

A report prepared by:
Research Solutions

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Training Accreditation Council
WESTERN AUSTRALIA

Surveys of RTOs and Stakeholder Perceptions of Performance 2022



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Training Accreditation Council
WESTERN AUSTRALIA

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1.0 EXECUTIVE SUMMARY

The Training Accreditation Council (TAC) surveys its registered training organisations (RTOs) and stakeholders biennially. These surveys provide TAC with an understanding of how it is perceived to perform its functions and seek feedback to help shape its regulatory services and enhance its interactions and communications with RTOs and stakeholders.

TAC appointed Research Solutions to conduct its 2022 RTO and stakeholder perceptions survey. The 2022 questionnaires for RTOs and stakeholders are similar to the 2020 questionnaires, thus providing a good opportunity for comparison to the 2020 results.

A total of 135 RTOs participated in the survey or 72% of the RTOs contacted completed the online survey. The actual sample comprised 141 responses which included 6 RTOs where two people completed the survey. All 24 key stakeholders completed the stakeholder survey by telephone, providing a census of results for stakeholders in 2022; a similar participation level to that achieved in the previous stakeholder survey. As in 2020, all stakeholders were surveyed, which was an excellent result, however, comparisons to 2018 need to be read with care as a larger list of stakeholders was provided in 2018 and only 42% completed the online survey.

In 2020, the stakeholder survey moved from online to telephone to ensure that as many stakeholders as possible completed the survey. This continues to be a much more successful means of engaging with this important group for TAC and we recommend that this approach is continued in the future.

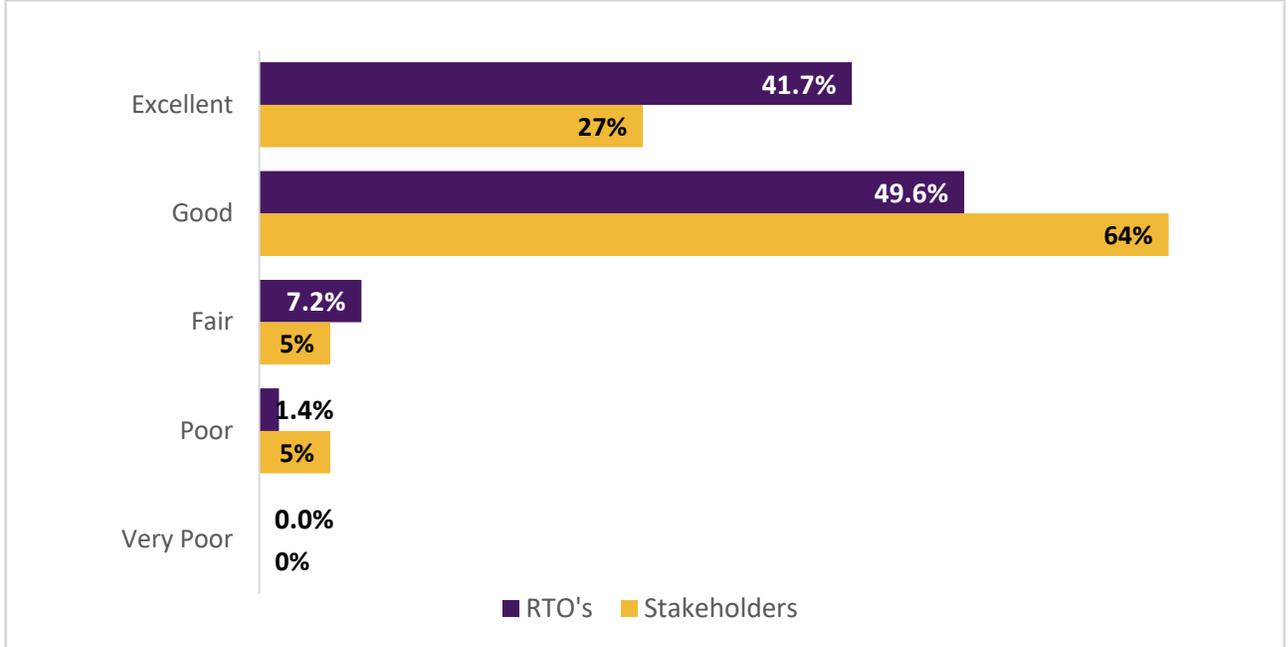
In 2022 few RTOs or stakeholders rated TAC's performance as fair or poor, the comments reported are based on verbatim comments and come from a limited number of respondents; these are not reflective of RTOs and stakeholders generally. These comments are given as constructive criticism and should not 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 (24). Comparisons to 2018 are limited due to the evolving nature of the questionnaire and a somewhat limited number of questions which are asked in all three surveys.

1.1. Perceptions of TAC

Overall perceptions of TAC by both RTOs and stakeholders were very positive, with 91.3% of RTOs and 91% of stakeholders rating TAC as good or excellent, as shown in the figure overleaf.

Figure A: The Overall Perceptions of TAC



Q.2 Please rate TAC's performance overall as a regulator. (RTOs n=139, don't know n=2; Stakeholders n=22, don't know n=2)

RTO and stakeholder perceptions of TAC's overall performance in 2022 are similar to those recorded in 2020 (89.2% and 90%, respectively) and 2018 (84% for both RTOs and stakeholders)

The areas of highest performance as seen by RTOs were:

- Promotes and encourages continuous improvement of RTOs 94.2%
- Improves the quality of VET outcomes in Western Australia 93.7%
- Provides timely and quality advice about the VET sector to my organisation 92.8%

The ratings received by TAC from RTOs were very positive, with 80% or more of RTOs rating TAC either as good or excellent for each aspect. Further, 30% or more of RTOs rated TAC as excellent in all areas measured. The performance of TAC in 2022 appears to have increased compared to 2020; however, the increases are not large enough for any of the measures to register a statistically significant increase. However, in comparison to the results recorded in 2018 TAC's current 2022 performance on all aspects has improved substantially.

Stakeholders identified the areas of strength for TAC to be:

- Being open to hearing concerns about the quality of VET 92%
- At collaborating with your organisation 87%
- Providing timely, quality advice about the VET sector to your organisation 82%

Few RTOs or stakeholders rated TAC's performance as poor or very poor across the measured areas.

Overall, the results for stakeholders in 2022 are statistically similar to the results reported in 2020. However, in comparison to the 2018 results there has been a decline in the proportion of stakeholders rating TAC's overall good performance on promoting and encouraging continuous improvement of RTOs (falling from 95% in 2018 to 73% in 2022). Conversely, the proportion of stakeholders rating TAC's overall good performance on providing timely, quality advice about the VET sector to your organisation have improved from 59% in 2018 to 82% in 2022.

1.2. TAC communication

TAC communication was rated in terms of:

- The TAC website and TAC Updates/ TAC's Special Bulletins; and
- TAC communication by email or telephone.

1.2.1. TAC website and TAC Updates/ TAC's Special Bulletins

TAC was rated by over 80% of RTOs and Stakeholders as performing good or excellent on each of the aspects of the TAC website measured and similarly for TAC Updates and TAC's Special Bulletins.

For RTOs, the highest performing aspects of the TAC website and TAC Updates/ TAC's Special Bulletins were:

- | | |
|-------------------------------------|-------|
| • Accurate information | 95.6% |
| • Informs on a wide range of issues | 94.8% |
| • Helpfulness of information | 93.6% |
| • Timeliness of information | 93.6% |

The highest performing aspects of the TAC website and TAC Updates/ TAC's Special Bulletins for stakeholders were:

- | | |
|--|------|
| • Accurate information | 100% |
| • Easy to understand information (clarity) | 100% |
| • Enough information | 88% |
| • Helpfulness of information | 88% |

In comparison to the 2020 study there have been a number of improvements in the RTOs figures. The results have improved significantly for: easy to understand information (clarity) (up from 83.5% in 2020 to 92.2% in 2022), provides enough information (up from 82.3% in 2020 to 92.0% in 2022), helpfulness of information (up from 86.0% in 2020 to 93.6% in 2022) and informs on a wide range of issues (up from 83.3% in 2020 to 94.8% in 2022). In comparing the 2022 and 2018 results for RTOs, helpfulness of information is the only aspect which exhibits a significant difference between the two years.

For stakeholders one aspect shows a significant improvement: that of accurate information, which has improved significantly from 78% in 2020 to 100% in the current study.

1.2.2. Communications with TAC by email or telephone

Both RTO and key stakeholder communication with TAC overall was considered excellent or good by almost all RTOs (94.1%) and stakeholders (96%). In comparison to 2020, RTO and stakeholder perceptions of the overall experience of communicating with TAC by email and/or telephone remained statistically similar.

All scores for communication with TAC by email and telephone for RTOs were above 90% (good and excellent), and for stakeholders' performance ranged between 83% (good and excellent) to 100% (good and excellent).

For RTOs, the highest performing areas of TAC communication by email or telephone were:

- Courtesy 98.5%
- Respected confidentiality of organisation and privacy of individuals involved 98.3%
- Impartiality 95.9%

For stakeholders, the highest performing areas of TAC communication by email or telephone were the same:

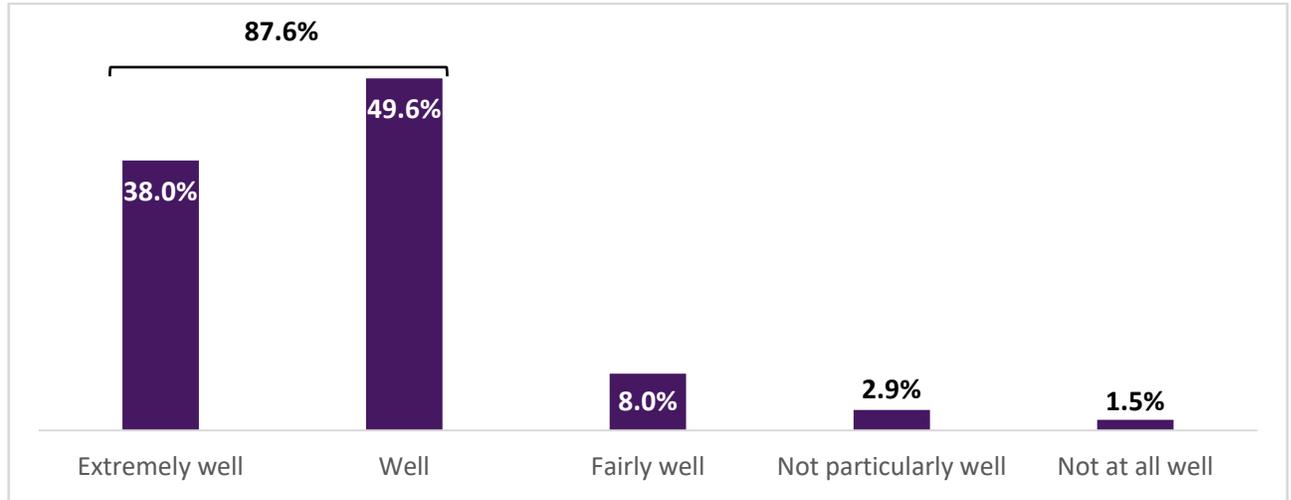
- Courtesy 100%
- Respected confidentiality of organisation and privacy of individuals involved 100%
- Impartiality 100%

RTOs identified improvements in their ratings of helpfulness, clarity of response, the efficiency of response and sufficient contact details provided so I could contact/ recontact a TAC staff member if necessary, in comparison to 2020. The results for stakeholders have remained the same. However, in comparing the results for 2022 to those recorded in 2018 for stakeholders, there has been significant improvements on those rating TAC as good overall on the attributes of impartiality and the knowledge of staff answering (both improving from 83% in 2018 to 100% in 2022).

1.2.3. The TAC Customer Service Model

The TAC customer service model continues to be seen to work well (87.6%, well and extremely well), and the results are statistically similar to that recorded in 2020 (83.4%).

Figure B: The TAC Customer Service Model in 2022



Q8. How well do you feel that TAC's customer service model works? (n=137; don't know n=4)

1.3. Lodging an application

Almost half of RTOs surveyed (49.3%) said they had lodged an application with TAC during the past 12 months compared to a low of 40.5% in 2020. The current result returning to the 2018 level.

1.3.1. The application process

The overall experience in lodging an application (89.2% good or excellent), the availability of follow-up assistance (93.8%), the time taken on the application (89.2%) and the helpfulness of the information on the TAC website (92.4%) all received high scores. These results are similar to those recorded in 2020. However, there is an improvement in the proportion of RTOs rating the helpfulness of information on the TAC's website regarding making an application as excellent compared to the 2020 result.

1.3.2. The RTO Portal

In total, 93.3% of RTOs had accessed the RTO Portal during the past 12 months. The overall experience with application tasks on the RTO Portal was very positive with 84.3% of users rating it as either good or excellent. The performance of the RTO Portal is high, ranging from 79.8% (good or excellent) for easy to complete the task required using the RTO Portal to 94.4% (good or excellent) for easy to access RTO Portal.

Since 2020, all aspects of the RTO Portal experience have improved significantly. Moreover, all aspects have improved by more than 15 percentage points (good and excellent combined); the greatest improvements were recorded for easy to navigate RTO Portal and clarity of instruction in RTO Portal (both with over 21 percentage points improvement).

1.4. Audits

Two-fifths of the RTOs surveyed (39.7%) had participated in an audit in the past 12 months. Slightly more of these audits were site audits (25.5%) compared to desk audits (22.7%). Note some organisations participated in both desk and site audits.

The audits were perceived to be a worthwhile experience by 85.7% of RTO respondents, and the audit added value to the organisation:

- Identified ways to improve/ alter strategies
- Was very consultative and provided very helpful feedback
- Was a good learning experience
- Provided clarification of what is expected
- Knowledgeable auditors who imparted knowledge
- Provided the ability to gauge the organisation's level of compliance
- Improved document organisation and evidence gathering
- Provided confirmation that the organisation, and its systems, are doing well.

1.4.1. Desk audits

The overall experience with the TAC desk audit was very positive, with 84.4% of RTOs rating the TAC desk audit as good or excellent. The ratings for the various aspects of the TAC desk audit varied between 87.5% and 93.8% good or excellent. Perceptions of the desk audit in 2022 are very similar to those of 2020.

1.4.2. Site/ hybrid audits

A total of 86.1% of RTOs rated the overall experience with the site/ hybrid audit as good or excellent. Across all aspects of site/ hybrid audits, RTOs rated performance very highly, ranging from 88.2% to 91.7% rating of good or excellent. All site/ hybrid audit measures were statistically similar to the 2020 survey.

1.4.3. Experience with the TAC audit team during the site 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 between a 93.9% and 100.0% positive response. Perfect scores were recorded for being organised and informative (both 100.0%). In comparison to 2020, no significant differences in performance were identified.

1.5. TAC's education program

TAC provides RTOs with a range of educational opportunities to support compliance with the Standards, this includes a range of strategies and published materials. During the 12 months between 1st July 2021 and the 30th June 2022, over half (58.9%) of RTOs surveyed attended a TAC education workshop and four of the key stakeholders recalled receiving a TAC presentation to their organisation.

Overall the experience of RTOs attending a TAC education workshop was rated as good or excellent by 96.4% of RTOs surveyed; all aspects of the workshop were rated as 96% or better which is an outstanding result. The results were similar to those recorded in the previous survey.

Of the four stakeholders who attended the TAC workshop, all four rated their overall experience as good or excellent. In addition, all four felt the information received was up to date, useful, easy to understand and the staff presenting were knowledgeable (100% good or excellent).

TAC provides recordings and support material from its educational workshops on its website. In the past 12 months, 58.2% of RTOs had accessed these recordings and/or support materials from the TAC website. These RTOs rated the performance both in terms of overall experience and in terms of the helpfulness of the information as extremely high, with 98.8% of RTOs rating both measures as either good or excellent. Once again, these results are statistically similar to those recorded in 2020.

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 most frequently mentioned topics were:

- Compliance/ audit requirements
- Required supporting evidence and reporting requirements
- Trainer competency, qualification requirements and currency
- Assessment process
- Updates and changes, including new requirements
- Case studies and relatable examples.

For stakeholders, the most frequently mentioned topics were:

- Compliance and compliance reporting
- Clarity of standards
- RPL
- Third-party arrangements
- Responsibilities of RTOs to ensure quality and standards are met.

1.6. Regulating the VET sector

The TAC Regulatory Strategy 2021-2023 (the Strategy) was developed in consultation with stakeholders; this experience was almost universally very good, with all stakeholders rating their experiences as good or excellent in each area measured. Respecting the confidentiality of the organisation and the privacy of individuals was particularly highly rated, receiving an excellent score from 64% of stakeholders.

The majority of RTOs were aware of TAC's Regulatory Strategy 2021-2023 (90.8%), but only 22.7% felt very familiar with the Strategy's content. The largest proportion (68.1%) of RTOs stated they are aware of the Strategy, but not familiar with the detail. Awareness of TAC's Regulatory Strategy 2021-2023 in 2022 is similar to the level of awareness of TAC's Regulatory Strategy in 2020 (88.7%).

Stakeholders were invited to nominate three main issues of concern specific to their industry sector as topics for future regulatory support. The main areas of concern expressed, in order of priority, were:

- Not enough lecturers and trainers
- Audits and compliance
- Standards too complicated and not well understood/ communicated

- The quality of delivery and assessment, inconsistencies across RTOs
- Industry consultation to better design and deliver courses
- Knowledge and quality of some RTOs in delivering course content
- Third-party arrangements.

To assist TAC in identifying priorities and focus areas for future regulatory support, RTOs identified a wide range of key areas. The most frequently mentioned areas of focus were:

- Appropriately trained trainers and assessors
- Compliance and audit requirements
- Finding adequate trainers/ shortage of trainers
- Assessments
- Changes to training packages and new courses
- Validation requirements and process
- Clear guidelines and information
- Finance/ financial support.

When asked about specific courses which stakeholders had concerns with, the courses mentioned were:

Industry areas:

- Early Childhood Education and Care
- High Risk Work Licensing
- Licence - Electricians, Gas Fitters, Builders and Plumbers
- Security
- Engineering
- Automotive
- Electrical
- Community and Allied Health
- First Aid
- Disability Sector
- Education Sector.

Training Products:

- Certificate III in Civil Construction
- Certificate IV in Training and Assessment
- Certificate III in Rigging
- Certificate IV in Transport and Distribution (Road Transport)
- Certificate III in Security Operations
- Certificate IV in Allied Health Assistance
- Certificate IV in Disability
- Certificate III in Individual Support
- Certificate III in Scaffolding
- Certificate II in Workplace Skills (previously Business Skills).

RTOs and stakeholders were asked if they or their industry/ sector has experienced students using contract cheating services over the past two years. Among RTOs, only seven said they have experienced the problem, and three stakeholders had experienced the problem. This suggests that the use of contract cheating services is not seen as a prevalent problem within the industry, however, it does exist.

1.7. Conclusions

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

Overall, TAC's performance as a regulator remains very high among both RTOs (91.3%) and stakeholders (91%). Performance is also high on all of the key measures, thus indicating that both RTO and stakeholders believe TAC is performing well.

TAC's performance in terms of communication with both RTOs and stakeholders remains very good, with at least 80% or greater, for good and excellent in all aspects of communications, which is to be congratulated.

Going forward, although overall performance has significantly improved since 2020 to strong levels, the RTO Portal remains the lowest performing area. The overall performance of Desk Audits¹ is another area of focus to keep building on TAC's strong performance.

The proportion of RTOs and stakeholders who rate TAC's performance as good is high and increasing the number who rate TAC's performance as 'good' will become increasingly difficult. To continue its improvement, we recommend that TAC now focuses on people who rate its performance as good and seeks to move its scores up the scale from good to achieve an even higher proportion of RTOs and stakeholders rating TAC's performance as excellent.

Attendance at TAC workshops by the surveyed RTOs and key stakeholders is moderate; given the excellent ratings which attendees give TAC on all aspects of the workshops; we recommend there is value in encouraging more widespread attendance for the benefits the workshops offer.

Stakeholders rated their experience in providing input into the development of the TAC Regulatory Strategy 2021-2023 as universally good or excellent, and awareness of the Regulatory Strategy was high amongst RTOs, although only around 23% of RTOs are familiar with the content, which suggests that encouraging readership and providing the Regulatory Strategy in forms which are easier to digest could be considered.

Overall, the results are very high, and as a regulatory authority, TAC should, once again, be applauded for its high level of results.

2.0 INTRODUCTION

The Training Accreditation Council (TAC) registers training organisations and accredits courses in Western Australia's Vocational Education and Training (VET) sector. In August-September 2022, TAC surveyed Registered Training Organisations (RTOs) and their key stakeholders. The combined surveys form part of its commitment to communicate effectively with stakeholders and gather appropriate information to help shape its regulatory services and enhance its interactions and communications.

TAC uses the survey information to inform its review and continuous improvement processes and to track its progress. The surveys also provide an opportunity for TAC to communicate with its RTOs and stakeholders, seek their feedback and use this information to make improvements as a result of their suggestions, thereby creating a closer relationship.

TAC appointed Research Solutions to conduct its 2022 RTO and stakeholder perceptions survey. The survey was sent to 187 RTOs in Western Australia. Half of these organisations received two links, one to the Legally Responsible Person of the RTO and a second to the Registered Contact. Each person was sent a link to an online survey designed to ascertain their perceptions of TAC's performance over the past 12 months.

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

Many of the questions require the respondent to rate the performance of TAC on key measures, and where a rating of fair, poor or very poor was given, 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 may be asked for an explanation of their rating; hence this question was made optional. The impact of this additional questioning was that in a report where the ratings, particularly from RTOs, are very positive, the comments are generally rather negative and focus on the improvements which can be made, making the report appear more negative than it is.

The results of the surveys are detailed in the following pages of this report. Where feasible, comparisons are provided between the 2022 and historical results of the 2020 and 2018 studies.

3.0 METHODOLOGY

The study was conducted as described below, with additional detail on the method provided in the Appendix 1 – Technical Appendix.

3.1. The questionnaire

The questionnaire used in 2022 was very similar to the one used in 2020, enabling comparability of TAC's performance over time. This year some new questions were added to the questionnaire, and some have been updated to reflect TAC's current way of operating. TAC reviewed and approved the questionnaires which were then programmed.

The RTO questionnaire was programmed into Web Survey Creator, an Australian online software package compliant with the Privacy Act 2014. TAC emailed each of its RTOs and 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

TAC sent an email to each RTO and stakeholder containing the outcomes of the 2020 survey and a request to participate in the 2022 survey. TAC then provided Research Solutions with the contact list with details of the Legally Responsible Person and Registration Contact for each RTO and all the stakeholder contact details. There were 281 contacts on the final list of RTOs representing 187 operating RTOs.

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 a second email from TAC again requesting the RTOs to participate. Where email addresses bounced back or the survey was blocked by the RTO, TAC assisted where possible by seeking an alternative email address or sending the link to the RTOs themselves.

The data collection occurred between 12th August 2022 and 12th September 2022. The online survey achieved a sample of 141 responses out of 281 contacts on the list provided; these people represented 135 RTOs, providing an overall response from 72% from the 187 RTOs surveyed, which is a notable result.

Of the 24 stakeholders provided by TAC, all of the stakeholders completed the telephone survey.

3.3. Data analysis

The rating scales used in the survey were generally five-point bipolar scales with ratings ranging from excellent to very poor. The results are provided for the top two positive results as in previous surveys, which are the good and excellent ratings, and based on the people able to answer the question i.e. excluding those who said don't know or not applicable. The results are as given by the respondents. No attempt has been made to assign weightings to the results.

It should be noted that due to rounding the results to one decimal place some of the responses add to 0.1% higher or lower. For example some tables add to 99.9% or 100.1%.

