



Regulation Report

1 July 2023 to 30 June 2024

Purpose of this report

This Regulation Report presents a year-to-date summary of ASQA's regulation activities from 1 July 2023 to 30 June 2024.

As the national regulator of Australia's Vocational Education and Training (VET) sector, our overarching purpose is to ensure quality VET so that students, industry, governments, and the community can have confidence in the integrity of national qualifications issued by training providers.

We apply best-practice regulation which:

- adopts a whole-of-system perspective to build sector performance, capability and culture
- focuses on areas where the risk is greatest, using data and intelligence to guide our activity
- implements a collaborative approach to engagement and communication with all stakeholders.

Our stakeholders

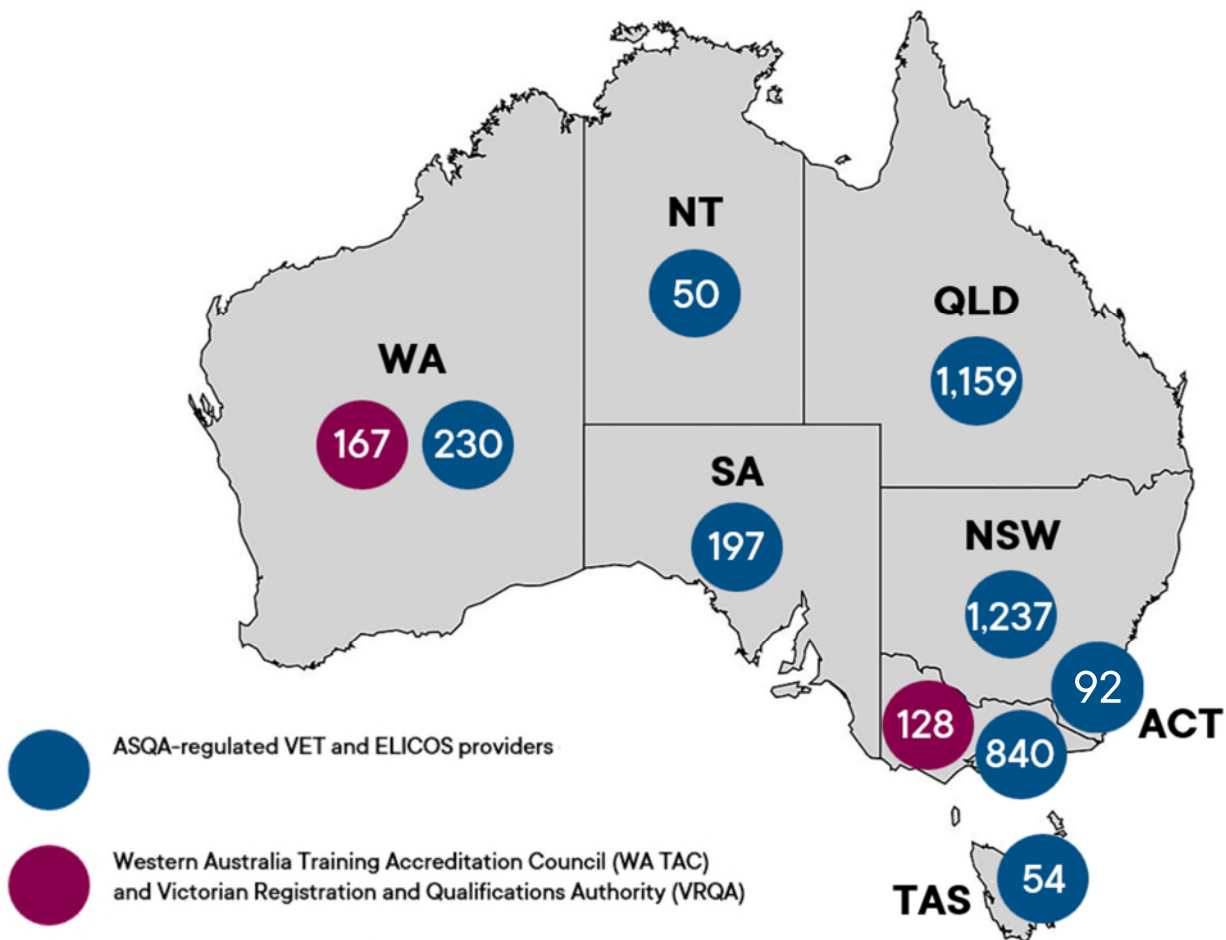
We have a large and diverse range of stakeholders that includes government, VET providers, students, industry bodies and a variety of other regulators and law enforcement. By maintaining networks across this stakeholder base, we ensure we can quickly identify and respond to changes in the sector.

