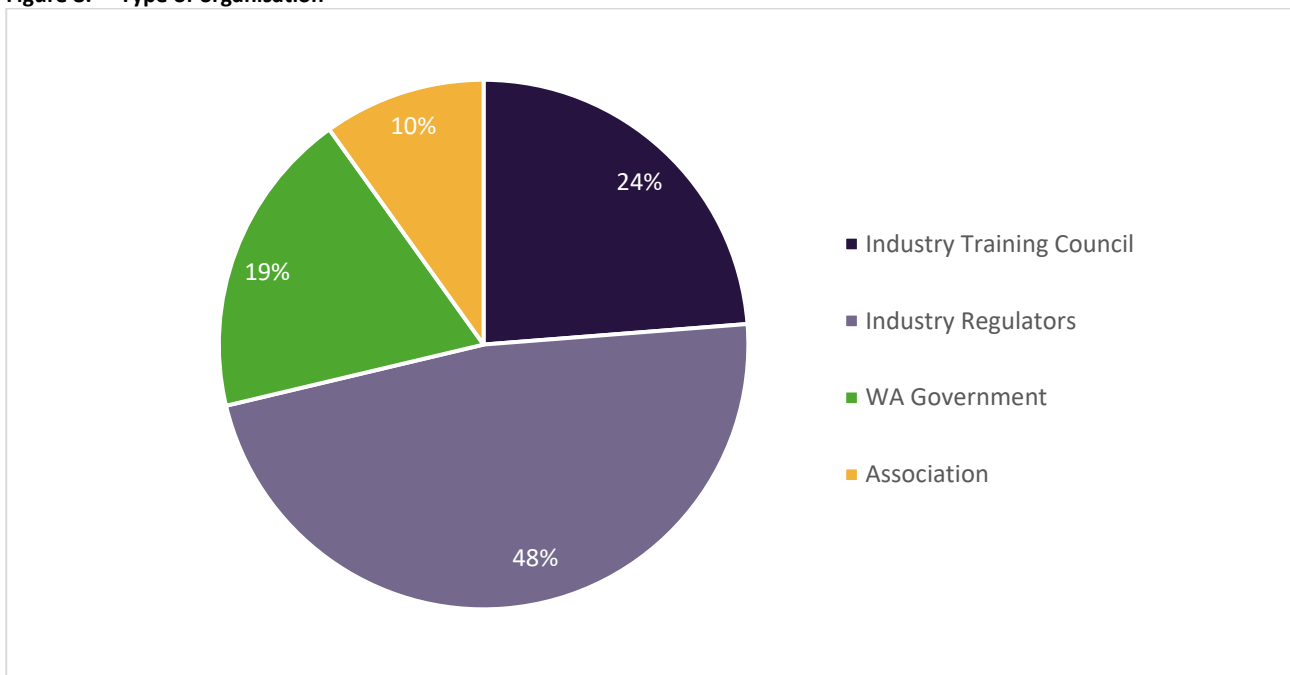


* Due to rounding to one decimal place, percentages do not add to 100% exactly.

In comparison to 2022, whilst the overall sample size is smaller (n=94), survey participants in 2024 are drawn from larger organisations, with 26.6% of the sample in 2024 drawn from organisations with more than 20 employees, compared to 22.1% of organisations with more than 20 employees in the 2022 survey.

3.5 Profile of the Stakeholder sample

Figure 8. Type of organisation



Q. Stakeholder questionnaire: Type of organisation (sample size n=21)

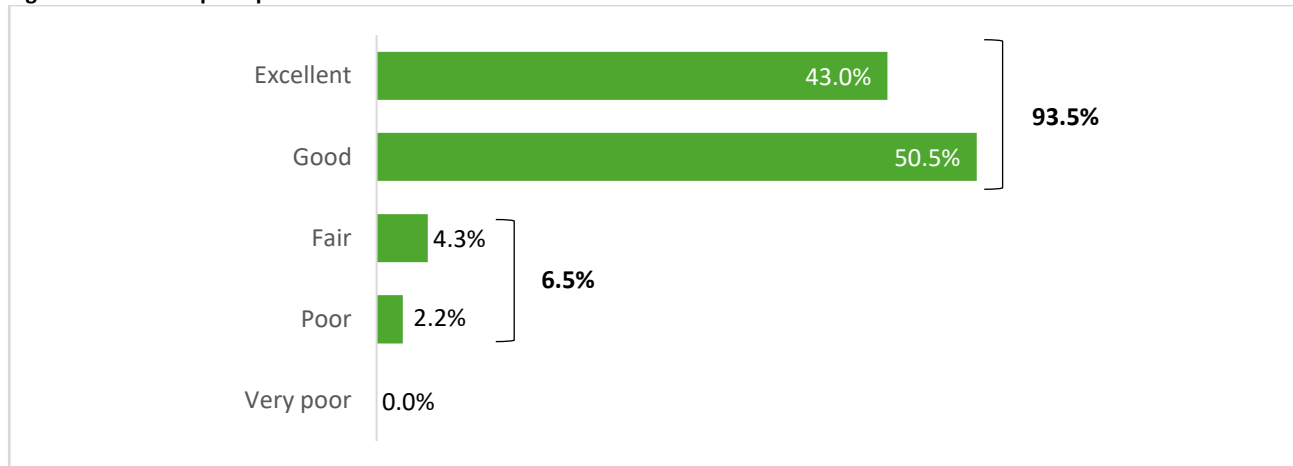
REGISTERED TRAINING ORGANISATIONS (RTOs)



4.0 RTO PERCEPTIONS OF TAC

Overall perceptions of TAC continue to be very positive with 93.5% of respondents rating TAC as ‘good’ or ‘excellent’. Only 2.2% of respondents rated their overall perception of TAC as ‘poor’. These results are similar to the results in 2022 (91.3% ‘good’ or ‘excellent’), 2020 (89.2% ‘good’ or ‘excellent’) and 2018 (84.4% ‘good’ or ‘excellent’), showing an increasingly positive trend since 2018.

Figure 9. Overall perceptions of TAC

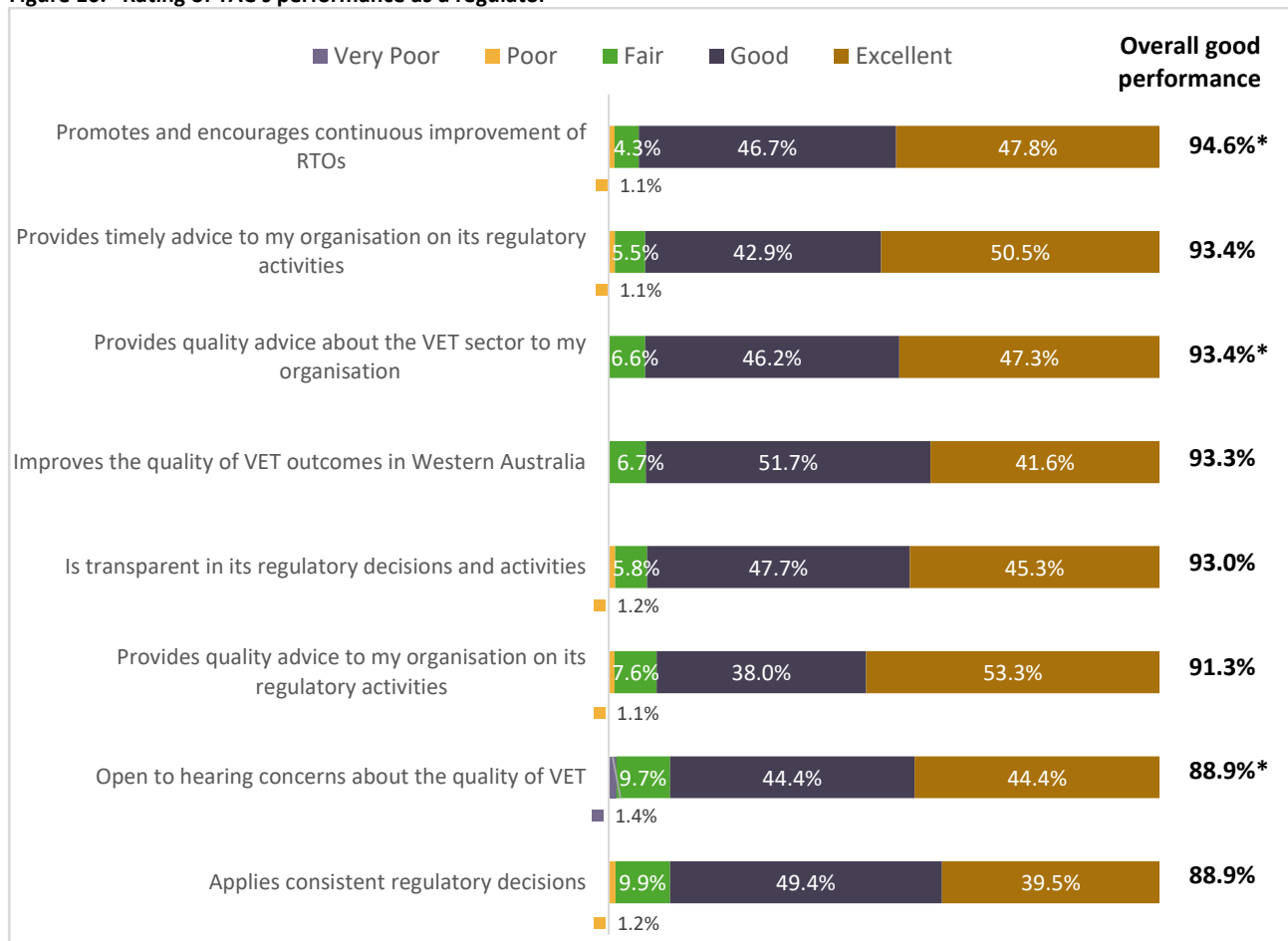


Q2. Please rate TAC's performance overall as a regulator. (n=93, don't know n=1)

Perceptions of TAC's overall performance were similar regardless of location; that is, metropolitan-based RTOs were equally likely to rate TAC's performance highly as were regional RTOs, and neither size of business nor length of time in business impacted upon RTOs' perceptions of TAC's performance.

Respondents who gave ‘good’ or ‘excellent’ ratings were not asked their reasons for doing so; only one RTO rated TAC's overall performance as ‘fair’ due to receiving no feedback from a desktop audit.

TAC's performance as a regulator in all aspects was very positive, with 88.9% or more of RTOs rating TAC as either ‘good’ or ‘excellent’ for each aspect (Figure 10 overleaf). There is some indication that organisations with 6-10 trainers tended to rate TAC as ‘good’ rather than ‘excellent’ on each of the measures; this is most pronounced for ratings of TAC overall as a regulator and for TAC improving the quality of VET outcomes in Western Australia, where none of the organisations with 6-10 trainers/assessors rated TAC as ‘excellent’, though over 90% of these RTOs gave TAC a ‘good’ rating. There are no defining features of RTOs with 6-10 trainers/assessors except that they are more likely to include Non-Government Enterprises, and most have less than 250 students.

Figure 10. Rating of TAC's performance as a regulator

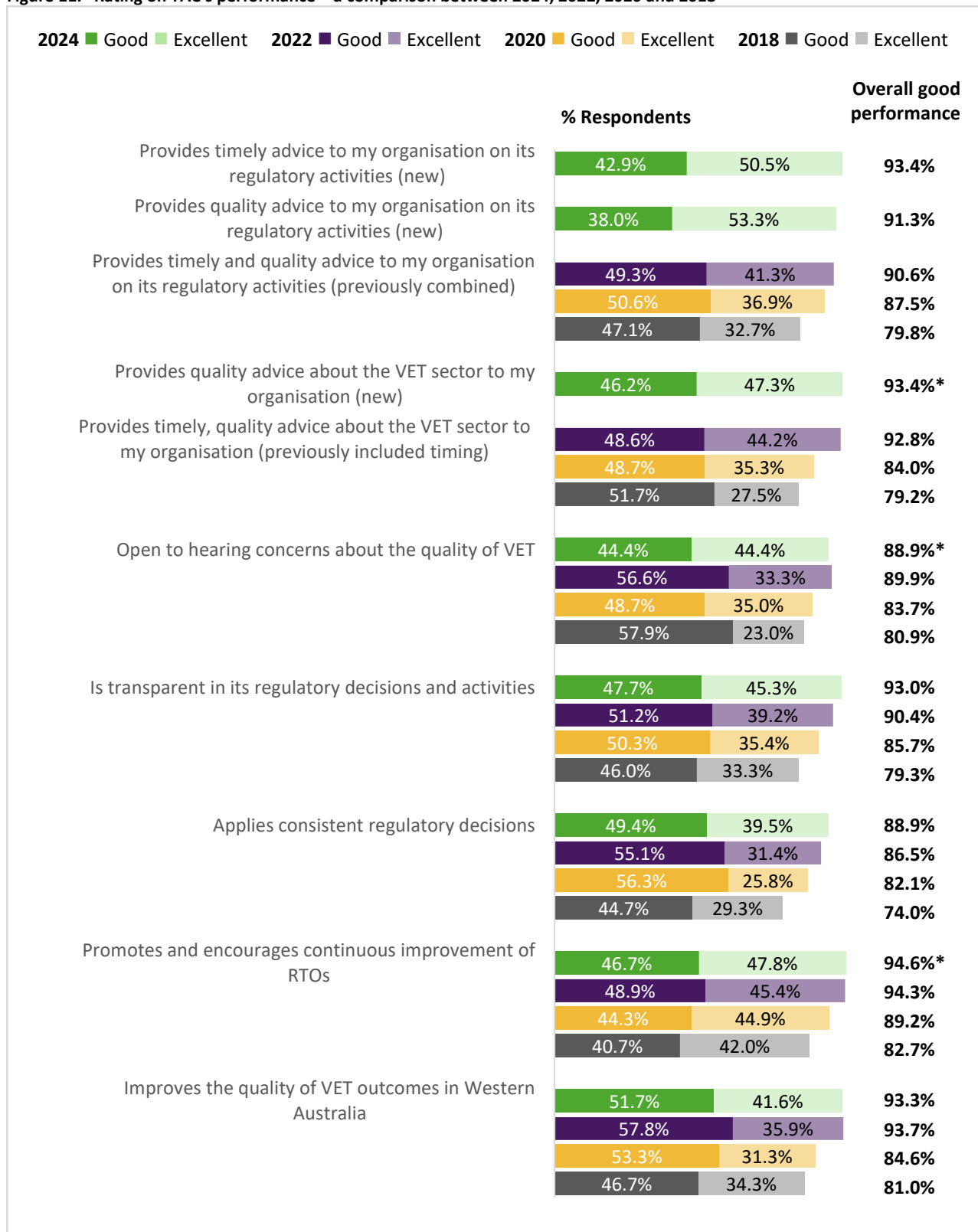
Q2. Please rate TAC's performance overall and then in each of the following areas... (n=72-92; don't know n=2-22)

*Note: The 'good' and 'excellent' performance do not always add up to the overall good performance score due to rounding to one decimal place.

The results for each aspect of TAC's performance measured in this section were similar regardless of the location of the RTO, the RTO's time in business and for the three measures of RTO size: number of employees, number of trainers and number of students.

Compared to the previous study in 2022, the results for each aspect in 2024 were similar to those recorded in 2022. However there has been a continuing trend of improvement with TAC's performance on all aspects measured since 2018 (Figure 11 overleaf).

Figure 11. Rating on TAC's performance – a comparison between 2024, 2022, 2020 and 2018



Q2. Please rate TAC's performance overall and then in each of the following areas... (2024: n=from 72 to 92; don't know n=2-22) (2022: n=54-138; don't know n=2-87) (2020: n=79-160; don't know n=0-86) (2018: n=53-153, don't know 2-102).

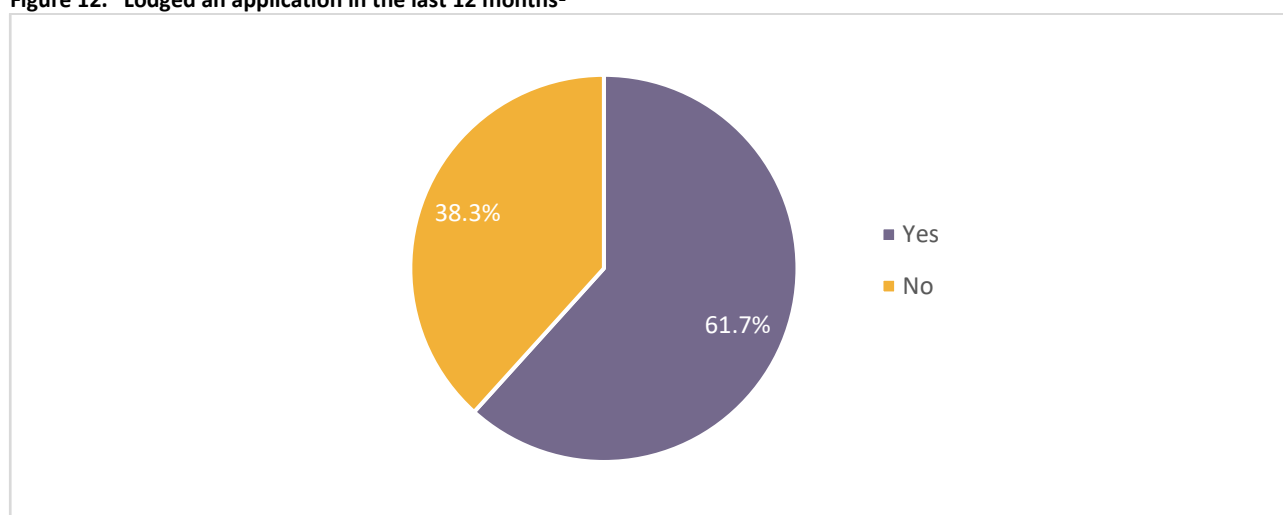
*Note: The 'good' and 'excellent' performance do not always add up to the overall good performance score due to rounding to one decimal place.

5.0 LODGING AN APPLICATION

Overall, 61.7%¹ of RTOs surveyed said they had lodged an application with TAC since 1 July 2023. This represents significantly more applications than in 2022 (49.3%). Detailed analysis showed that there was no difference in the lodgement of applications of RTOs regardless of whether they were based in metropolitan or regional areas or the length of time in business. However, there was a 30% increase in the number of organisations with over 20 employees responding to the survey this year, and those organisations were 38% more likely to have lodged an application.

Further the question asked was “*has the organisation lodged an application with TAC during the 12 months since 1 July 2023*”. As the survey was conducted between mid-September and the end of October, survey respondents may have perceived this period as being inclusive from 1 July 2023 to the date they completed the survey in September/October 2024 which is a period of approximately 15 months rather than the 2024/2025 financial year. This may also have contributed to the increased number of organisations who had lodged an application since 1 July 2023.

Figure 12. Lodged an application in the last 12 months¹



Q9. Has your organisation lodged an application with TAC during the 12 months since 1 July 2023? (n=89)

For those RTOs who had lodged an application with TAC, the majority rating their experience as ‘good’ or ‘excellent’ (94.8%) and one in three rated their experience as ‘excellent’ (36.2%). Only 3.4% of RTOs rated their experience lodging an application as ‘fair’, and only one respondent rated their experience lodging an application as ‘very poor’.

The results for lodging an application were similar regardless of the location of the RTO, the RTO’s time in business and for the three measures of RTO size: number of employees, number of trainers and number of students.

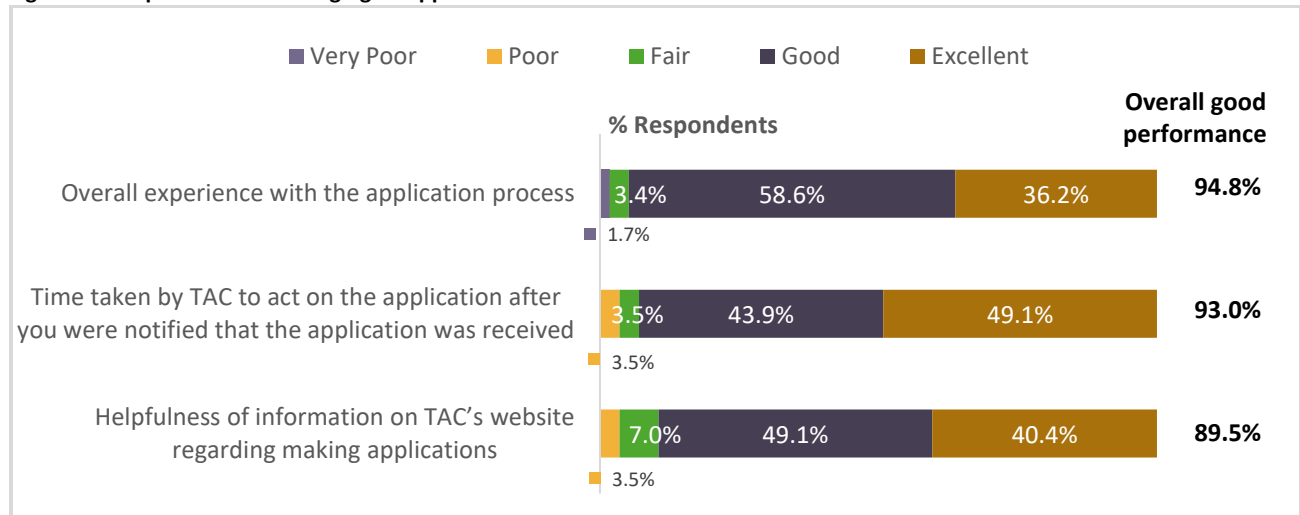
The RTOs’ experience across the various metrics measured in lodging an application is shown in Figure 13 on the following page.

¹ The percentage is based on one response per RTO. In the case of the 5 RTOs where two people responded the second response has been removed from this percentage.

5.1 The Application Process

The results show that for RTOs, the overall experience in lodging an application was ‘good’, with one in three RTOs rating it as ‘excellent’. In all, 94.8% of RTOs rated TAC’s performance as ‘good’ or ‘excellent’, as shown in Figure 13 below. The results are also very positive for the time taken to act on the application and the helpfulness of the information on TAC’s website.

Figure 13. Experience when lodging an application

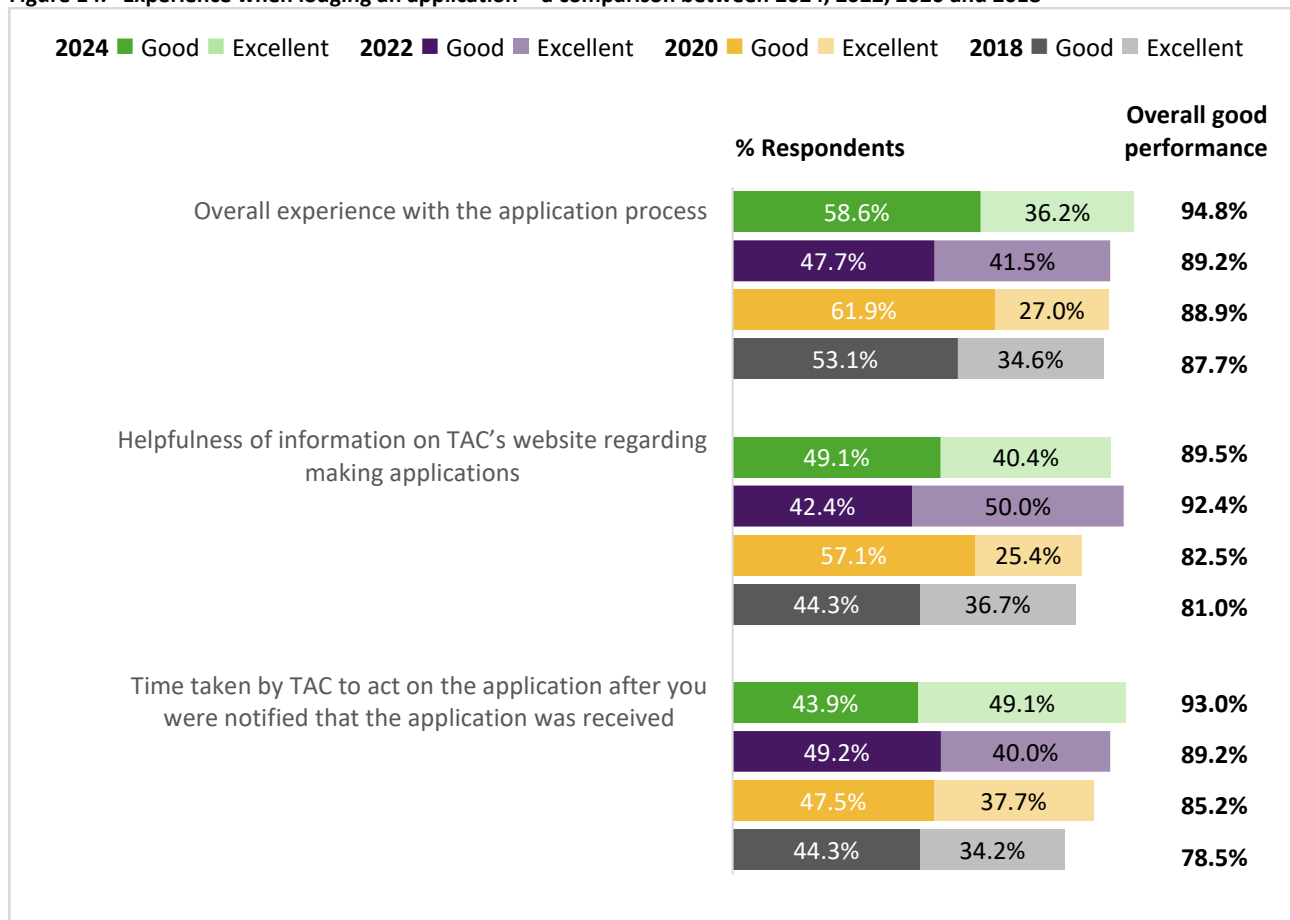


Q10. Please rate your application experience based on the application/s that you have submitted to TAC? Filtered by those who had lodged an application (Sample size n=57–58; Don’t know 1-2)

One respondent gave a ‘very poor’ rating to their overall experience with the application process (1.7%); other low ratings were in relation to the helpfulness of information on TAC’s website regarding making applications (3.5% rated as ‘poor’) and time taken by TAC to act on the application after notification that the application had been received (3.5% rated as ‘poor’). Private RTOs, both in the metropolitan area and country areas, were the only Provider type to rate any aspect of the application process as ‘fair’, ‘poor’ or ‘very poor’.