A census of stakeholders was undertaken with 24 participants and the results are considered reliable and representative of the stakeholder 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 1: Location

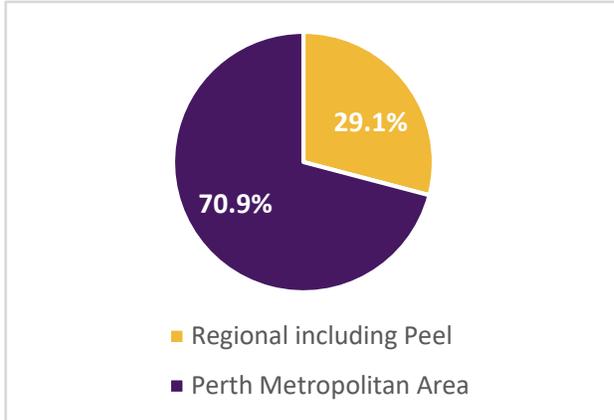


Figure 2: Length of time in Business*

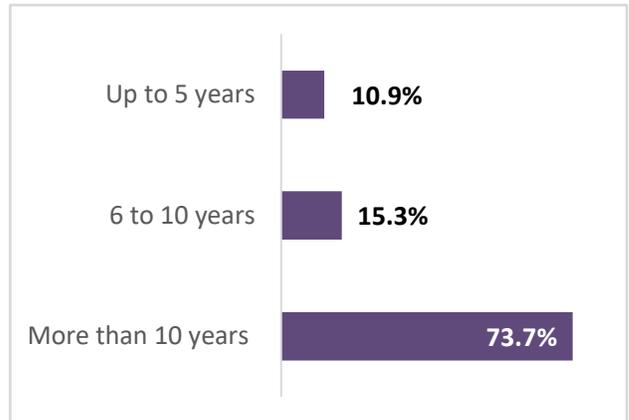


Figure 3: Number of employees

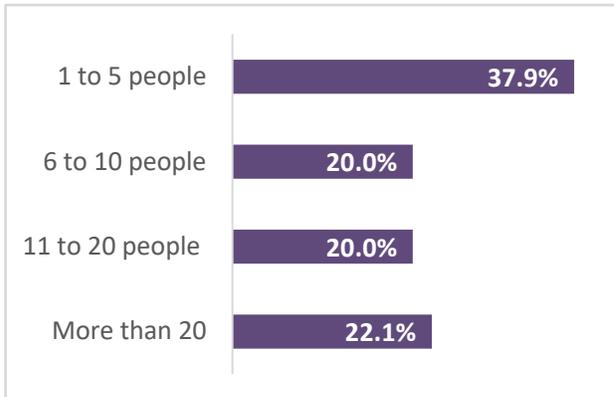


Figure 4: Type of Organisation

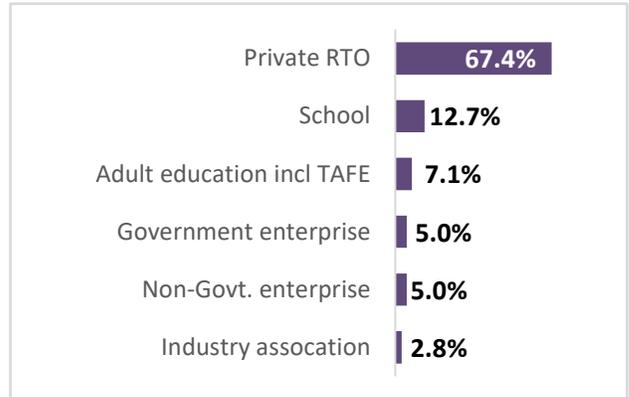


Figure 5a: Number of trainers/ assessors

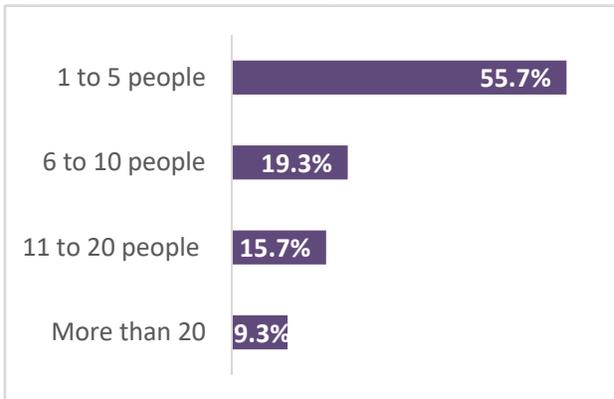
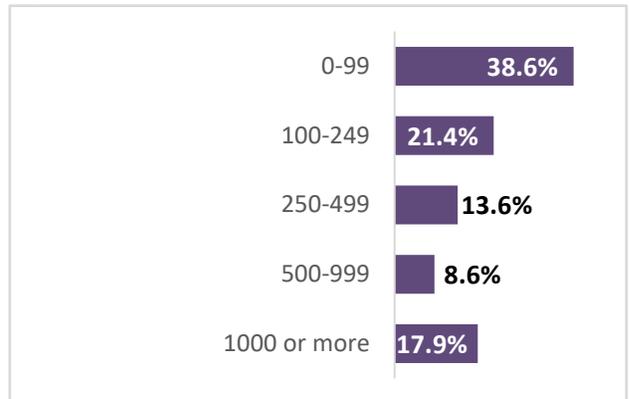


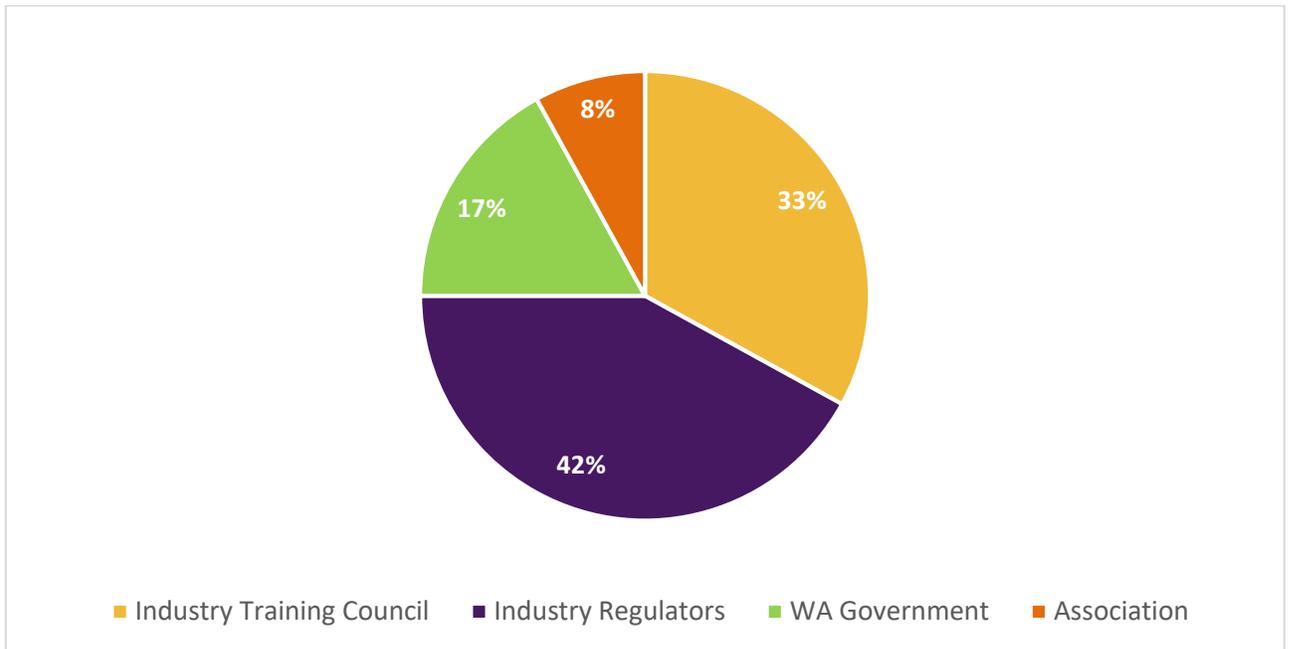
Figure 5b: Number of students*



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

3.5. Profile of the stakeholder sample

Figure 6: Type of organisation



Q. Stakeholder questionnaire: Type of organisation (sample size n=24)

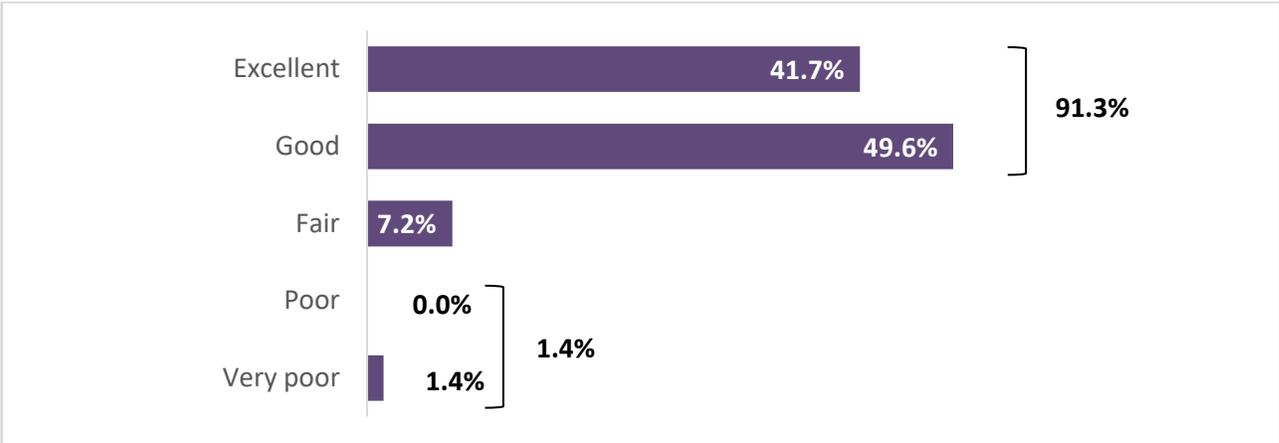
REGISTERED TRAINING ORGANISATIONS (RTOs)



4.0 PERCEPTIONS OF TAC

Overall perceptions of TAC continue to be very positive with, 91.3% of respondents rating TAC as good or excellent. Only 1.4% of respondents rated TAC as poor. These results are similar to the 2020 (89.2%) and 2018 (84.4%) results.

Figure 7: Overall perceptions of TAC

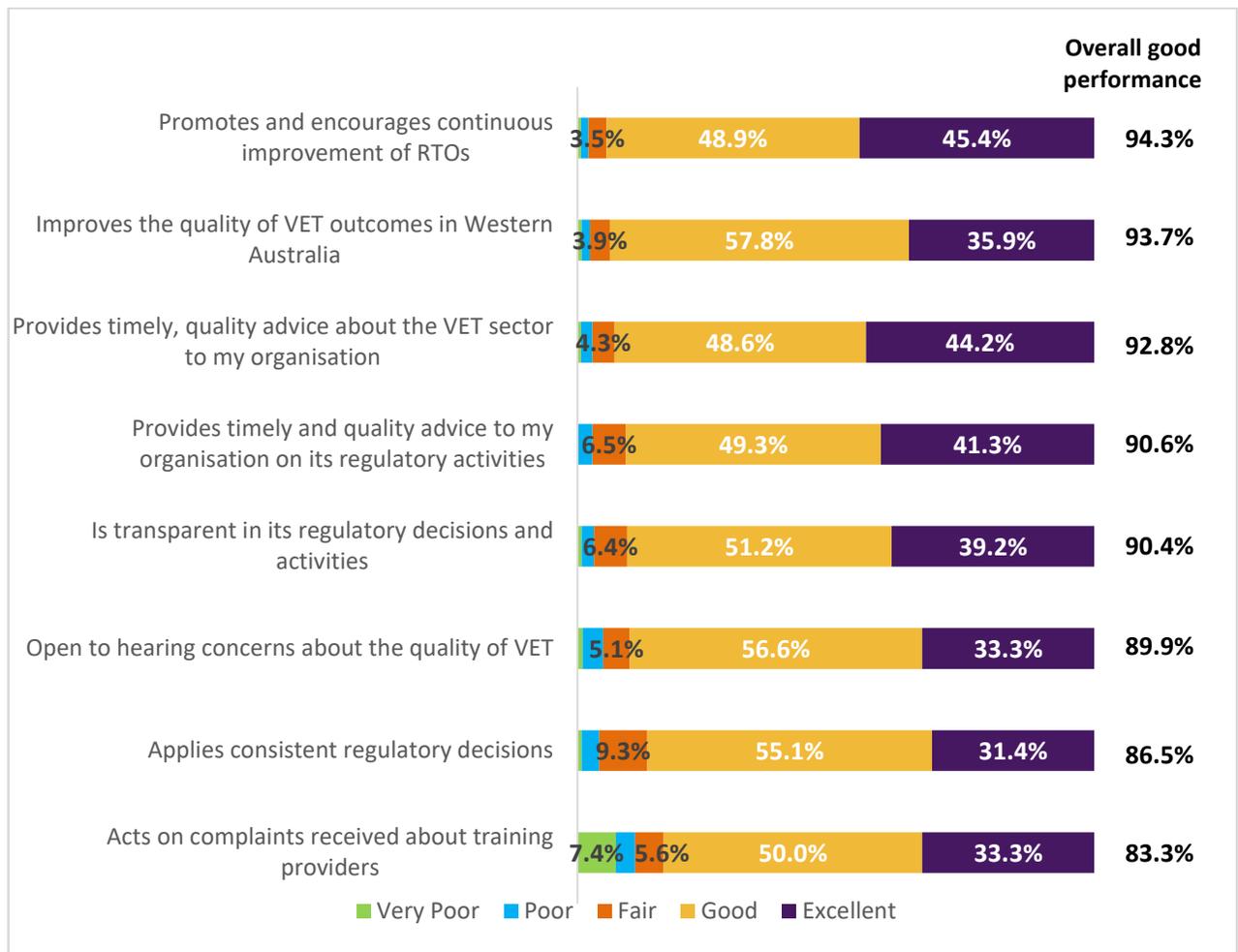


Q.2 Please rate TAC’s performance overall as a regulator. (n=139, don’t know n=2)

Perceptions of TAC’s 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 8.6% RTOs rated TAC as fair, poor or very poor. These people were asked to comment on their reason for the rating that they gave.

Figure 8: Rating of TAC’s performance



Q2. Please rate TAC’s performance overall and then in each of the following areas... (n=54-138; don’t know n=2-87)

Note 2: “Acts on complaints received about training providers” was only answered by 54 of the RTOs responding to the survey.

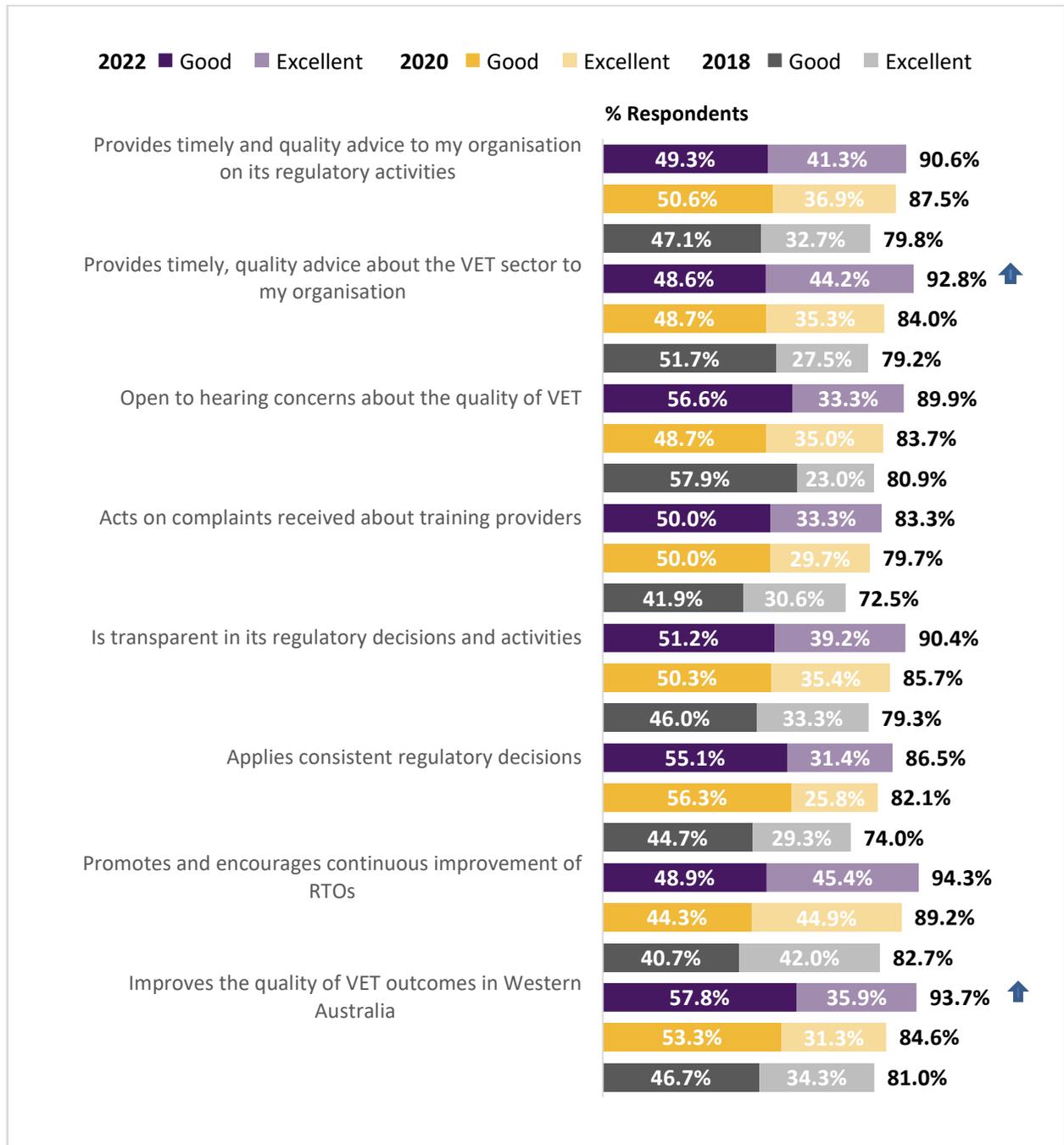
The ratings received by TAC are very positive, with 83% or more of RTOs rating TAC as either good or excellent for each aspect. Further, a third or more of RTOs rated TAC as excellent in all areas measured.

There was no difference in the opinions of RTOs regardless of whether they were based in metropolitan or regional areas, the length of time in business, or the size of the business.

Between 2.1% and 11.1% of RTOs gave TAC a rating of poor or very poor for its performance in each area. RTOs who gave TAC a fair, poor or very poor score on each measure were asked the reason for the score, but as the questionnaire was already quite lengthy, responses to these questions were optional.

Compared to the previous study, the results across the various aspects are broadly similar to those recorded in 2020. However, there has been significant improvements in the proportion of RTOs rating TAC positively (good and excellent combined) on provides timely, quality advice about VET sector to my organisation and improves the quality of VET outcomes in Western Australia. In comparison to 2018 results, TAC’s current performance on all aspects measured in 2022, has improved substantially.

Figure 9: Rating on TAC's performance – a comparison between 2022, 2020 and 2018



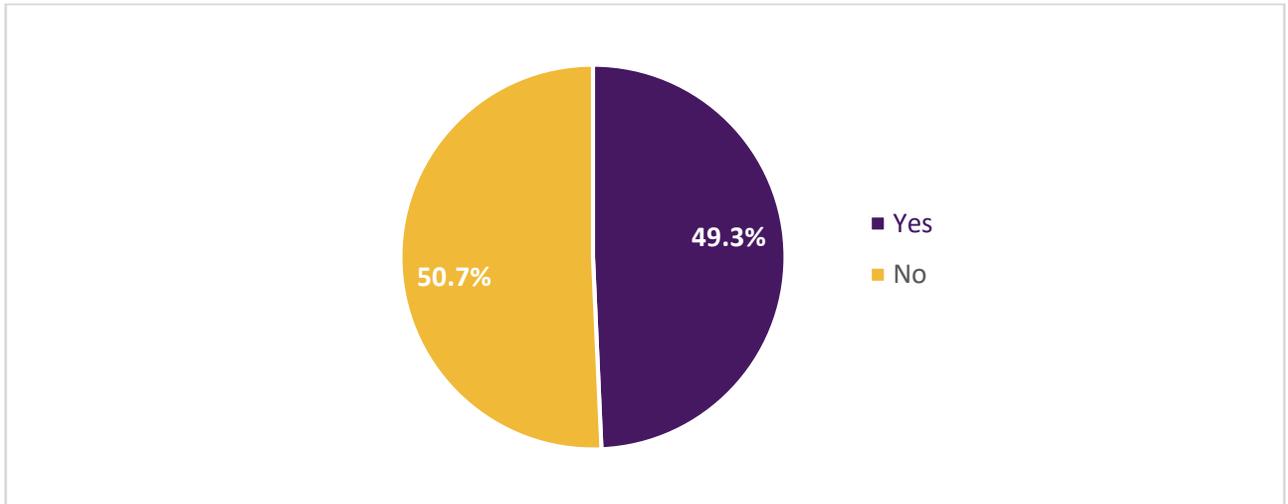
Q.2 Please rate TAC's performance overall and then in each of the following areas... (2022: n=54-138; don't know n=2-87) (2020: n=79-160; don't know n=0-86) (2018: n=53-153, don't know 2-102).

↑ Indicates a statistically significant increase since 2020.

5.0 LODGING AN APPLICATION

In all, 49.3% of RTOs surveyed said they had lodged an application with TAC during the past 12 months. Although not significant, the current result is higher than that reported in 2020 (40.6%) and has returned to a similar level to that recorded in 2018 (52.3%).

Figure 10: Lodged an application



Q.9 Has your organisation lodged an application with TAC during the 12 months since 1 July 2021? (n=136; don't know n=5)

There was no difference in the lodgement of applications of RTOs regardless of whether they were based in metropolitan or regional areas, the length of time in business, or the size of the business.

Those who had lodged an application with TAC during the 12 months since 1 July 2021 were asked to rate their experience with the application process. Of the RTO who had lodged an application with TAC, the majority (89.2%) rated their experience as either 'good' (47.7%) or 'excellent' (41.5%). A further 9.2% rated their overall experience as 'fair', with the remaining 1.6% rating their experience as 'poor'.

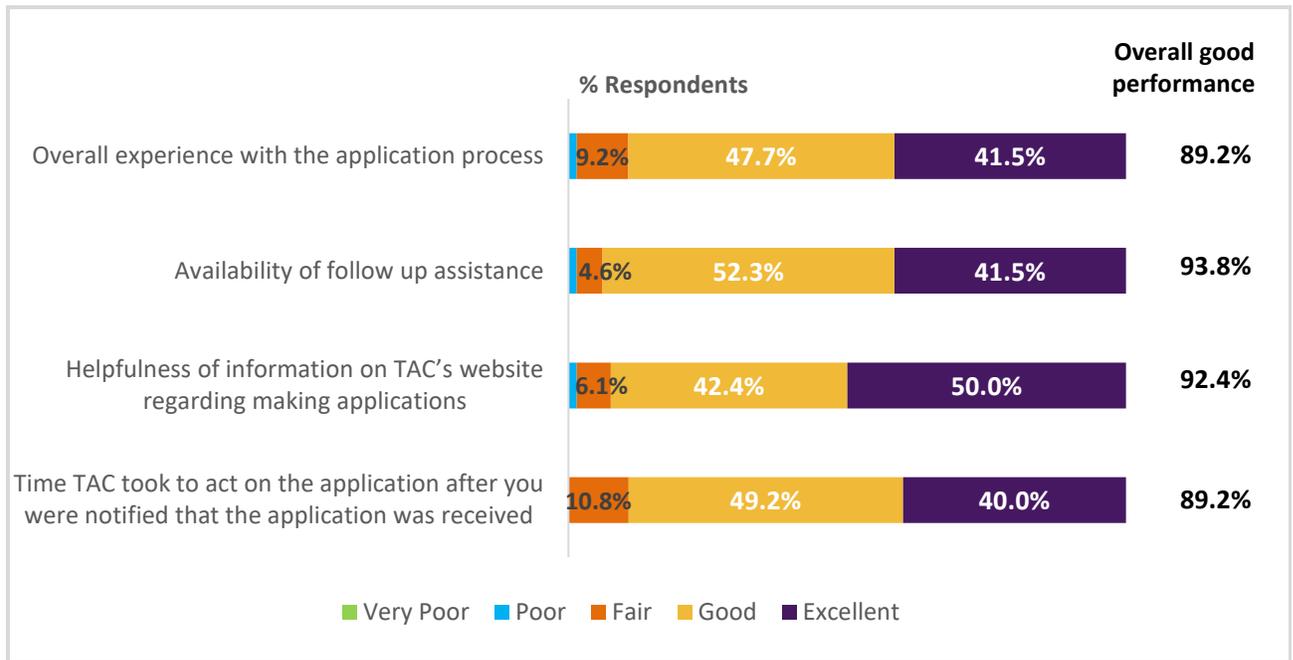
The RTO respondents who rated the TAC as 'poor' overall did so because when they made an enquiry about making an application they felt dismissed by the organisation.

The RTO's experience across the various metrics measured in lodging an application is shown in **Figure 11**.

5.1. The Application Process

The results show a very positive overall experience in lodging the application with 89.2% of RTOs rating TAC’s performance as good or excellent, as shown in **Figure 11** below. Results are also very high for the availability of follow-up assistance, helpfulness of information on the TAC’s website and the time taken to act on the application.

Figure 11: Experience when lodging an application

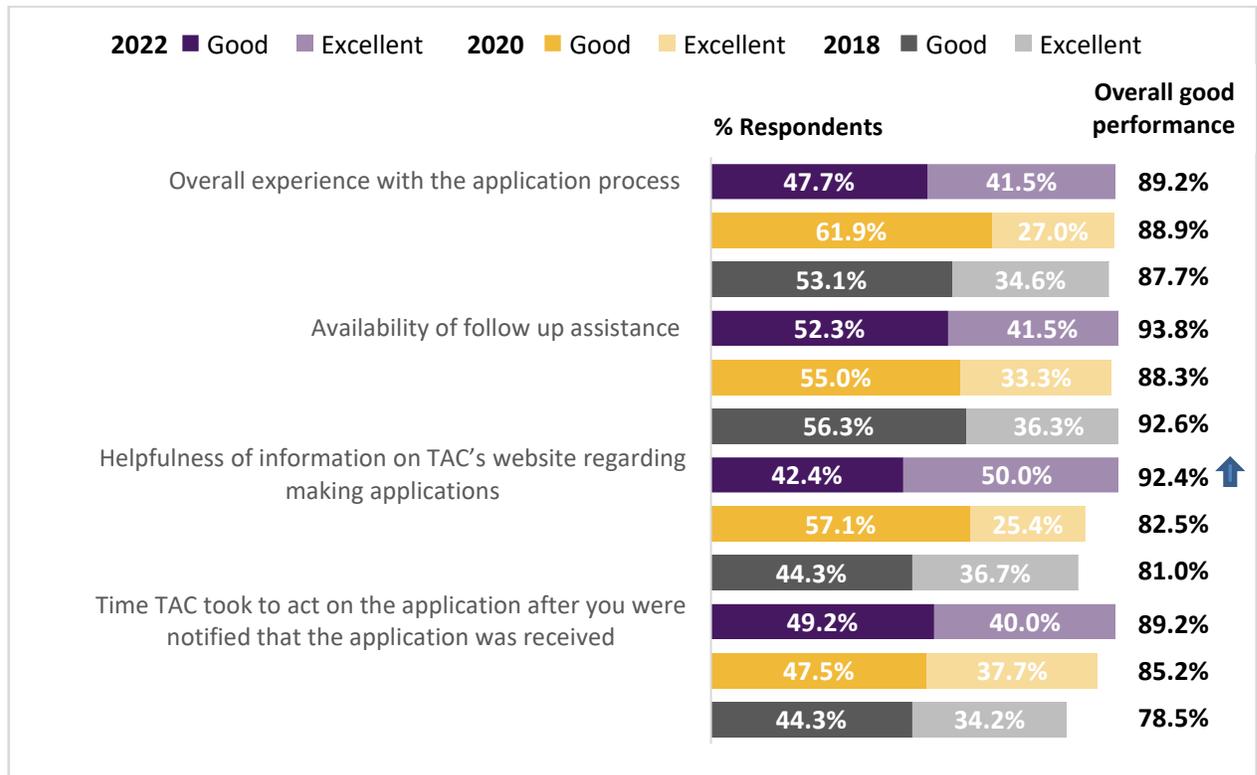


Q.10 Please rate your application experience based on the application/s that you have submitted to TAC? Filtered by those who had lodged an application (Sample size n=65 – 66; Don’t know= 1-2)

Those who have been in business for between 6 and 10 years are significantly less likely to rate their overall experience with the application process as good or excellent. RTOs with more than 5 employees are significantly more likely to rate the helpfulness of the information on TAC’s website regarding making applications as good or excellent than those with fewer employees.

Across all four aspects, the results are broadly statistically similar to those recorded in 2018 and 2020, as shown in **Figure 12** overleaf. However, significantly more RTOs rated the helpfulness of information on TAC’s website regarding making applications as excellent in the current study compared to 2020.

Figure 12: Experience when lodging an application – a comparison between 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 (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)

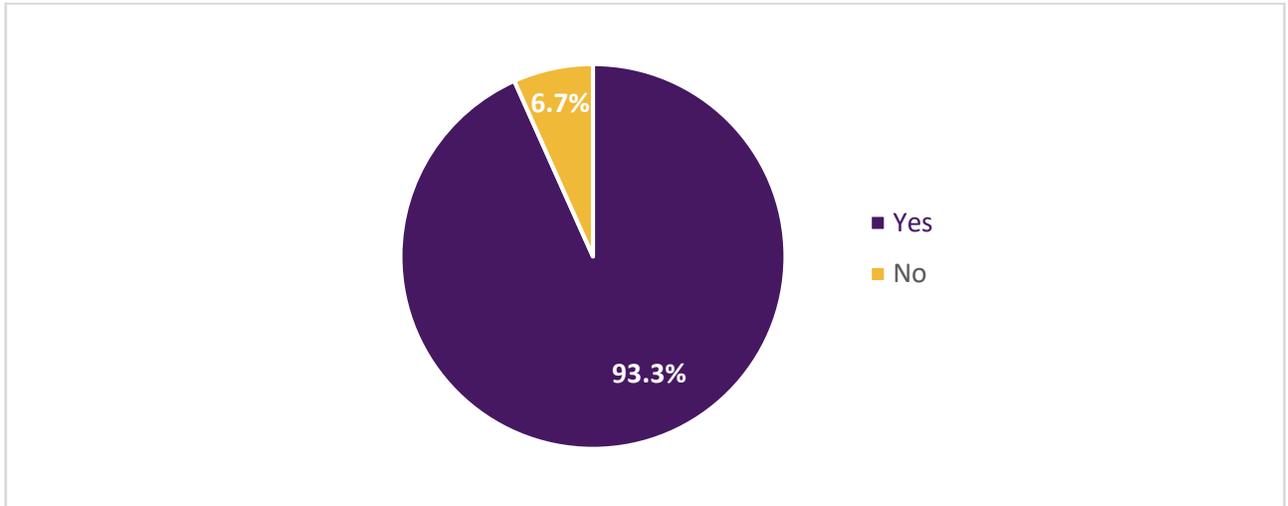
↑ Indicates a statistically significant increase since 2020.

A poor rating was only given by respondents on overall experience with the application process (1.5%), availability of follow up assistance (1.5%) and helpfulness of information on TAC's website regarding making applications (1.5%). Respondents who gave a rating of fair, poor or very poor scores were asked to provide reasons for their score.

6.0 THE RTO PORTAL

In all, 93.3% of RTOs surveyed said their organisation had accessed the RTO Portal during the 12 months since 1 July 2021.

Figure 13: Accessed the RTO Portal



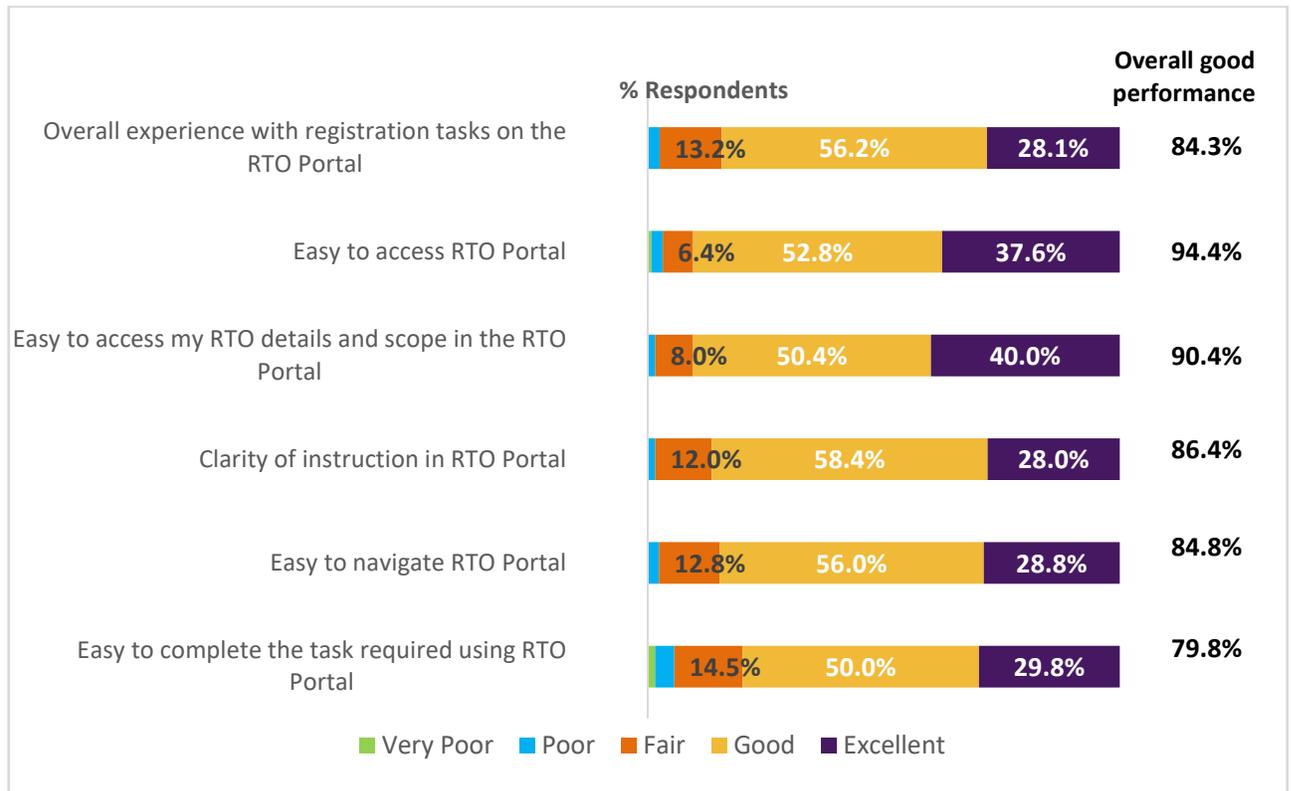
Q.12 Has your organisation accessed the RTO Portal during the 12 months since 1 July 2021? (n=135; don't know n=6)

RTOs who have accessed the RTO Portal during the 12 months since 2021 were asked to rate their experience with using the RTO Portal on various metrics.

RTOs overall experience with the RTO Portal is very positive particularly compared to 2020, with 84.3% of users rating it as either good or excellent. The performance of the features on the RTO Portal are very good, ranging from 79.8% for easy to complete the task required using the RTO Portal to 94.4% easy to access RTO Portal (see **Figure 14** overleaf).

RTOs who have been in business for up to 10 years are significantly more likely to rate easy to navigate the RTO Portal highly than those who have been in business for longer.

Figure 14: Your experience with the RTO Portal



Q.13 Please rate your experience with the RTO Portal (n=121-125; don't know=1-5)

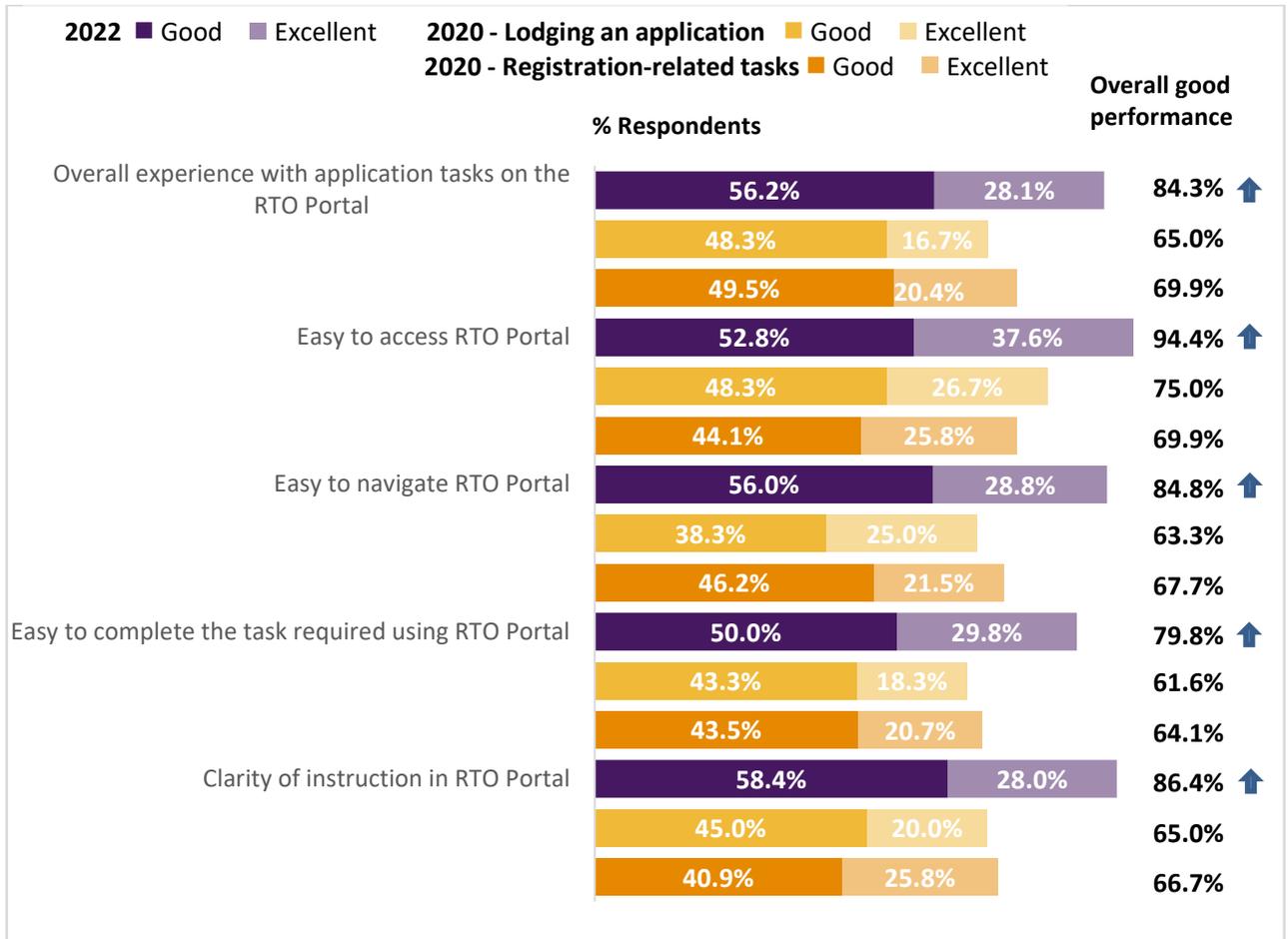
The results for 2020 and 2018 are not directly comparable to 2022. In 2020 the RTO Portal was rated from two aspects:

- Lodging an application, and
- For registration-related tasks.

These two tasks delivered very similar results in 2020 so that in 2022 they were combined. **Figure 15** shows the comparison between the 2022 figures and both aspects (lodging an application and registration-related tasks) measured in 2020.

TAC's efforts and hard work in improving the RTO Portal is paying off. For each feature there has been a significant improvement in positive responses since the 2020 study. All features have improved by more than 15 percentage points (good and excellent combined); the greatest improvements were recorded on easy to navigate RTO Portal and clarity of instruction in RTO Portal (both over 21 percentage point improvements). See **Figure 15** overleaf.

Figure 15: Experience with the RTO Portal – a comparison between 2022 and 2020



Q.13 Please rate your experience with the RTO Portal (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) Q.15 Please rate your experience with the RTO Portal for registration-related tasks (n=92-93; don't know= 1-2).

↑ Indicates a statistically significant increase

This year RTOs were asked to comment not only when they gave a 'poor' rating but also when they gave a 'fair' rating thereby creating a greater number of comments this year, even though the overall ratings of the Portal were higher in 2022. Those who gave a rating of fair, poor or very poor scores on each of the features were asked to provide a reason for their score.

7.0 TAC COMMUNICATION

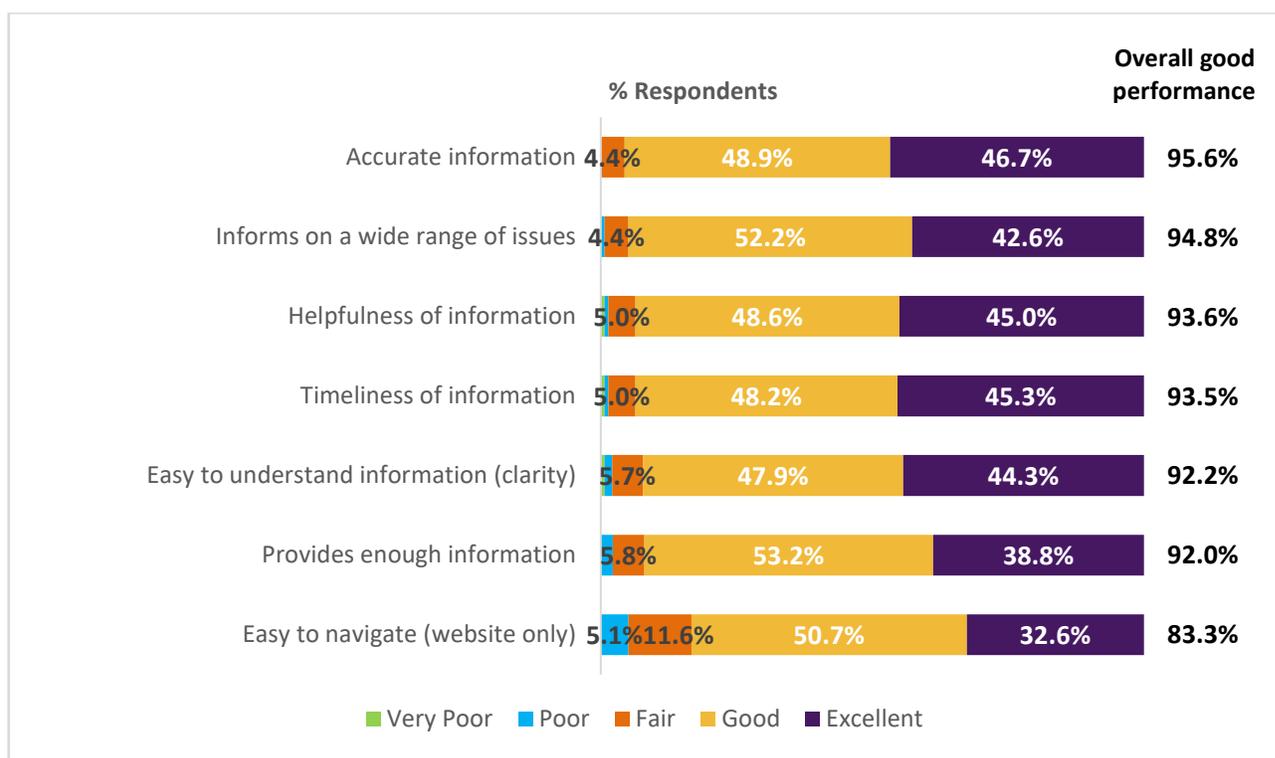
TAC communication was rated in terms of:

- The TAC website and TAC Updates/ TAC’s Special Bulletins; and
- TAC communication by email or telephone

7.1. TAC website and TAC updates/ TAC’s special bulletins

Communication via the TAC website and TAC Updates / TAC’s Special Bulletins is very high in all areas, but a little lower on easy to navigate the website. The highest performing aspect was accurate information, followed closely by informs on a wide range of issues then helpfulness and timeliness. Easy to navigate the website was rated at 83.3% (good or excellent).

Figure 16: TAC’s communication with RTOs via the website and TAC Updates/ Special Bulletins



Q.4 The TAC website 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 2021. (n=136-140; n=1-5 don't know)

Note: Due to rounding to one decimal place the Overall good performance % may not

Regional RTOs were significantly more likely to rate easy to navigate the website more highly than their metropolitan counterparts. No other significant differences were identified.

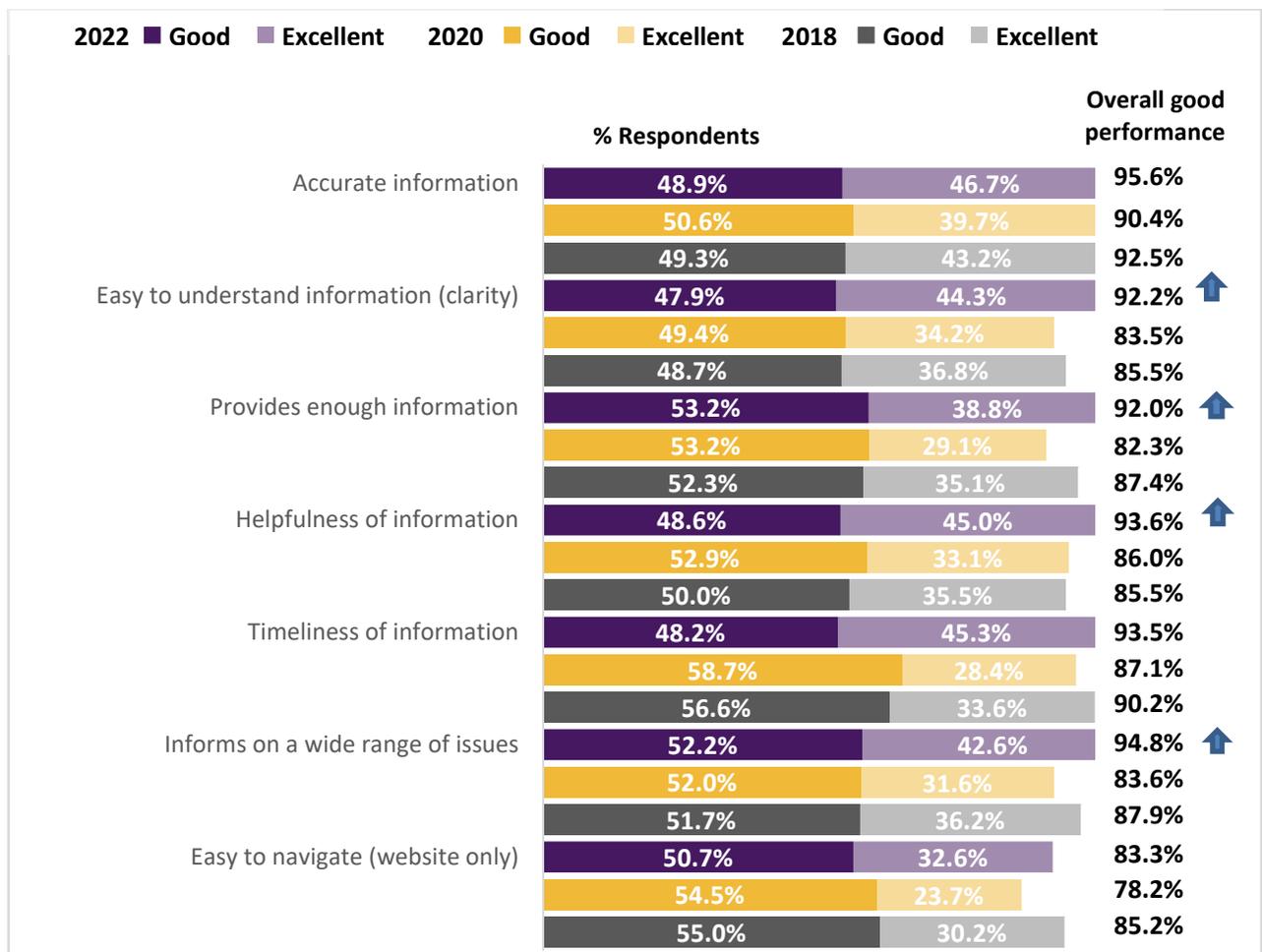
Those who gave a rating of fair, poor or very poor scores on each of the attributes were asked to provide a reason for their score.