Across all three aspects of the application process, the measures of performance are broadly statistically similar to those recorded in 2022, 2020 and 2018, as shown in Figure 14 over page.

Figure 14. Experience when lodging an application – a comparison between 2024, 2022, 2020 and 2018

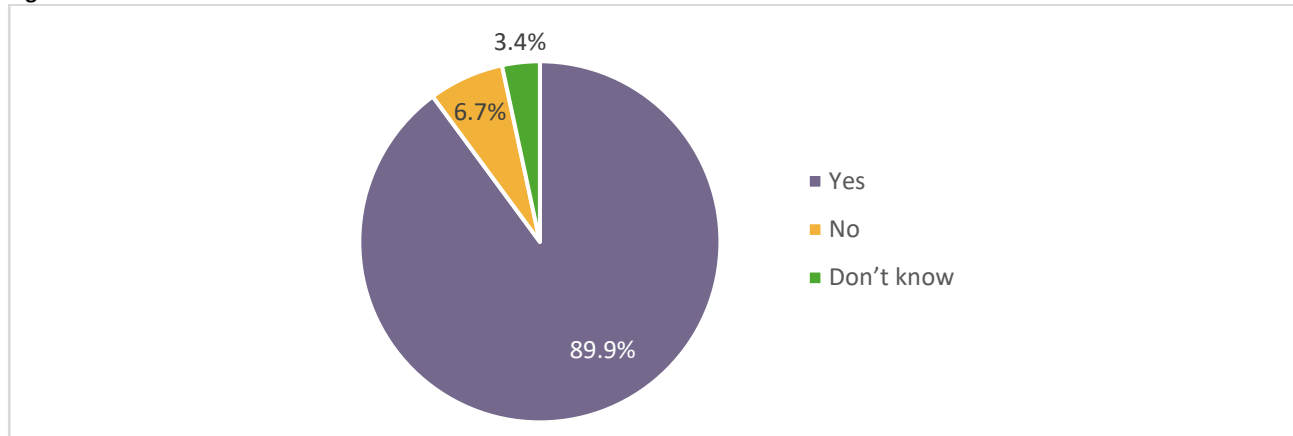


Q10. Please rate your application experience based on the application/s that you have submitted to TAC? Filtered by those who had lodged an application (2024: Sample size n=57–58; Don't know = 1-2) 2022: Sample size n=65–66; Don't know= 1-2) (2020: Sample size n=30–60; Don't know= 3-33) (2018: n=77-81, don't know 0-4)

6.0 THE RTO PORTAL

Most RTOs surveyed (89.9%¹) said that their organisation had accessed the RTO Portal since 1 July 2023. These results are almost identical to those of the 2022 survey and are shown in Figure 15 below.

Figure 15. Accessed the RTO Portal in the last 12 months¹

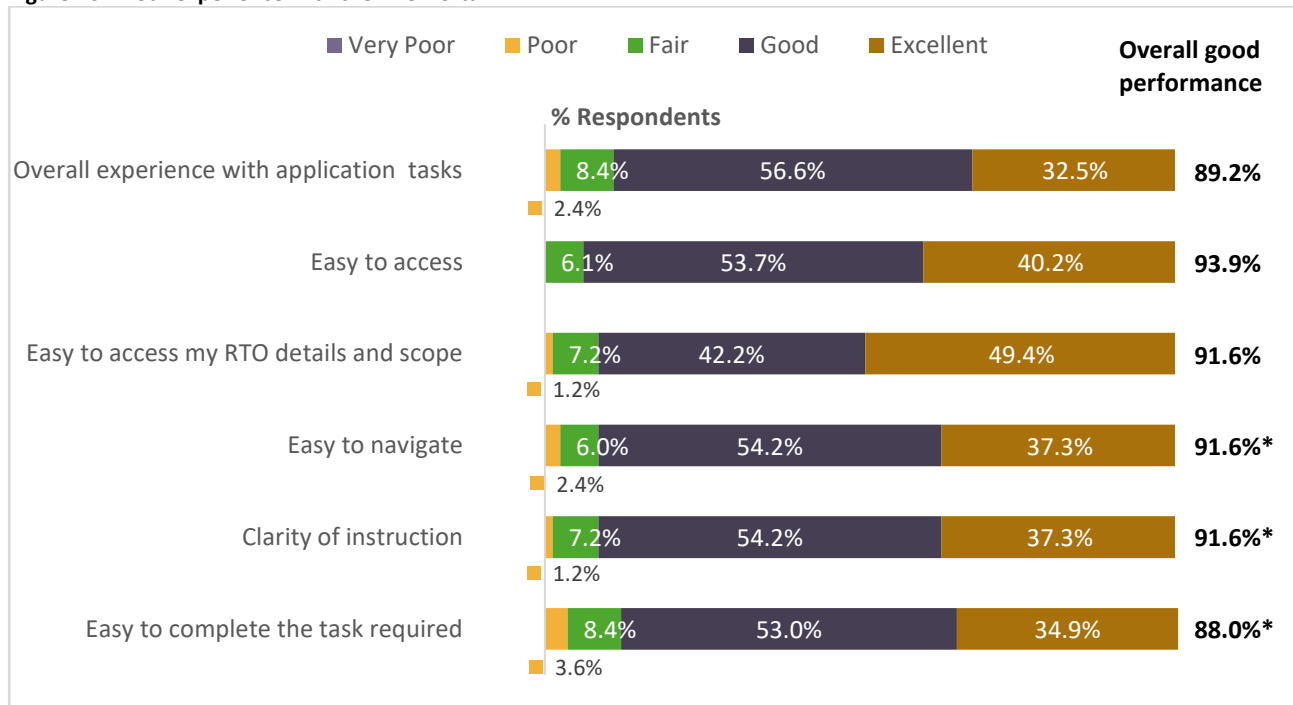


Q12. Has your organisation accessed the RTO Portal during the 12 months since 1 July 2023? (n=89)

**Note: The 'good' and 'excellent' performance do not always add up to the overall good performance score due to rounding to one decimal place.*

The RTO portal users' overall experience was very positive, with 89.2% of users rating the overall experience as either 'good' or 'excellent', as shown in Figure 16 below. The performance of the RTO portal was also very high in a range of aspects, as shown in Figure 16 below.

Figure 16. Your experience with the RTO Portal



Q13. Please rate your experience with the RTO Portal; filtered by those who have used the portal (n=82-83; don't know=1-2)

**Note: The 'good' and 'excellent' performance do not always add up to the overall good performance score due to rounding to one decimal place.*

¹ The percentage is based on one response per RTO. In the case of the 5 RTOs where two people responded the second response has been removed from this percentage.

The RTO portal users' experience was similar regardless of the location of the RTO, the RTO's time in business and for the three measures of RTO size: number of employees, number of trainers and number of students.

Survey participants who rated the overall experience with application tasks on the RTO portal as *'fair'* and *'poor'* commented on:

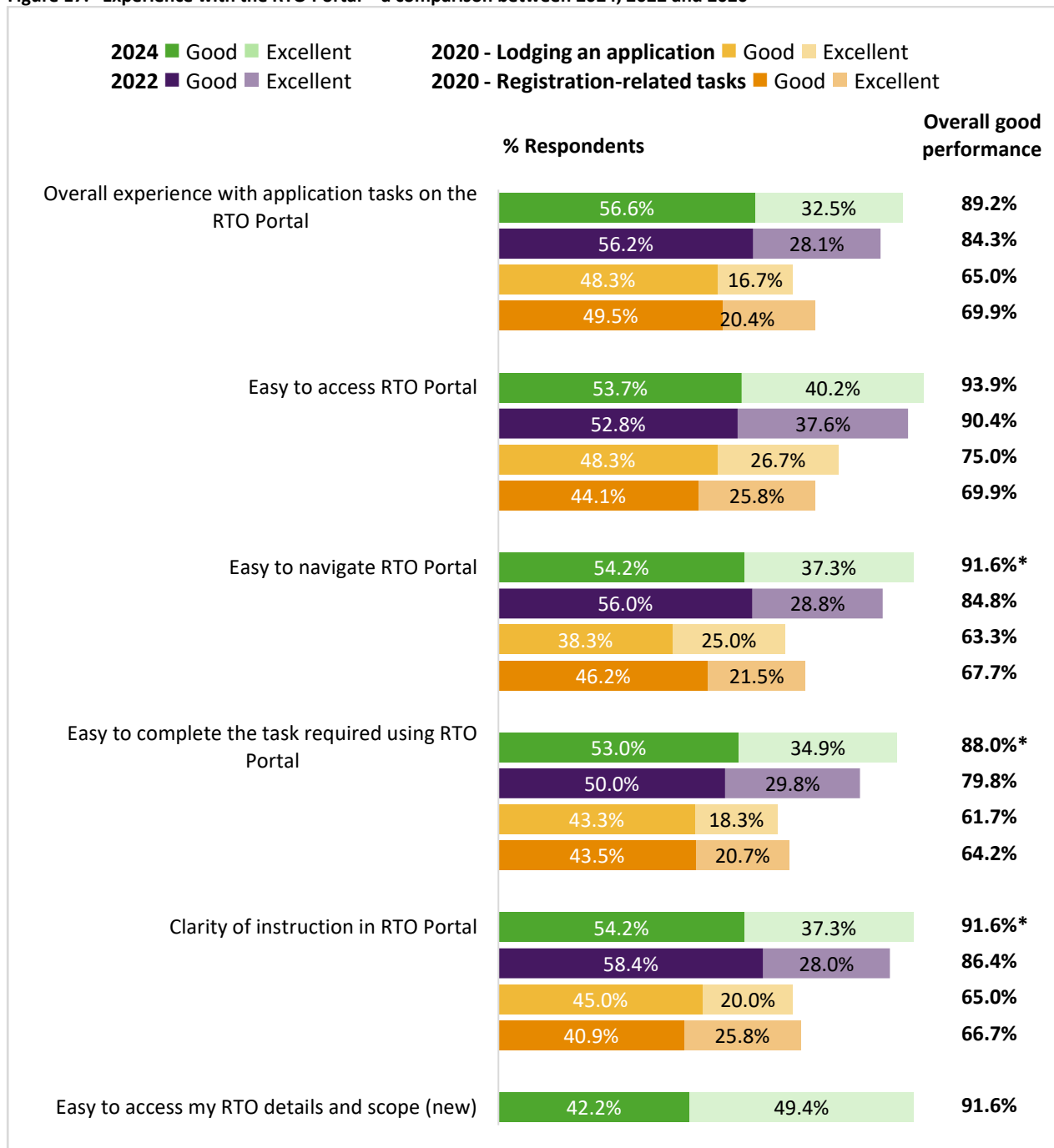
- The RTO portal being non-operational on occasion
- Loading evidence to the RTO portal is a lengthy process
- Some expected documentation isn't available on the RTO portal, and
- Applications have to be completed in one sitting, which is challenging when there is a lot of information and documentation that needs to be uploaded.

The RTO portal experience was not measured in 2018 and in 2020 the tasks were measured separately divided into lodging an application and registration-related tasks. Hence the 2020 results are not directly comparable to 2022 and 2024 where these two tasks are measured together.

The results for the overall experience with the RTO portal have become increasingly more positive since 2020. TAC's efforts and hard work leading up to the 2022 survey in improving the RTO Portal showed significant improvements in positive responses compared to the 2020 study in all areas. In 2024, whilst not a statistically significant improvement, the upward trend appears to have continued with a 5% or better improvement in the *'good'* and *'excellent'* experience in relation to:

- Overall experience with application tasks
- Ease of navigation
- Ease of completing the task required
- Clarity of instruction.

Figure 17. Experience with the RTO Portal – a comparison between 2024, 2022 and 2020



Q13. Please rate your experience with the RTO Portal; filtered by those who have used the portal (2024: n=82-83; don't know = 1-2); (2022: n=121-125; don't know=1-5) 2020 - Q12. Please rate your experience with the RTO Portal based on the application/s that you have submitted to TAC. (2020: n=60; missing n=3) Q15. Please rate your experience with the RTO Portal for registration-related tasks (n=92-93; don't know= 1-2).

*Note: The 'good' and 'excellent' performance do not always add up to the overall good performance score due to rounding to one decimal place.

7.0 TAC COMMUNICATION

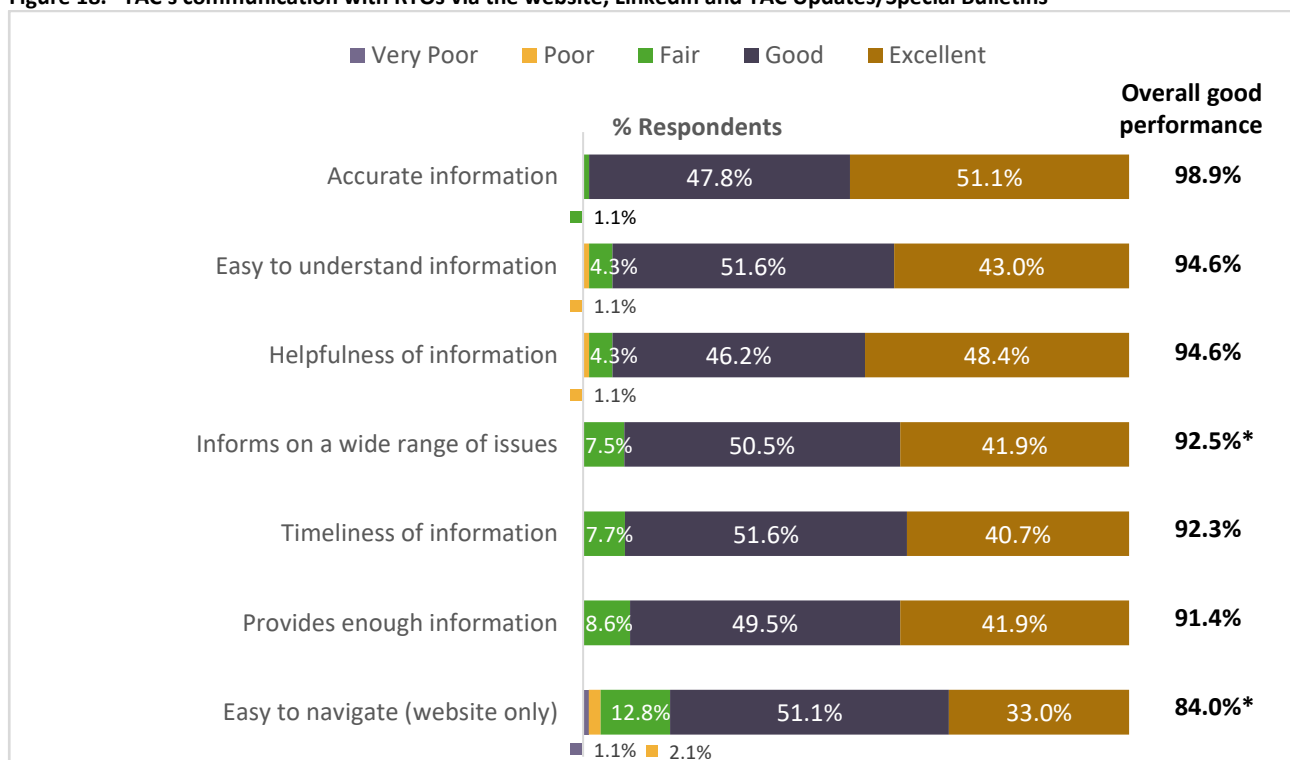
TAC communication was rated in terms of the following:

- The TAC website, TAC LinkedIn and TAC Update/TAC Special Bulletins; and
- TAC communication by email or telephone.

7.1 TAC website, TAC LinkedIn and TAC Update/TAC Special Bulletins

RTOs responding to the survey continue to rate TAC's communication via the TAC website, TAC LinkedIn and TAC Update/TAC Special Bulletins as very high in all areas. However, though the TAC website continues to receive a lower rating for navigation as in 2022 at 84.0% ('good' or 'excellent').

Figure 18. TAC's communication with RTOs via the website, LinkedIn and TAC Updates/Special Bulletins



Q4. The TAC website, TAC LinkedIn and TAC Update/TAC Special Bulletins are key tools used by TAC to communicate with RTOs. Please rate your experience with these communication tools over the 12 months since 1 July 2023. (n=91-94; Don't know n=0-3)

*Note: The 'good' and 'excellent' performance do not always add up to the overall good performance score due to rounding to one decimal place.

There was no difference in RTO perceptions of TAC's communication via the TAC website, TAC LinkedIn and TAC Update/TAC Special Bulletins by location, size or type of RTO.

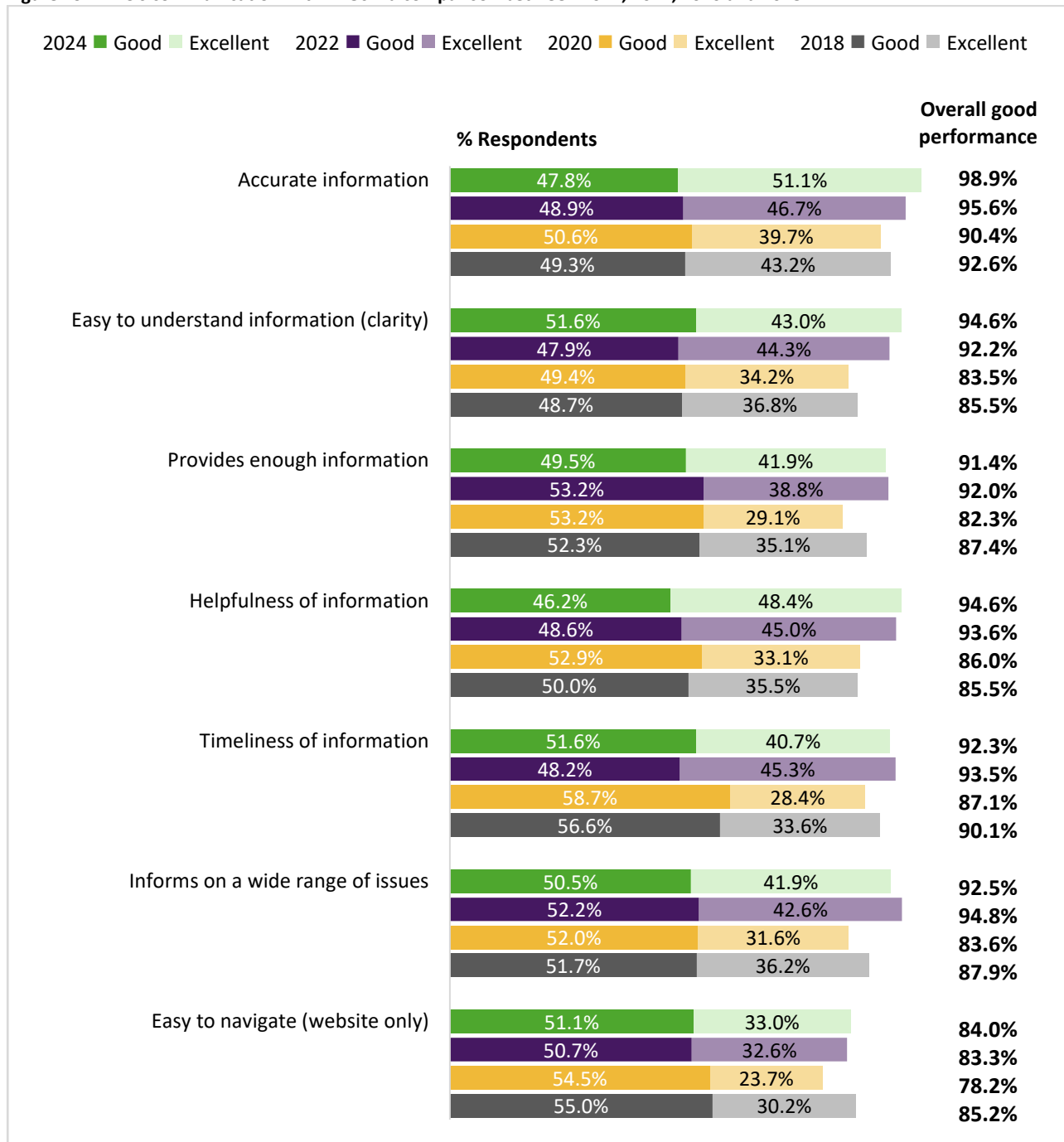
Navigation of the website continues to receive the lowest score at 84.0% good or excellent.

Informs on a wide range of issues received a significantly higher proportion of 'excellent' scores amongst RTOs who have been in business for between 6-10 years (78.6% excellent score) and *Timeliness* was more likely to score 'excellent' amongst businesses with 20 or more trainers.

Perceptions of TAC's communications were similar regardless of the location of the RTO, the RTO's time in business and for the three measures of RTO size: number of employees, number of trainers and number of students.

A comparison of 2024, 2022, 2020 and 2018 are shown in Figure 19 below. After significant improvements, between 2020 and 2022 perceptions of TAC's communication in these areas have remained at a very high level and have stabilised.

Figure 19. TAC's communication with RTOs – a comparison between 2024, 2022, 2020 and 2018



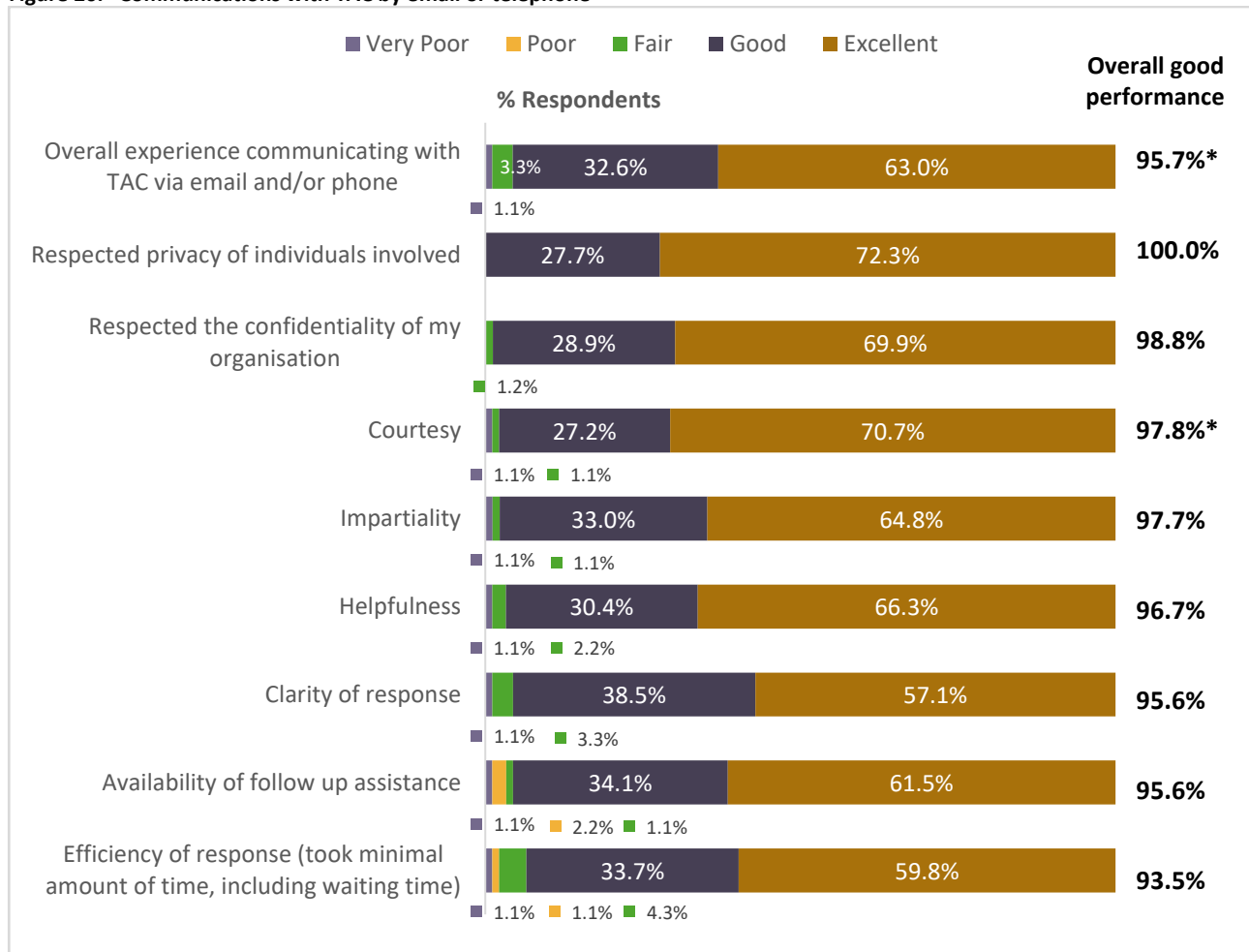
Q4. The TAC website, TAC LinkedIn and TAC Update/TAC Special Bulletins are key tools used by TAC to communicate with RTOs. Please rate your experience with these communication tools over the 12 months since 1 July 2021. (2024: n=91-94; n=0-3 don't know) (2022: n=136-140; n=1-5 don't know) (2020: n=152-158; n=2-8 don't know) (2018: n=148-152, don't know n=3-7).