A comparison of 2022 and 2020 is shown in **Figure 17** below. There has been significant improvements in four of the aspects of the website and TAC Updates/ TAC Special Bulletins since 2020; these aspects are:

- Easy to understand information (clarity)
- Provides enough information
- Helpfulness of information
- Informs on a wide range of issues

Furthermore, significantly more RTOs rated the timeliness of information and the helpfulness of information as excellent in the current study than in 2020. Moreover, in comparing the 2022 and 2018 results, helpfulness of information is the only aspect which exhibits a significant increase since 2018. Navigation has the lowest level of performance.

Figure 17: TAC’s communication with RTOs – a comparison between 2022, 2020 and 2018



Q.4 The TAC website 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 2021. (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.

↑ Indicates a statistically significant increase since 2020.

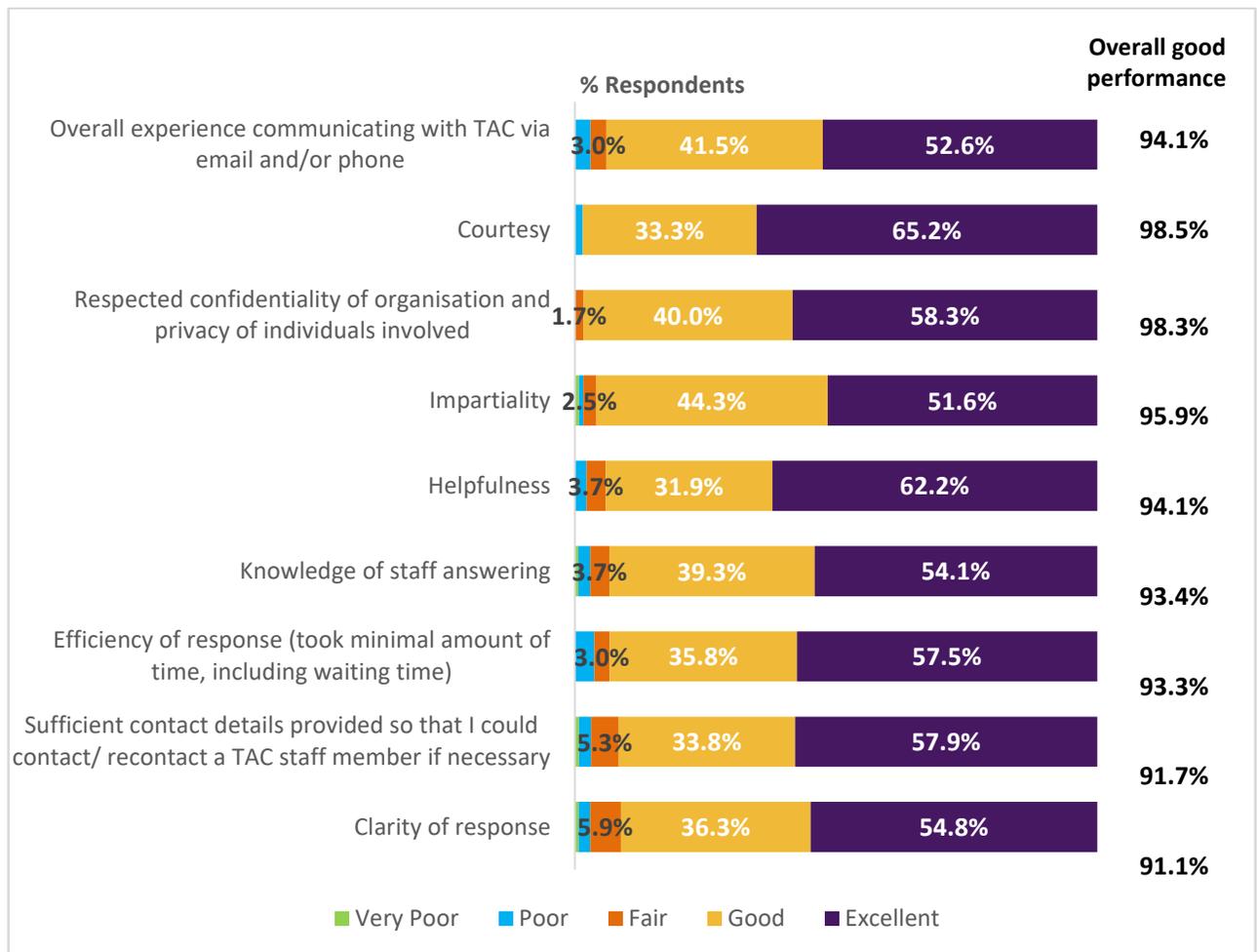
7.2. Communication from RTOs to TAC

RTOs rated their experience of communicating with TAC by email or telephone highly, with 94.1% of RTOs describing the overall experience of communicating with TAC by email or telephone as good or excellent. Further, over half of RTOs (52.6%) described the communication experience by email or telephone as excellent (the far-right section of the bar on the chart). Similarly to 2020 (93.2%) and 2018 (92.1%), the overall experience of communicating with TAC by email or telephone was very positive.

Only 3.0% of RTOs rated their overall experience communicating with TAC via email and/or phone as 'poor'.

Performance across each of the attributes measured for communication with TAC by email or telephone as rated by RTOs is extremely high, with all metrics achieving at least 90% rating of good or excellent. The highest performing areas are courtesy (98.5%), respected confidentiality of organisation and privacy of individuals involved (98.3%) and impartiality (95.9%).

Figure 18: Communications with TAC by email or telephone



Q.6 Please rate your most recent experience in communicating with TAC by email and/ or telephone. (n=120-135; don't know n=6-21).

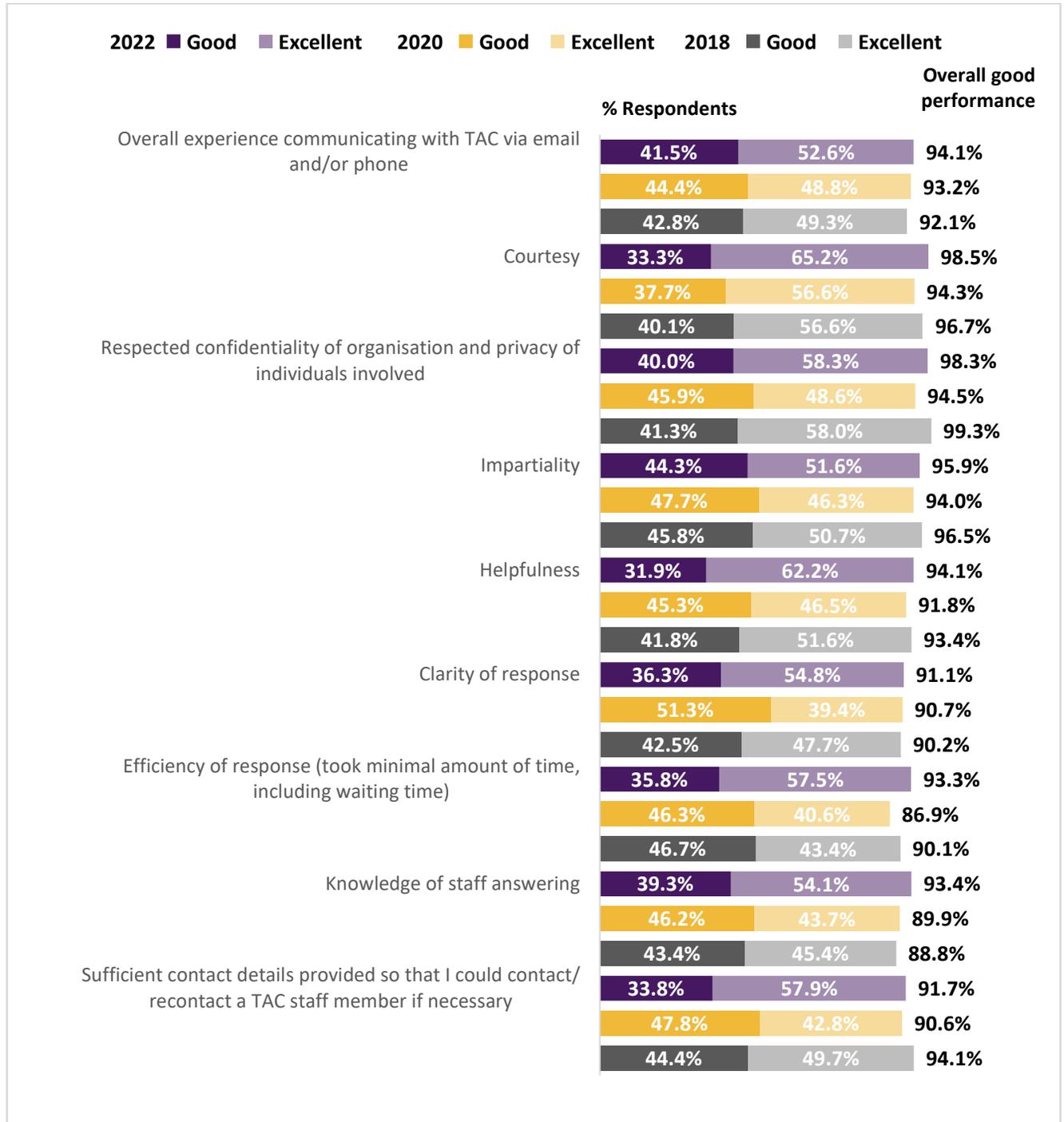
*Note: The good and excellent performance do not always add up to the overall good performance score due to rounding to one decimal place.

Performance was found to be similar across RTO demographics in that no significant differences were found in the various communication aspects and geographic region, size of the business and time in business.

Less than 4% of RTO participants gave a rating of poor across the communication metrics. Those who gave a rating of fair, poor or very poor scores on each of the attributes were asked to provide reasons for their score.

The overall experience performance of TAC on the communications by email or telephone aspects has remained stable since the 2018 study. However, RTOs were significantly more likely to rate helpfulness, clarity of response, the efficiency of response and sufficient contact details provided so I could contact/recontact a TAC staff member if necessary as 'excellent' in the current study compared to 2020.

Figure 19: Communications with TAC by email or telephone – a comparison between 2022, 2020 and 2018



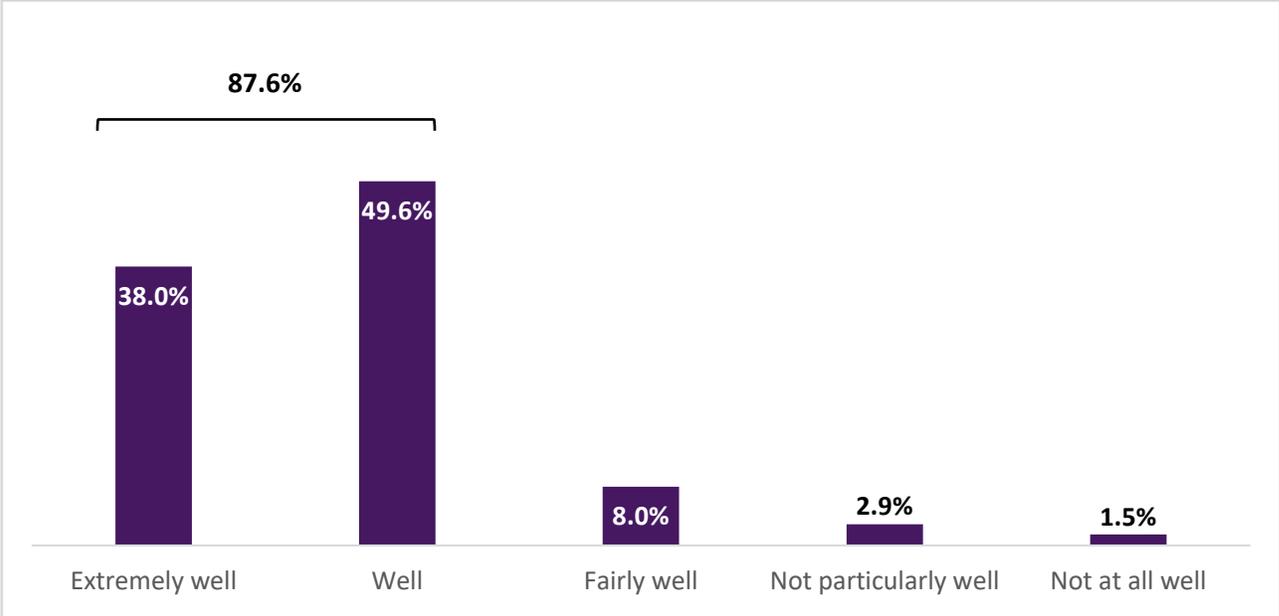
Q.6 Please rate your most recent experience in communicating with TAC by email and/ or telephone. (2022: n=120-135; don't know n=6-21) (2020: n=146-160; don't know n=0-14) (2018: n=143-153; don't know n=2-12).

*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 is perceived to work well or extremely well by 87.6% of RTOs, with the largest proportion of respondents perceiving that the model works well (49.6%) - as shown in the figure below.

Figure 20: How well the TAC customer service model works

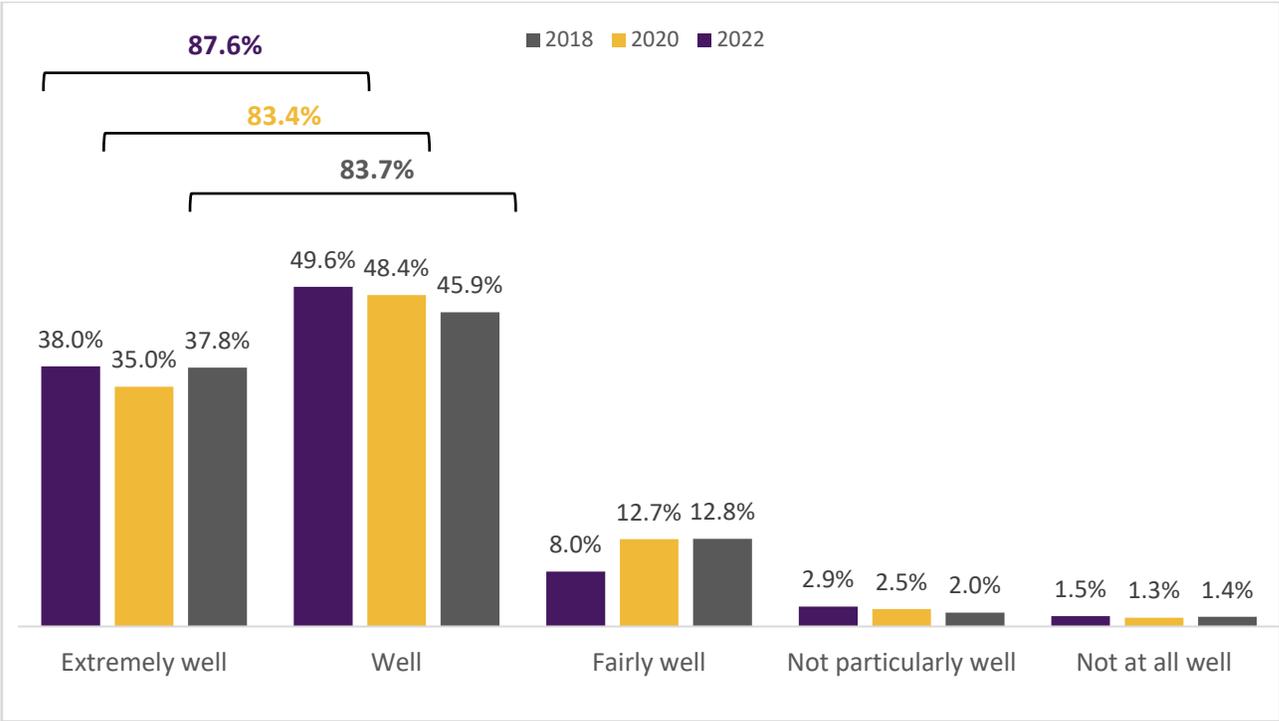


Q.8 How well do you feel that TAC’s customer service model works? (n=137; don’t know n=4)

RTO respondents who have been in business for between 6 and 10 years are significantly less likely to feel that TAC’s service model works as well as other respondents. In terms of location and business size, the perceptions are statistically similar.

The overall result for 2022 (87.6%) is very similar to those recorded in 2020 (83.4%) and 2018 (83.7%), as shown in **Figure 21**.

Figure 21: A comparison between how well the TAC customer service model was perceived to work in 2022 compared to 2020 and 2018



Q.8 How well do you feel that TAC’s customer service model works? (2022: n=137; don’t know n=4) (2020: n=157; don’t know n=3) (2018: n=148, don’t know n=7).

8.0 AUDITS

In the past 12 months, two-fifths of the RTOs surveyed (39.7%) said they had participated in an audit. This section is based upon those recalling that they had had an audit.

The type of audits were:

- Desk audit – 22.7%
- Site/ hybrid audit – 25.5%

The larger RTOs (those defined as having 1,000 or more students) were significantly more likely to recall participating in an audit in the past 12 months compared to the smaller RTOs. Furthermore, the larger RTOs were significantly more likely to have participated in both desk and site/ hybrid audits than other RTOs. Those who have been in business for 10 years or less were significantly more likely to have undertaken a site/ hybrid audit.

In 2020 and 2018 the measurement did not consider a hybrid audit, however, the number of desk audits in 2020 was similar at 21.9% but much higher pre COVID in 2018 at 69.7%.

Of those who had an audit, the audit was perceived to be a worthwhile experience for 85.7% of RTOs. This is similar to 2020 where 80.5% of RTOs considering the audit a worthwhile experience and 2018 with 87.9% of RTOs considering the audit a worthwhile experience. Perceptions of being worthwhile did not differ between size, location or length of time in business.

The audit added value to these organisations through the following:

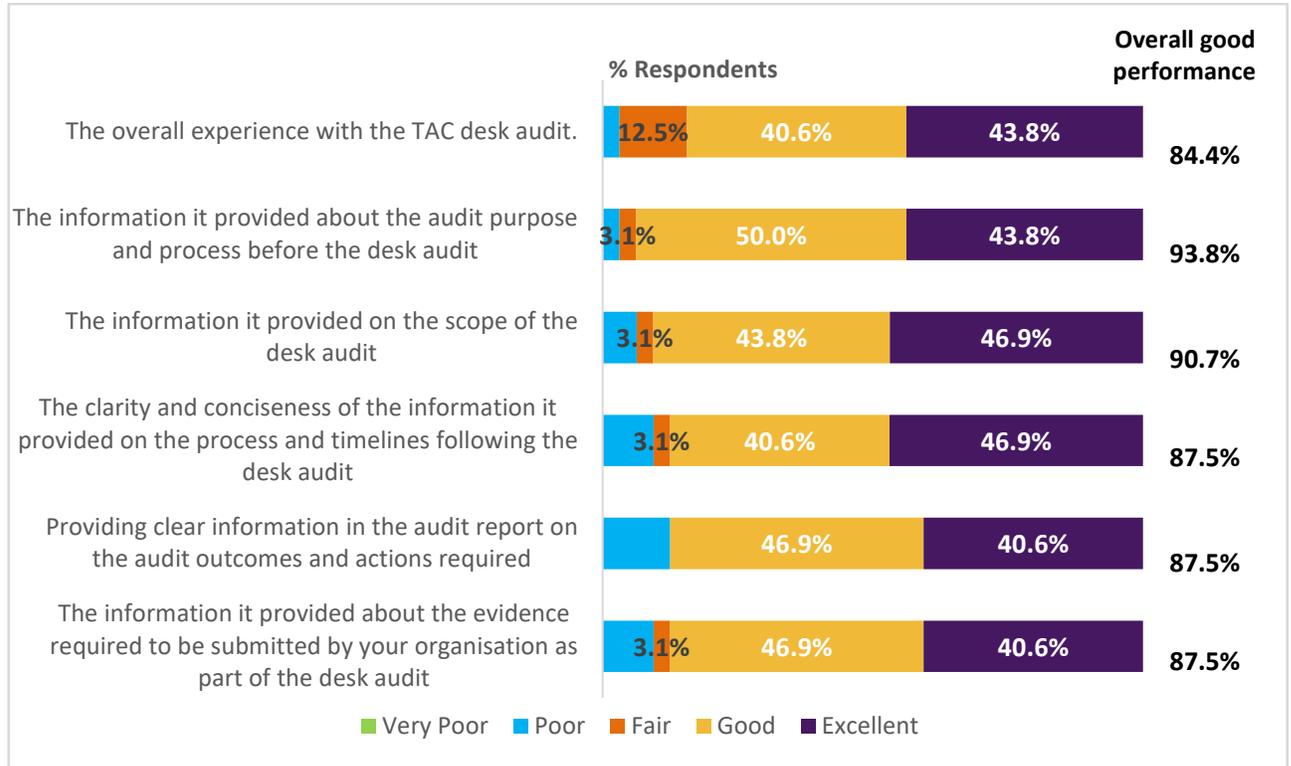
- Identified ways for us to improve/ alter strategies (41.3%)
- Very consultative and provided very helpful feedback (21.7%)
- A good learning experience (17.4%)
- Provided clarification of what is expected of us (17.2%)
- Knowledgeable/ imparting knowledge (17.2%)
- Able to gauge our level of compliance (13.0%)
- Improved our document organisation and evidence gathering (10.9%)
- Confirmation that we, and our systems, are doing well (10.9%)
- Keeps RTOs on their toes/ able to audit RTOs (4.3%).

8.1. The desk audits

The overall experience amongst those RTOs who had a TAC desk audit was high, with 84.4% of RTOs rating the TAC desk audit as good or excellent. Only 3.1% of respondents rated the experience as poor or very poor. Across all desk audit metrics, performance was rated highly, with at over 85% of RTOs who had participated in a desk audit rating each metric as either good or excellent.