*Note: The 'good' and 'excellent' performance do not always add up to the overall good performance score due to rounding to one decimal place.

7.2 Communication with TAC by email or telephone

RTOs rated their experience of communicating with TAC by email or telephone very highly, with 95.7% of RTOs describing the overall experience of communicating with TAC by email or telephone as ‘good’ or ‘excellent’. No area of email or telephone communication dropped below 93.5% of RTOs rating it as ‘good’ or ‘excellent’. Further, well over half of RTOs described their interaction with TAC by email or by telephone as ‘excellent’. The highest performing areas and those areas with the highest proportions of ‘good’ or ‘excellent’ ratings were respecting the privacy of individuals involved (100.0%); respecting the confidentiality of the respondent’s organisation (98.8%); and courtesy (97.8%), as shown in Figure 20 below.

Figure 20. Communications with TAC by email or telephone



Q6. Please rate your most recent experience in communicating with TAC by email and/ or telephone. (n=83-92; don't know n=2-11).

Note: 1. * The ‘good’ and ‘excellent’ performance do not always add up to the overall good performance score due to rounding to one decimal place. 2. Where the bar is too small to insert the percentage it is shown on the line below.

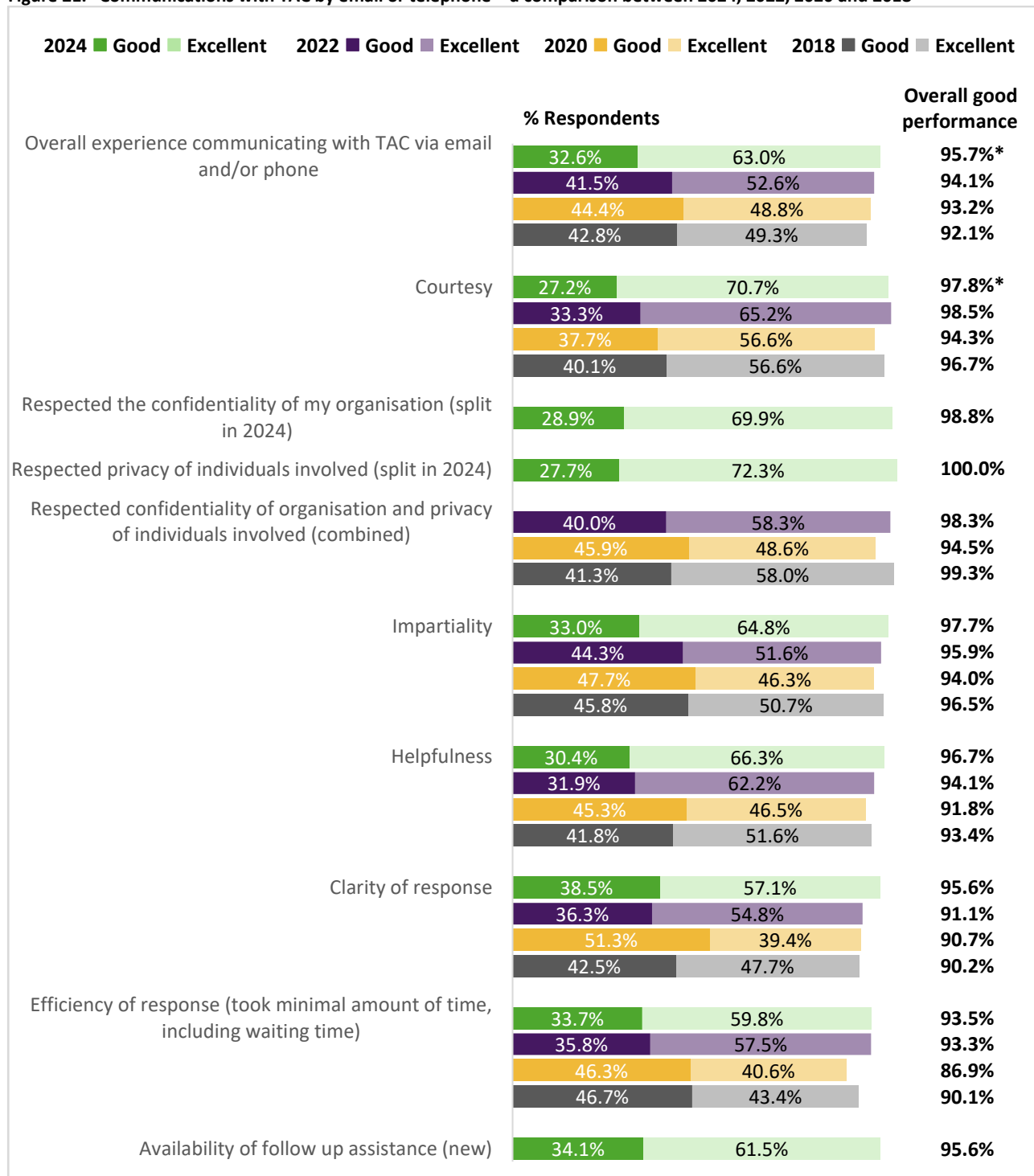
No more than 4% of RTO participants gave a rating of ‘fair’, ‘poor’ or ‘very poor’ across each of the email or telephone communication metrics; those that did give such a rating were predominantly Private RTOs and long-established organisations. Smaller organisations were more likely to perceive that TAC was ‘fair’, ‘poor’ or ‘very poor’ in terms of helpfulness and less likely to rate the organisation’s performance as ‘excellent’ (45.5% ‘excellent’ compared to an average of 66.3%). ‘Respecting the confidentiality of my organisation’ was rated significantly lower by organisations employing ten or less trainers/assessors compared to those with more than 20 trainers/assessors, with those with more than 20 trainers/assessors rating TAC as ‘excellent’ in this area.

TAC’s courtesy was rated as ‘excellent’ by 92.0% of the larger RTOs who had 20 or more employees; however, the smaller RTOs with between 1 and 5 employees were less likely to rate TAC as ‘excellent’ in

terms of being helpful, with less than half (45.5%) of these smaller RTO's rating TAC as helpful compared to the larger RTOs who were almost twice as likely (80.0%) to rate TAC as '*excellent*' in the area of helpfulness.

The communications experience that RTOs receive from TAC by email or telephone has remained stable since the 2018 study. The results for 2024 are similar to those for 2022, both an overall '*good*' performance and a high level of '*excellent*' performance; in fact, some of these scores appear to have increased at the '*excellent*' level, though the sample size is not large enough to identify a statistically significant increase (Figure 21 over page).

Figure 21. Communications with TAC by email or telephone – a comparison between 2024, 2022, 2020 and 2018



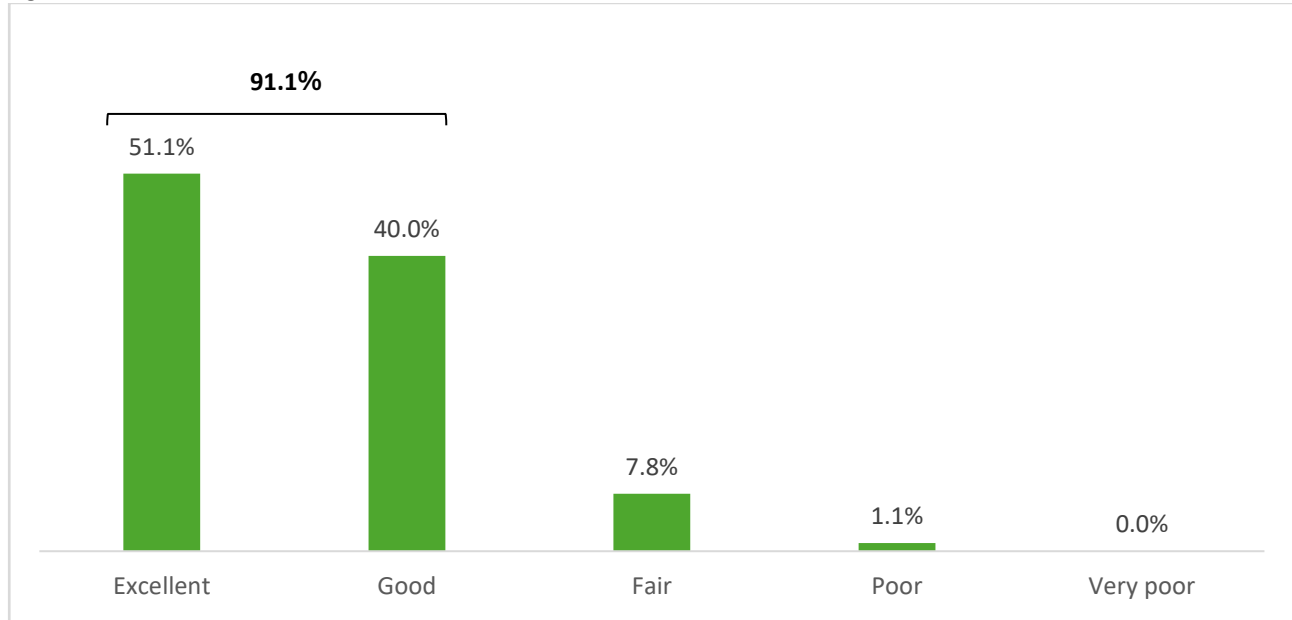
Q6. Please rate your most recent experience in communicating with TAC by email and/or telephone. (2024: n=83-92; don't know n=2-11) (2022: n=120-135; don't know n=6-21) (2020: n=146-160; don't know n=0-14) (2018: n=143-153; don't know n=2-12).

*Note: The 'good' and 'excellent' performance do not always add up to the overall good performance score due to rounding to one decimal place.

7.3 The TAC Customer Service Model

The TAC customer service model assigns a Regulation Officer to each RTO; that Officer manages the RTO's interactions with TAC. Most RTOs thought this was a 'good' or 'excellent' model, with over half of the RTOs rating this model as working 'excellently'.

Figure 22. How well the TAC customer service model works



Q8. How well do you feel that TAC's customer service model works? (n=90; don't know n=4)

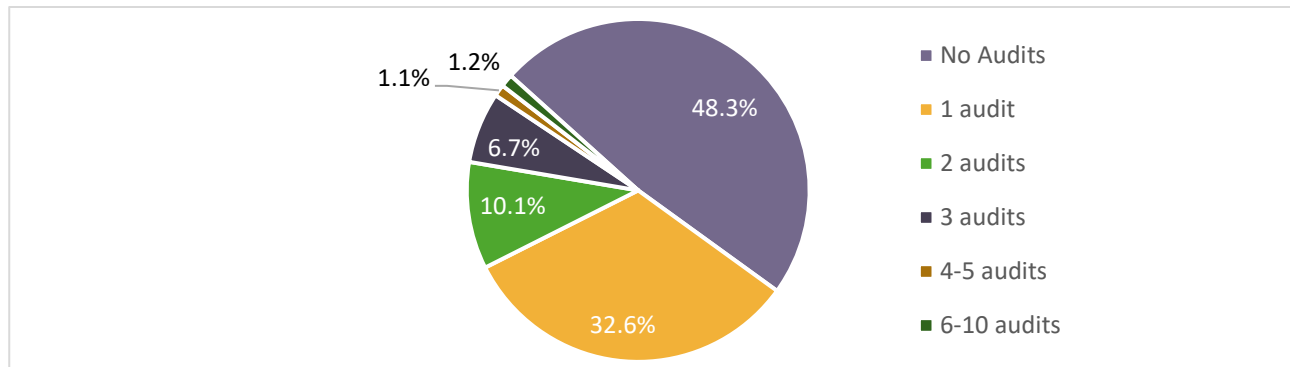
The wording of the question in 2024 was a little different to previous years, and the scale has changed; hence, the results, whilst extremely high, are not directly comparable to those of previous years (which had remained similar for the previous three surveys) when 87.6% of RTOs described the model as working 'well' or 'extremely well'.

In the 2024 survey, there were no significant differences in perceptions of how the model worked by type of organisation, size, or length of time in business.

8.0 AUDITS

The 2024 survey indicated that just over half of RTOs participating in the survey (51.7%²) had participated in an audit since 1 July 2023; this information was included in the initial contact list provided by TAC to assist in filtering RTOs through to questions on the appropriate type of audit. Further, 19.1% of organisations have had more than one audit. The number of audits undertaken per RTO surveyed is shown in the Figure below.

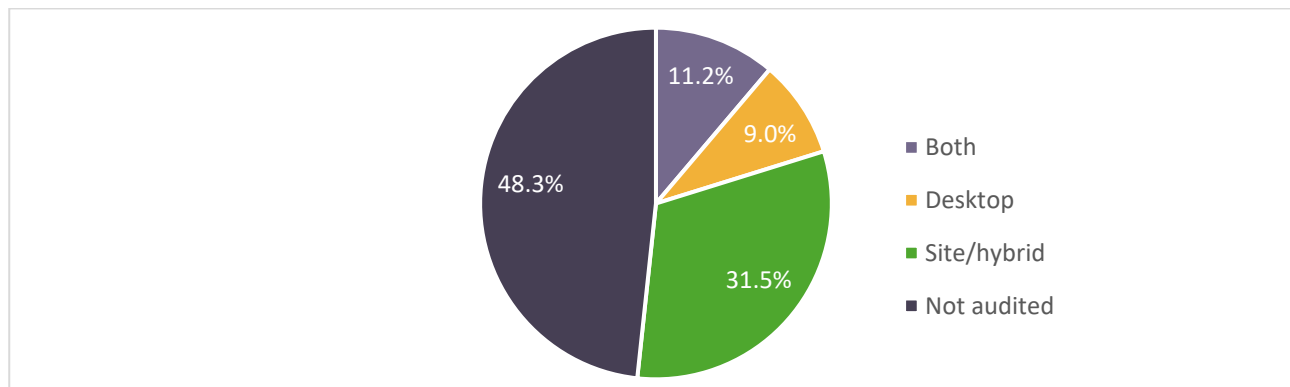
Figure 23(a) Number of Audits in the last 12 months¹



Number of audits: information provided by TAC including RTOs with no audits undertaken in 2023/2024 (n=89)

The RTOs surveyed had experienced the following types of audits, as shown in Figure 23(b) below:

Figure 23(b) Audit types both desktop and site/hybrid 2023/2024¹

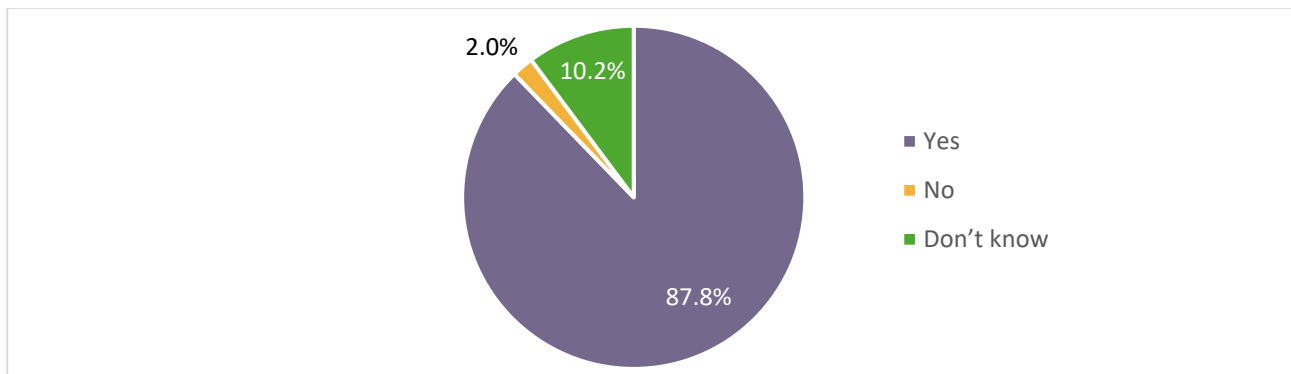


Audit types: information provided by TAC including RTOs with no audits undertaken in 2023/2024 (n=89).

The majority (87.8%) of survey participants who had been audited felt that the audit provided a worthwhile experience for their business. This is similar to previous years and there is no difference in whether the experience was worthwhile by location, size of business or length of time in business.

² The percentage is based on one response per RTO, from information attached to each contact on the list provided by TAC. In the case of the 5 RTOs where two people responded the second response has been removed from this percentage.

Figure 23(c) Did the Audit add value or provide a worthwhile experience



Q17. Did the audit/s add value or provide a worthwhile experience for your business? (n=49). Filtered by those who experienced an audit.

The audit(s) added value to those RTOs who experienced an audit in the last year in the following ways:

• It identified ways to continually improve	28.6%
• It provided very helpful feedback	18.4%
• It was a good learning experience	12.2%
• It clarified what was needed	10.2%
• It confirmed that the RTO's systems were functioning well	10.2%
• It improved the RTO's documentation and evidence gathering	4.1%
• It 'fleshed out' issues to address	4.1%

It was a very thorough audit, which brought greater clarity to our processes.

Audit was thorough. Discussions with the auditor made us critically reflect on processes and our continuous improvement. The Auditor was experienced, approachable and we felt that she was there to assist with our continuous improvement and the learning journey of the students.

It gave us an excellent road map for future work for our students and lecturers.

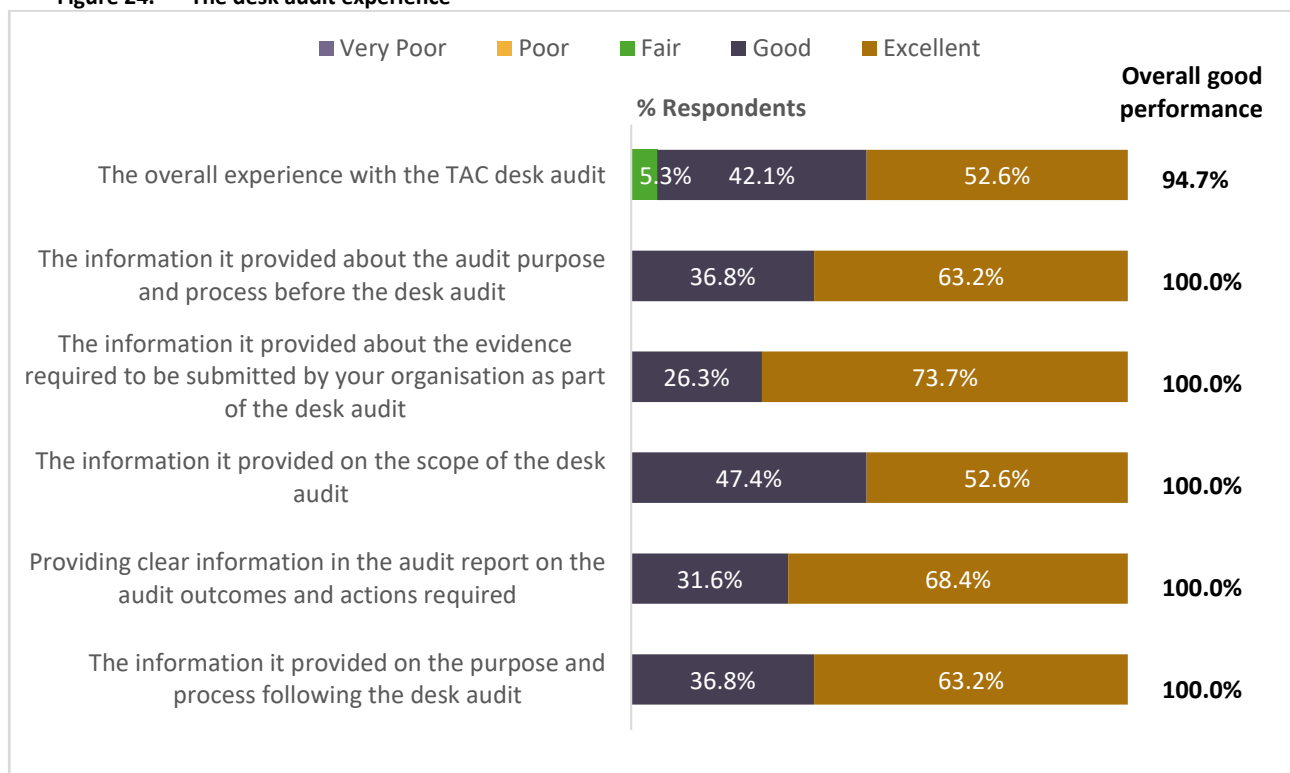
As one might expect, half of the larger organisations audited experienced both desktop audits and site/hybrid audits in the last year, including all the TAFEs in the survey. Most of those organisations in business for 6-10 years had also experienced both types of audits in the last year.

8.1 The desk audits

The overall experience amongst those RTOs who experienced a TAC desk audit was rated extremely highly, with 94.7% of RTOs rating the TAC desk audit as 'good' or 'excellent'. Only 5.3% of respondents rated the experience as 'fair', and none rated it as 'poor' or 'very poor'. RTOs scored TAC as 100.0% 'good' or 'excellent' on all of the desk audit metrics, and further, the majority of RTOs scored TAC as 'excellent' on these metrics, as seen in Figure 24 below.

The information that TAC provided about the evidence required to be submitted by the organisation was rated by almost three-quarters of RTOs undertaking a desk audit as 'excellent'. There is some opportunity to improve the information provided on the scope of the desk audit, moving the rating by RTOs from 'good' to 'excellent' (as shown in Figure 24).

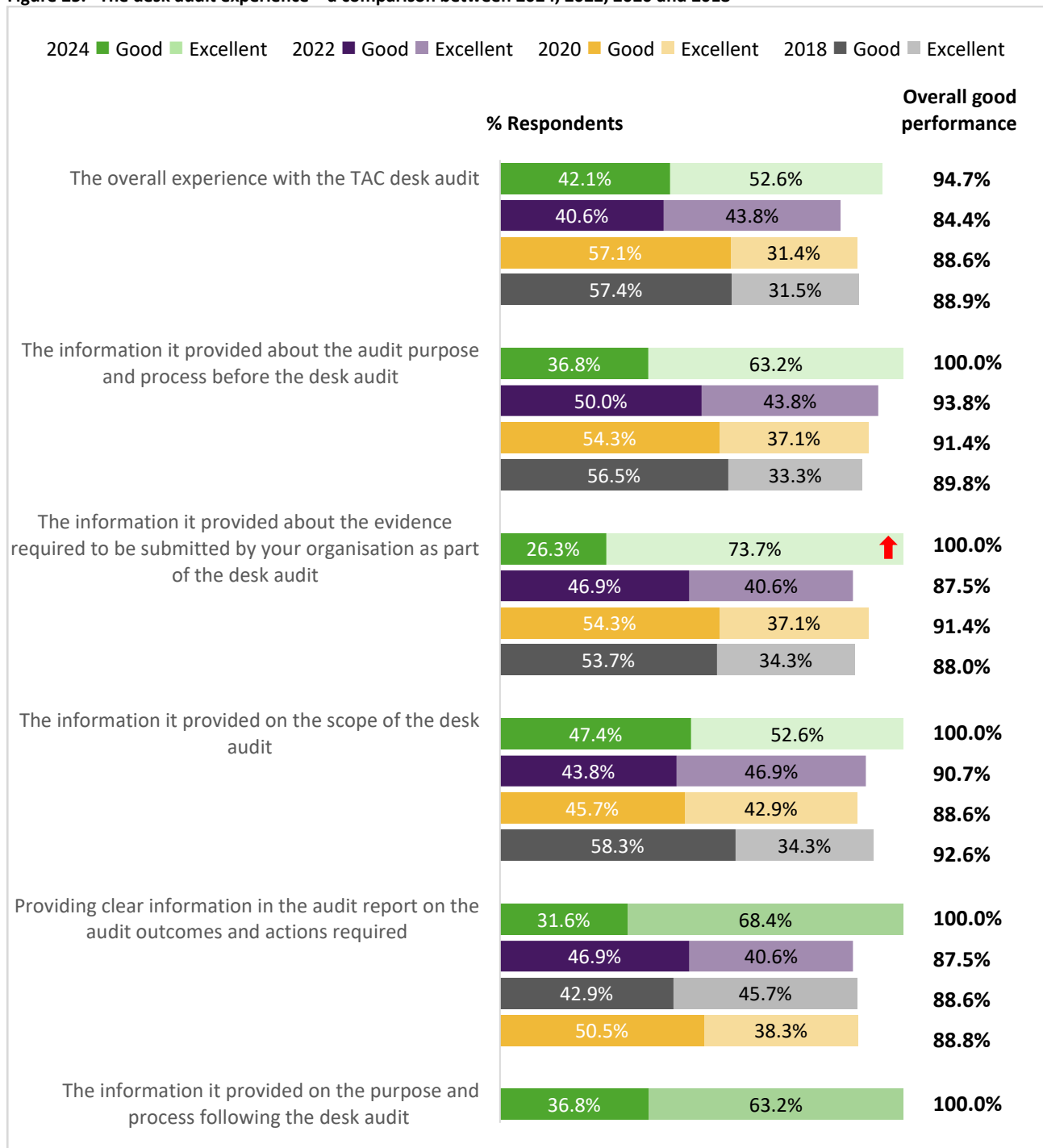
Figure 24. The desk audit experience



Q19. The following questions relate to your desk audit experience. Please rate... Filtered by those who had a desk audit. (n=19)

None of the respondents rated the audit process as 'poor' or 'very poor', and the respondent who described the overall experience as 'fair' did not provide any additional information.