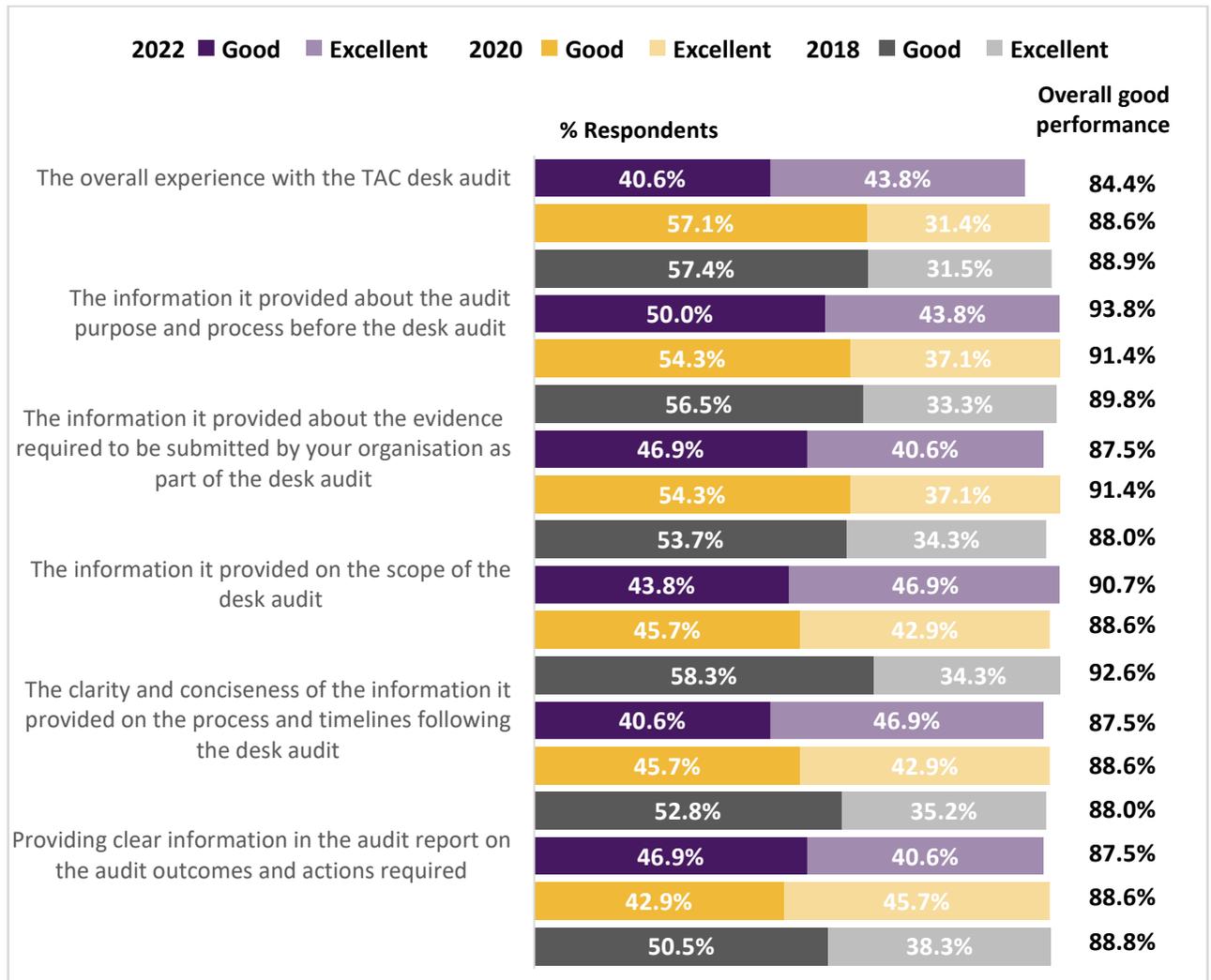
There were no statistically significant differences in the views of the various sub-groups irrespective of location, number of employees or length of time in business.

Figure 22: The desk audit experience



Q.19 The following questions relate to your desk audit experience. Please rate... Filtered by those who had a desk audit. (n=32)
 *Note: The good and excellent performance do not always add up to the overall good performance due to rounding to one decimal place.

Figure 23: The desk audit experience – a comparison between 2022, 2020 and 2018



Q.19 The following questions relate to your desk audit experience. Please rate... Filtered by those who had a desk audit.

Sample size (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

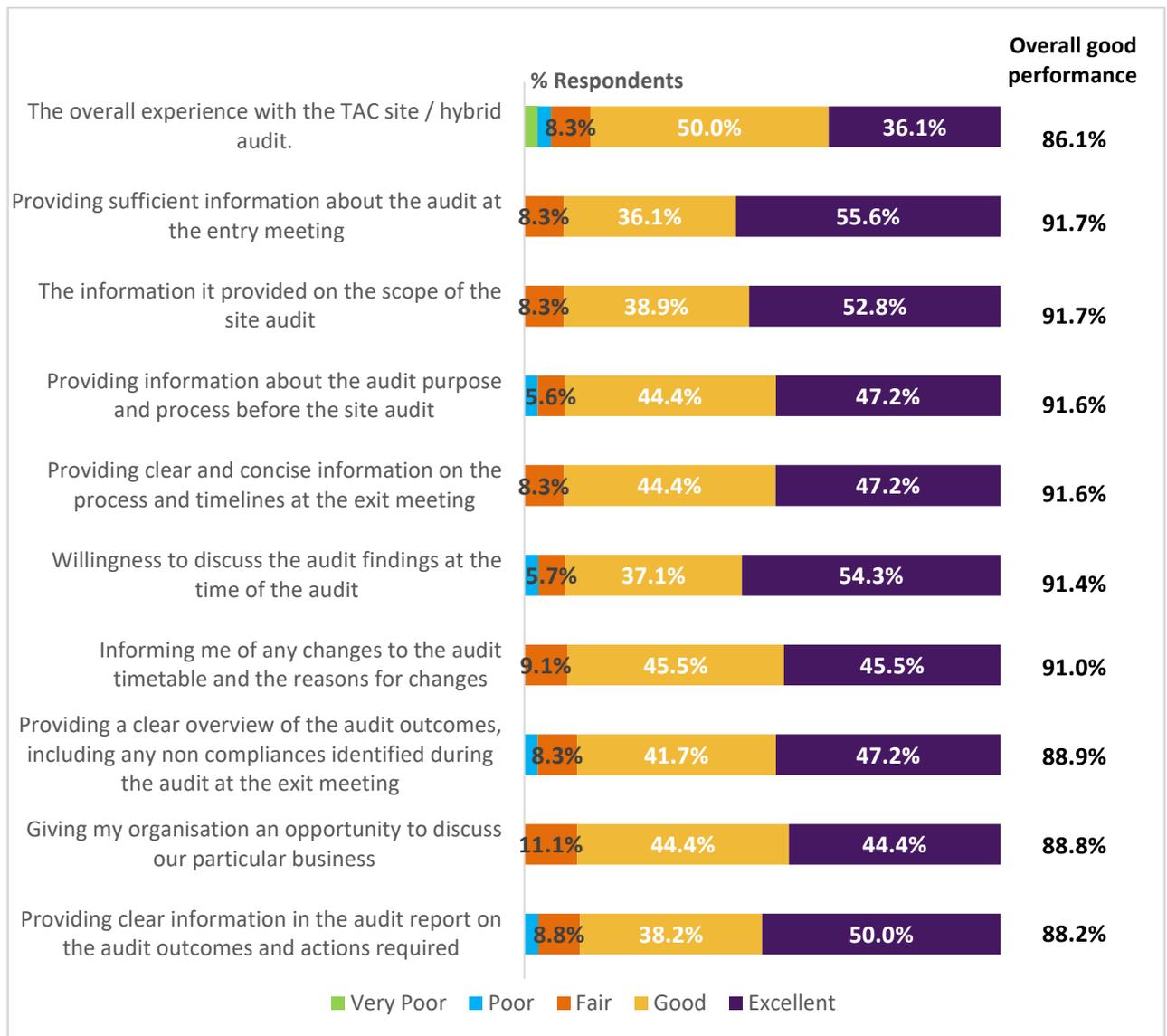
Performance results for desk audit experience has remained stable over time. Perceptions of the desk audit in 2022 compared to 2020 are statistically similar in all aspects of the desk audit metrics. Moreover, these results have remained statistically similar since the 2018 study was undertaken with no significant difference identified for the various audit metrics.

8.2. The site/ hybrid audits

Of those who participated in a site/ hybrid audit in the past 12 months, the vast majority (86.1%) of RTOs rated the audit as good or excellent, as shown in the figure below. Only 5.6% of respondents rated the experience as poor or very poor. Across all nine site/ hybrid audit metrics, performance was rated very highly with at least 88% of RTOs who had participated in a site/ hybrid audit rating each of the audit aspects as either good or excellent.

There were no statistically significant differences in the views of the various sub-groups irrespective of location, number of employees or length of time in business.

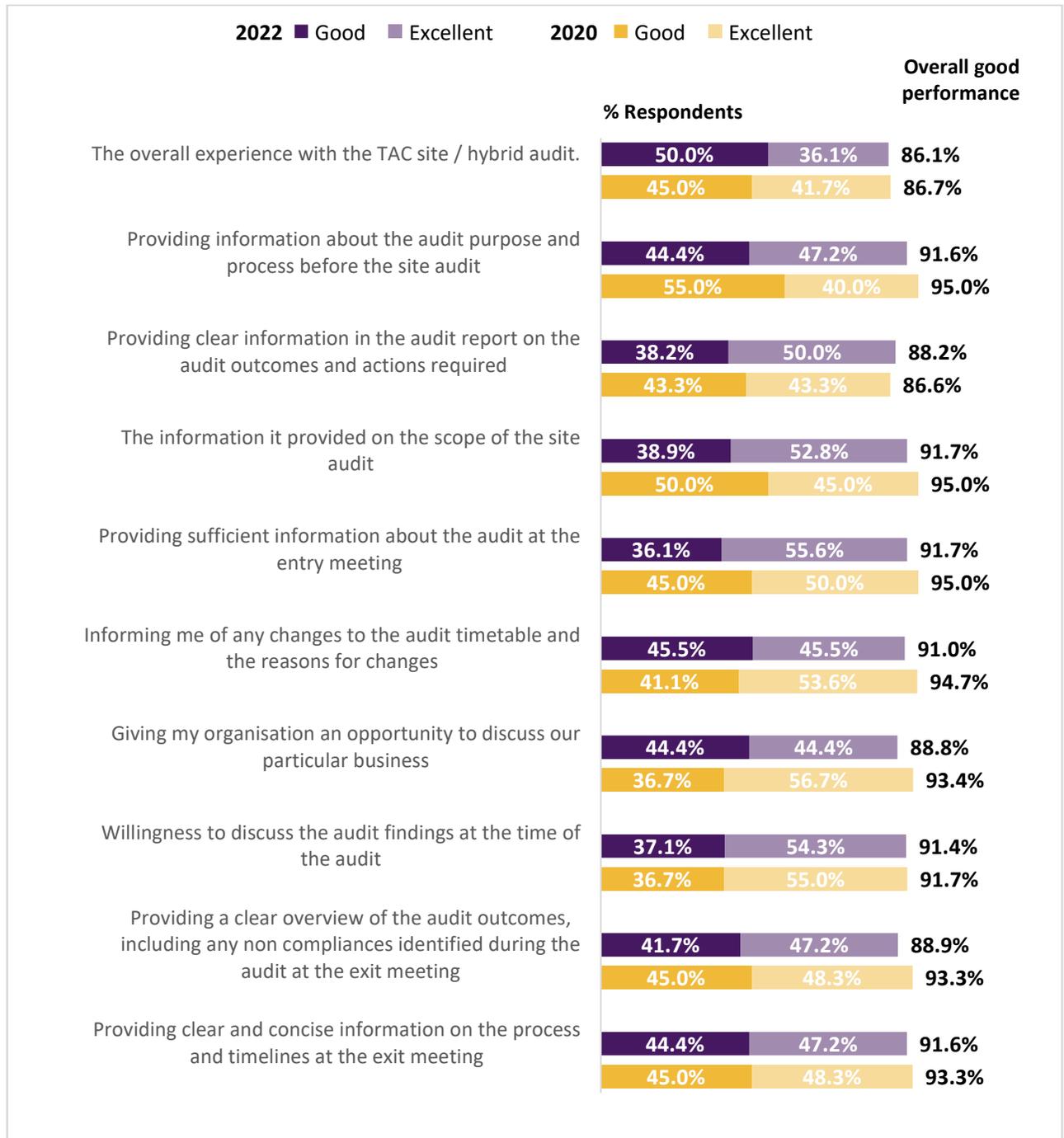
Figure 24: The site/ hybrid audit experience



Q.20 The following questions relate to your site/ hybrid audit experience. Please rate... Filtered by those who had a site/ hybrid audit. (n=33-36; don't know n=0-3) *Note: The good and excellent performance do not always add up to the overall good performance due to rounding to one decimal place.

In 2020 there was no hybrid audit so the comparison is based on the site audit in 2020, as shown below. Perceptions of site/ hybrid audit performance in 2022 compared to the site audit in 2020 are statistically similar in all aspects measured. There were significant changes in the wording of the statements in 2018 so comparison is difficult; however, the overall experience in 2020 and 2018 of a site audit was similar at 86.7% and 88.9% respectively.

Figure 25: The site/ hybrid audit experience – a comparison between 2022 and 2020

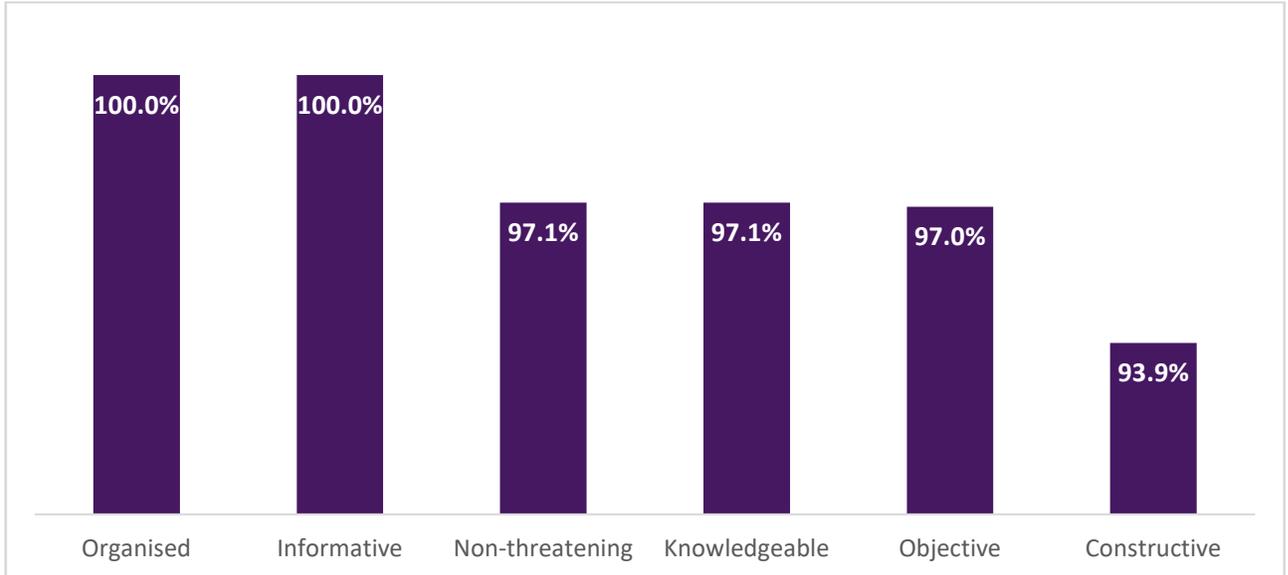


Q.20 The following questions relate to your site/ hybrid audit experience. Please rate... Filtered by those who had a site/ hybrid audit. (2022: n=33-36; don't know n=0-3; 2020: n=56-60; don't know n=0-4) *Note: The good and excellent performance do not always add up to the overall good performance due to rounding to one decimal place

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 positive response of between 93.9% and 100.0% of RTOs who had a site/ hybrid audit.

Figure 26: Experience with the TAC team



Q21. Please rate your experience with the TAC audit team during the site audit. Filtered by those who had a site audit. (n=33-34; don't know n=2-3)

The results were very similar to both those recorded in 2020 and 2018, and there was no statistically significant difference by location, organisational type, organisation size or time in business.

RTOs made the following four main suggestions on what TAC could do to improve the audits:

- Improve the timeliness of sending out the audit outcomes
- Greater uniformity between auditors to improve consistency
- Provide the opportunity with desk top audits to discuss the results, similar to a site audit
- A more explicit list of the documents/ evidence required prior to the visit so that they can be collated in advance

Observations about the comments of auditors being inconsistent and the request for greater uniformity between auditors have arisen in previous years.

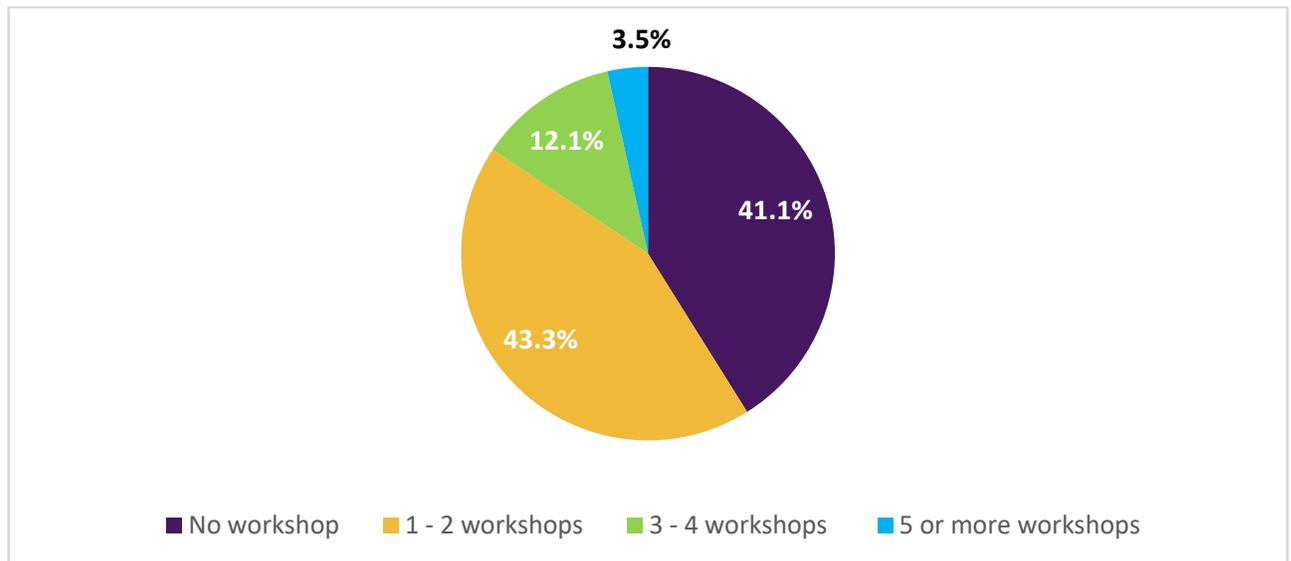
9.0 TAC EDUCATION PROGRAM

TAC provides a range of educational opportunities to support compliance with the Standards for RTOs, which includes a range of strategies and published materials. During the 12 months between 1st July 2021 and 30th June 2022, 58.9% of RTOs surveyed attended a TAC education workshop either in person or via a Webinar. This is a statistically similar result to that achieved in the previous study (51.3%).

RTOs with 1,000 or more students were most likely (76.0%) to have attended a TAC education program in the past 12 months, whereas those with under 100 students were least likely to have attended a TAC education program.

Of those RTOs who had attended a workshop, most had attended 1 or 2 workshops, as shown in the figure below. RTOs with more than 20 employees were significantly more likely to have attended 5 or more workshops in the past 12 months than those with fewer employees. Moreover, those with under 100 students were significantly least likely to have attended any TAC workshops in the past 12 months.

Figure 27: Number of TAC workshops attended in the last 12 months

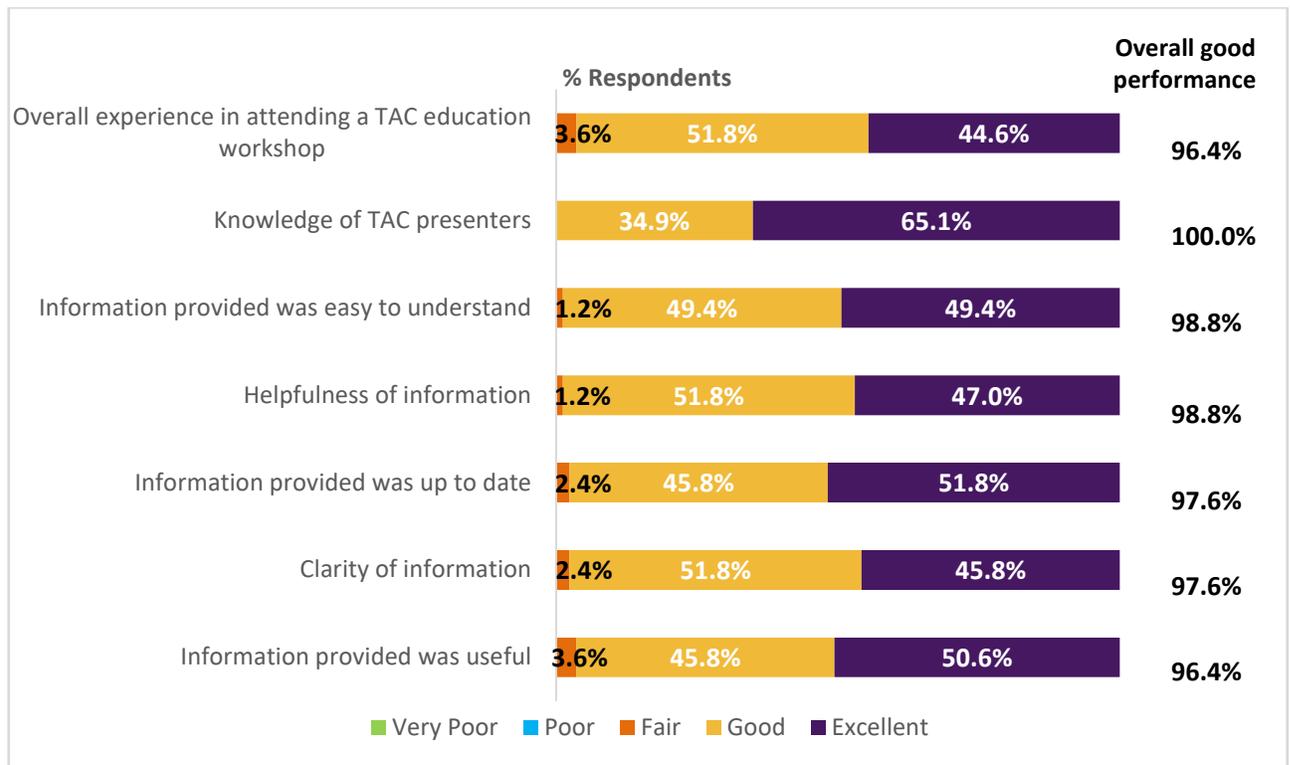


Q.26 How many TAC education workshops did you attend? (n=141)

9.1. Perceptions of TAC education workshops

Overall, the experience of attending a TAC education workshop was rated as good or excellent by 96.4% of RTOs surveyed, with 44.6% rating the workshop as excellent. All aspects of the TAC education workshop metrics were rated at over 96% (good or excellent), which is an outstanding result. Knowledge of TAC presenters was a standout aspect, achieving a perfect score of 100% (good or excellent), with 65.1% giving an excellent rating.

Figure 28: Please rate your experience in attending TAC workshops



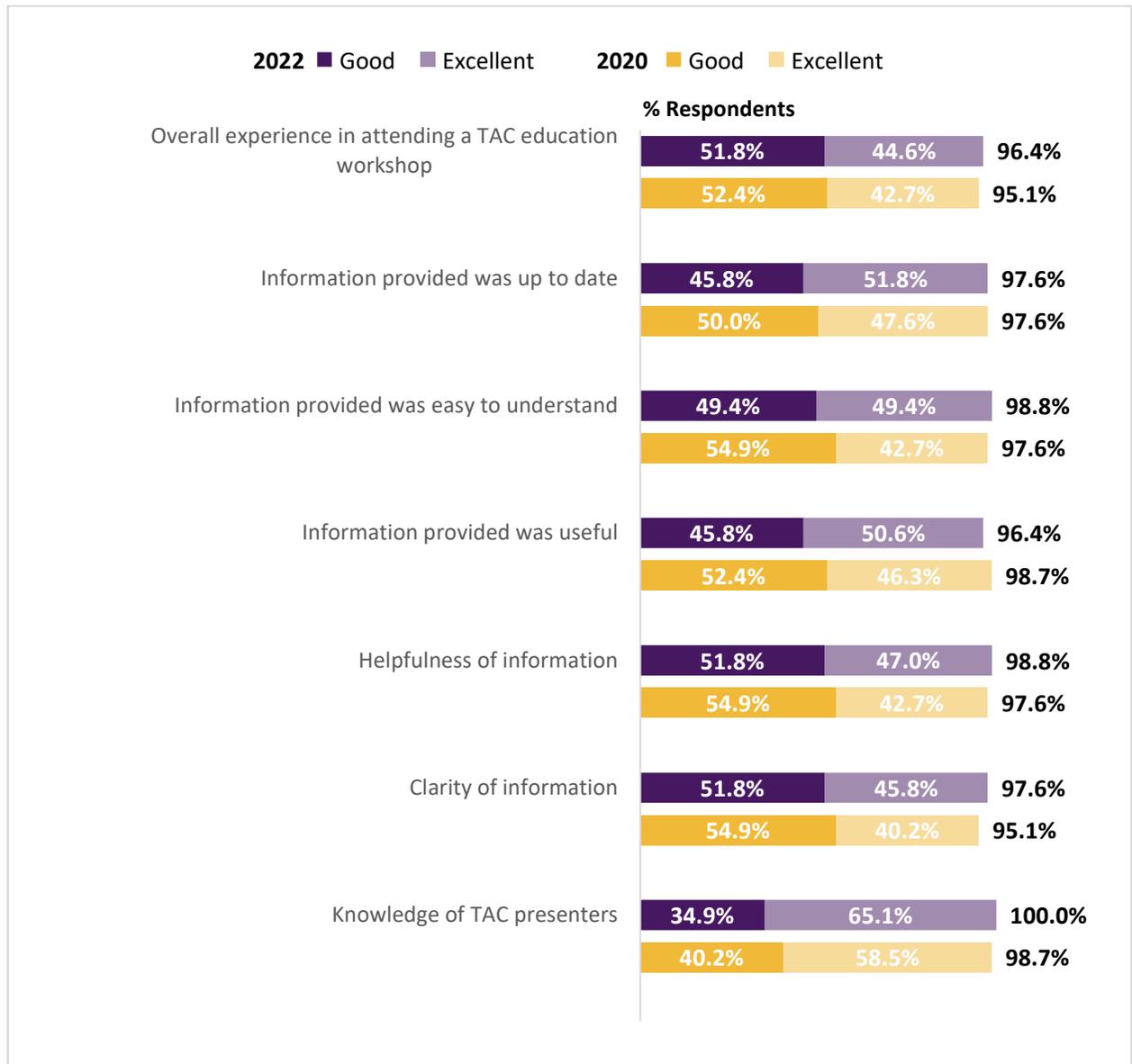
*Q.25 Please rate your experience in attending a TAC education workshop filtered by those who had attended a workshop. (n=83; 58 did not attend a workshop) *Note: The good and excellent performance do not always add up to the overall good performance due to rounding to one decimal place.*

RTOs who have been in business for up to 5 years were significantly less likely to rate the information provided as useful (80.0%) than those who have been in business longer. No other significant differences were found between the various aspects of TAC education workshops and location, size of organisation and time in business.

No one rated the performance of TAC workshops as either poor or very poor. In the survey, those who gave a rating of fair on each of the aspects were asked to provide a reason for their score.

As shown in **Figure 29** overleaf, the results of the current study are similar to those recorded in 2020. Satisfaction with the TAC education workshops was not measured in 2018.

Figure 29: Please rate your experience in attending TAC workshops – a comparison between 2022 and 2020



Q.25 Please rate your experience in attending a TAC education workshop filtered by those who had attended a workshop. (2022: n=83; 58 did not attend a workshop); 2020: n=82; 72 did not attend a workshop)

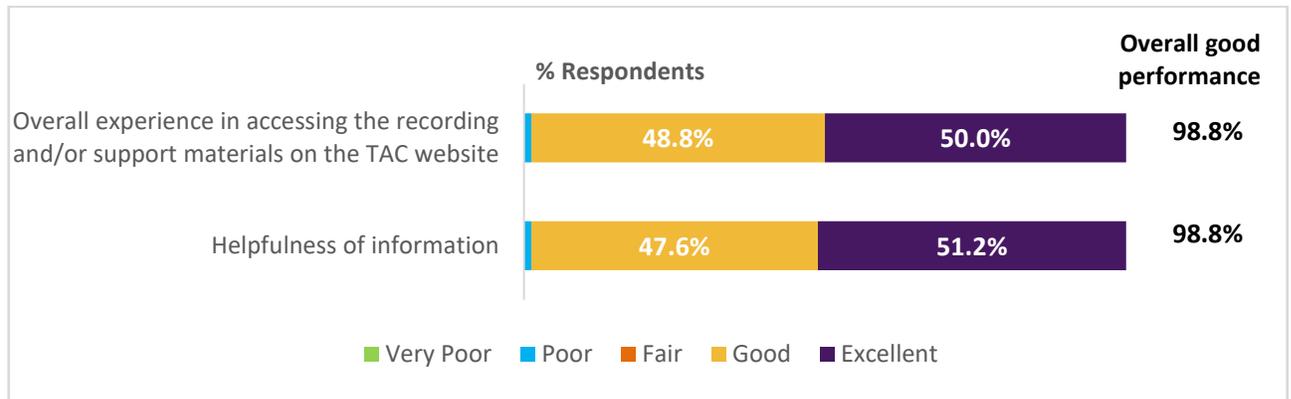
*Note: The good and excellent performance do not always add up to the overall good performance due to rounding to one decimal place

9.2. TAC education workshop material on the Website

To support RTOs, TAC provides recordings and support materials of its education workshops on the TAC website. In the past 12 months, 58.2% of RTOs had accessed recordings and/ or support materials about a TAC education workshop from the TAC website. This result is similar to that recorded in 2020. The respondents did not come from any specific sub-group.

In total, 98.8% of respondents who had accessed the education workshop materials on the TAC website rated the overall experience in accessing the materials highly. Similarly, 98.8% felt the information to be helpful.

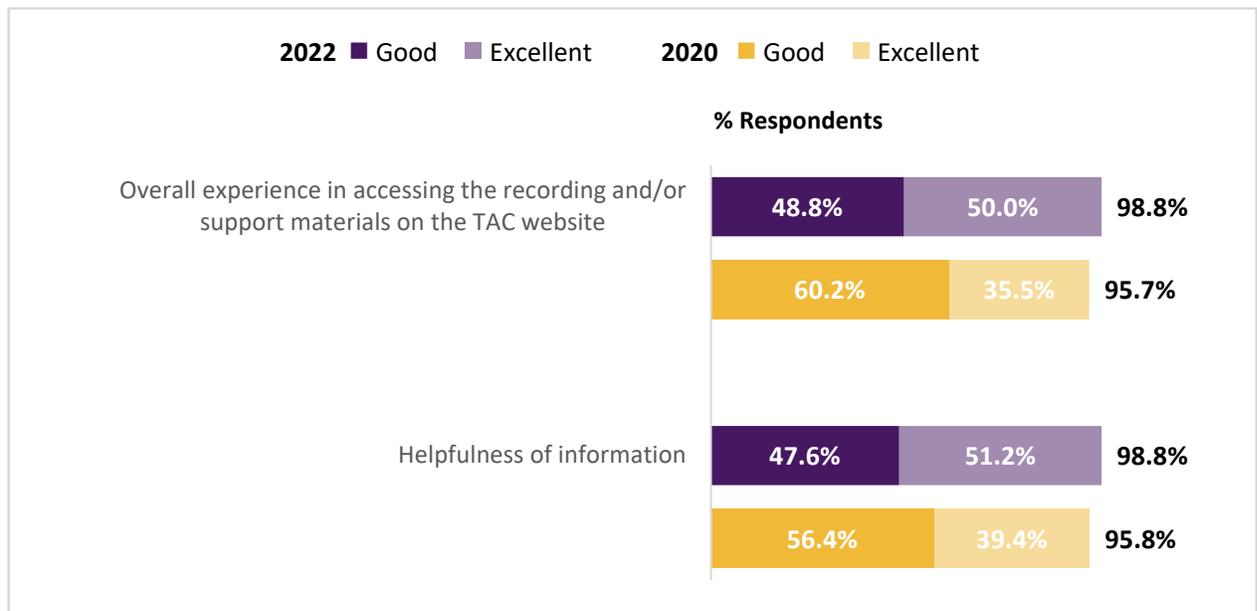
Figure 30: Please rate your experience in attending a TAC workshop



*Q.28 How would you rate your experience in accessing the education workshop recording and/or support materials on the TAC website? (n=82; don't know n=0) Note: filter by Q27 support materials on the TAC website. *Note: The good and excellent performance do not always add up to the overall good performance due to rounding to one decimal place.*

Compared to the 2020 study, the results recorded in 2022 are statistically similar at an overall good performance level (good and excellent combined) and at an individual rating level (good or excellent level).

Figure 31: Please rate your experience in attending a TAC workshop – a comparison between 2022 and 2020



Q.28 How would you rate your experience in accessing the education workshop recording and/or support materials on the TAC website? (2022: n=82; don't know n=0)

Q.30 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)

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

The workshop and webinar topics that RTOs would like TAC to cover include:

- Compliance/ audit requirements (19.4%)
- Required supporting evidence and reporting requirements (15.3%)
- Trainer competency, qualification requirements and currency (13.3%)
- Assessment process (12.2%)
- Updates and changes, including new requirements (12.2%)
- Case studies and relatable examples (10.2%)
- Practical, hands-on and more interactive learning (8.2%)
- Transitions (7.1%)
- General standards (6.1%)
- Validation and moderation (5.1%)
- Best practices/ KPIs and performance benchmarks (4.1%)
- Standards for trainers and assessors (4.1%)
- Developing industry engagement and involvement (2.0%)
- Prerequisites and pre-enrolment suitability (2.0%)
- Credit transfers (2.0%)
- RPL (1.0%).

In relation to podcasts and factsheets, the most frequently mentioned topics for podcasts and factsheets which RTOs would like TAC to cover include:

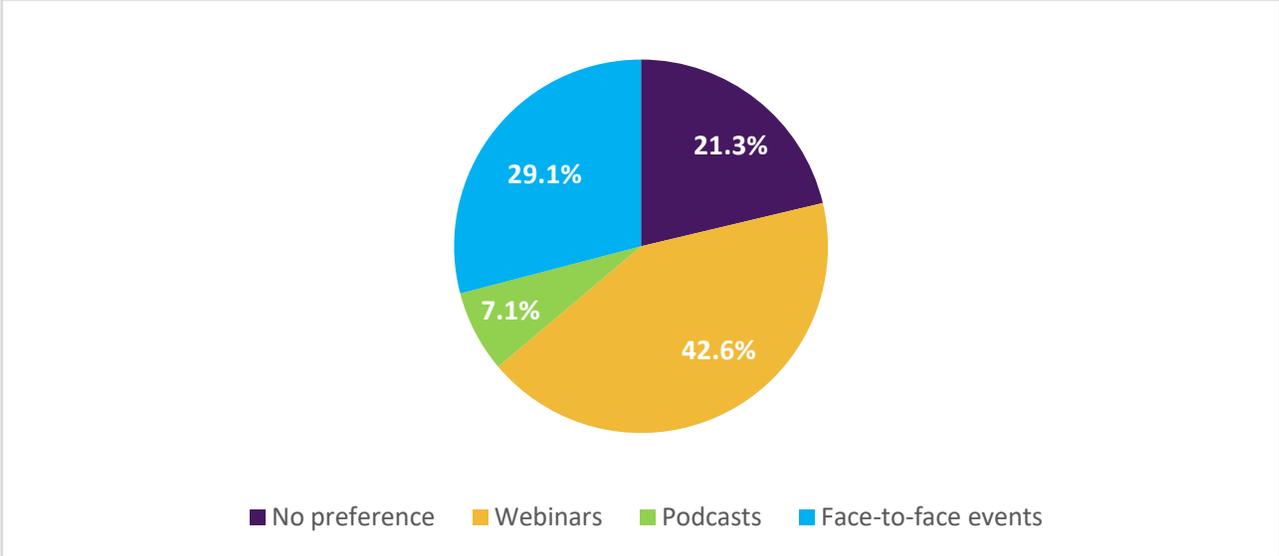
- Compliance/ audit requirements (15.9%)
- Updates and changes, including new requirements (12.2%)
- Assessment process (11.0%)
- Trainer competency, qualification requirements and currency (11.0%)
- Required supporting evidence and reporting requirements (11.0%)
- Best practices/ KPIs and performance benchmarks (6.1%)
- Case studies and relatable examples (6.1%)
- General standards (4.9%)
- Reasonable adjustments (4.9%)
- Transitions (3.7%)
- Credit transfers (3.7%)
- Developing industry engagement and involvement (3.7%)
- Validation and moderation (3.7%)
- RPL (3.7%)
- Regulatory outcomes and audit findings (2.4%)
- Practical, interactive learning (2.4%).

9.3. Preferred mode of delivering TAC education program sessions

RTO participants were asked to nominate their most preferred method in which TAC education programs should be delivered. Overall, the largest proportion (42.6%) of RTOs stated they preferred webinars as a delivery method for TAC education program sessions followed by face-to-face events at 29.1%.

Those who have been in business for up to 10 years (13.9%) are significantly more likely to prefer podcasts than those who have been in business longer. Moreover, those with 5 or less employees (13.2%) are significantly more likely to prefer podcasts than those with more employees. No other significant differences were found among the various sub-groups.

Figure 32: Preferred delivery method for participating in TAC education program sessions



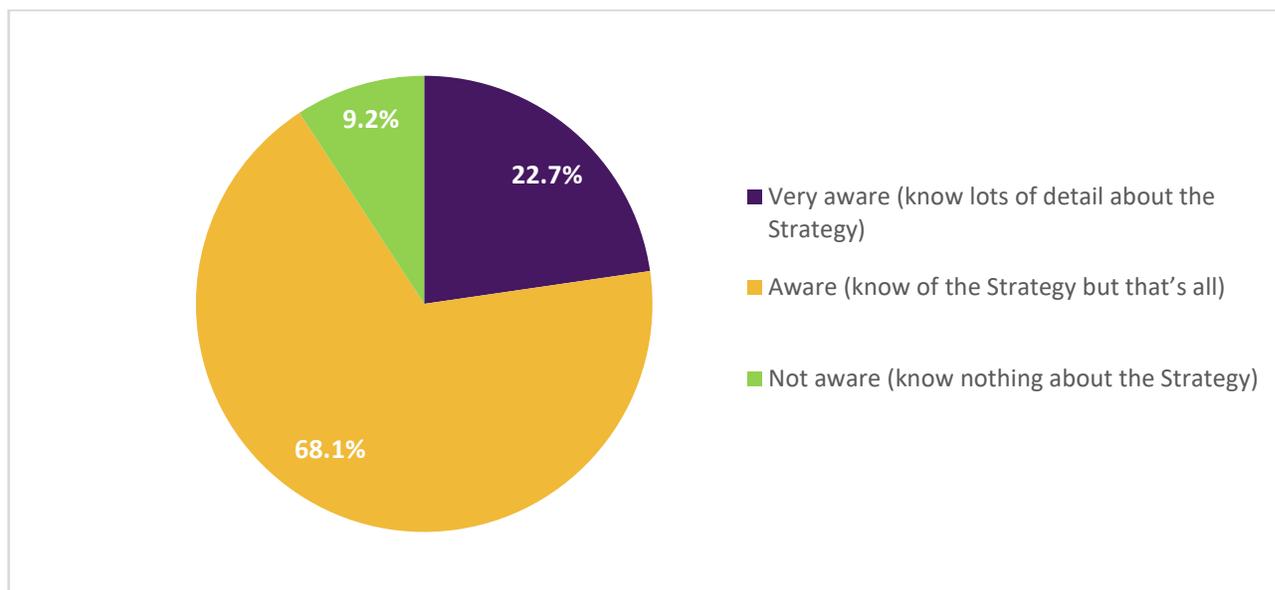
Q.32 What is your preferred delivery method for participating in TAC education program sessions? (n=141)
*Note: Due to rounding to one decimal place the results add to over 100%.

This is the first time this question was asked of participants, therefore, there is no comparison data from previous years.

10.0 THE TAC REGULATORY STRATEGY 2021-23

The vast majority (90.8%) of respondents were aware of TAC's Regulatory Strategy 2021-23; though only 22.7% stated they knew a lot of detail about the Strategy. The largest proportion (68.1%) of RTOs stated they are aware of the Strategy, but not familiar with the detail.

Figure 33: Knowledge of TAC's Annual Regulatory Strategy



Q.33 How would you describe your awareness of TAC's Regulatory Strategy 2021-23? (n=141)

Those who have been in business for 10 years or less are significantly more likely to be more familiar with the Strategy than those who have been in business for more than 10 years. There were no other significant differences between awareness and sub-group.

The level of awareness of TAC's Regulatory Strategy 2021-2023 is similar to the knowledge of TAC's Regulatory Strategy in 2020 (88.7%).

10.1. Future regulatory support

To assist TAC in identifying priorities and focus areas for regulatory support, RTOs identified a wide range of key areas of concern. The most frequently mentioned issue was:

- Maintaining currency and professional development (43.3%)

Other frequently mentioned priorities and focus included:

- Appropriately trained trainers and assessors (40.9%)
- Compliance and audit requirements (40.9%)
- Finding adequate trainers/ shortage of trainers (22.0%)
- Assessments (13.4%)
- Changes to training packages and new courses (12.6%)
- Validation requirements and process (11.0%)

- Clear guidelines and information (11.0%)
- Payment of trainers and assessors / maintaining accreditation cost (11.0%)

Less frequently mentioned areas, with under 10% of mentioned, were:

- Recognition of prior learning (9.4%)
- Record keeping (9.4%)
- Adequate facilities and equipment in relation to the training being provided (8.7%)
- Monitoring of training conducted on behalf of an RTO (8.7%)
- Adequate training is provided to learners (7.1%)
- Assessments meet workplace and regulatory requirements (7.1%)
- COVID policies (6.3%)
- Assessments are in line with training packages (4.7%)
- Appropriate course duration/ length of courses (4.7%)
- Employers and other parties are adequately engaged in client training and assessment (4.7%)
- Pre-screening of applicants/ students (4.7%)
- Sustainability of courses (adequate number of students) (3.9%)
- Continuous improvement of systems (3.1%).

10.2. Prevalence of contract cheating services

RTOs were asked whether over the past two years have they experienced students using contract cheating services (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). In total, only seven RTOs said they had experienced students using contract cheating services.

The verbatim responses given by the seven RTOs when asked what types of contract cheating services they had encountered students using were:

- *“Course Hero, as example, Online websites where students have loaded up the competent completed assessments available for others to use.”*
- *“I am aware of 'cheating' taking place between students and a third party (iPhone ear pods) (when undertaking an online test for licensing). Students engage a third party via Bluetooth and the students have actually been found paraphrasing the questions out loud in order to elicit feedback from the third party.”*
- *“Students have been caught using course hero, probably one in 10 are not referencing other people’s work fairly.”*
- *“We have encountered some of our course materials being published on third party sites. The materials were not current versions of resources however this has made us more aware. We have now paid a subscription to this site and are trying to work with the company to have our IP removed.”*
- *“It’s very common. Assessments uploaded to websites with answers. Purchasing of services to complete assignments.”*
- *“Our RTO has developed and implemented a comprehensive approach to assessment authenticity to take a proactive approach to this issue. We are aware of websites that publish completed assessments and we actively encourage and promote frequent modification of assessment tools and the rotation of assessment tools to combat this issue. In our LMS, we deploy programs to*

identify potential plagiarism and our trainers are developed with the skills to identify potential situations with assessment submissions.”

- *“Cheating services are prevalent in the HRW training/ assessing of units.”*

As noted above only seven RTOs had identified that they had experienced problems with contract cheating services. This suggests that the use of contract cheating services is not seen as a prevalent problem within the industry, however, it does exist.

11.0 SUPPORT FOR RTOs IN THE EVENT OF CRISIS

TAC recognises that over the past two years COVID-19 has had a significant impact on RTOs and the need to plan for similar future crises occurring. As such, RTOs who participated in the research were asked if a similar situation was to occur, what future measures TAC could implement to support RTOs. In total, 98 RTOs provided a valid response to the question.

By far, the most frequently mentioned measure was:

- TAC could implement guidance and support for the use of online/ remote learning (26.5%).

Other measures suggested included:

- Guidance for non-classroom-based activities and practical assessments (12.2%)
- Be more flexible, work with RTOs to find solutions (12.2%)
- Adapt and change delivery modes that meet training requirements (10.2%)
- Consider financial implications (10.2%)
- Offer time flexibility and extend/ delay dates (8.2%)
- Provide more clarity and information on how to respond (7.1%)
- Better engagement and communications with RTOs (7.1%)
- Have more staff available to address issues (6.1%)
- Provide more general support to RTOs (6.1%)
- More monitoring of the situation (3.1%).

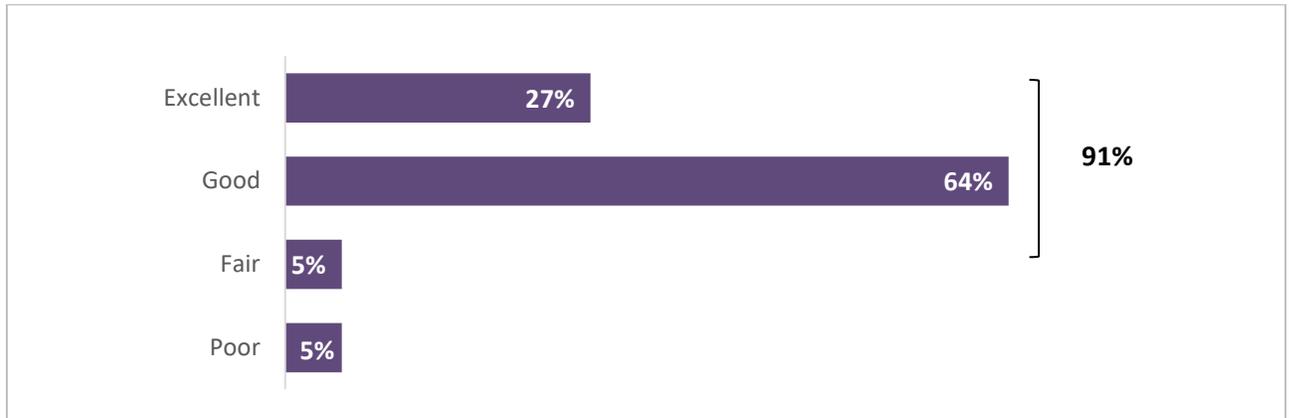
STAKEHOLDERS



12.0 STAKEHOLDER PERCEPTIONS OF TAC

Overall stakeholder perceptions of TAC as a regulator continue to be very positive and similar to those of RTOs. 91% of stakeholders rate TAC as good or excellent, with only 5% of respondents rating TAC as fair, with remainder rating TAC as poor as shown in the figure below.