Figure 25. The desk audit experience – a comparison between 2024, 2022, 2020 and 2018



Q19. The following questions relate to your desk audit experience. Please rate... Filtered by those who had a desk audit. Sample size (2024: n=19) (2022: n=32) (2020: n=35) (2018 n=107-108, don't know n=0-1)

*Note: The 'good' and 'excellent' performance do not always add up to the overall good performance score due to rounding to one decimal place.

↑ Indicates a statistically significant increase since 2022.

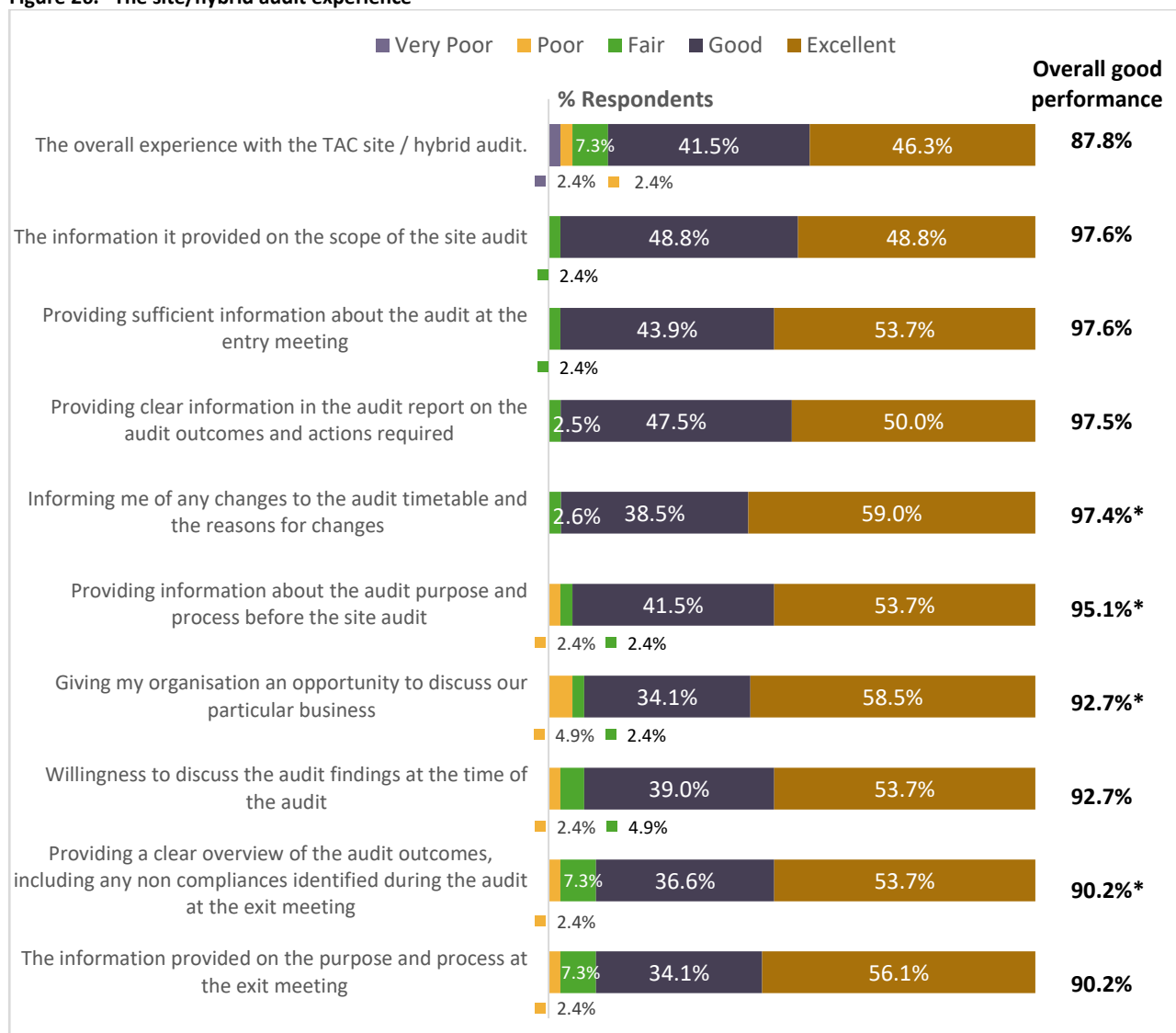
Ratings for desk audit experience appear to have increased in 2024; however, the sample size is small (n=19), so most increases are not statistically significant. The exception is the increase in the 'excellent' score between 2022 and 2024 in relation to information provided about the evidence required to be submitted by your organisation as part of the desk audit, which has increased significantly in 2024.

8.2 The site/hybrid audit

Just under half of the RTOs participating in the survey had participated in a site/hybrid audit (42.7%¹). The majority (87.8%) of RTOs rated the overall experience of the TAC site/hybrid audit to be 'good' or 'excellent', as shown in Figure 26 below. Overall, 12.2% of respondents rated the overall experience of the site/hybrid audit as 'fair', 'poor', or 'very poor'.

The performance of the site/hybrid audit on its key metrics was 'excellent', with each aspect rated by almost 90% of RTOs as 'good' or 'excellent', and the key metrics below received an 'excellent' rating by close to half or more of the RTOs experiencing a site/hybrid audit.

Figure 26. The site/hybrid audit experience



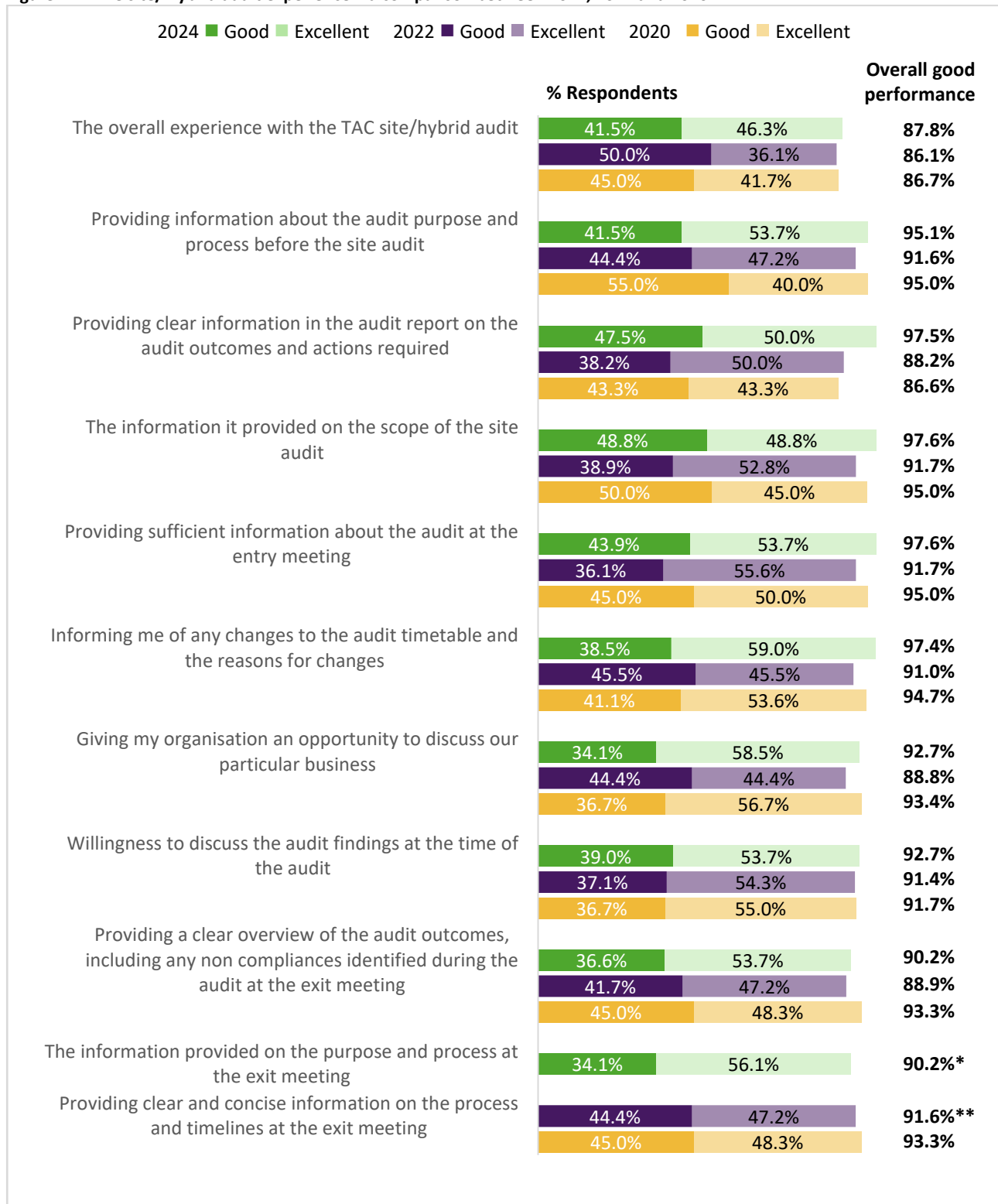
Q20. The following questions relate to your site/ hybrid audit experience. Please rate... Filtered by those who had a site/ hybrid audit. (n=39-41; don't know n=0-2) *Note: The 'good' and 'excellent' performance do not always add up to the overall good performance score due to rounding to one decimal place.

RTOs who had been in business for five years or less were more likely to give TAC site/hybrid audits a lower score on excellence on all aspects of the audit than other groups. Private RTOs were the only group to rate the TAC site/hybrid audit as 'fair', 'poor' or 'very poor'.

¹ The percentage is based on one response per RTO. In the case of the 5 RTOs where two people responded the second response has been removed from this percentage.

The comparison between the results for 2024, 2022 and 2020 is shown in Figure 27 below. There was no hybrid audit category in 2020, so the comparison is based on the site audit only in that year. The site/hybrid audit experience is a comparison between 2024, 2022 and 2020.

Figure 27. The site/ hybrid audit experience – a comparison between 2024, 2022 and 2020



Q20. The following questions relate to your site/ hybrid audit experience. Please rate... Filtered by those who had a site/ hybrid audit. (2024: n=39-41; don't know n=0-2) (2022: n=33-36; don't know n=0-3; 2020: n=56-60; don't know n=0-4) Note: The 'good' and 'excellent' performance do not always add up to the overall good performance due to rounding to one decimal place.

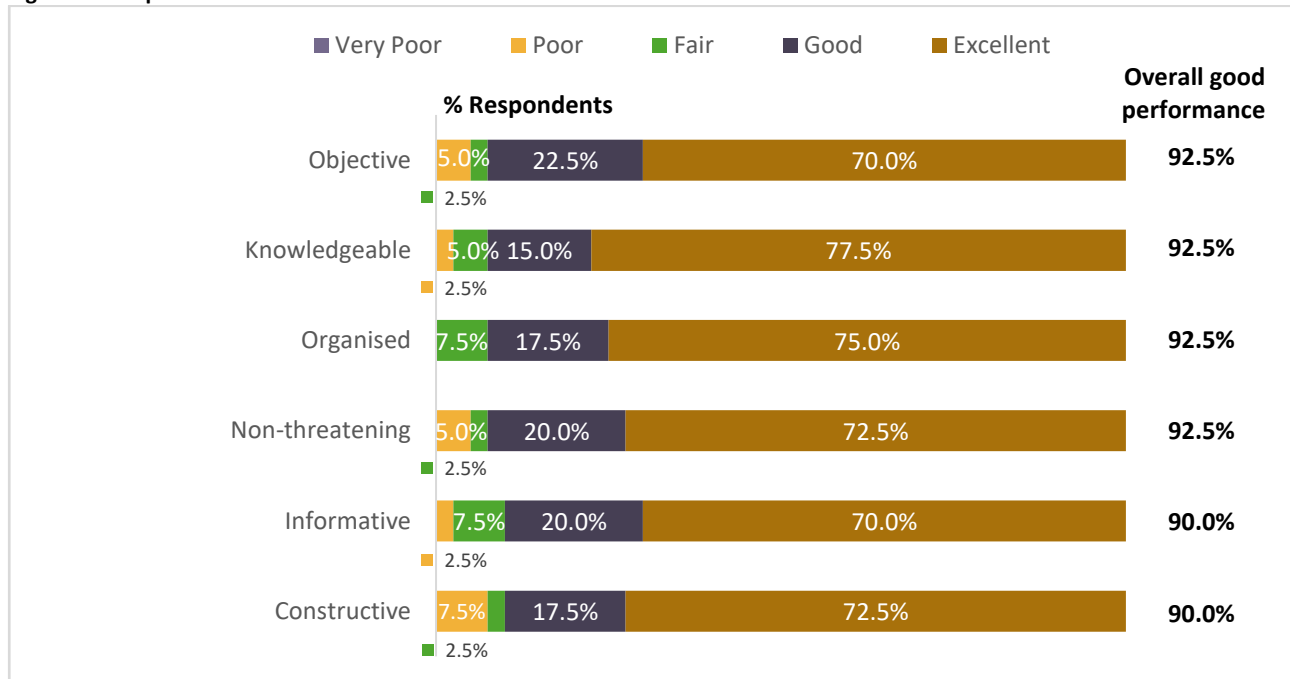
*Note also that the 90.2% is a new measure in 2024 and ** denotes the different measure used in previous years see the description of the measures on the left-hand side.

The results are similar for overall 'good' performance and at an 'excellent' level between 2024 and 2020.

8.3 Experience with the TAC audit team during the site/hybrid audit

Experiences with the TAC audit team during the site/hybrid audit were very positive, with all aspects of the site audit team measured receiving a 'good' or 'excellent' response from between 90.0% and 92.5% of RTOs who had a site/hybrid audit.

Figure 28. Experience with the TAC audit team



Q21A. Please rate your experience with the TAC audit team during the site audit. Filtered by those who had a site audit. (n=40; don't know n=1)

The only group not to rate the overall 'good' or 'excellent' performance of TAC at 100% were the private RTOs; between 11% and 15% of this group rated the TAC audit team as 'fair', 'poor' or 'very poor' on each aspect of their experience listed above. Whilst not critical, RTOs with between 500 and 999 students tended to rate the TAC audit team as 'good' rather than 'excellent' on each of the metrics above.

Experiences with the TAC audit team during the site/hybrid audit were similar regardless of the location of the RTO, the RTO's time in business and for the three measures of RTO size: number of employees, number of trainers and number of students. The results were also very similar to those recorded in previous years, with no statistically significant difference.

8.4 Suggestions for ways in which TAC could improve any aspect of the audits it conducts

RTOs made the following suggestions to improve TAC audits:

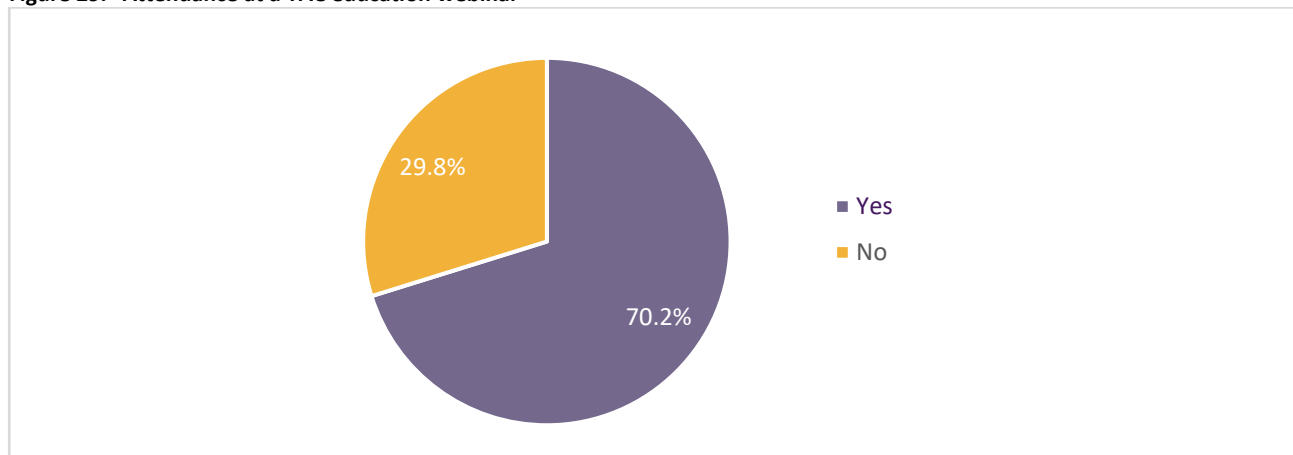
- (1) Allow the upload of bigger zipped files, as uploading documentation is very time-consuming due to restrictions on the upload file size. Allow RTOs to edit their files when uploaded.
- (2) Provide more information about each auditor's experience to determine if there is a conflict of interest, for example, a drop-down box for each auditor, with name and relevant information. Then, conflicts can be identified in advance before the auditor comes out. Currently, unless you recognise the auditor's name, a conflict is not evident.
- (3) Provide examples of best practice templates.
- (4) Provide micro-audits and online audits, like ASQA.
- (5) Be flexible in the time of year for re-registration audits; the period leading up to December is extremely busy for schools.
- (6) Greater uniformity between auditors to improve consistency.
- (7) More information on risk assessments and what triggers an audit.

9.0 TAC EDUCATION PROGRAM

TAC provides a range of educational opportunities to support compliance with the Standards, including a range of webinars and published materials. Since 1 July 2023, 70.2% of RTO survey participants had viewed or attended a TAC webinar. This may reflect the continued expansion of the range of professional development opportunities available to RTOs through the TAC Education Program. The range of education program initiatives has increased since 2022, with three-quarters of the workshops delivered by webinar in 2023-2024, seven new or updated fact sheets and eleven episodes of the podcast series 'TAC Talks'.

The incidence of attendance at a webinar identified in the survey in 2024 (70.2% attended a webinar) is significantly higher, though not directly comparable to the measure used in previous years (58.9% attended a workshop or webinar in 2022, and 51.3% attended a workshop or webinar in 2020).

Figure 29. Attendance at a TAC education webinar

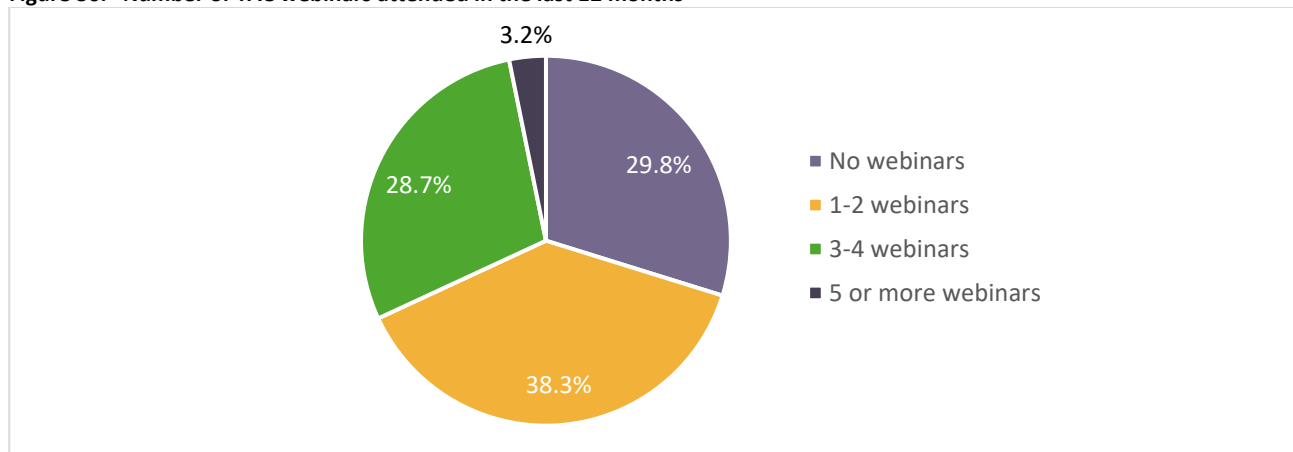


Q23. TAC provides a range of educative opportunities to support compliance with the Standards for RTOs, including a range of webinars and published materials. During the 12 months since 1 July 2023 did you attend a TAC webinar? (n=94)

RTOs were fairly evenly divided between those who had not attended a TAC education webinar, those who had attended one or two, and those who had attended three or more webinars.

The survey indicated that staff from TAFEs and other large RTOs were more likely to attend three or more webinars in the last 12 months (48%), with some attending five or more webinars in the last 12 months (8.0%). All the people attending five or more webinars were from the larger organisations with more than 20 employees). However, the results were similar regardless of the location of the RTO and the RTO's time in business.

Figure 30. Number of TAC webinars attended in the last 12 months



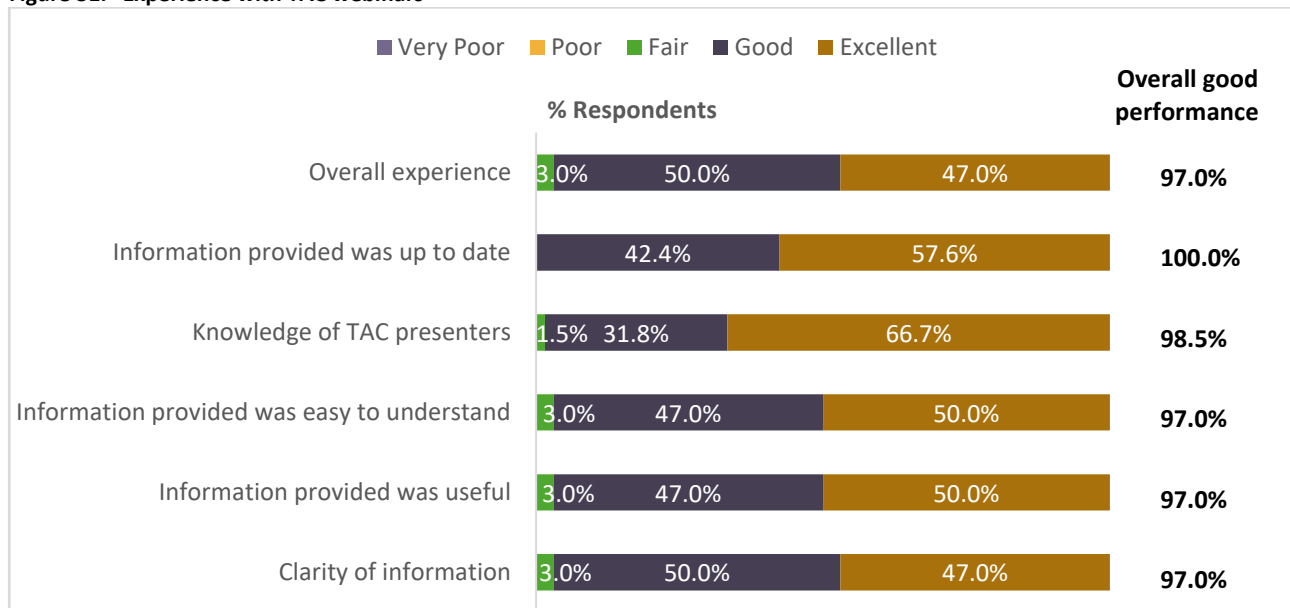
Q24. How many TAC education webinars did you attend? (n=94)

9.1 Perceptions of TAC webinars

Survey respondents who had participated in a TAC webinar rated the overall experience very highly and this applied to all metrics, measured, which is an outstanding result.

Overall, the experience of attending a TAC webinar was rated by 97% of respondents as *‘good’* or *‘excellent’* with 47% of all respondents rating the experience as *‘excellent’*. The recency of the information presented achieved a perfect score of 100.0% (*‘good’* or *‘excellent’*), with 57.6% of respondents rating the recency of the information as *‘excellent’*.

Figure 31. Experience with TAC webinars

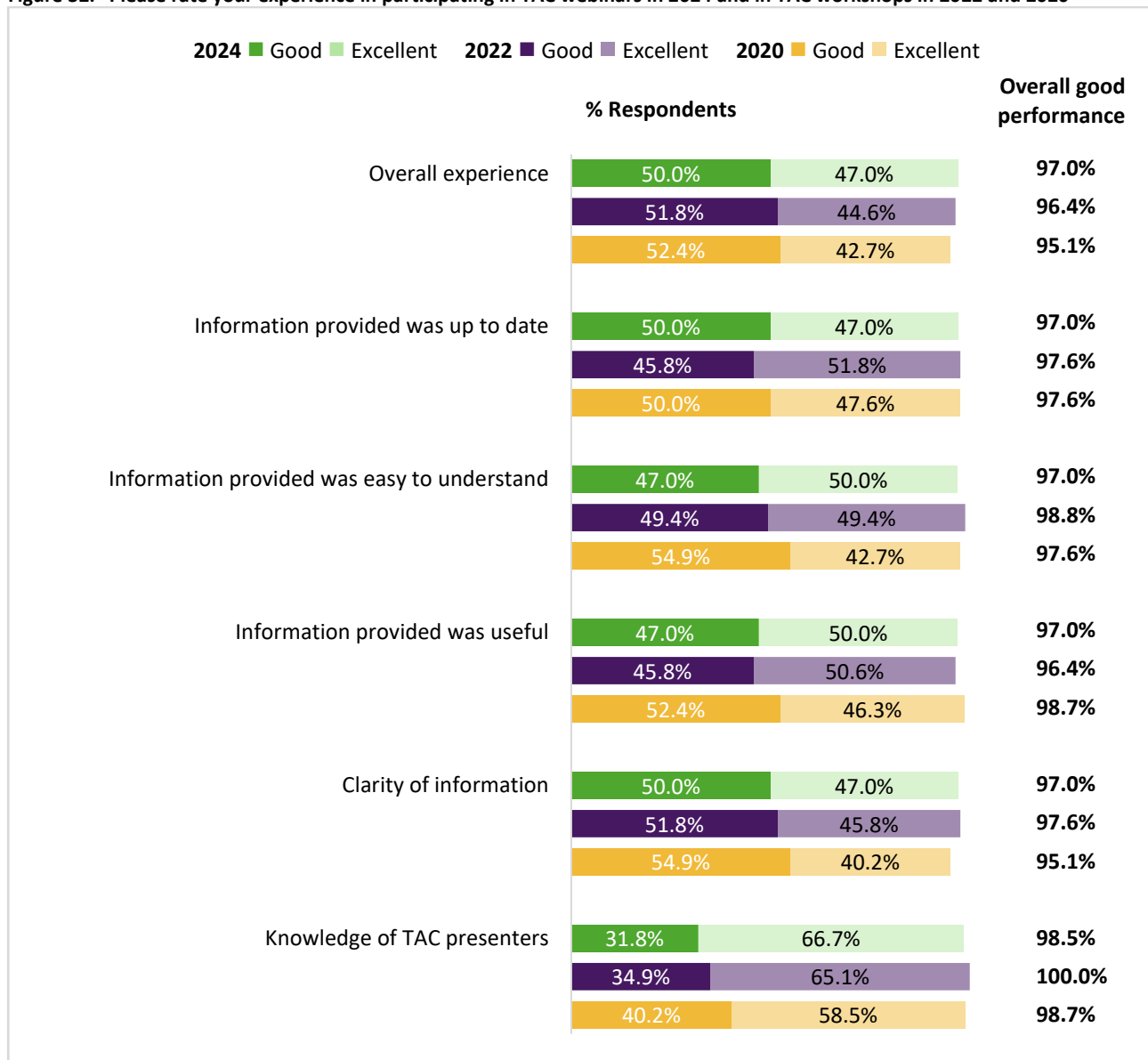


Q25. Please rate on average your experience in attending a TAC education webinar filtered by those who had attended a webinar. (n=66; 28 did not attend a webinar)

Larger organisations (20 plus employees and organisations with 1,000 or more students) rated their webinar experience as more positive across all metrics. They were consistently likely to rate the TAC webinar as *‘excellent’*. Smaller organisations (1 to 5 employees) were consistently the most critical in all aspects, with up to 10% of small RTOs rating their experience as *‘fair’*. Perceptions of webinar experience were similar regardless of the location of the RTO and the RTO’s time in business.

No one rated the performance of TAC webinars as *‘poor’* or *‘very poor’*. Unfortunately, those who gave a rating of *‘fair’* did not go on to provide a reason for their score.

In 2020 and 2022, perceptions of the TAC education workshop were measured rather than perceptions of the webinar experience as in 2024 (above). Figure 32, overleaf, compares perceptions of the webinar in 2024 to that of the workshop in 2020 and 2022. These perceptions are similar and continue to be high.

Figure 32. Please rate your experience in participating in TAC webinars in 2024 and in TAC workshops in 2022 and 2020

Q25. Please rate on average your experience in attending a TAC education webinar filtered by those who had attended a webinar in 2024 and workshops in 2022 and 2020. (2024: n=66; 28 did not attend a webinar) (2022: n=83; 58 did not attend a workshop); 2020: n=82; 72 did not attend a workshop)

**Note: The 'good' and 'excellent' performance do not always add up to the overall good performance score due to rounding to one decimal place.*

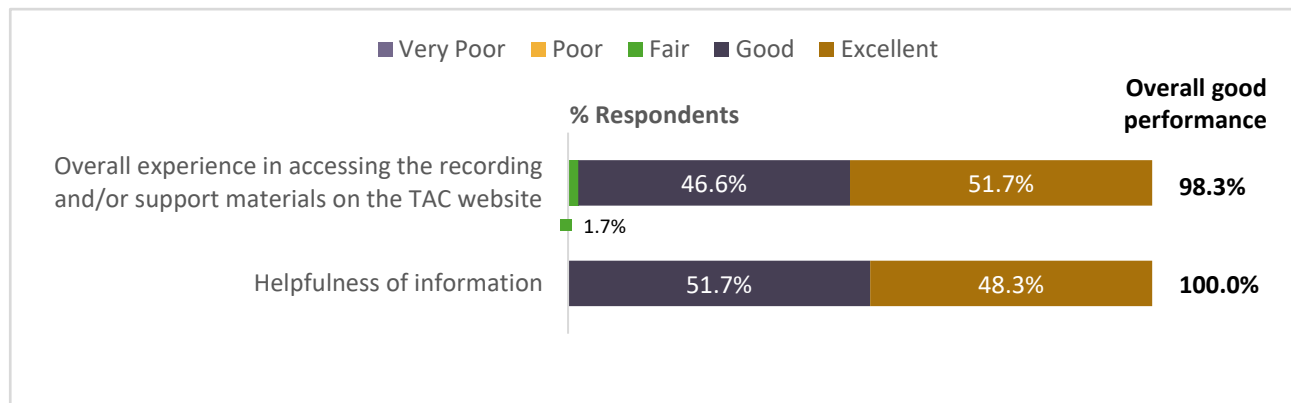
9.2 TAC education webinar material on the website

TAC provides recordings and support materials for its education webinars on the TAC website to support RTOs. In the past 12 months, 61.7% of RTOs had accessed recordings and/or support materials about TAC's educational webinars from the TAC website. This is similar to the proportion of RTOs accessing recordings and support materials for its workshops in previous years.

The trend indicates that organisations with ten or fewer employees attending a webinar were less likely to access webinar recordings and/or support materials on the TAC website, there were no other differences between different groups of RTOs.

Almost all survey participants who accessed educational webinar recordings and/or support materials on the TAC website rated the overall experience in accessing the materials highly and all rated the information as helpful, as shown in the Figure below. The results are similar between the various groups of RTOs.

Figure 33. The experience in accessing the recording of a TAC webinar and/or support materials

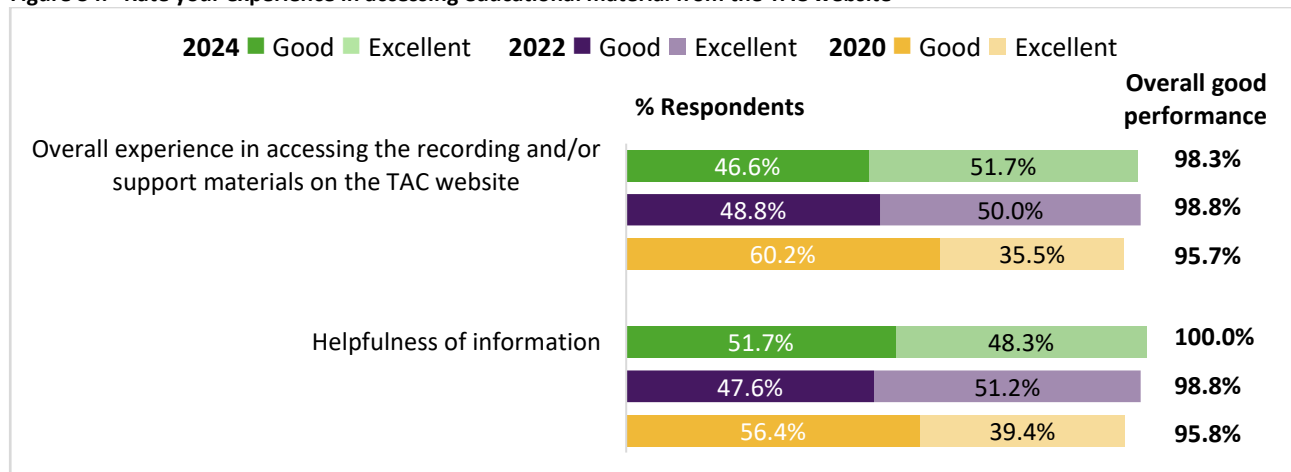


Q28. How would you rate your experience in accessing the education workshop recording and/or support materials on the TAC website? Filtered by those who had accessed support materials (n=58; don't know n=0)

The respondent who rated the overall experience as 'fair' commented that the 'new website makes it difficult to locate all items.'

Compared to the 2022 and 2020 studies, the results recorded in 2024 are statistically similar at an overall performance level ('good' and 'excellent' combined) and at an individual rating level, as shown in the Figure below.

Figure 34. Rate your experience in accessing educational material from the TAC website



Q28. How would you rate your experience in accessing the education webinar recording and/or support materials on the TAC website? (2024: n=58; don't know n=0); (2022: n=82; don't know n=0)

Q30. How would you rate your experience in accessing the education workshop recording and/or support materials of a TAC education workshop on the TAC website? (2020: n=93-94; don't know n=1)

9.3 Topics participants would like to have covered in webinars, podcasts and factsheets

RTO survey participants were asked what topics they would like TAC to cover in webinars, podcasts and factsheets. Respondents mentioned a wide range of potential topics.

The two main **webinar topics** which RTOs would like TAC to cover include:

- Audit requirements, including internal audits (23.4%)
- The revised Standards (22.3%)

- More information on the revised Standards and the transition process (12.8%)
- The differences between the old and revised Standards in each area (9.5%)

Other key areas included:

- Validation (13.8%)
- Record keeping (9.6%)
- Assessment processes (8.5%)
- Revised Standards requirements in relation to student well-being and expectations of RTOs (7.4%)
- Case studies and relatable examples (3.2%)
- Reporting requirements and using the internal portal (3.2%)

Topics for podcasts and factsheets were similar to those of webinars; the most frequently mentioned topics for podcasts and factsheets were:

- Revised Standard for RTOs in 2025, including identifying changes to the current Standards (31.9%)
- Compliance/audit requirements, particularly internal audits and reregistration audits (9.6%)
- Validation processes (5.3%)
- Foundation information for new compliance officers and new RTOs (5.3%)
- Developing industry engagement and involvement (4.2%)
- Assessment process and assessment tool development (4.2%)
- Templates, including templates for assessments (2.1%)
- Reporting obligations and the information to be kept (2.1%)
- Standards in plain English (2.1%)
- Case studies and relatable examples (2.1%)
- Trainer competency, qualification requirements and management (2.1%)

A number of RTOs made very complimentary comments about the factsheets and podcasts, including:

The factsheets cover all necessary topics and have been well used by our organisation, useful in the development of our RTO policy.

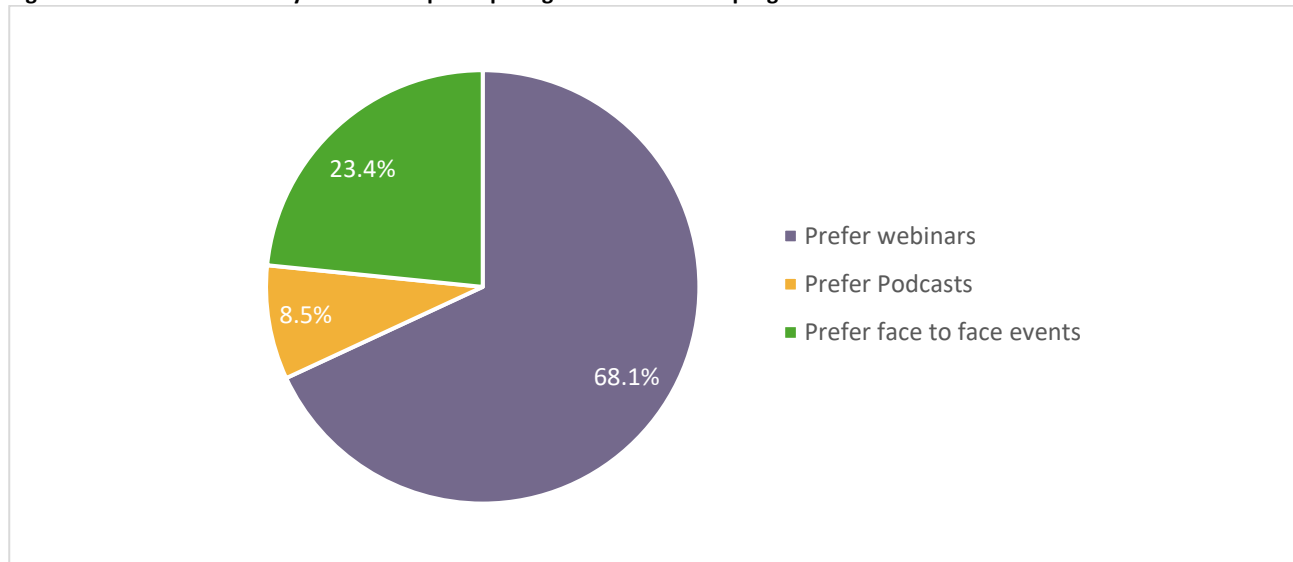
The factsheets have been great to better understand the standards, so it would be great if the factsheets can continue to cover the standards and make them easier to understand and give examples.

I find the resources available as factsheets to be a great resource of information and clarity.

9.4 Preferred mode of delivering TAC education program sessions

The preferred delivery method for participating in TAC education program sessions was via webinars. This is a significant increase in the level of interest in webinars compared to 2022 (42.6% of RTOs preferred webinars in 2022); however, it should be noted that this year, the '*no preference*' option was removed.

Figure 35. Preferred delivery method for participating in TAC education program sessions



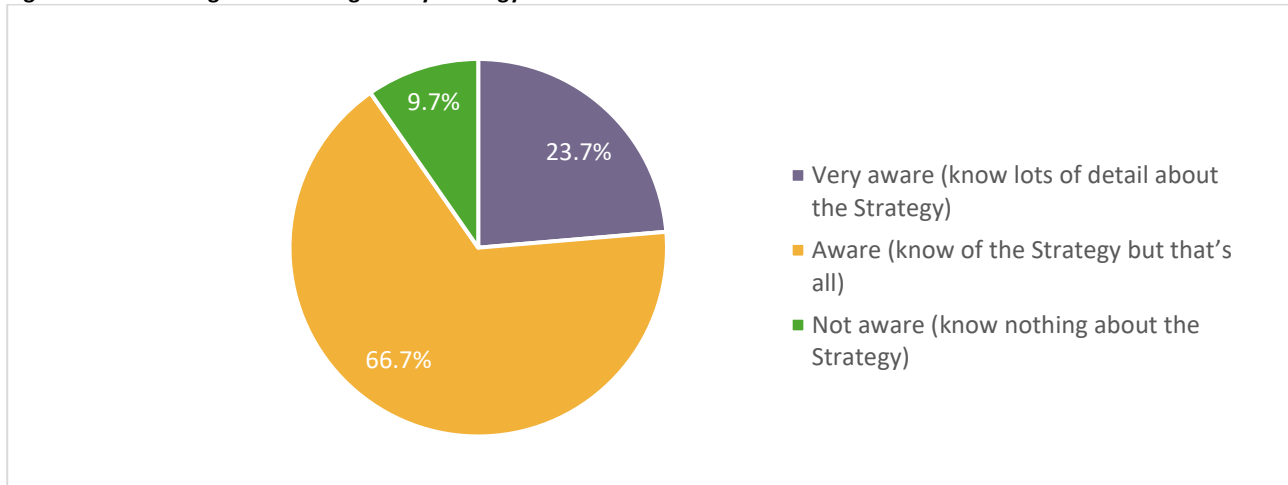
Q32. What is your preferred delivery method for participating in TAC education program sessions? (n=94)

There was no difference in the preferred delivery method by organisation type, size or location. Though podcasts were particularly popular in organisations of up to 5 years old (33.3%).

10.0 THE TAC REGULATORY STRATEGY 2023-2025

Most (90.3%) RTOs responding to the survey were aware of TAC's Regulatory Strategy 2023-2025, though just under one in four (23.7%) stated they knew a lot of detail about the Strategy. The majority of RTOs (66.7%) were aware of the Strategy but not familiar with the details. This result is very similar to 2022.

Figure 36. Knowledge of TAC's Regulatory Strategy



Q33. How would you describe your awareness of TAC's Regulatory Strategy 2023-2025? (n=93; not applicable =1)

Familiarity with the TAC's Regulatory Strategy 2023-2025 was highest in the medium to large organisations; 31.7% of respondents in organisations with over six employees felt that they were very aware of the content of the current Regulatory Strategy compared to just 9.1% of respondents in organisations of five or less employees. The results were similar by location and length of time in business.

10.1 Future regulatory support

The two key areas of concern for RTOs continue to be the same as the key areas identified in 2022:

- Finding and keeping appropriately trained trainers and assessors (33.0%)
- Maintaining the currency and professional development of trainers (30.9%)

New concerns raised in 2024 included:

- Changes to the Standards and how it will affect RTOs/navigating the revised Standards (25.5%)
- Governance and compliance changes with the revised Standards (19.1%)
- Compliance and trainers' understanding of compliance obligations (14.9%)
- Industry engagement and adaption to industry needs ensuring relevant courses (11.7%)

Less frequently mentioned priorities and focus areas under 10.0% were:

- Assessment systems (9.6%)
- Validating units/post-validation assessments (9.6%)
- The use of AI (8.5%)
- The need for clear guidelines and information (6.4%)
- Payment of trainers and assessors/cost of maintaining accreditation (3.2%)
- Development of training packages and new courses (3.2%)
- Maintaining a level playing field between TAFE and private RTOs (2.1%).

Finding and keeping appropriately trained trainers and assessors was the most important issue in the Metropolitan area (38.2%), where job mobility is likely to be a significant issue. In regional areas,

maintaining the currency and professional development of trainers was the key issue (42.3%). Medium-sized organisations with between 6 and 20 employees were most concerned about the revised Standards and how it would affect them.

This year, concerns about audits have declined to about 3 RTOs mentioning it compared to over 50 mentions in 2022, though 14 respondents mentioned compliance, which was grouped with audits in 2022. Also, industry engagement and course relevance, and AI are new topics raised this year.

10.2 Prevalence of contract cheating services and inappropriate use of AI

In total, 11.7% of RTOs surveyed had experienced students using contract cheating services or using AI inappropriately. Contract cheating services are defined as services students employ, through a third party, to undertake their assessments; examples include students accessing pre-written assignment banks, file-sharing sites and paid assessment takers such as Airtasker. There was no difference in the incidence of contract cheating services or inappropriate use of AI by organisation type, size or location.

The proportion of RTOs affected by contract cheating services or inappropriate use of AI appears to have doubled compared to 2022 from 5.0% to 11.7%, though the number of RTOs affected is small, and therefore, this is not a statistically significant increase.

When these RTOs were asked about the impact of contract cheating services or the inappropriate use of AI, most said that the impact had been minimal as they required the student to re-submit the relevant assessment in their own words.

A student was using other people's work and using AI to complete her assessment. The person was interviewed and given an opportunity to re-submit.

The tone of the responses indicated that RTOs felt that they were able to deal with the outcome effectively through their own policies, including plagiarism policies and the Student Code of Conduct. Some concern was expressed that students seemed surprised that using AI to complete assignments was considered inappropriate; however, two RTOs commented:

- *The lack of guidelines from SCSA/education industry has led to schools adopting AI technology at different rates and with different levels of tolerance. Some will actively use AI to allow students to form an opinion on an assessment question before re-wording it in their own words. We are having to train this out of student behaviour in order to accurately assess essential knowledge.*
- *The need to develop and implement 'appropriate use of AI' guidance for trainers and learners.*

One RTO commented that:

It's difficult to catch and even more difficult to prevent (the use of AI in assessments).

11.0 RTO COMMENTS AND SUGGESTIONS FOR IMPROVEMENTS

At the end of the survey, RTOs were asked if there were any other comments, suggestions or improvements they would like TAC to consider in the future. A few RTOs made comments to be considered, and others congratulated TAC on the work that they do.

Comments:

The use of AI in the development of training products and clear communication when the revised standards are released.

A crackdown on RTOs offering online courses to reduce course delivery times.

We need to shorten assessment theories to make it easier for students with lower literacy standards, who are experienced operators.

Would like to get a solution for the above question (contract cheating services or the inappropriate use of AI for knowledge-based assignments) if we experience that.

Ban third party agreements between an RTO and a non-RTO in the delivery of training and assessment, I can accept a third-party agreement if between two RTOs in delivery of a unit not on scope at the other RTO. If a non-RTO provider (Third Party) with an RTO is used the quality is far below industry standards from these providers is my experience from the students we get that have been to one and changed to us.

More face-to-face events would be a great way to connect people with each other and TAC. I am not so well connected to RTOs in 2024.

This isn't a general TAC suggestion but overall based on the standards. I believe RTOs should have the option to opt out of RPL assessment. Many RTOs make the costings prohibitive to ensure students don't enrol in RPL yet there are many specialized providers that can offer this service.

Guidance and assistance on the large use of AI being used in today's learning environments.

Many schools have auspice arrangements with RTOs and the requirements of the trainers may vary significantly between aspiring RTOs. Access to VET programs varies significantly between schools, due to student numbers, resources available, isolation etc. Higher government level understanding of access and equity for all students is needed.

Any assistance with this process would be appreciated: Amendment to scope is requested at timely periods by the school RTO however the process we must follow often delays our ability to submit to TAC our material and documents for the amendment to scope process to begin. Recently, I have had a business case for an amendment to scope for 2025, that due to the process we must follow as a public-school RTO, took 11 weeks to be signed off by the relevant stakeholders. This has significantly delayed and added undue stress on us in order to meet deadlines at a school level for our students, families and colleagues.

As many tips as possible to reduce our admin burden.

I feel supported somewhat with information available, I just wish I had more of a basic understand of how, what and when! Being able to pull the parts together to make a whole.

Opportunity for face-to-face PD in the regions.

Various access best practice scenarios in designing assessment tools and systems.

Positive comments:

We had an excellent experience with RTO Auditor.

Thank you for providing a great service.

The TAC Team offers support and clear guidance supported by ongoing quality educational services. Much better service than others - well done.

Provides good regulation on information.

Thank you for the work that you do to ensure a quality VET system in Western Australia. Our TAC Regulation Officer has been great to deal with - she is responsive, informative and helpful.

Happy overall with the service from TAC.

Really value the input of our TAC contact - he has been a tremendous help to our RTO with general enquiries for many years. Have also valued the training session run by TAC in the past and look forward to attending more in the future.

The auditor was really good. She was a pleasure to work with and made it easy to improve our RTO

TAC is easy to deal with in regard to compliance and record keeping and the paperwork is manageable. It's the combination of WorkSafe with all the paperwork and increases in compliance and recording with the High-Risk Work Licences (but this is not your problem). Keep up the good work and support.

STAKEHOLDER

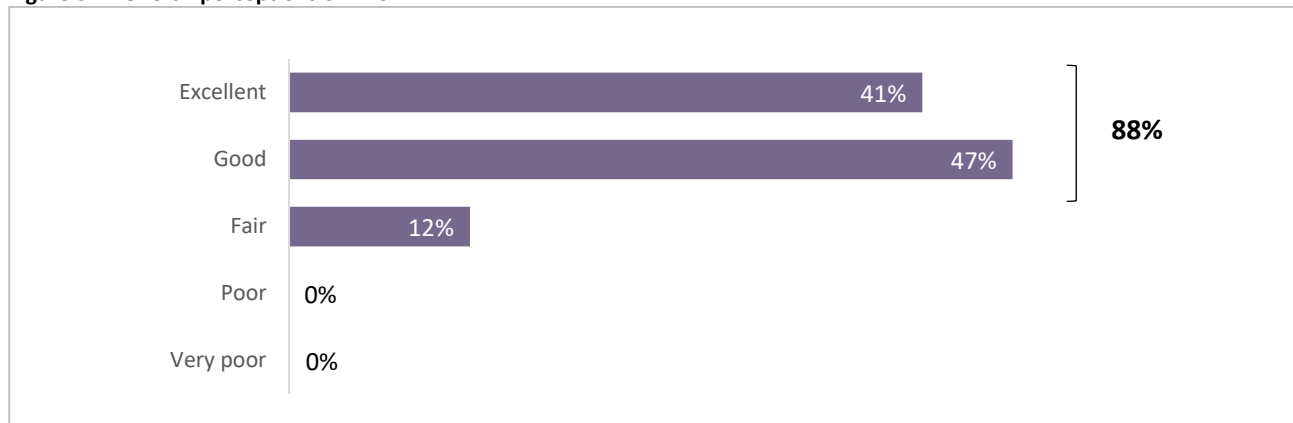


12.0 STAKEHOLDER PERCEPTIONS OF TAC

The stakeholder survey comprised 21 telephone interviews with a range of stakeholders; half of the stakeholders were industry regulators (48%), and a further quarter were training councils (24%). Most of the remaining stakeholders were West Australian Government agencies (19%).