Figure 34: Overall perceptions of TAC



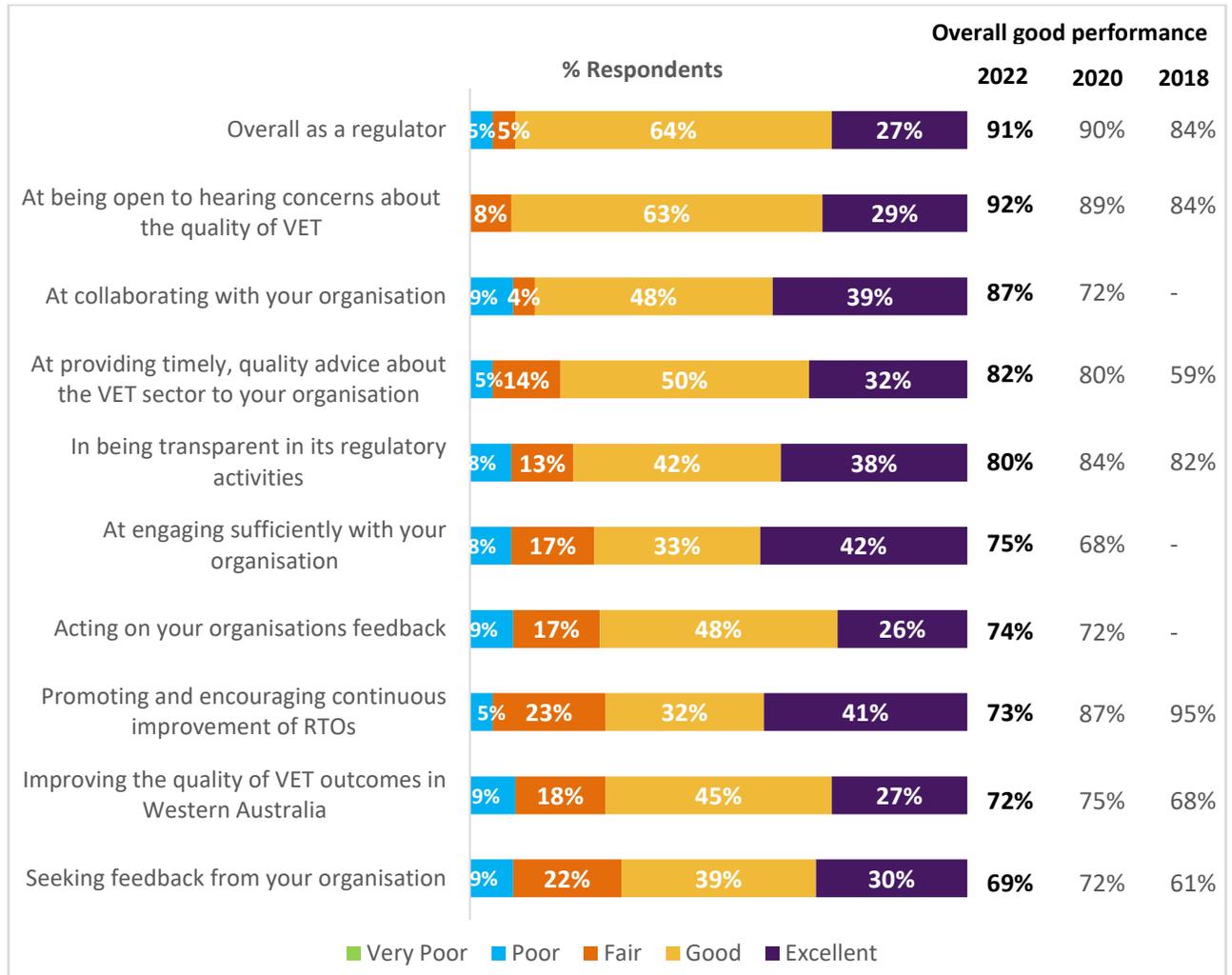
Q.1 Please rate TAC's performance overall as a regulator. (n=22, don't know n=2)

**Note: Due to rounding to zero decimal places, the results add to over 100%.*

The 2022 result is statistically similar to the 2020 and 2018 results, where 90% of stakeholders surveyed in 2020 and 84% in 2018 rated TAC as either good or excellent.

Stakeholders' perceptions of TAC were measured in a wide range of areas, and these are shown in **Figure 35** on the next page. TAC was rated as good or excellent in all areas by 70% or more stakeholders.

Figure 35: Rating of TAC’s performance



Q.1 Please rate TAC’s performance on each of the following. Sample sizes (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: Due to rounding to zero decimal places, some of the results may not add to 100% exactly.

The results from stakeholders in 2022 are high, ranging from *seeking feedback from your organisation* at 70% good or excellent to *being open to hearing concerns about the quality of VET* at 92%. Overall, the results in 2022 are statistically similar to the results reported in 2020. However, since 2018 there has been a decline in the proportion of stakeholders rating TAC’s overall good performance on promoting and encouraging continuous improvement of RTOs (falling from 95% in 2018 to 73% in 2022). Conversely, the proportion of stakeholders rating TAC’s overall good performance on providing timely, quality advice about the VET sector to your organisation have improved from 59% in 2018 to 82% in 2022.

As depicted in the figure above, some of the stakeholders rated TAC’s performance as poor, but no stakeholders scored TAC a very poor on any of the aspects.

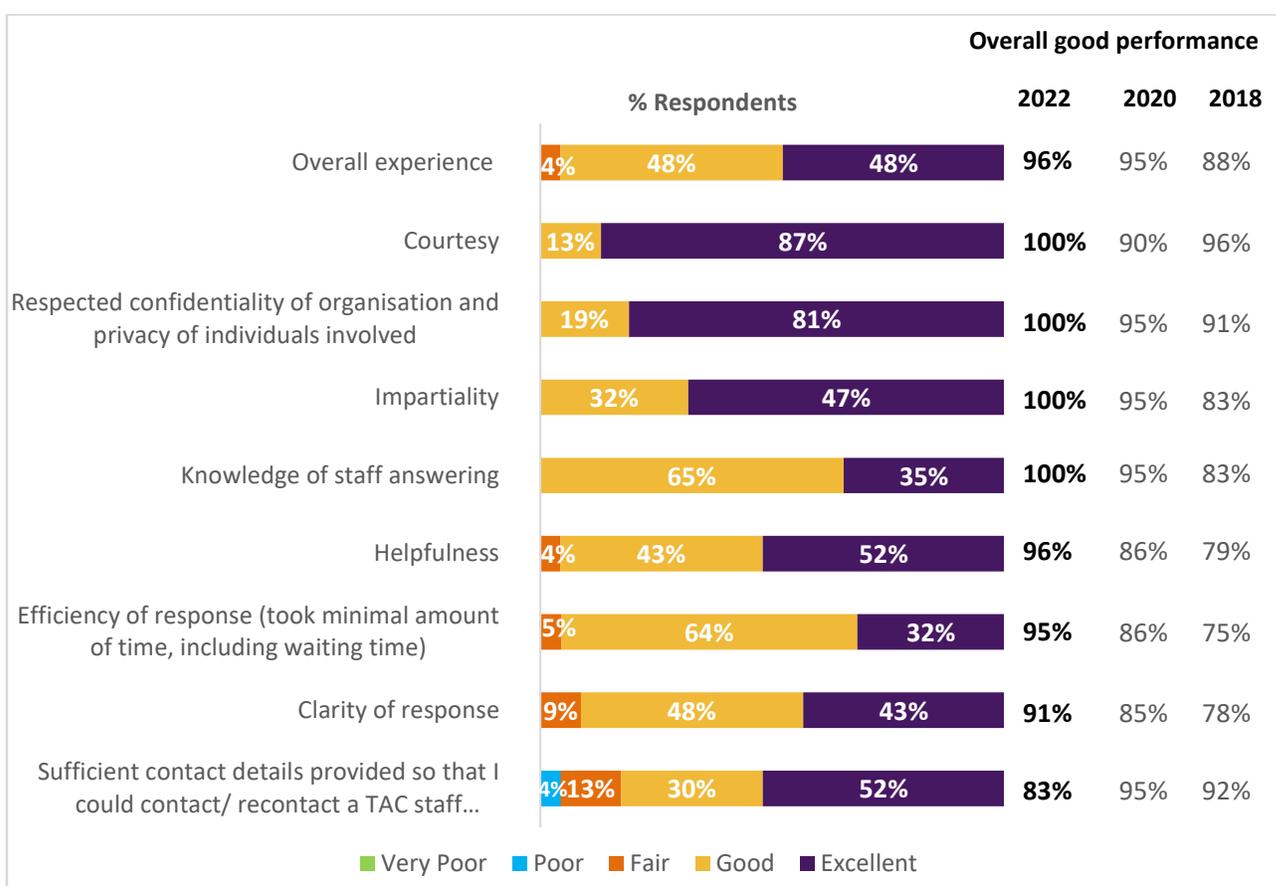
13.0 TAC COMMUNICATION WITH STAKEHOLDERS

Communication was measured in terms of email communication, telephone communication and the website, also TAC Updates and TAC’s Special Bulletin communication, this is discussed below.

13.1. General communication with TAC

The overall communication experience was rated by Stakeholders as good or excellent (96%) and excellent by nearly half of stakeholders (48%). TAC’s general communication ranged between 83% good or excellent for sufficient contact details provided so that I could contact/ recontact a TAC staff member to 100% good or excellent for courtesy, impartiality, respected confidentiality and knowledge of staff.

Figure 36: 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? Sample sizes (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) *Note: Due to rounding to zero decimal places, some of the results may not add to 100% exactly.*

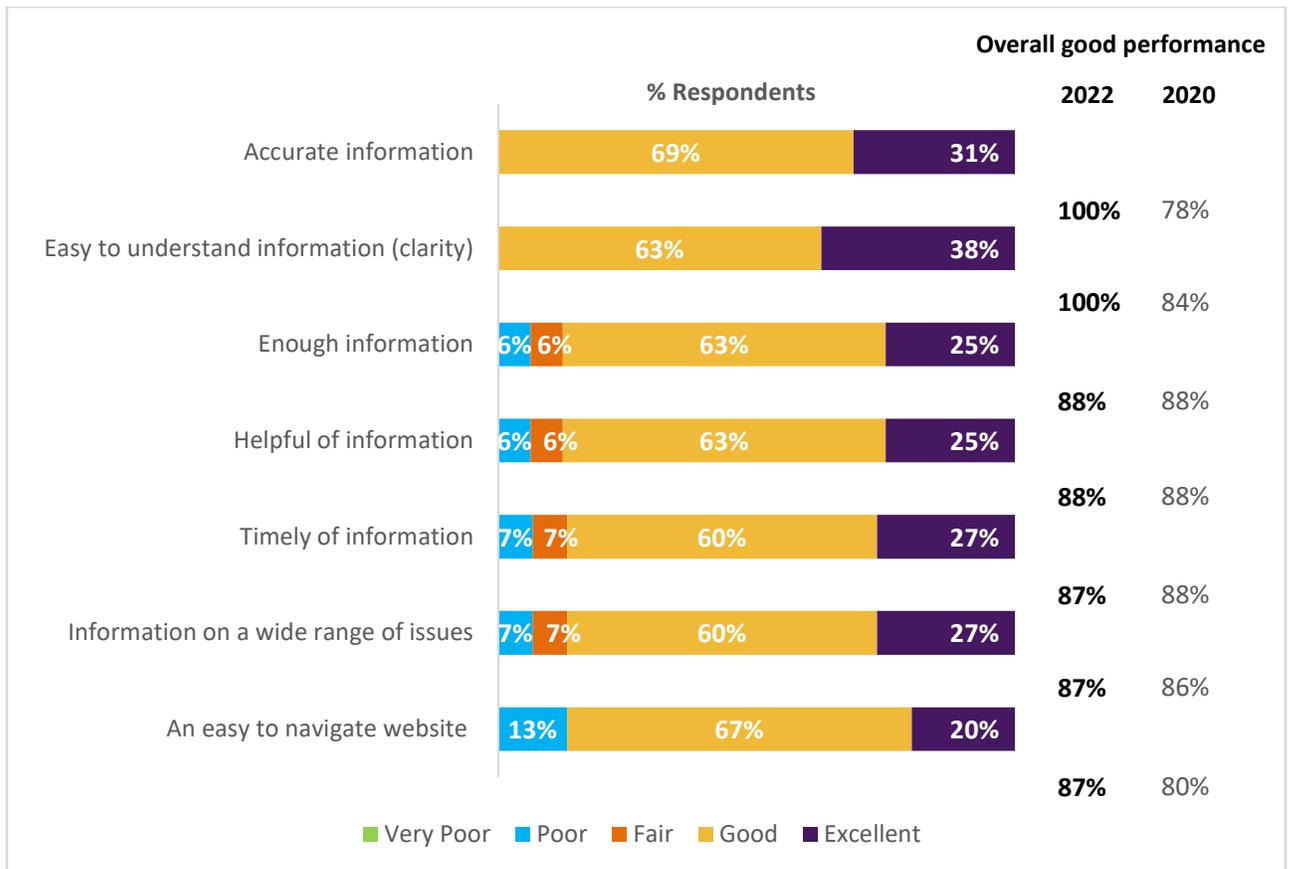
Overall, the results in 2022 are statistically similar to the results reported in 2020. However, in comparison to the results recorded in 2018 there has been significant improvement on the proportion of stakeholders rating TAC as good overall on the attributes of impartiality and the knowledge of staff answering (both improving from 83% in 2018 to 100% in 2022).

Only one person gave a poor rating and that was on the provision of sufficient contact details so that they could contact/ recontact a TAC staff member if necessary, no one gave a very poor on any of the aspects.

13.2. TAC website and TAC Update/ TAC’s Special Bulletin communication

Stakeholder ratings of communication through TAC’s website and TAC Update/ TAC Special Bulletin were also very high. Most notably, perfect scores were recorded for accurate information and easy to understand information, both achieving 100% good or excellent ratings.

Figure 37: TAC’s website and TAC Updates/ TAC Special Bulletin communication



Q.5 The TAC website 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 2021 in terms of providing... Sample size (2022; n=15-16; don't know n=8-9) (2020; n=15-18; don't know n=4-7)

*Note: Due to rounding to zero decimal places, some of the results may not add to 100% exactly.

Compared to the 2020 study, accurate information has improved statistically significantly from 78% in 2020 to 100% in the current study. All other aspects remain statistically similar to the results recorded in 2020. Stakeholder perceptions of the TAC website and the TAC update were not measured in 2018.

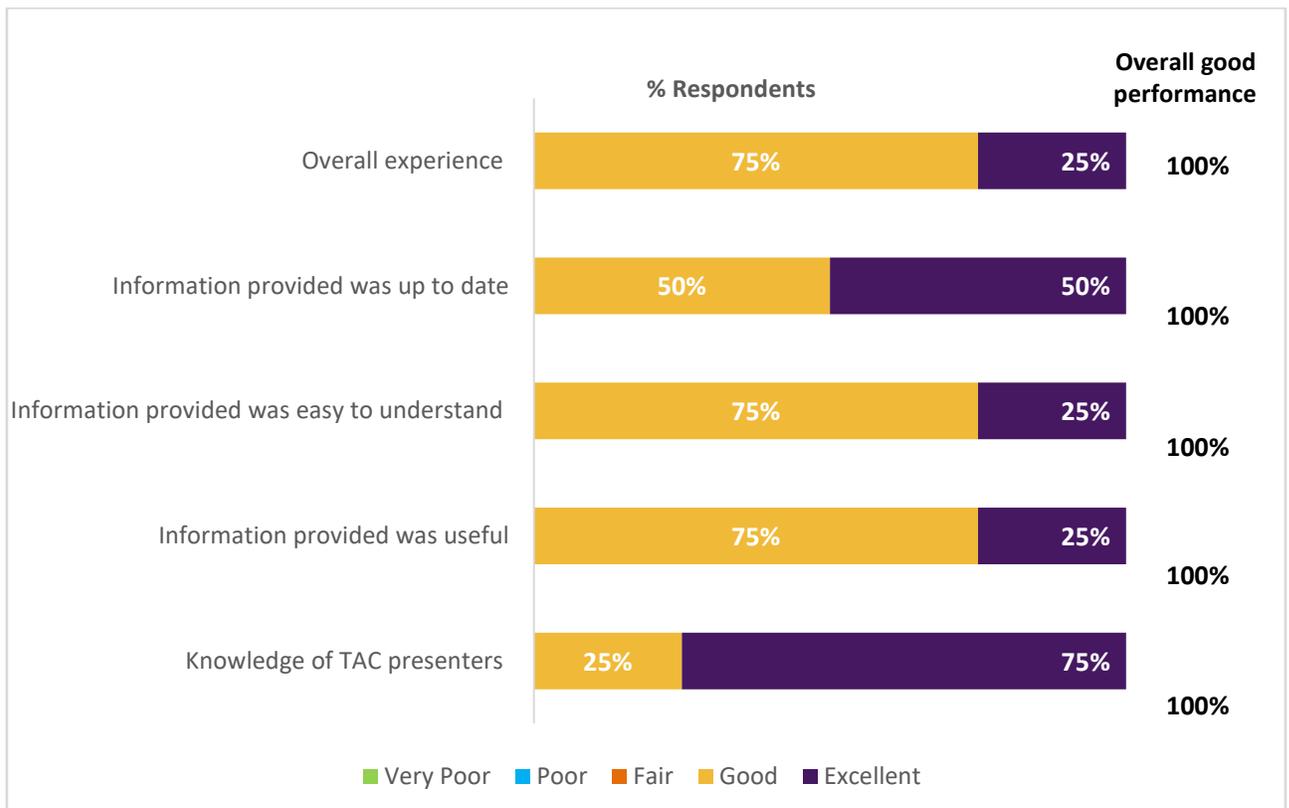
Four of the seven aspects of communication received poor ratings, with an easy to navigate website recording the greatest number of respondents rating it as poor (13%). No aspect received a rating of very poor.

14.0 TAC'S PRESENTATIONS/ WORKSHOPS

Only four stakeholders had attended a workshop or had had TAC present to their organisation in the past 12 months. Of these, three respondents had attended 1 to 2 workshops/presentations, and the fourth had attended 3 to 4 workshops/ presentations.

All four respondents rated their overall experience participating in a TAC education workshop or presentation as either good or excellent. Moreover, as shown below, on each of the four aspects of TAC workshops or presentations measured, all four respondents gave either good or excellent ratings.

Figure 38: TAC presentation/ workshop



Q.9 Please rate your experience in participating in a TAC education workshop or TAC presentation, terms of the.....(insert statement)..... is it excellent, good, fair, poor or very poor?... (Sample size n=4; don't know n=0)

Stakeholders were asked what topics they would like TAC to cover in its education program. A total of 18 stakeholders provided valid feedback on the question. The most popular topics mentioned were:

- Compliance and compliance reporting;
- Clarity of standards;
- RPL;
- Third-party arrangements;
- Responsibilities of RTOs to ensure quality and standards are met, and;
- General VET knowledge – simplified for novice RTOs.

When asked which formats they felt were most appropriate to cover the topics, the majority of stakeholders mentioned workshops (74%). This was followed by factsheets (65%), webinars (60%), user guides (52%) and TAC updates (52%). To a lesser extent, stakeholders mentioned podcasts, animations and LinkedIn (each with 43% of mentions).

15.0 REGULATING THE VET SECTOR

The TAC Regulatory Strategy 2021-23 was developed in consultation with stakeholders. Stakeholders rated their experience in providing input into the development of the Strategy, as universally good, with 100% of stakeholders rating their experience as good or excellent in each area, as shown in the figure below.

Respecting the confidentiality of the organisation and privacy of individuals was rated particularly highly, with 64% of stakeholders rating it as excellent.

Figure 39: Stakeholder’s experience in providing input into the Strategy



Q.11 The TAC’s Regulatory Strategy 2021-23 was developed in consultation with stakeholders. Using the same scale. What was your experience in providing input into the development of the Strategy? How did TAC perform in terms ofNote it appears that just over half of the sample was not involved personally in the consultation or was not able to comment. Sample size (2022;n=14-16; don’t know n=8-10) (2020; n=10-11; don’t know n=11-12).

Around a third of the stakeholders were unable to rate the experience in developing the Strategy, indicating that they may not have been involved in this process.

Across each of the four aspects, the results are statistically similar to those recorded in the 2020 survey.

16.0 FUTURE REGULATORY SUPPORT

Stakeholders were invited to nominate the three main issues of concern specific to their industry sector. The main areas of concern expressed by stakeholders in order of priority are listed below:

- Not enough lecturers and trainers;
- Audits and compliance;
- Standards too complicated and not well understood/ communicated;
- The quality of delivery and assessment, inconsistencies across RTOs;
- Industry consultation to better design and deliver courses;
- Knowledge and quality of some RTOs in delivering course content, and
- Third-party arrangements.

Other issues raised by individual stakeholders include:

- Too much paperwork;
- Standards too onerous for RTOs;
- Course volume and length vary, leading to inequalities;
- Compliance is too harsh;
- Regulation;
- Industry workplace training requirements;
- Provision of specific courses such as high risk work licenses;
- General student safety issues;
- Sorting out licensing concerns, and
- Awarding of RPL.

16.1. Prevalence of contract cheating services

To assist TAC to gain an understanding of the prevalence of students using contract cheating services (*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*), Stakeholders were asked to provide feedback on their experiences over the past two years. Only three stakeholders stated that their industry/sector has experienced students using contract cheating services over the past two years; and all three felt it was moderately prevalent in their sector.

The types of contract cheating the three stakeholders had encountered were:

- Fraudulent exam taking.
- Fake certificates of qualifications.
- Fake documents of practical assignments and hours.

17.0 TRAINING PRODUCTS AND INDUSTRY AREAS OF MOST CONCERN

Stakeholders were asked to identify the three training products that raised the most concern for their industry/ sector. As stakeholders identified industry area and specific training courses about which they had concerns, these are outlined in two separate tables below – one relating to industry area and the other regarding training products.

Figure 40: Concerns about industry areas

INDUSTRY AREA	CONCERN
Early Childhood Education and Care	<i>Onboarding and selection process of students is a concern as there is a high drop-out rate & high churn factor.</i>
High Risk Work Licensing	<i>Does not reflect current industry practices and not reflecting current trends of industry.</i>
Licence - Electricians, Gas Fitters, Builders and Plumbers	<i>Delivery needs consistency. The standard across RTOs is not uniform. Practical experience can vary greatly.</i>
Security	<i>High volume of people trying to get in, so cheap or short cuts taken. Possible to exploit students.</i>
Engineering, Automotive, Electrical	<i>Increased competition for places.</i>
Community and Allied Health	<p><i>The number of RTOs providing the course make it very competitive so RTOs adjust course cost downwards and then can't deliver all the course requirements.</i></p> <p><i>RTOs do not understand the sector requirements.</i></p> <p><i>Traineeship model - too rigid, needs innovation, one size does not fit all for industry.</i></p> <p><i>Employers not releasing staff for training. So numbers are down. RTOs struggle to deliver qualifications, especially to meet employer expectations. There will be real consequences for the client.</i></p>
First Aid	<i>Fake qualifications and a lack of knowledge of child development, safety and requirements can be life threatening and lead to prosecution.</i>
Disability Sector	<i>Course content to reflect industry.</i>
Education Sector	<i>Relevant assessments for the cohort.</i>

INDUSTRY AREA	CONCERN
	<i>RTOs change their portal or assessments causing disruption to students. Online is not always better.</i>

Figure 41: Concerns about training products

TRAINING PRODUCT	CONCERN
Certificate III in Civil Construction	<i>Institutionalised pathway - public and private RTOs, tick and flick, no practical experience of being on site is required.</i>
Certificate IV in Training and Assessment	<i>Not enough trainers and a very regulated industry.</i>
Certificate III in Rigging	<i>RTOs packages are not industry competent. Can do in a couple of weeks without prior dogging experience first Hours worked should be included in the assessment. Most RTOs do not differentiate between cranes. Slewing cranes not included in the training but they can legally use them once they have the Cert 3. Non-slewing cranes are very different. C6 +2 years was put in and taken out again now. Short courses, large class sizes. Online courses which have just an assessment with no practical is heading down a dangerous path.</i>
Certificate IV in Transport and Distribution (Road Transport)	<i>RTOs assessment system, the unit is assessed twice but there are 8 to 9 ways to pass. That's a wide legal range. From one on one with driver and student, to teacher and 20 students doing a classroom simulation. Simulations are not really suitable.</i>
Certificate III in Security Operations	<i>High risk areas, firearms; risk of injury concerns.</i>
Certificate IV in Allied Health Assistance	<i>Used as an entry pathway to university qualification by school leavers. A qualification work around which they were not designed for.</i>

TRAINING PRODUCT	CONCERN
Certificate IV in Disability	<i>Used as an entry pathway to university qualification by school leavers. A qualification work around which they were not designed for.</i>
Certificate III in Individual Support	<i>More structured support for community-based placements. Metrics around aged care pathways are favoured, need it across different sectors too.</i>
Certificate III in Scaffolding	<i>Can do the assessment and qualify without prior experience</i>
Certificate II in Workplace Skills (previously Business Skills)	<i>Course is too basic, not rigorous enough.</i>

Q.18 What are the three training products that raise the most concern for your industry/ sector and then for each what is the reason for your concern. (sample size n=20)

18.0 OTHER STAKEHOLDER COMMENTS

At the conclusion of the survey, stakeholders were asked if there were any additional comments and feedback they would like to provide to TAC. In total, eight stakeholders provided additional feedback, this being:

“We have a fantastic working relationship with TAC. We value them and find them responsible in their professional relationships.”