Overall, perceptions of TAC as a regulator continue to be very positive and similar to those expressed by RTOs. As shown in Figure 37 below, 88% of stakeholders rate TAC as *'good'* or *'excellent'*, with 12% of respondents rating TAC's performance as *'fair'*.

Figure 37. Overall perceptions of TAC

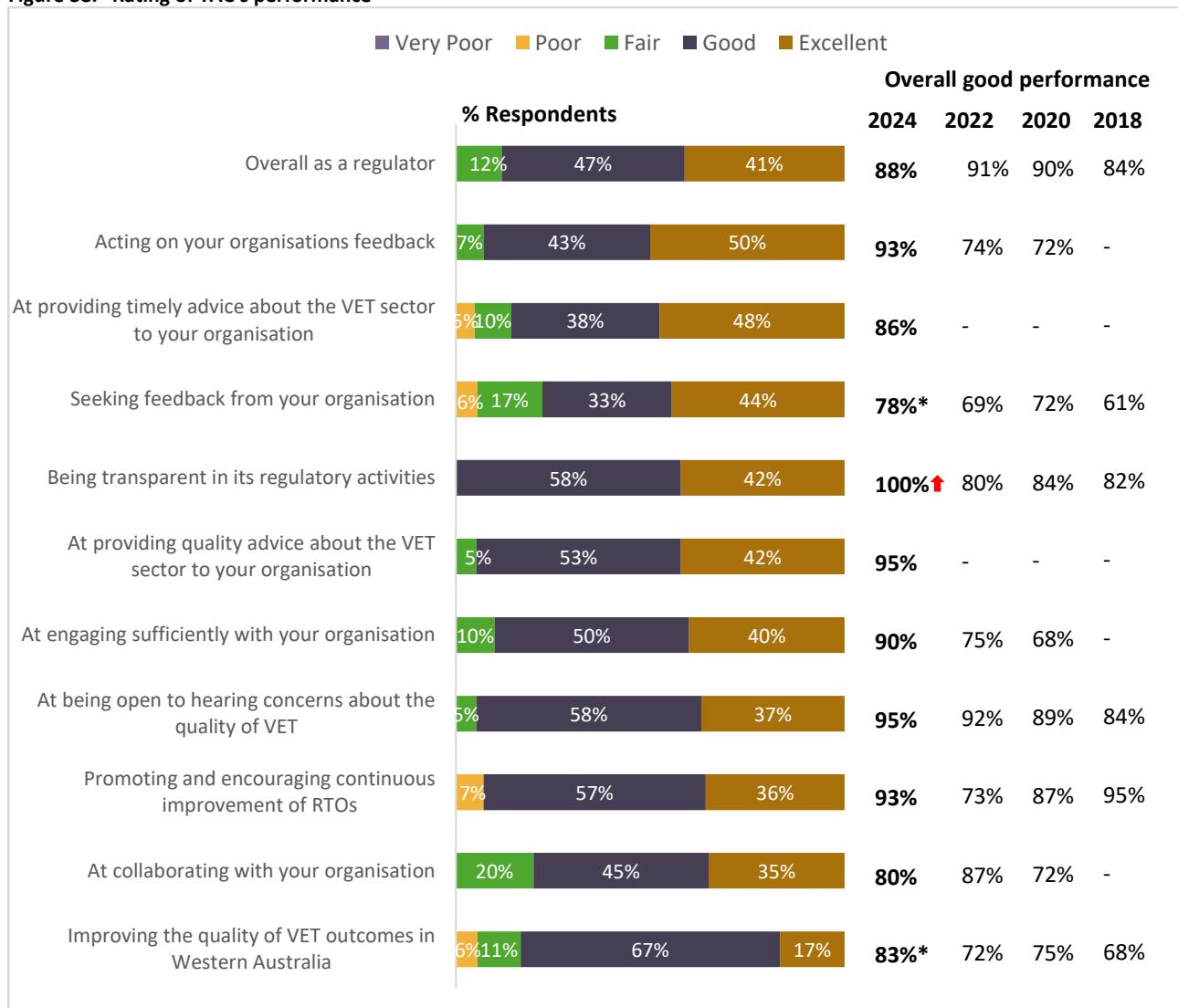


Q1. Please rate TAC's performance overall as a regulator. (n=17, don't know n=4)

The 2024 result is statistically similar to previous years, where results varied from 84% *'good'* or *'excellent'* in 2018 to 91% *'good'* or *'excellent'* in 2022. However, though not statistically significant, the proportion of stakeholders rating TAC as *'excellent'* was 27% in 2022 compared to 41% in 2024.

Stakeholders' perceptions of TAC were measured in a wide range of areas, and these are shown in Figure 38 on the next page. TAC was rated as *'good'* or *'excellent'* in all areas by 78% or more stakeholders.

Figure 38. Rating of TAC's performance



Q1. Please rate TAC's performance on each of the following. Sample sizes (2024: n=14-21; don't know n=0-7) (2022: n=22-24; don't know n=0-4) (2020: n=15-20; don't know n=2-7) (2018: n=11-24; don't know n=2-15)

*Note: The 'good' and 'excellent' performance do not always add up to the overall good performance score due to rounding to one decimal place.

↑ Indicates a statistically significant increase since 2022.

The 2024 results from stakeholders continue to be high. 'Being transparent in its regulatory activities' achieved a perfect score with unanimous support from stakeholders rating TAC as 'good' or 'excellent' in this area.

There has been a statistically significant increase in stakeholder perceptions of TAC being transparent about its regulatory activities. For all other results, whilst some improvements are in the order of 15% to 20% compared to the 2022 results, the number of stakeholders is small and therefore, the results are not statistically significant.

As shown in Figure 38 above, some stakeholders rated TAC's performance as 'poor' in:

- Promoting and encouraging continuous improvement of RTOs
- Improving the quality of VET outcomes in Western Australia
- Seeking feedback from your organisation
- At providing timely advice about the VET sector to your organisation.

Training councils were the group most likely to be critical of TAC in terms of:

- Improving the quality of VET outcomes in Western Australia
- At providing timely advice about the VET sector to your organisation
- At being open to hearing concerns about the quality of VET.

Industry regulators were more concerned about:

- At collaborating with your organisation.

West Australian Government Agencies commented on:

- Promoting and encouraging continuous improvement of RTOs
- Seeking feedback from your organisation.

13.0 TAC COMMUNICATION WITH STAKEHOLDERS

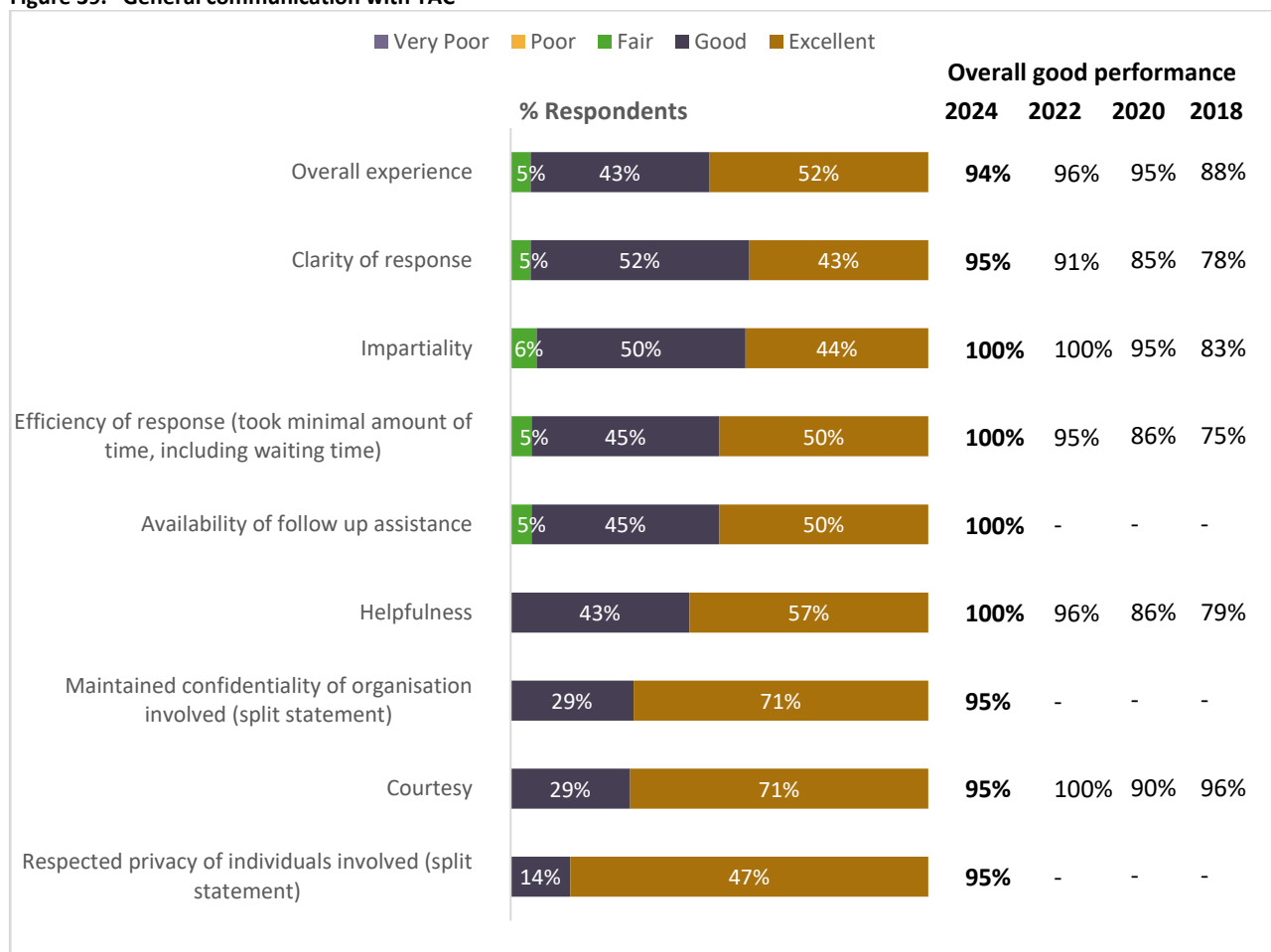
Communication was measured in terms of general communication and communication via the website, TAC LinkedIn, and the TAC Updates/TAC's Special Bulletin; these are discussed below.

13.1 General communication with TAC

The overall communication experience was rated by Stakeholders as 'good' or 'excellent' (95%) and 'excellent' by over half of stakeholders (52%). TAC's general communication ranged between 94% of stakeholders, who rated impartiality as 'good' or 'excellent' to 100% for 'helpfulness', 'courtesy', 'maintaining confidentiality of an organisation' and 'respecting the privacy of individuals involved'.

These ratings are extremely high, and the majority of stakeholders rated TAC's performance as 'excellent' on each of the general communication metrics; in only two areas does the proportion of stakeholders rating TAC as 'good' exceed the proportion rating TAC as 'excellent', and these are 'impartiality' and 'clarity of response'.

Figure 39. General communication with TAC



Q3. Please rate your most recent experience in communicating with TAC using the same scale. So, was your overall experience: excellent, good, fair, poor or very poor?... Sample sizes (2024: n=14-21; don't know 0-7); (2022: n=20-21; don't know 1-2) (2020: n=23-25; don't know 1-3) (2018: n=23-25; don't know 1-3)

Overall, the results in 2024 are statistically similar to the those reported in 2022. In comparison to the results recorded in 2018, there have been significant improvements in the proportion of stakeholders rating TAC as 'good' or 'excellent' in terms of helpfulness, clarity of response and efficiency of response.

No stakeholders gave 'poor' or 'very poor' ratings on any aspect of TAC's general communication, and only one stakeholder gave a 'fair' response in each of the following areas:

- Overall experience
- Impartiality
- Clarity of response
- Efficiency of response (took a minimal amount of time, including waiting time)
- Availability of follow-up assistance.

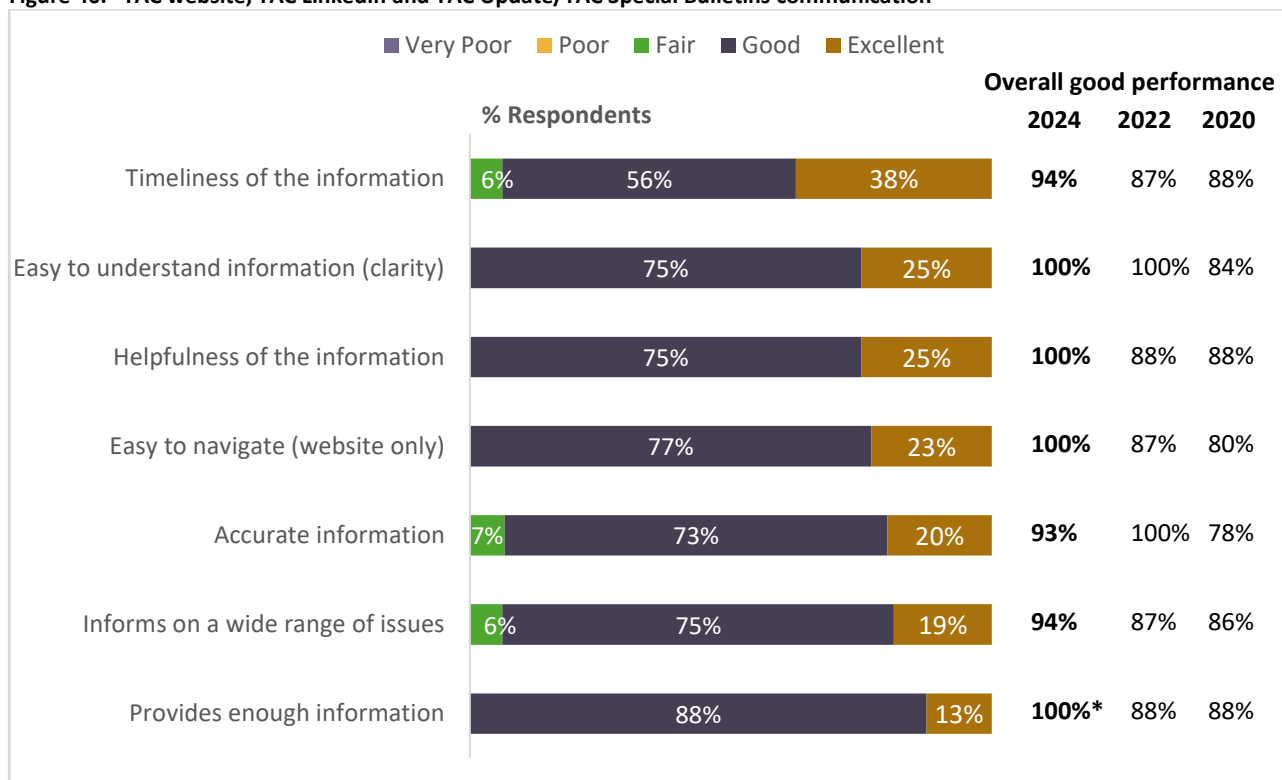
13.2 TAC website, TAC LinkedIn and TAC Update/TAC Special Bulletins communication

Stakeholder ratings of communication through the TAC website, TAC LinkedIn and TAC Update/TAC Special Bulletins were also very high, with perfect scores for:

- Easy to understand information (clarity)
- Provides enough information
- Helpfulness of the information
- Easy to navigate (website only)

In all other areas, TAC's ratings of 'good' or 'excellent' scores were above 90%.

Figure 40. TAC website, TAC LinkedIn and TAC Update/TAC Special Bulletins communication



Q5. The TAC website, TAC LinkedIn and TAC Update/TAC Special Bulletins are key tools used by TAC to communicate with stakeholders. Please rate your experience with TAC in the 12 months since 1 July 2023 in terms of providing... Sample size (2024: n=13-16; don't know n=5-8; (2022; n=15-16; don't know n=8-9) (2022; n=15-18; don't know n=4-7)

*Note: The 'good' and 'excellent' performance do not always add up to the overall good performance score due to rounding to one decimal place.

Like previous years, no stakeholder rated TAC communication as *'poor'* or *'very poor'*, with one stakeholder rating communication as *'fair'* on the following aspects:

- Accurate information
- Timeliness of the information
- Informs on a wide range of issues.

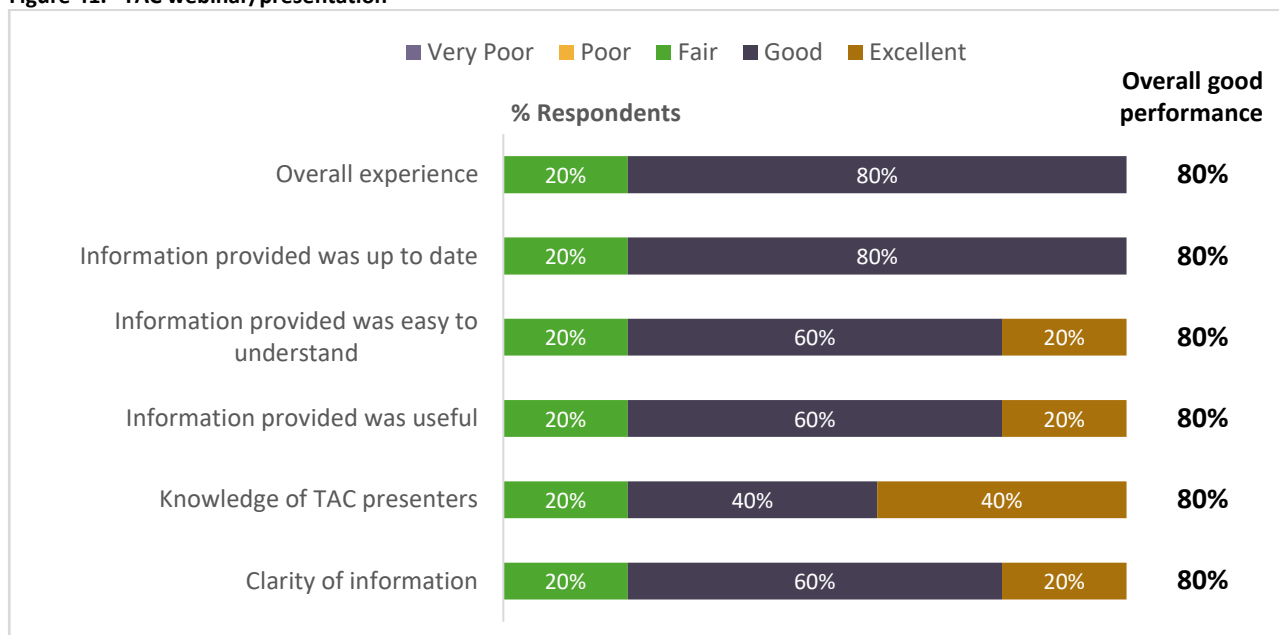
Compared to the 2022 study, all aspects of the TAC website, TAC LinkedIn and TAC Update/TAC Special Bulletins measured remain statistically similar results to those recorded in 2022; however, stakeholder perceptions of the TAC website appear to have increased from 80% *'good'* or *'excellent'* performance to 100% *'good'* or *'excellent'* performance in 2024. The same applies to accurate information, which increased from 78% in 2020 to 100% *'good'* or *'excellent'* in 2024.

14.0 THE TAC EDUCATION PROGRAM

Five stakeholders had participated in a TAC education webinar or TAC presentation in the last 12 months; of these, four respondents had participated in one to two webinars or presentations, and one had attended three to four webinars/presentations. They were most likely to be from the West Australian Government or from training councils.

Four of the five stakeholders attending a TAC education webinar or presentation rated their overall experience and key matrix about their experience as *'good'* or *'excellent'*. Most rated their experience as *'good'* rather than *'excellent'*.

Figure 41. TAC webinar/presentation



Q9. Please rate your experience on average in participating in a TAC education webinar or TAC presentation, terms of the.....(insert statement)..... is it excellent, good, fair, poor or very poor?... (Sample size n=5; don't know n=0)

One stakeholder, an industry regulator, rated their experience as *'fair'* because the information given at the webinar or presentation covered broad issues in relation to TAC's involvement, whereas their area of involvement with TAC was in a very focused area.

Stakeholders were asked what topics they would like TAC to cover in its education program. A total of 14 stakeholders provided valid feedback on the question. The most popular topic was:

- The relationship between the industry's requirements and practices and the theory taught in the RTOs. This also included the relevant knowledge and industry experience as a trainer who is signing off students as competent in the industry sector.

Other issues included:

- The revised RTO Standards and the changes to the existing Standards
- Emerging regulatory issues
- Regular updates on what's happening nationally that relates to Western Australia
- Guidance for trainers and assessors
- Documentation to support trainers in general
- Subcontracting.

In addition to education topics, stakeholders also asked for:

- Regular meetings with TAC and proactive collaboration
- Support for students who graduate to ensure that they can apply their knowledge
- More information on the website for newly qualified students in the industry
- A simpler breakdown and guidelines on assessing units of competency; currently, too many methods lead to confusion, and RTOs train to a lower standard
- Clarification on online delivery of courses.

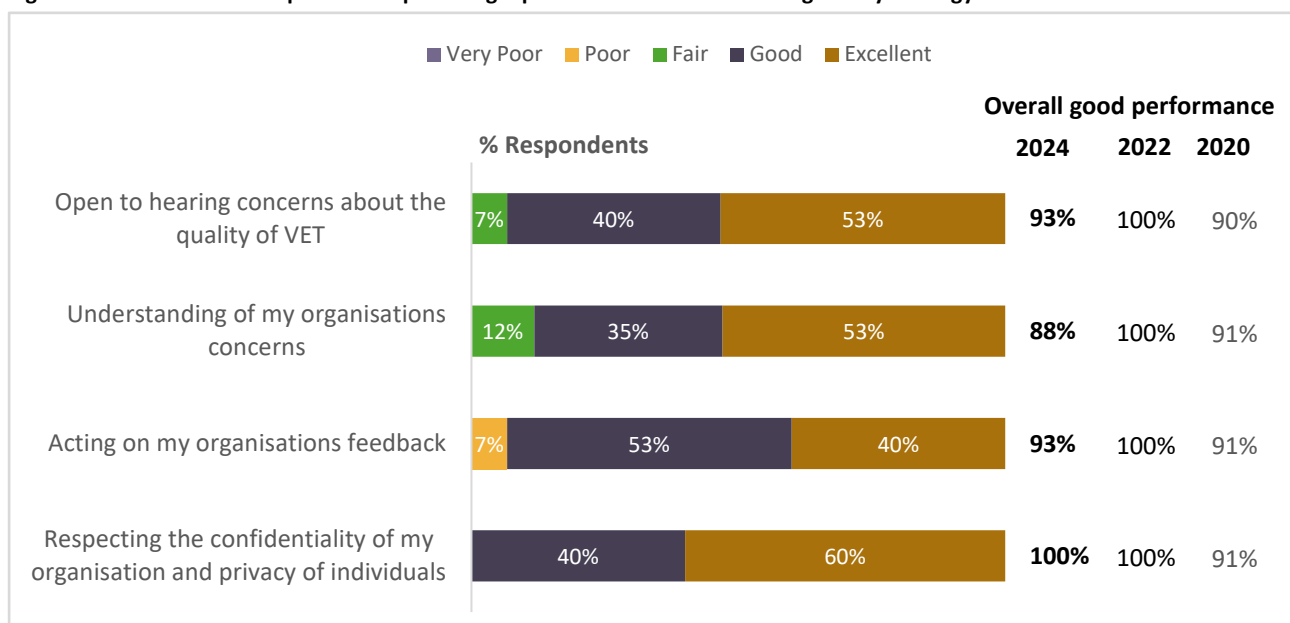
15.0 REGULATING THE VET SECTOR

The TAC Regulatory Strategy 2023-2025 (the Strategy) was developed in consultation with stakeholders. The experience in providing input into the development of the Strategy was rated by the great majority of stakeholders as 'good' or 'excellent', as shown in Figure 42 below.

As in 2022, respecting the confidentiality of the organisation and the privacy of individuals was rated particularly highly, with all stakeholders describing this aspect of the Strategy as 'good' or 'excellent', and 60% of stakeholders rating this aspect as 'excellent' in 2024. This is similar to the stakeholder experience in 2022.

The majority of stakeholders rated TAC as 'excellent' in being open to hearing concerns about the quality of VET and in understanding their organisation's concerns (both 53%). One stakeholder rated their experience as 'poor' and 12% of stakeholders rated their experience with TAC understanding their organisation's concerns as 'fair'.

Figure 42. Stakeholder's experience in providing input into the 2023-25 TAC Regulatory Strategy



Q13. The TAC's Regulatory Strategy 2023-25 was developed in consultation with stakeholders. Using the same scale, thinking about your experience in providing input into the development of the Strategy? How did TAC perform in terms of Sample size (2024: n=15-17; don't know n=4-6) (2022: n=14-16; don't know n=8-10) (2020: n=10-11; don't know n=11-12).

Just under one in three stakeholders were unable to rate their experience in developing the Strategy, as they did not work with TAC on the Strategy or comment in any way. On each of the four aspects, the results are statistically similar to those recorded in 2020 and 2022.

Stakeholders who reported not being involved in providing input into the development of the Strategy came from a range of sectors, including training councils, industry regulators and the WA Government agencies.

The 'fair' rating came from training councils who commented:

We understand that there are larger priority industries that are being addressed, but we have been raising concerns for example about the Security Industry for a number of years now and it still hasn't been included in the Regulatory Strategy.

They have taken the time to seek our feedback, and we have taken the time to provide our input, but they haven't taken it on board.

16.0 FUTURE REGULATORY SUPPORT

Stakeholders were invited to nominate the three main concerns specific to their industry sector. The issues raised were diverse and those issues identified by two or more stakeholders included:

- Online delivery:
 - Definition of online learning and assessments
 - Enrolling students with low language, literacy and numeracy skills
- Assessing and verifying the competency of students
- Quality and consistency of training
- Compliance issues and compliance under the revised Standards
- Providing relevant industry experience
- Providing regulatory advice
- Fake qualifications, where people pay the RTO a fee and it signs off on the course without sufficient assessment
- The inflexible approach of RTOs to courses requiring a different ratio of academic to practical course content
- Minimum practical training requirements particularly for units that lead to high-risk licenses
- The alignment of TAC with other bodies interstate doing the same work, industry needs a national response.

Other issues raised by individual stakeholders include:

- Measuring an RTO on student outcomes, not just compliance
- Not enough lecturers and trainers
- Limiting class sizes, particularly where there is a practical element to the course
- The length of time TAC takes to cancel or suspend a registration
- Engaging with the industry, not just the trainers
- Simplify the layers of administration required
- Be more prescriptive about the requirements of particular courses
- More regular reviews of courses, particularly practical courses
- Encourage RTOs to give feedback on the current issues they're experiencing with students, like vaping
- More information from TAC on how to prove the transfer of ownership from one RTO to another
- Better communication with industry, particularly industry technology advancements
- Support and guidance on creating assessment and assessment plans
- Planning and documentation for trainers
- The administration of injectables in non-clinical environments.

16.1 Prevalence of contract cheating services and the inappropriate use of AI

Four stakeholders, one more stakeholder than in 2022, stated that their industry sector had experienced students using contract cheating services or using AI for knowledge-based assessments in the past 12 months.

The circumstances where contract cheating services or inappropriate use of AI have been used were described as:

- *We suspect that AI is being used. Students come to do a Capstone Test with us, which is done on MS Teams, and we are not sure if ChatGPT is being used during oral exams.*
- *We are aware of an overseas student in WA using contract cheating information from a person in QLD. We believe that the information has been distributed throughout the backpacking community. Also, a French student had Facebook open during an assessment with a relevant assessment instrument and information open.*
- *Industry has brought it to our attention, and we are now trying to incorporate wording into our courses to counter plagiarism.*
- *More in relation to client complaints about services and record-keeping from practitioners. The information they have received isn't quite right due to the algorithm not quite getting the information right. It's more within the industry and the health sector. We don't get complaints in relation to students.*

17.0 QUALIFICATIONS THAT RAISE THE MOST CONCERN

Stakeholders were asked to identify the three qualifications or units of competency that raise the most concern for their industry or sector and the reason for their concern. Seventeen of the 21 stakeholders identified areas of concern, and these are detailed in the Table below:

INDUSTRY/QUALIFICATION/UNIT OF COMPETENCY	CONCERN
Advanced Diploma of Cosmetic Dermal Science Course	<i>Similar issues as the Graduate Diploma of Cosmetic Nursing & Injectables Course</i>
Rail / Transport	<i>Rail - Qualifications - aren't mandated. The VET qualifications don't relate directly to Licenses, so everyone ends up doing 2 x qualifications - Licensing with the Licensing Authority and VET qualification with TAFE. Whereas with the driving qualifications they don't have to do TAFE just the Licensing, which the Industry bring up as a problem. There's too much duplication.</i>
Aviation	<i>CASA qualification - The VET qualifications don't relate directly to Licenses, so everyone ends up doing 2 x qualifications - Licensing with the Licensing Authority and VET qualification with TAFE. Whereas with the driving qualifications they don't have to do TAFE just the Licensing, which the Industry bring up as a problem. There's too much duplication. Differences between International Licensing amendments and National (not staying current).</i>
Catering	<i>Commonwealth incentives are now available for stakeholders engaging in Apprenticeship & Training contracts; the whole incentive model has changed significantly since July 2024. Some qualifications are no longer funded to the same degree. We have seen stakeholders shifting to training contracts that may not necessarily fit the intended occupation for which they've engaged in the original training contract.</i>
Certificate II in Security Operations (CPP20218)	<i>Online delivery. Enrolment criteria due to inadequate language and literacy requirements.</i>
Certificate III & IV in Individual Support and Allied Health Qualifications	<ol style="list-style-type: none"> <i>Due to a large number of changes to the training package and the volume of training.</i> <i>There is a unit within that qualification that requires demonstration in a workplace environment on individuals. That's what is stipulated in the training package, and we don't agree with that. The issue is that being a stipulation in the training package we are not quite sure how the training provider will be able to manage that now.</i> <i>Creates concern with the update because of the requirement of the person delivering the qualification to have their TAE and a very recent qualification.</i>

INDUSTRY/QUALIFICATION/UNIT OF COMPETANCY	CONCERN
Certificate IV in Motor Vehicle Driver Training	<i>Potential corruption in the background. People are issuing qualifications without the person acquiring the necessary skills as a Driving Instructor.</i>
Certificate IV in Training & Assessment	<i>The standards between different RTOs are highly variable, a particular course can be done over a 6-month period, and another RTO can do the course over 18 months and be horrendously picky. The courses can be vastly different between providers. It doesn't have a high level of consistency.</i>
Certificate IV Courses (course not specified)	<i>The suitability of delivery for schools doing this certificate. I believe the timing is not suitable for students and their other workload and the suitability of delivery. The simulated environment is not suitable</i>
Certificate IV or Diploma qualifications	<i>Are RTO's allocating enough volume of learning towards those courses. The higher-level qualifications often lack rigour. A regulator like TAC would have some influence over RTO's ensuring commerciality doesn't override quality in regard to learning outcomes.</i>
Certificate IV in Real Estate Practice	<i>The registration process. It qualifies you to be a Sales Agent or Proxy Manager. There are different parts for different units within that qualification. You can do a part qualification and be a Proxy Manager and there is an overlap between qualifying as a Real Estate salesperson, but if you do the full qualification you can be an unrestricted R/E agent, and it needs work in clarifying and separating the qualification so that the registration is clearer.</i>
Community Services Qualification - Case Management Unit	<i>Currently being reviewed because it has been identified with a few challenges for some of the large training providers.</i>
Dental Courses	<i>A lot of cosmetics practiced in Dentist practices by Dental Technicians need to be properly monitored as well.</i>
Diploma of Children's Services / Early Childhood Education & Care Services / Certificate III in Early Childhood Education & Care	<ol style="list-style-type: none"> <i>1. Understanding what Early Supervision is. We see far too many children escaping services or getting lost on excursions etc., which relate to two sections of our Law - Inappropriate Supervision Practices or Risk of Harm & Hazard.</i> <i>2. Rough Handling is a huge concern because we have a lot of Educators who are inappropriately disciplining children. There is a unit in both Cert III and Diploma that talks about this. Which relates to Children's Health & Safety. We have raised this issue previously with TAC.</i> <i>3. Ability to do Curricular Planning. Under National Quality Standards - Quality Area 1, which is about</i>

INDUSTRY/QUALIFICATION/UNIT OF COMPETANCY	CONCERN
	<p><i>developing programs and assessing Children's Learning & Development is the main area that we are finding services are falling down in. Which is directly linked to an Educator's lack of understanding or experience.</i></p> <p>4. <i>Many students would like to do the course, but the work placement hours and the rigour of the course have become too onerous for a lot of school students.</i></p> <p>5. <i>Suitability for the delivery of the Training - Online or face-to-face and how it is being delivered. There are many subjects that require face-to-face learning but are starting to be delivered online because it is more cost-effective for the RTOs.</i></p>
Diploma of Nursing	<p><i>Suitability for the delivery of the Training - Online or face-to-face and how it is being delivered. There are many subjects that require face-to-face learning but are starting to be delivered online because it is more cost-effective for the RTOs.</i></p>
Dogging through to Advanced Rigging Courses	<p><i>All these hierarchical qualifications. We know there are 18-year-olds doing these courses that have never done this work before and in 2 weeks they can qualify as an Advanced Rigger. There is no way they could have learned the skills properly.</i></p>
Forklift Operator Courses	<p><i>We have a lot of marginal RTOs that offer this course. The course is done in 2 days, and the class sizes are too big. A lot of the students are scraping through with limited skills, and they are being placed in an entry-level workplace environment with inadequate skills. The business model is making RTOs a lot of money while providing under-qualified students.</i></p>
Graduate Diploma of Cosmetic Nursing & Injectables Course	<p><i>Nursing in particular. Cosmetics and Injectables - High risk being practiced in a non-clinical space. To ensure as an enrolled nurse that they have a clear understanding of how to administer injectables safely and what their requirements are.</i></p>
Innovation & Climate Change (included in multiple training packages)	<p><i>Anything to do with the efficiencies of water and energy and innovation within the industry</i></p>
Logistics	<p><i>Heavy vehicles and trucks are a big issue because they must work through all vehicle type licenses and licensing duplications. The VET qualifications don't relate directly to Licenses, so everyone ends up doing 2 x qualifications - Licensing with the Licensing Authority and VET qualification with TAFE. Whereas with the driving qualifications they don't have to do TAFE just the Licensing, which the Industry bring up as a problem. There's too much duplication.</i></p>

INDUSTRY/QUALIFICATION/UNIT OF COMPETANCY	CONCERN
Scaffolding Basic through to Advanced Courses	<i>The courses are being completed far too quickly with inexperienced students.</i>
Diplomas of Marine Engineering and Diplomas of Maritime Operations	<i>Stream Diploma - Near Coastal Diploma and International Diploma overlap and there is a concern that in the changeover space students may not be trained at the right level. We need to ensure that Near Coastal Diploma aligns with International Diploma.</i>
The Standards of Training Certification and Watchkeeping (STCW)	<i>We rely on TAFE to confirm that a student is competent and once that competence is vetted with an oral exam, the student is accepted worldwide. We get audited in that space along with the colleges by an external provider. Master 45 and MED1 are intermediate before moving to higher level and are a concern. The Cert. IV and Diploma. The Diploma is streamed, and our concern is that some institutions will say that one is a Near Coastal and does not apply. We have tried to maintain a career path so that there is a progression</i>
Tourism	<i>Commonwealth incentives that are available for stakeholders engaging in Apprenticeship & Training contracts, the whole incentive model changed significantly since July 2024. Which has meant some qualifications are no longer being funded to the same degree. We have seen stakeholders shifting to training contracts that may not necessarily fit the intended occupation for which they've engaged in the original training contract.</i>
Water & Energy (included in multiple training packages)	<i>Anything to do with the efficiencies of water and energy and innovation within the industry</i>
Prepare to work safely in the construction industry (White Card)	<i>They keep redoing it and need some consistency with the qualification.</i>
Work Health & Safety - Silicosis and Asbestosis	<i>Asbestos and Silica units would be really useful. Even if they are State based. They are more in need because they are at the forefront of Policy at the moment. A need to provide a Silica awareness unit that is broadly rolled out across industry and then in turn Nationally. Also, in conjunction with Asbestos units</i>

Q17, Q18, Q19. What are the three qualifications or unit/s of competency that raise the most concern for your industry/sector and then for each what is the reason for your concern. (n-21)

In 2024 the questionnaire was longer than in previous years and a question was not asked to inviting further comments.

APPENDICES



- Technical Appendix – Sampling and Data Collection Specifics
- Survey Research Appendix: Statistical Tests
- Survey Questionnaires – RTOs and Stakeholder

18.0 APPENDICES

18.1 Technical Appendix - Sampling and Data Collection Specifics

Component	Details
Project Management Team	
Research Solutions contact	Nicky Munro
Client contact	Kieran Tynan
Field company	Market Research Australia
Field company credentials	Has a signed Service Level Agreement with Research Solutions to ensure the subcontracted work meets the requirements of ISO 20252:2019(E)
Research Methodology	
Data collection method	RTOs – Online; Stakeholders by Telephone
Sampling Methodology	
Target population for survey	Registered RTOs Stakeholders of TAC
Description of sampling frame	Census
Source of sampling frame	client provided list
List checked for duplicate entries	The lists have been checked, and seven duplicate emails were removed
Was an Access Panel used?	No
Was the sample blended (derived from multiple sources or interviews conducted across multiple modes)?	No
Sampling technique	Census all contacts were approached at least 4 times
Was the sample quota'd?	No
Planned sample size	N=139 RTOs similar to the previous survey
Were there any problems encountered in sample selection?	No
Sample size achieved	RTOs n=94 this was lower than expected due to the time of year Stakeholders n=21
Do participants need to be approached again (for a future project)?	No, a new list of registered RTOs will be provided by the client
Fieldwork	
Briefing Method	Via teams with written briefing notes provided
Pilot study date(s)	No pilot was conducted as the questionnaire was very similar to previous years

Component	Details
Research participant support	FOR THE ONLINE SURVEY OF RTOS Participants were provided with the contact details of the project manager and the client FOR INTERVIEWER ADMINISTERED STAKEHOLDER SURVEY The contact details of the project manager were available to participants on request
Were participants required to perform special tasks (e.g., download software)?	No
Were participants required to share sensitive information or personal data?	No, nothing beyond simple demographic information
Screeners, questionnaire and /or discussion guide appended to report	Yes
Incentives or methods of engagement used for participants	No
Any issues arising in the survey?	Yes (describe issues that arose) or No e.g. poor participant behaviour
Survey Procedure for CATI:	
• Survey dates	11.9.2024 – 31.10.2024
• Questionnaire length / administration time	16 minutes
• Number of interviewers used	1
• Times of day interviews took place	Telephone: Mon-Fri mainly pm; calls-back as requested.
• No of call backs before number replaced	An average of 6 calls to each stakeholder, with up to 11 calls for those most difficult to secure
Survey Procedure for Online surveys:	
• Survey dates	12.9.2024 – 24.10.2024
• Was the online survey platform optimised for each type of device (desktop, laptop, tablet, smartphone)?	Yes
• Questionnaire length / administration time	Median time 16 minutes; average time 29 minutes
• Administration process	Personalised email sent from Research Solutions embedded with unique link embedded
• Number and dates of reminders to non-respondents	Three reminders to non-respondents 2 from Research Solutions and a 3 rd from TAC First reminder sent: 20.09.2024 Second reminder sent: 26.09.2024 TAC reminder sent: 4.10.2024 Extension of closing date email: 14.10.2024
Data Collection Outcomes:	
Probability sample: response rate:	
RTO Online response rate:	53%
Stakeholder telephone survey	88%
CATI research participant contact outcomes	
• Interviews	21
• Not available / away for duration of study / answering machine (after call backs)	3
• Refusals	0

Component	Details
• Language/Behavioural Barrier	0
Online survey by email invitation research participant contact outcomes:	
• Number invited to participate	257
• Completed survey responses	94
• Bouncebacks	2
• Partially completed responses	12
• Screened out	0
• Unavailable / away for the duration	1
• Refusals	2
Was a router or similar method used?	No
Overall sampling error:	
• RTO survey as a proportion of RTOs	7± %
• Stakeholder survey	8± %
Validation procedures:	
Online survey	Not required as survey was self-completion
Telephone survey number validated:	N=2
Number of cases excluded as the result of validation	None
Validity and Reliability Issues including:	
• How well the sample fitted the sampling frame	The RTO sample was a census with 53% responding, fit was reasonable and consistent with previous years except a greater number of large RTOs The stakeholders were a census, and most were surveyed, the results were consistent with last year
• Methods which may produce bias in participant selection	None
• Possible sampling errors and how well the sample can generalise to the population	Larger organisations may have been more likely to have a contact, and a legally responsible person so may have received 2 emails and therefore be more likely to respond.
• Third party data to access any sample bias	None available
Data Coding, Analysis and Data File Treatment	
Data coding	Procedure involves: <ul style="list-style-type: none"> • Review of first 50 questionnaires (or similar) to develop coding sheets based on common responses • Additional codes created when more than 2% of the sample record common response • Coding undertaken by the Research Solutions Project Manager • Validation of coding has been undertaken of 5% of the coded data.

Component	Details
Consistency checks	<ul style="list-style-type: none"> • Preliminary data file checked by Project Manager using SPSS: <ul style="list-style-type: none"> ○ Frequency counts ○ Relevant cross tabulations • Data outside the range/duplicates or abnormalities investigated with Field Company prior to coding and analysis <p>Responses checked for:</p> <ul style="list-style-type: none"> • Appropriate responses to open ended questions • Low probability / fictitious responses • Inconsistent responses on batteries • Pattern of responses: Flatlining or random responding • Length of time to complete the survey • High % of unanswered questions / key questions not answered • High % of don't know or refused questions
Data checked for duplications	<ul style="list-style-type: none"> • Contact details checked name & phone no. • Open ended comments reviewed
Were any duplications identified?	No
Treatment of missing data	<ul style="list-style-type: none"> • Excluded from analysis and/or noted where relevant • Individual cases with excessive missing data excluded from sample
Was sample weighted?	No
Any estimating or imputation procedures used	No
Methods of statistical analysis	<ul style="list-style-type: none"> • Frequency counts • Descriptive statistics • Cross tabulations <p><i>See Survey Research Appendix: Data reduction and data modelling techniques</i></p>
Statistical tests used	<i>See Survey Research Appendix: Statistical tests</i>
Data file provided to client	On request
De-identified data files retained	For five years
This project has been undertaken with compliance with ISO 20252:2019	

18.2 Survey Research Appendix: Statistical Tests

Test:	Standardised and Adjusted Residuals
Use:	To determine if the proportions of a variable in two independent samples are significantly different.
Data Assumptions:	<ul style="list-style-type: none"> • Measure being tested is normally distributed with the two samples. • Data must be interval or ratio. • Sample size is large enough to form a normal curve ($n > 30$) • Variance of measure being tested is roughly similar (homogeneity of variance).
Test Measure / Cut-off Criterion:	$p \leq 0.5$
Issues to be aware of:	<p>The result should be both statistically significant and clinically or tactically or strategically significant. Be mindful of statistically significant differences where:</p> <ol style="list-style-type: none"> 1. The sample sizes are very large 2. Scores within the groups are very similar (i.e. the groups have small standard deviations)

Test:	Chi Square (Pearson's chi-square)
Use:	To determine if two variables are related by more than chance alone.
Data Assumptions:	<ul style="list-style-type: none"> • Data is from a random sample. • Data must be nominal, ordinal or interval. • Sufficiently large sample (absolute minimum $n=30$) & adequate cell sizes ($n=10+$) • Observations must be independent. • Observations must have the same underlying distribution. • Data is unweighted
Test Measure / Cut-off Criterion:	$p \leq 0.5$

Test:	False Discovery Rate
Use:	A multiple comparison correction technique used to adjust the results of tests of statistical significance to reduce the chance of finding results to be significant when there are no actual differences.
Data Assumptions:	The data assumptions are relevant to the original tests of significance being "adjusted"
Test Measure / Cut-off Criterion:	$q \leq 0.5$

18.3 Survey Questionnaires – RTO and Stakeholder

OFFICIAL

TAC RTO Survey 2024 Final

ADD FIELD NAMES (Question access codes from WSC) TO SAMPLE LIST FOR UPLOAD TO SURVEY.
AMEND QUESTION TEXT BUT DO NOT CHANGE QUESTION ACCESS CODES FOR FOLLOWING FIELDS.

QUESTION ACCESS CODE	FIELD ON LIST (where the data being uploaded comes from)	QUESTION TEXT FOR 2024
ORGANISATIONTYPE	Training Provider Type	No change
LOCATION	Head Office Region	No change
LENGTHOFTIMEINBUS	Years Registered (to 30 June 2024)	No change
AUDITEDFY20	Audits in 2021/22	Audits in 2023/24
AUDITTYPES	Audit Types in 2021/22	Audit Types in 2023/24
APPLICATIONSFY20	Applications in 2021/22	Applications in 2023/24
AUDITEDFY20NUM	Research Solutions adds to list	Has had a TAC audit in last 12 months (yes/no)
HADDESKAUDIT	Research Solutions adds to list	Received a desk audit (yes/no)
HADHYBRIDSITEAUDIT	Research Solutions adds to list	Received a site/hybrid audit (yes/no)

OFFICIAL



LOGO:

SURVEY THEME: Research Solutions

BANNER TEXT: TAC RTO Survey 2024

MOBILE BANNER TEXT: TAC RTO Survey 2024

SURVEY WEB PAGE META TAGS: TAC RTO Survey 2024

PAGE 01

ASK ALL

HEADER 1: Interacting with TAC

Q.1 What types of contact has your organisation had with TAC in the 12 months since 1 July 2023?
Select all that apply.

Registration contact

- Made an application to TAC ☐_1
- Notified TAC of change to organisation ☐_2
- Used the RTO portal ☐_3
- Had an audit ☐_4

Communication contact

- Received a TAC update and/or TAC Special Bulletin ☐_5
- Used the TAC website ☐_6
- TAC LinkedIn ☐_12
- Used the TAC general email address/enquiry service – tac@dtwd.wa.gov.au ☐_7
- Had a phone conversation with TAC staff ☐_8
- Had a meeting with TAC staff ☐_9
- Attended a TAC education program ☐_10
- Lodged a complaint ☐_11
- Other (please specify) ☐_99
- No contact ☐_99

OFFICIAL

PAGE 02

ASK ALL

HEADER 1: TAC overall performance

Q2 Please rate TAC's performance overall and then in each of the following areas:

Randomise after first statement	Excellent	Good	Fair	Poor	Very poor	Don't know
Overall as a regulator	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Provides timely advice to my organisation on its regulatory activities	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Provides quality advice to my organisation on its regulatory activities	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Provides quality advice about the VET sector to my organisation	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Open to hearing concerns about the quality of VET	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Is transparent in its regulatory decisions and activities	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Applies consistent regulatory decisions	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Promotes and encourages continuous improvement of RTOs	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Improves the quality of VET outcomes in Western Australia	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9

SHOW IF ANY Q2 QUESTION ROW = FAIR (3) OR POOR (2) OR VERY POOR (1):

PARA: You gave TAC lower ratings in some of the areas in the previous questions. They would appreciate feedback on what you were dissatisfied with and how they can improve.

This next section is OPTIONAL. If you don't wish to provide feedback on how they can improve, please click the next button at the bottom of the screen and move on to the next page.

SHOW FOR EACH STATEMENT WHERE Q2 QUESTION ROW = FAIR (3) OR POOR (2) OR VERY POOR (1):

Q.3 You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor, can you please provide further explanation as to why you rated it that way?

OPTIONAL

OFFICIAL

PAGE 03

ASK ALL

HEADER 1: TAC's communication with RTOs

Q.4 The TAC website, TAC LinkedIn and the TAC Update/TAC Special Bulletins are key tools used by TAC to communicate with RTOs. Please rate your experience with these communication tools over the 12 months since 1 July 2023.

Randomise	Excellent	Good	Fair	Poor	Very poor	Don't know
Accurate information	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Easy to understand information (clarity)	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Provides enough information	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Helpfulness of the information	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Timeliness of the information	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Informs on a wide range of issues	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Easy to navigate (website only)	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9

SHOW IF ANY Q4 QUESTION ROW = FAIR (3) OR POOR (2) OR VERY POOR (1):

PARA: You gave TAC lower ratings in some of the areas in the previous questions. They would appreciate feedback on what you were dissatisfied with and how they can improve.

This next section is OPTIONAL. If you don't wish to provide feedback on how they can improve, please click the next button at the bottom of the screen and move on to the next page.

SHOW FOR EACH STATEMENT WHERE Q4 QUESTION ROW = FAIR (3) OR POOR (2) OR VERY POOR (1):

Q.5 You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor, can you please provide further explanation as to why you rated it that way?

OPTIONAL

OFFICIAL

PAGE 04

ASK ALL

HEADER 1: Communication with TAC by email or telephone

Q.6 Please rate your most recent experience in communicating with TAC by email and /or telephone?

Randomise after first statement	Excellent	Good	Fair	Poor	Very poor	Don't know
Overall experience communicating with TAC via email and/or phone	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Courtesy	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Respected the confidentiality of my organisation	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Respected privacy of individuals involved	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Impartiality	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Helpfulness	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Clarity of response	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Efficiency of response (took minimal amount of time, including waiting time)	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Availability of follow up assistance	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9

SHOW IF ANY Q6 QUESTION ROW = FAIR (3) OR POOR (2) OR VERY POOR (1):

PARA: You gave TAC lower ratings in some of the areas in the previous questions. They would appreciate feedback on what you were dissatisfied with and how they can improve.

This next section is OPTIONAL. If you don't wish to provide feedback on how they can improve, please click the next button at the bottom of the screen and move on to the next page.