“We value our relationship with TAC and there have been considerable improvements.”

“Great survey. Connection with TAC for us is strong. We have monthly and quarterly catchups. Our work is linked in with TAC.”

“We have a good working relationship with TAC. We look forward to the audit of Early Care sector to gauge the quality of the educators and with a view to seeing what changes will be necessary in the future.”

“TAC is good to work with. Lots of RTOs, state providers, working well.”

“We have a very good relationship with TAC. We just signed the MoU with TAC. So we have a good working relationship.”

“Suggest ASQA and TAC interacted more.”

“To prevent cheating: Cameras in the cabs ensure can't sub in for others, have to show their license too.”

APPENDIX 1

Technical Appendix

Technical Appendix - Sampling and Data Collection Specifics

Component	Details
Project Management Team	
Research Solutions contact	Nicky Munro
Client contact	Kieran Tynan
Field company	Ask Australia
Field company credentials	ISO 20252 Market and Opinion Research
Other subcontractors	N/A
Research Methodology	
Data collection method	Online survey of RTOs Telephone survey of key stakeholders
Sampling Methodology	
Target population for survey	RTOs and key stakeholders
Description of sampling frame	A list of all Registered RTOs and key Stakeholders
Source of sampling frame	Provided by TAC
List checked for duplicate entries	The client checked the email addresses for completeness. Four email addresses had opted out of online surveys and TAC recontacted these people and three gave replacement addresses so that they could receive the link. 6 duplications were subsequently removed by Research Solutions the clients sample.
Was an Access Panel used?	No
Methods used / appropriateness of the sample fit for purpose	Sample was an up to date list of registered RTOs
Was the sample blended (derived from multiple sources or interviews conducted across multiple modes)?	No
Sampling technique	Census of RTOs and Stakeholders
Was the sample quota'd?	No a census approach used
Planned sample size	Similar to 2020
Were there any problems encountered in sample selection?	Where there were multiple contacts in an organisation, only one contact generally completed the survey not both as the client had hoped.
Sample size achieved	RTOs 141 Key stakeholders 24 a census
Do participants need to be approached again (for a future project)?	No, if they continue to be registered training organisations or key stakeholders they will be approached next time the survey is undertaken but a new list will be generated by the client.

Component	Details
Fieldwork:	
Briefing Method	In person via zoom, with written briefing notes provided
Pilot study date(s)	11 th August
Changes made as result of pilot	None
Research participant support	RTOS ONLINE SURVEY: Participants were provided with the contact details of the project manager and the client FOR THE STAKEHOLDER TELEPHONE SURVEY: The contact details of the project manager were available to participants on request
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?	No
Survey Procedure for CATI- stakeholder survey:	
• Survey dates	12th August – 12th September 2022
• Questionnaire length / administration time	15 minutes
• Number of interviewers used	1
• Times of day interviews took place	During working hours except by appointment
• No of call backs before number replaced	Up to 6, at least 3-4 hours apart and on different shift days
Survey Procedure for Online:	
• Survey dates	12 th August – 12 th September 2022
• Questionnaire length / administration time	15 minutes
• Administration process	An email was sent from TAC informing RTOs and stakeholders of the survey The invitation was sent by Research Solutions via a personalised email with a unique link embedded.
• Number of reminders to non-respondents	Three reminders were sent to non-respondents at the beginning of each week.
Data Collection Outcomes:	
Response Rate	RTOs: 72.2% of RTOs responded Stakeholders: 100%
CATI research participant contact outcomes:	
• Interviews	All 24 key stakeholders participated
• Not available / away for duration of study / answering machine (after call backs)	0
• Refusals	0
• Language/Behavioural Barrier	0
Online survey by email invitation research participant contact outcomes (note below or delete):	

Component	Details
• Number invited to participate	281 representatives from 187 RTOs
• Completed survey responses	141
• Opted out of all online surveys	1
• Partially completed responses	0 excluded from survey response dataset
• Screened out	0
• Unavailable / away for the duration	0
If multi-mode survey: • Probability sample: response rate	50.2% of people approached and 72% of RTOs responded.
Was a router or similar method used?	No
Overall sampling error	RTO survey $\pm 5\%$ and Stakeholder survey $\pm 0\%$
Validation procedures: Number validated:	RTO survey not required as the survey was self-completion. Telephone survey 10% validation
Number of cases excluded as the result of validation	None
• Validity and Reliability Issues including:	
How well the sample fitted the sampling frame	
• Methods which may produce bias in participant selection	The RTO survey was, as in previous years, a self-completion survey; however, 75% of the RTOs were represented so the response can be assumed as representative.
• Possible sampling errors and how well the sample can generalise to the population	As above
• Third party data to access any sample bias	The number of RTOs is known and generally these are analysed as a group as the overall number is limited for more segmented analysis
Data Coding, Analysis and Data File Treatment:	
Question order bias	None
Data coding	Procedure involves: • Review of first 50 questionnaires (or similar) to develop coding sheets based on common responses Coding by Research Solutions Project Manager
Consistency checks	Preliminary data file checked by Project Manager using SPSS: ○ Frequency counts ○ Relevant cross-tabulations • Data outside the range/ duplicates or abnormalities investigated with Field Company before coding and analysis

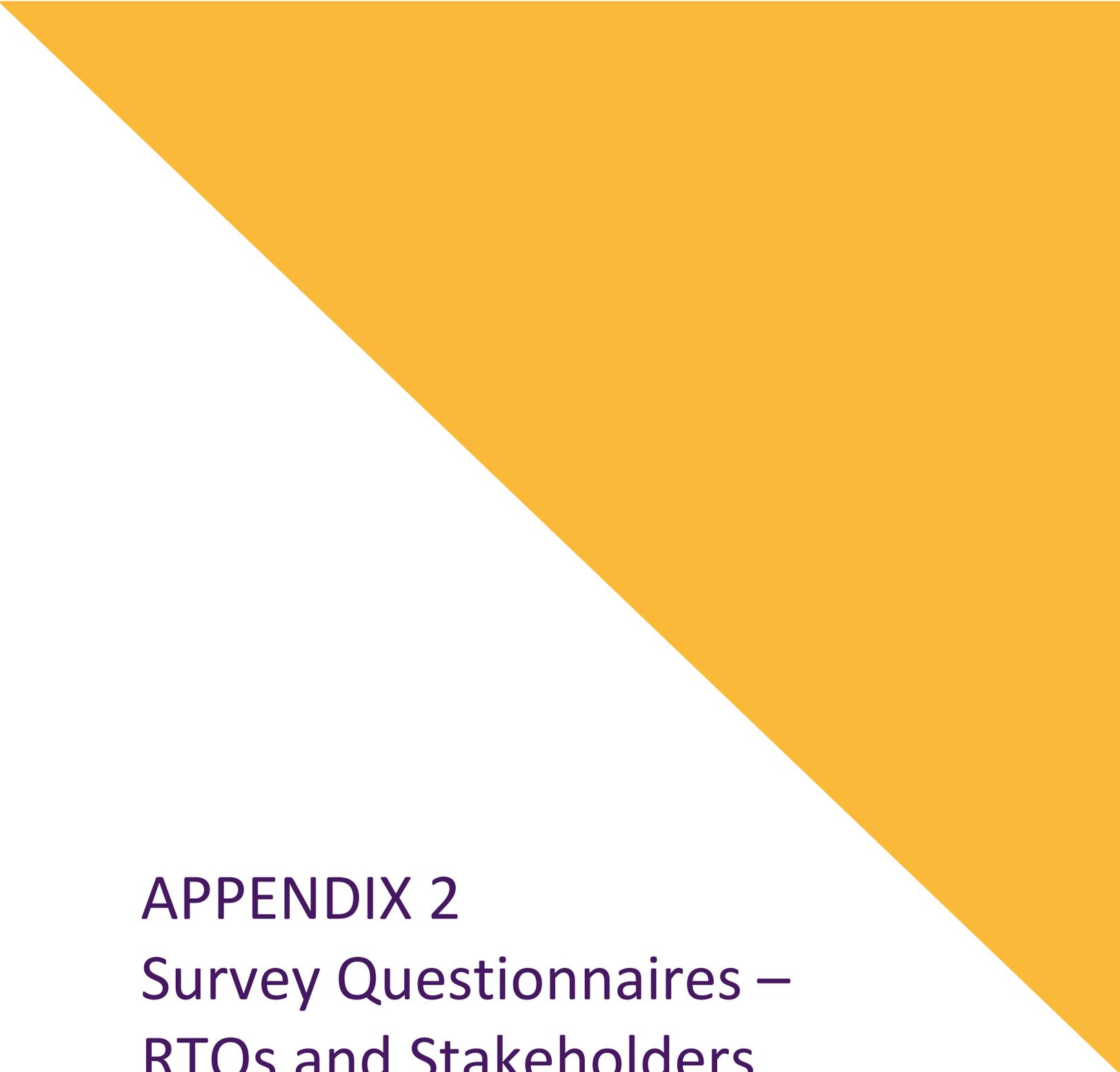
Component	Details
Data checked for duplications	<ul style="list-style-type: none"> Duplications are not possible as each respondent received a unique link and only 6 companies receiving two links completed two surveys, these were not duplicates.
Were any duplications identified?	<ul style="list-style-type: none"> No
<ul style="list-style-type: none"> Treatment of missing data 	No missing data except for the open-ended questions which asked respondents to explain where they gave fair, poor or very poor answers; these were optional. Most of these were completed.
Was sample weighted?	No
Any estimating or imputation procedures used	None
<ul style="list-style-type: none"> e.g. Pope's Model 	
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	To be provided
De-identified data files retained	For five years
<p>This project has been undertaken with compliance with ISO 20252:2019 Market, Opinion and Social Research.</p>	

Survey Research Appendix: Statistical Tests

Test:	One-Sample T-Test of a Proportion
Use:	To determine if the proportion of a variable in one sub-sample is significantly different to the proportion of the same variable in some other group, such as: <ul style="list-style-type: none"> • The sample overall (i.e. sub-group differs to the sample in general) • The rest of the sample (e.g. sub-group of people aged 18-24 differs to the sub-group of people not aged 18-24).
Data Assumptions:	<ul style="list-style-type: none"> • Measure being tested is normally distributed within the two (sub-) samples. • Data must be interval or ratio. • Variance of measure being tested is roughly similar (homogeneity of variance). • Appropriate version of the test chosen for independent or dependent samples.
Test Measure/ Cut-off Criterion:	<p>$p \leq 0.05$ i.e. the difference between two groups has only a 5% probability of occurring by chance alone</p>
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:	$q \leq 0.5$

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APPENDIX 2

Survey Questionnaires – RTOs and Stakeholders

TAC RTO Survey 2022

TAC RTO Questionnaire 2022 Final



Interacting with TAC

Q.1 What types of contact has your organisation had with TAC in the 12 months since 1 July 2021?

Select all that apply.

Registration contact

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

Communication contact

- Received a TAC update and/ or TAC Special Bulletin (email newsletter) _5
- Used the TAC website _6
- 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 or event _10
- Lodged a complaint _11

- Other (*please specify*).....
- No contact _99

TAC overall performance

Q.2 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 and 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 timely, 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
Acts on complaints received about training providers	<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 OF Q2= 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 love some 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 IF Q2= FAIR (3) OR POOR (2) OR VERY POOR (1) FOR EACH STATEMENT

Q.3 You indicated that TAC’s performance on <STATEMENT> was fair, poor or very poor. Why do you say that? *Please explain in as much detail as you can.*

OPTIONAL

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TAC’s communication with RTOs

ASK ALL

Q.4 The TAC website 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 2021.

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 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 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 OF Q3= 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 love some 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 Q.5 IF Q4= FAIR (3) OR POOR (2) OR VERY POOR (1) FOR EACH STATEMENT

Q.5 You indicated that TAC’s performance on <STATEMENT> was fair, poor or very poor. Why do you say that? *Please explain in as much detail as you can.*

OPTIONAL

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Communication with TAC by email or telephone

ASK ALL

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 confidentiality of organisation and 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
Knowledge of staff answering	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Sufficient contact details provided so that I could contact/ recontact TAC staff member if necessary	<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 OF Q6= 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 love some 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 Q.7 IF Q6= FAIR (3) OR POOR (2) OR VERY POOR (1) FOR EACH STATEMENT

Q.7 You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor. Why do you say that? *Please explain in as much detail as you can.*

OPTIONAL

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TAC's customer service model

ASK ALL

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

Q.8 How well do you feel TAC's customer service model works?

Extremely well	<input type="radio"/> 1
Well	<input type="radio"/> 2
Fairly well	<input type="radio"/> 3
Not particularly well	<input type="radio"/> 4
Not at all well	<input type="radio"/> 5
Don't know	<input type="radio"/> 9

Applications

ASK ALL

Q.9 Has your organisation lodged an application with TAC during the 12 months since 1 July 2021?

- Yes 1
- No 2 → Go to Q.12
- Don't know 3 → Go to Q.12

Q.10 Please rate 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"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Helpfulness of information on TAC's website regarding making applications	<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
Time TAC took to act on the application after you were notified that the application was received	<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 OF Q.11 IF Q10= 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 love some 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 Q.11 IF Q10= FAIR (3) OR POOR (2) OR VERY POOR (1) FOR EACH STATEMENT

Q.11 You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor. Why do you say that? *Please explain in as much detail as you can.*

OPTIONAL

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RTO Portal

Q.12 Has your organisation accessed the RTO Portal during the 12 months since 1 July 2021?

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

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 on the RTO Portal	<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 RTO Portal	<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 in the RTO Portal	<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 RTO Portal	<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 using RTO Portal	<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 in RTO Portal	<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 OF Q12= FAIR (3) OR POOR (2) OR VERY POOR (1) FOR EACH STATEMENT

PARA: You gave TAC lower ratings in some of the areas in the previous questions. They would love some 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 IF Q.14 IF Q12= 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. Why do you say that? *Please explain in as much detail as you can.*

OPTIONAL

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RTO audit experience

Q.15 In the 12 months since 1 July 2021 have you participated in a TAC audits/s?

- Yes ₁ → Go to Q.16
- No ₂ → Go to Q.23

SHOW IF Q15=YES (1)

Q.16 What type of audit/s was your organisation involved in? *If your organisation had a desk and site/ hybrid audit please tick both boxes.*

- Desk audit ₁ → Ask Q.17 and 18 then go to Q.19
- Site/ hybrid audit ₂ → Ask Q.17 and 18 then go to Q.20

SHOW IF Q15=YES (1)

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

- Yes ₁
- No ₂

SHOW IF Q.18 IF Q17= YES (1) (NOT COMPULSORY)

Q18 How did it do that? *Please explain in as much detail as you can*

OPTIONAL

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Desk audit

SHOW IF Q16=DESK AUDIT (1)

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

SHOW IF Q16=DESK AUDIT (1)

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

SHOW IF Q16=DESK AUDIT (1)

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

RANDOMISE

The information it provided about the audit purpose and process before the desk audit

The information it provided about the evidence required to be submitted by your organisation as part of the desk audit

The information it provided on the scope of the desk audit

The clarity and conciseness of the information it provided on the process and timelines following the desk audit

Providing clear information in the audit report on the audit outcomes and actions required

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
<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9

Site/ hybrid audit

SHOW IF Q16=SITE/ HYBRID AUDIT (2)

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

SHOW IF Q16=SITE/ HYBRID AUDIT (2)

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

SHOW IF Q16=SITE/ HYBRID AUDIT (2)

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

RANDOMISE

	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 and concise information on the process and timelines 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

ASK IF Q16=SITE/ HYBRID AUDIT (2)

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

The TAC audit team were:	Yes	No	Don’t know
Objective	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 9
Knowledgeable	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 9
Organised	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 9
Informative	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 9
Constructive	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 9
Non-threatening	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 9

ASK IF Q15=YES (1)

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

OPTIONAL

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TAC Education Program

Q.23 TAC provides a range of educative opportunities to support compliance with the Standards for RTOs, including a range of workshops and published materials.

During the 12 months since 1 July 2021 did you attend (in person or via a webinar) a TAC education workshop?

- Yes ₁ → Go to Q.24
- No ₂ → Go to Q.27

SHOW IF Q23=YES

Q.24 How many TAC education workshops did you attend?

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

SHOW IF Q23=YES

Q.25 Please rate your experience in attending a TAC education workshop.

Randomise after first statement	Excellent	Good	Fair	Poor	Very poor	Don't know
Overall experience in attending a TAC education workshop	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Information provided was up to date	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Information provided was easy to understand	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉
Information provided was useful	<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 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
Clarity of 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
Knowledge of TAC presenters	<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 OF Q25= FAIR (3) OR POOR (2) OR VERY POOR (1) FOR EACH STATEMENT

You gave TAC lower ratings in some of the areas in the previous questions. They would love some 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 IF Q25= FAIR (3) OR POOR (2) OR VERY POOR (1) FOR EACH STATEMENT

Q.26 You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor. Why do you say that? *Please explain in as much detail as you can.*

OPTIONAL

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ASK ALL

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

During the 12 months since 1 July 2021 have you accessed a recording and/or support materials of a TAC education workshop on the TAC website?

- Yes ₁ **Continue to Q28**
- No ₂ **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?

	Excellent	Good	Fair	Poor	Very poor	Don't know
Randomise						
Overall experience in accessing the recording and/or support materials on the TAC website	<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 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

SHOW IF ANY OF Q28= FAIR (3) OR POOR (2) OR VERY POOR (1) FOR EACH STATEMENT

You gave TAC lower ratings in some of the areas in the previous questions. They would love some 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 IF Q28= FAIR (3) OR POOR (2) OR VERY POOR (1) FOR EACH STATEMENT

Q.29 You indicated that TAC's performance on <STATEMENT> was fair, poor or very poor. Why do you say that? *Please explain in as much detail as you can.*

OPTIONAL

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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? *Please explain in as much detail as you can.*

MANDATORY

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Q.31 TAC provides a range of educative opportunities to support compliance with the Standards for RTOs.

To assist TAC with its planning, what topics would you like TAC to cover in its workshops and webinars? *Please explain in as much detail as you can.*

MANDATORY

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

Prefer webinars	<input type="radio"/>	1
Prefer Podcast	<input type="radio"/>	2
Prefer face to face event	<input type="radio"/>	3
No preference	<input type="radio"/>	4

Regulating the VET sector

ASK ALL

Q.33 How would you describe your awareness of TAC's Regulatory Strategy 2021-23? *A copy of the Regulatory strategy can be accessed here <link:*

<https://www.tac.wa.gov.au/SiteCollectionDocuments/D21%20198475.PDF>

Note - this will open a new window

- Very aware (know lots of detail about the Strategy) 1
- Aware (know of the Strategy but that's all) 2
- Not aware (know nothing about the Strategy) 3
- Not applicable 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 two years have you experienced students using contract cheating services? 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.

- Yes 1
- No 2

SHOW IF Q35=YES (1)

Q.36 How prevalent do you believe contract cheating services are and what types have you encountered? *Please explain in as much detail as you can.*

MANDATORY

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ASK ALL

Q.37 Over the past two years COVID has had a significant impact on RTOs. To assist TAC’s future planning, if a similar situation was to occur, what further measures could TAC implement to support RTOs? *Please explain in as much detail as you can.*

OPTIONAL

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Company profile

ASK ALL

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

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

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

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

Q.40 How many students did you enrol during the 12 month period from 1 July 2021?

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

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 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>

TAC Stakeholder Survey 2022

TAC Stakeholder Questionnaire 2022 Final



Good morning my name isfrom Ask 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 10 – 15 minutes to complete, and your comments will be kept confidential; 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 during the survey period and request that this information be destroyed.

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 Experience

	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, 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) Is TAC's performance excellent, good, fair, poor or very poor in						
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

5 4 3 2 1 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 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, why do you say that? (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
Respected confidentiality of organisation and 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 here						
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
Knowledge of staff answering	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Sufficient contact details provided so that I could contact/ recontact a TAC staff member if necessary	<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, why do you say that? (probe fully)

.....

TAC’s communication with stakeholders

Q.5 The TAC website 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 2021 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
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
Helpful of 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
Timely of 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
Information 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
An easy to navigate website	<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, why do you say that? (Probe fully)

.....

.....

TAC presentation/ workshop

Q.7 Have you attended a TAC education workshop or had TAC present to your organisation in the 12 months since 1st July 2021.

- Yes ₁
- No ₂ → Go to Q.11

ASK IF Q7=YES

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

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

ASK IF Q7=YES

Q9 Please rate your experience in participating in a TAC education workshop 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	<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.						
Information provided was up to date	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Information provided was easy to understand	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Information provided was useful	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 9
Knowledge of TAC presenters	<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 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. Why do you say that? (probe fully)

.....

.....

ASK ALL

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 workshops, webinars, podcasts and a range of materials on the TAC website including Factsheets. To assist TAC with its planning:

Q.11 What topics would you like TAC to cover in its education program? (probe fully)

.....

.....

Q.12 Which format do you think would be the most appropriate to cover the topics? (read out)

Workshops	<input type="radio"/> 1
Webinars	<input type="radio"/> 2
Podcast	<input type="radio"/> 3
Factsheets	<input type="radio"/> 4
Animations	<input type="radio"/> 5
TAC Update	<input type="radio"/> 6
Users' Guides	<input type="radio"/> 7
LinkedIn	<input type="radio"/> 8
Some other way	<input type="radio"/> 9

If some other way, ask the respondent to explain.

Regulating the VET sector

Q13 The TAC’s Regulatory Strategy 2021-23 was developed in consultation with stakeholders. What was 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 Q13= 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, why do you say that? (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, qualifications and currency of 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. Wording to be used: While we understand funding and nominal hours (use the appropriate one) may be an issue for your industry/ sector unfortunately these issues are not within the Council’s jurisdiction, what other areas of concern do you have.

.....

.....

.....

Q.16 Over the past two years has your industry/ sector experienced students using contract cheating services?

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.

- Yes ₁
 No ₂

ASK IF Q16=YES

Q.17a How prevalent do you believe contract cheating services are: read out, but not unsure

Very prevalent	<input type="radio"/> ₁
Moderately prevalent	<input type="radio"/> ₂
Not prevalent	<input type="radio"/> ₃
Unsure/ don't know	<input type="radio"/> ₄

Q17b. What types of contract cheating have you encountered? *(please write in)*

.....

Q18 What are the three training products 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

Q18a Training product 1.....

Q18b And your concern is

Q19a Training product 2.....

Q19b And your concern is

Q20a Training product.....

Q20b And your concern is

TO BE ADDED FROM THE STAKEHOLDER LIST:

- **Q21 Type of Stakeholder**

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