SHOW FOR EACH STATEMENT WHERE Q6 QUESTION ROW = FAIR (3) OR POOR (2) OR VERY POOR (1):

Q.7 You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor, can you please provide further explanation as to why you rated it that way?

OPTIONAL

OFFICIAL

PAGE 05

ASK ALL

HEADER 1: TAC's customer service model

Q.8 TAC's customer service model assigns a Regulation Officer to each RTO, with that Officer managing your RTO's interactions with TAC.

How well do you feel TAC's customer service model works?

Excellent	<input type="radio"/> 5
Good	<input type="radio"/> 4
Fair	<input type="radio"/> 3
Poor	<input type="radio"/> 2
Very poor	<input type="radio"/> 1
Don't know	<input type="radio"/> 9

OFFICIAL

PAGE 06

ASK ALL

HEADER 1: Applications

Q.9 Has your organisation lodged an application with TAC during the 12 months since 1 July 2023?

- | | | |
|------------|--------------------------------------|--------------|
| Yes | <input type="radio"/> O ₁ | → Go to Q.10 |
| No | <input type="radio"/> O ₂ | → Go to Q.12 |
| Don't know | <input type="radio"/> O ₃ | → Go to Q.12 |

SHOW IF Q9 = YES (1):

Q.10 Please rate on average your application experience based on the application/s that you have submitted to TAC.

Randomise after first statement	Excellent	Good	Fair	Poor	Very poor	Don't know
Overall experience with the application process	<input type="radio"/> O ₅	<input type="radio"/> O ₄	<input type="radio"/> O ₃	<input type="radio"/> O ₂	<input type="radio"/> O ₁	<input type="radio"/> O ₉
Helpfulness of information on TAC's website regarding making applications	<input type="radio"/> O ₅	<input type="radio"/> O ₄	<input type="radio"/> O ₃	<input type="radio"/> O ₂	<input type="radio"/> O ₁	<input type="radio"/> O ₉
Time taken by TAC to act on the application after you were notified that the application was received	<input type="radio"/> O ₅	<input type="radio"/> O ₄	<input type="radio"/> O ₃	<input type="radio"/> O ₂	<input type="radio"/> O ₁	<input type="radio"/> O ₉

SHOW IF ANY Q10 QUESTION ROW = FAIR (3) OR POOR (2) OR VERY POOR (1):

PARA: You gave TAC lower ratings in some of the areas in the previous questions. They would appreciate feedback on what you were dissatisfied with and how they can improve.

This next section is OPTIONAL. If you don't wish to provide feedback on how they can improve, please click the next button at the bottom of the screen and move on to the next page.

SHOW FOR EACH STATEMENT WHERE Q10 QUESTION ROW = FAIR (3) OR POOR (2) OR VERY POOR (1):

Q.11 You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor, can you please provide further explanation as to why you rated it that way?

OPTIONAL

OFFICIAL

PAGE 07

ASK ALL

HEADER 1: RTO Portal:

Q.12 Has your organisation accessed the RTO Portal during the 12 months since 1 July 2023?

- Yes ☐ ₁ → Go to Q.13
- No ☐ ₂ → Go to Q.15
- Don't know ☐ ₃ → Go to Q.15

SHOW IF Q12 = YES (1)

Q.13 Please rate your experience with the RTO Portal.

Randomise after first statement	Excellent	Good	Fair	Poor	Very poor	Don't know
Overall experience with application tasks	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Easy to access	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Easy to access my RTO details and scope	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Easy to navigate	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Easy to complete the task required	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Clarity of instruction	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉

SHOW IF ANY Q13 QUESTION ROW = FAIR (3) OR POOR (2) OR VERY POOR (1):

PARA: You gave TAC lower ratings in some of the areas in the previous questions. They would appreciate feedback on what you were dissatisfied with and how they can improve.

This next section is OPTIONAL. If you don't wish to provide feedback on how TAC can improve, please click the next button at the bottom of the screen and move on to the next page.

SHOW FOR EACH STATEMENT WHERE Q13 QUESTION ROW = FAIR (3) OR POOR (2) OR VERY POOR (1):

Q.14 You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor, can you please provide further explanation as to why you rated it that way?

OPTIONAL

OFFICIAL

PAGE 08

SHOW PAGE IF AUDITEDFY20NUM=YES (1); HIDE PAGE IF AUDITEDFY20NUM = HAS NOT (2).

HEADER 1: RTO audit experience

PARA: We understand that your RTO has participated in an audit during the survey period.

Q.17 Did the audit/s add value or provide a worthwhile experience for your business?

- | | | | |
|------------|-----------------------|----------------|--|
| Yes | <input type="radio"/> | O ₁ | → Go to Q.18 |
| No | <input type="radio"/> | O ₂ | → Go to Q.19A or Q.20A as per page show/hide |
| Don't know | <input type="radio"/> | O ₃ | → Go to Q.19A or Q.20A as per page show/hide |

SHOW IF Q17= YES (1):

Q.18 Can you explain how the audit/s added value or provided a worthwhile experience for your business? *Explain in full.*

OPTIONAL

OFFICIAL

PAGE 09

SHOW PAGE IF HADDESKAUDIT = DESK OR BOTH (1); HIDE PAGE IF HADDESKAUDIT = HAS NOT (2).

HEADER 1: Desk audit

PARA: The following questions relate to your desk audit experience.

Q.19A Please rate your overall experience with the TAC desk audit.

Excellent	Good	Fair	Poor	Very poor	Don't know
O ₅	O ₄	O ₃	O ₂	O ₁	O ₉

Q.19B Please rate TAC's performance on:

RANDOMISE

	Excellent	Good	Fair	Poor	Very poor	Don't know
The information it provided about the audit purpose and process before the desk audit	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉
The information it provided about the evidence required to be submitted by your organisation as part of the desk audit	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉
The information it provided on the scope of the desk audit	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉
Providing clear information in the audit report on the audit outcomes and actions required	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉
The information it provided on the purpose and process following the desk audit	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉

SHOW IF ANY Q19B QUESTION ROW = FAIR (3) OR POOR (2) OR VERY POOR (1):

PARA: You gave TAC lower ratings in some of the areas in the previous questions. They would appreciate feedback on what you were dissatisfied with and how they can improve.

This next section is OPTIONAL. If you don't wish to provide feedback on how TAC can improve, please click the next button at the bottom of the screen and move on to the next page.

SHOW FOR EACH STATEMENT WHERE Q19A OR Q19B QUESTION ROW = FAIR (3) OR POOR (2) OR VERY POOR (1):

Q.19C You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor, can you please provide further explanation as to why you rated it that way?

OPTIONAL

OFFICIAL

NEW PAGE 10

SHOW PAGE IF HADHYBRIDSITEAUDIT = SITE / HYBRID OR BOTH (1); HIDE PAGE IF HADHYBRIDSITEAUDIT = HAS NOT (2).

HEADER 1: Site / hybrid audit

PARA: The following questions relate to your site / hybrid audit experience.

Q.20A Please rate your overall experience with the TAC audit

Excellent	Good	Fair	Poor	Very poor	Don't know
<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9

Q.20B Please rate TAC's performance on:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Providing information about the audit purpose and process before the audit	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
The information it provided on the scope of the audit	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Providing sufficient information about the audit at the entry meeting	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Informing me of any changes to the audit timetable and the reasons for changes	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Giving my organisation an opportunity to discuss our particular business	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Willingness to discuss the audit findings at the time of the audit	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Providing a clear overview of the audit outcomes, including any non compliances identified during the audit at the exit meeting	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Providing clear information in the audit report on the audit outcomes and actions required	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
The information provided on the purpose and process at the exit meeting	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9

SHOW IF ANY Q20B QUESTION ROW = FAIR (3) OR POOR (2) OR VERY POOR (1):

PARA: You gave TAC lower ratings in some of the areas in the previous questions. They would appreciate feedback on what you were dissatisfied with and how they can improve.

This next section is OPTIONAL. If you don't wish to provide feedback on how TAC can improve, please click the next button at the bottom of the screen and move on to the next page.

OFFICIAL

SHOW FOR EACH STATEMENT WHERE Q20A OR Q20B QUESTION ROW = FAIR (3) OR POOR (2) OR VERY POOR (1):

Q.20C You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor, can you please provide further explanation as to why you rated it that way?

OPTIONAL

OFFICIAL

NEW PAGE 11

SHOW PAGE IF HADHYBRIDSITEAUDIT = SITE / HYBRID OR BOTH (1); HIDE PAGE IF HADHYBRIDSITEAUDIT = HAS NOT (2)

Q.21A Please rate your experience with the TAC audit team during the audit.

The TAC audit team were:	Excellent	Good	Fair	Poor	Very poor	Don't know
Objective	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Knowledgeable	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Organised	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Informative	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Constructive	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Non-threatening	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9

SHOW IF ANY Q21A QUESTION ROW = FAIR (3) OR POOR (2) OR VERY POOR (1):

PARA: You gave TAC lower ratings in some of the areas in the previous questions. They would appreciate feedback on what you were dissatisfied with and how they can improve.

This next section is OPTIONAL. If you don't wish to provide feedback on how TAC can improve, please click the next button at the bottom of the screen and move on to the next page.

SHOW FOR EACH STATEMENT WHERE Q21A QUESTION ROW = FAIR (3) OR POOR (2) OR VERY POOR (1):

Q.21B You indicated that the TAC audit team's performance on <STATEMENT> was fair, poor or very poor, can you please provide further explanation as to why you rated it that way?

OPTIONAL

NEW PAGE 12

SHOW PAGE IF AUDITEDFY20NUM=YES (1); HIDE PAGE IF AUDITEDFY20NUM=HAS NOT (2).

Q.22 What could TAC do to improve any aspect of the TAC audits that it conducts? *Please provide details.*

OPTIONAL

OFFICIAL

NEW PAGE 13

ASK ALL

HEADER 1: TAC Education Program

Q23 TAC provides a range of educative opportunities to support compliance with the Standards for RTOs, including a range of webinars and published materials.

During the 12 months since 1 July 2023 did you attend a TAC webinar?

Yes ☐ **O₁** → Go to Q.24
 No ☐ **O₂** → Go to Q.27

SHOW IF Q23=YES

Q24 How many TAC education webinars did you attend?

1-2 webinars	<input type="radio"/> O₁	
3-4 webinars	<input type="radio"/> O₂	
5 or more webinars	<input type="radio"/> O₃	

SHOW IF Q23=YES

Q25 Please rate on average your experience in attending a TAC education webinar.

Randomise after first statement	Excellent	Good	Fair	Poor	Very poor	Don't know
Overall experience	<input type="radio"/> O₅	<input type="radio"/> O₄	<input type="radio"/> O₃	<input type="radio"/> O₂	<input type="radio"/> O₁	<input type="radio"/> O₉
Information provided was up to date	<input type="radio"/> O₅	<input type="radio"/> O₄	<input type="radio"/> O₃	<input type="radio"/> O₂	<input type="radio"/> O₁	<input type="radio"/> O₉
Information provided was easy to understand	<input type="radio"/> O₅	<input type="radio"/> O₄	<input type="radio"/> O₃	<input type="radio"/> O₂	<input type="radio"/> O₁	<input type="radio"/> O₉
Information provided was useful	<input type="radio"/> O₅	<input type="radio"/> O₄	<input type="radio"/> O₃	<input type="radio"/> O₂	<input type="radio"/> O₁	<input type="radio"/> O₉
Clarity of information	<input type="radio"/> O₅	<input type="radio"/> O₄	<input type="radio"/> O₃	<input type="radio"/> O₂	<input type="radio"/> O₁	<input type="radio"/> O₉
Knowledge of TAC presenters	<input type="radio"/> O₅	<input type="radio"/> O₄	<input type="radio"/> O₃	<input type="radio"/> O₂	<input type="radio"/> O₁	<input type="radio"/> O₉

SHOW IF ANY Q25 QUESTION ROW = FAIR (3) OR POOR (2) OR VERY POOR (1).

PARA: You gave TAC lower ratings in some of the areas in the previous questions. They would appreciate feedback on what you were dissatisfied with and how they can improve.

This next section is OPTIONAL. If you don't wish to provide feedback on how TAC can improve, please click the next button at the bottom of the screen and move on to the next page.

OFFICIAL

SHOW FOR EACH STATEMENT WHERE Q25 QUESTION ROW = FAIR (3) OR POOR (2) OR VERY POOR (1):

Q.26 You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor, can you please provide further explanation as to why you rated it that way?

OPTIONAL

ASK ALL

Q.27 To support RTOs the TAC provides recordings and support materials of its education webinars on the TAC website.

During the 12 months since 1 July 2023 have you accessed a recording and/or support materials of a TAC education webinar on the TAC website?

Yes

No

Don't know

☐ ₁

☐ ₂

☐ ₃

Continue to Q28

Skip to Q30

Skip to Q30

SHOW IF Q27=YES

Q.28 How would you rate your experience in accessing the education workshop recording and/or support materials on the TAC website?

Randomise

Excellent

Good

Fair

Poor

Very
poor

Don't
know

Overall experience in accessing
the recording and/or support
materials on the TAC website

☐ ₅

☐ ₄

☐ ₃

☐ ₂

☐ ₁

☐ ₉

Helpfulness of information

☐ ₅

☐ ₄

☐ ₃

☐ ₂

☐ ₁

☐ ₉

SHOW IF ANY Q28 QUESTION ROW = FAIR (3) OR POOR (2) OR VERY POOR (1):

PARA: You gave TAC lower ratings in some of the areas in the previous questions. They would appreciate feedback on what you were dissatisfied with and how they can improve.

This next section is OPTIONAL. If you don't wish to provide feedback on how TAC can improve, please click the next button at the bottom of the screen and move on to the next page.

OFFICIAL

SHOW FOR EACH STATEMENT WHERE Q28 QUESTION ROW = FAIR (3) OR POOR (2) OR VERY POOR (1):

Q.29 You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor, can you please provide further explanation as to why you rated it that way?

OPTIONAL

ASK ALL

Q.30 To support RTOs the TAC also provides a range of Podcasts and Factsheets on the TAC website as part of its education program.

To assist TAC with its planning what topics would you like TAC to cover in its Podcasts and Factsheets?

MANDATORY

Q.31 TAC provides a range of educative opportunities to support compliance.

To assist TAC with its planning, what topics would you like TAC to cover in its webinars? (e.g. assessment, validation, record keeping, internal audits).

If your suggestions relate to the implementation of the revised Standards for RTOs, please be specific in identifying particular topics.

MANDATORY

Q.32 What is your preferred delivery method for participating in TAC education program sessions?

Prefer webinars	O₁
Prefer Podcast	O₂
Prefer face to face event	O₃

OFFICIAL

PAGE 14

ASK ALL

HEADER 1: Regulating the VET sector

- Q.33 How would you describe your awareness of [TAC's Regulatory Strategy 2023-25](#)?
A copy of the Regulatory strategy can be accessed here <link: [TAC's Regulatory Strategy 2023-25](#)>
Note - this will open a new window.

- | | |
|---|--------------------------------------|
| Very aware (know lots of detail about the Strategy) | <input type="radio"/> O ₁ |
| Aware (know of the Strategy but that's all) | <input type="radio"/> O ₂ |
| Not aware (know nothing about the Strategy) | <input type="radio"/> O ₃ |
| Not applicable | <input type="radio"/> O ₄ |

- Q.34 To assist TAC's regulatory support planning including priorities and focus areas, please list the three areas of concern to you as an RTO? (e.g. trainer's and assessor's suitability and currency, training and assessment, RTO governance and compliance). *Please explain in as much detail as you can.*

1. MANDATORY

2. OPTIONAL

3. OPTIONAL

- Q.35 Over the past 12 months have you experienced students using contract cheating services or the inappropriate use of Artificial Intelligence (AI) for knowledge based assessments? Note: Contract cheating services are defined as services students employ, through a third party, to undertake their assessments. Examples include students accessing pre-written assignment banks, file sharing sites and paid assessment takers such as via AirTasker.

- | | |
|-----|--------------------------------------|
| Yes | <input type="radio"/> O ₁ |
| No | <input type="radio"/> O ₂ |

SHOW IF Q35=YES

- Q.36 If you have experienced students using contract cheating services or inappropriate use of AI what has been the impact?

MANDATORY

OFFICIAL

ASK ALL

Q37 Lastly, are there any other comments, suggestions or improvements that you would like TAC to consider for the future?

OPTIONAL

PAGE 15

ASK ALL

HEADER 1: Company profile

Q38. How many people does your RTO employ, including yourself?

1-5 people	<input type="radio"/>	O ₁
6-10 people	<input type="radio"/>	O ₂
11-20 people	<input type="radio"/>	O ₃
More than 20 people	<input type="radio"/>	O ₄

Q39. How many trainers/assessors does your RTO employ?

1-5 people	<input type="radio"/>	O ₁
6-10 people	<input type="radio"/>	O ₂
11-20 people	<input type="radio"/>	O ₃
More than 20 people	<input type="radio"/>	O ₄

Q.40 How many students did you enrol during the 12 month period from 1 July 2023?

0-99 students	<input type="radio"/>	O ₁
100-249 students	<input type="radio"/>	O ₂
250-499 students	<input type="radio"/>	O ₃
500-999 students	<input type="radio"/>	O ₄
1,000 or more students	<input type="radio"/>	O ₅

PAGE 16

Please press the submit button to send in your responses.

Thank you for participating in this survey. The information you have provided will be kept confidential and will be de-identified and only the aggregate results will be provided to TAC.

REDIRECT ON SUBMIT TO: <https://www.tac.wa.gov.au/Pages/default.aspx>

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TAC Stakeholder Survey 2024

Good morning my name isfrom Market Research Australia you will have recently received a letter via email from the Training Accreditation Council (TAC) informing you about a survey which it is undertaking to measure your satisfaction with its interaction with your sector and its communications with you.

The survey will take about 15 minutes to complete, and your comments are anonymous and only aggregate comments by stakeholders will be reported to TAC. You have the right to access any information you have provided as part of the survey and request that this information be destroyed until the data is deidentified.

Can you confirm that you are the correct person to speak you about interactions with TAC?

If no, ask for the correct person and contact them.

If correct person then continue.

Q.1 Firstly please could you rate TAC's performance(insert statement) ...is it excellent, good, fair, poor or very poor? **(don't read out don't know):**

Ask for each statement

Randomise after Overall as a regulator

	Excellent	Good	Fair	Poor	Very poor	Don't know
Overall as a regulator	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
And in the following areas.						
At being open to hearing concerns about the quality of VET	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
At providing timely advice about the VET sector to your organisation	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
At providing quality advice about the VET sector to your organisation	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
At engaging sufficiently with your organisation	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
At collaborating with your organisation	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
repeat scale	Excellent	Good	Fair	Poor	Very poor	Don't know
Seeking feedback from your organisation	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Acting on your organisations feedback	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
In being transparent in its regulatory activities	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Promoting and encouraging continuous improvement of RTOs	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Improving the quality of VET outcomes in Western Australia	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9

You gave TAC lower ratings in some of the areas in the previous questions. They would really appreciate some feedback on what you were dissatisfied with and how they can improve.

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ASK IF Q1= FAIR(3) OR POOR(2) OR VERY POOR(1) FOR EACH STATEMENT

Q.2 You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor, can you please provide further explanation as to why you rate it that way? (probe fully)

.....

.....

.....

General Communication with TAC

Q.3 Please rate your most recent experience in communicating with TAC using the same scale. So, was your overall experience: excellent, good, fair, poor or very poor? (don't read out don't know).

Ask for each statement

Randomise after Overall Experience	Excellent	Good	Fair	Poor	Very poor	Don't know
Overall experience	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
And in the following areas.						
Courtesy	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Maintained confidentiality of organisation involved	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Respected privacy of individuals involved	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Impartiality	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Helpfulness	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Repeat scale	Excellent	Good	Fair	Poor	Very poor	Don't know
Clarity of response	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Efficiency of response (took minimal amount of time, including waiting time)	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Availability of follow up assistance	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9

You gave TAC lower ratings in some of the areas in the previous questions. They would really appreciate some feedback on what you were dissatisfied with and how they can improve.

ASK IF Q3= FAIR(3) OR POOR(2) OR VERY POOR(1) FOR EACH STATEMENT

Q.4 You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor, can you please provide further explanation as to why you rate it that way? (probe fully)

.....

.....

.....

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TAC's communication with stakeholders

- Q.5 The TAC website, TAC LinkedIn and the TAC Update/TAC Special Bulletins are key tools used by TAC to communicate with stakeholders. Please rate your experience with TAC in the 12 months since 1 July 2023 in terms of providing.....(insert statement)..... is it excellent, good, fair, poor or very poor?
(Don't read out don't know):

Randomise	Excellent	Good	Fair	Poor	Very poor	Don't know
Accurate information	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Easy to understand information (clarity)	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Provides enough information	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Helpfulness of the information	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Timeliness of the information	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Informs on a wide range of issues	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Easy to navigate (website only)	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9

You gave TAC lower ratings in some of the areas in the previous questions. They would really appreciate some feedback on what you were dissatisfied with and how they can improve.

ASK IF Q5= FAIR(3) OR POOR(2) OR VERY POOR(1) FOR EACH STATEMENT

- Q.6 You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor, can you please provide further explanation as to why you rate it that way? (probe fully)

.....

.....

.....

TAC Education Program

- Q.7 Have you attended a TAC education webinar or had TAC present to your organisation in the 12 months since 1st July 2023.

Yes ☐1
No ☐2 → Go to Q.11

ASK IF Q7=YES

- Q8. How many education webinars or TAC presentations did you attend?

1-2 webinars or presentations	<input type="radio"/> 1
3-4 webinars or presentations	<input type="radio"/> 2
5 or more webinars or presentations	<input type="radio"/> 3

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ASK IF Q7=YES

- Q9 Please rate your experience on average in participating in a TAC education webinar or TAC presentation, terms of the.....(insert statement)..... is it excellent, good, fair, poor or very poor?
(don't read out don't know):

Randomise after Overall Experience	Excellent	Good	Fair	Poor	Very poor	Don't know
Overall experience	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉
And in the following areas.						
Information provided was up to date	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉
Information provided was easy to understand	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉
Information provided was useful	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉
Knowledge of TAC presenters	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉
Clarity of information	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉

ASK Q.10 IF Q9= FAIR(3) OR POOR(2) OR VERY POOR(1) FOR EACH STATEMENT

- Q.10 You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor, can you please provide further explanation as to why you rate it that way? (probe fully)

.....

.....

.....

- Q.11 TAC provides a range of educative opportunities to support compliance with the Standards for RTOs as part of its education program. Support to RTOs includes provision of education webinars, podcasts and a range of materials on the TAC website including Factsheets.

To assist TAC with its planning, what topics would you like TAC to cover in its education program? (e.g. assessment, validation, record keeping, internal audit) If your suggestions relate to the implementation of the revised Standards for RTOs, please be specific in identifying topics (probe fully)

.....

.....

.....

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Regulating the VET sector

Q13. The [TAC's Regulatory Strategy 2023-25](#) was developed in consultation with stakeholders. Using the same scale, thinking about your experience in providing input into the development of the Strategy? How did TAC perform in terms of*(Read out statement)* excellent, good, fair, poor or very poor? *(don't read out don't know):*

Randomise	Excellent	Good	Fair	Poor	Very poor	Don't know
Open to hearing concerns about the quality of VET	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Understanding of my organisations concerns	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Acting on my organisations feedback	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Respecting the confidentiality of my organisation and privacy of individuals	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9

ASK IF Q11= FAIR(3) OR POOR(2) OR VERY POOR(1) FOR EACH STATEMENT

Q.14 You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor, can you please provide further explanation as to why you rate it that way? *(probe fully)*

.....

.....

.....

Future regulatory support

Q.15 To assist TAC's regulatory support planning including priorities and focus areas, please list what you feel to be the three areas of concern specific to your industry/sector in vocational education and training. (e.g. industry engagement, suitably qualified and experienced trainer's and assessor's, online delivery) *(probe for 3)*

Note: If stakeholders respond with concerns related to funding or course nominal hours – please probe for other concerns (discuss if this is possible). Suggested wording: While we understand funding and nominal hours may be an issue for your industry/sector unfortunately these issues are not within the Council's jurisdiction.

1.....

.....

2.....

.....

3.....

.....

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Q.16 Over the past 12 months has your industry/sector experienced students using contract cheating services or the inappropriate use of Artificial Intelligence (AI) for knowledge based assessments?

Note: Contract cheating services are defined as services students employ, through a third party, to undertake their assessments. Examples include students accessing pre-written assignment banks, file sharing sites and paid assessment takers such as via AirTasker.

Yes

O₁

No

O₂

ASK IF Q16=YES

Q.16a If you have experienced students using contract cheating services or inappropriate use of AI, what has been the impact? *(please write in)*

.....

.....

.....

Q17 What are the three qualifications or unit/s of competency that raise the most concern for your industry/sector and then for each what is the reason for your concern. **(probe fully)** **If no concerns just click none below**

None..... ☐ 99

Q17a Training product 1.....

Q17b And your concern is

Q18a Training product 2.....

Q18b And your concern is

Q19a Training product.....

Q19b And your concern is

TO BE ADDED FROM THE STAKEHOLDER LIST:

Q20 Type of Stakeholder

Respondents name.....

Organisation.....

Phone number.....

TAC Stakeholder Survey 2024 - TAC 5 Sept 2024 v6