Our regulatory approach is underpinned by our [Regulatory Operating Model](#) and [Regulatory Risk Framework](#).

VET sector at a glance

As at 30 June 2024, we regulate 3,859 (92.90%) RTOs which comprise the national VET provider market. The remaining providers are regulated by the following state regulators:

- Western Australia Training Accreditation Council (WA TAC) – 167 providers (4.02%)
- the Victorian Registration and Qualifications Authority (VRQA) – 128 providers (3.08%).



Of the 3,859 RTOs we regulate:

- 2,936 are approved to deliver VET to domestic students
- 648 are also registered to deliver VET to overseas students
- 275 are also registered to deliver VET and English language courses to overseas students.

In addition, we regulate a further 79 providers that are registered to deliver English language courses only to overseas students.

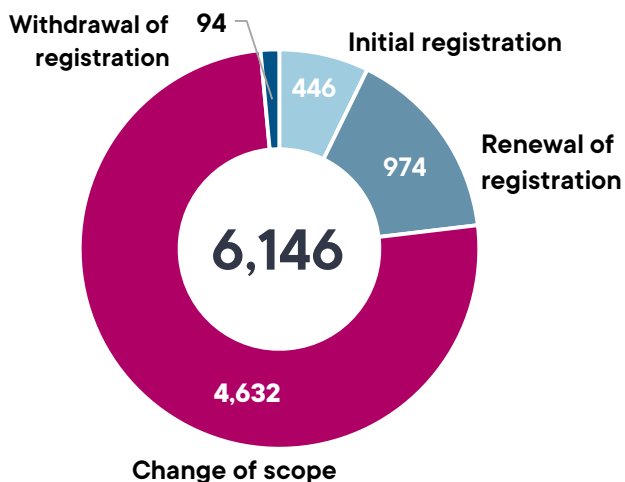
Registering providers

We assess applications for registration to ensure students, employers, governments and the community can have confidence in the providers we register. Providers must apply to renew their registration before their registration period expires. When a re-registration application is received, we ensure that the provider remains committed and capable of delivering quality training and/or assessment.

Providers may also apply to add or remove training products from their scope of registration.

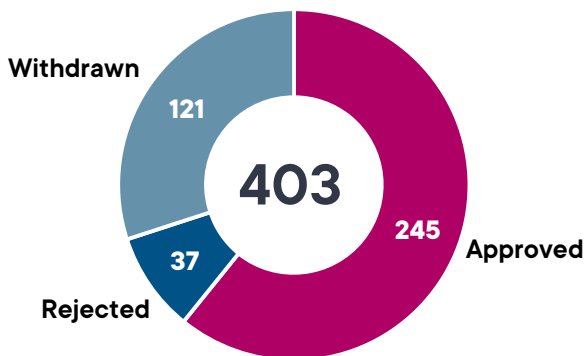
The following content outlines our registration activities and outcomes between 1 July 2023 and 30 June 2024¹:

Applications received

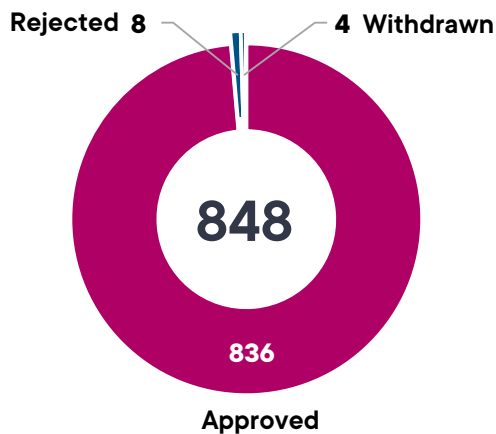


Application outcomes

Initial registration

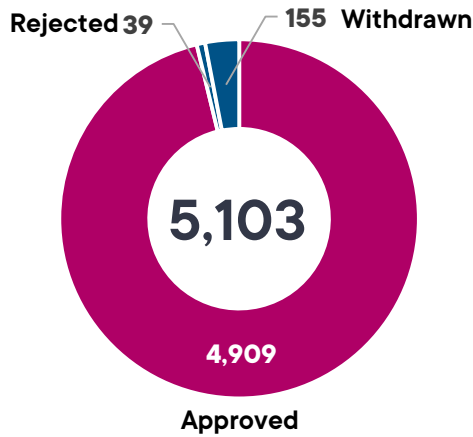


Renewal of registration

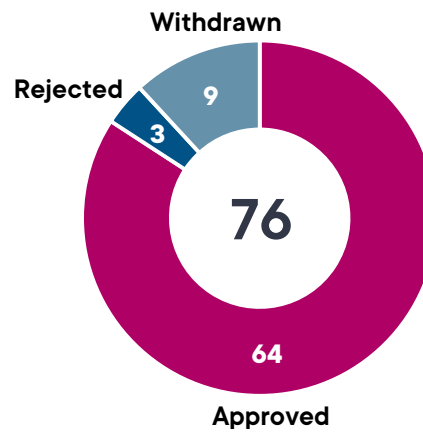


¹The number of applications determined includes applications that were received (but not finalised) in the previous financial year.

Change of scope



Withdrawal of registration

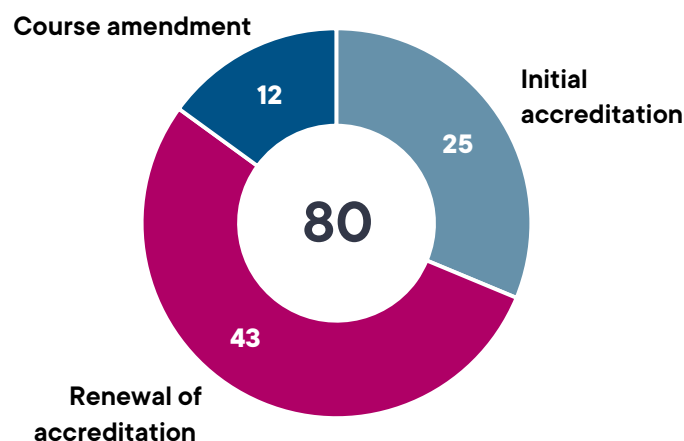


Of the 245 initial registration applications approved, the number of new providers that entered the sector over the period include 117 RTOs approved to deliver to domestic students, 51 RTOs approved to deliver to domestic and overseas students, 3 providers approved to deliver English language training only, and 23 existing RTOs were approved to deliver to overseas students. Seventy-six providers withdrew their registration and a number of providers had their registration lapse due to non-delivery. This will be reported in the next quarter.

Accrediting courses

We accredit courses that may be provided by RTOs, to meet industry, enterprise, educational, legislative or community needs, where these needs are not met by nationally endorsed training packages. Below outlines our course accreditation activities and outcomes for the period²:

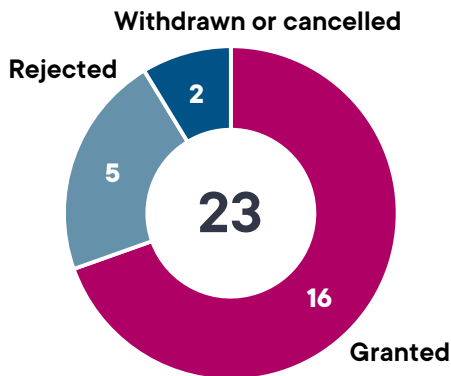
Applications received



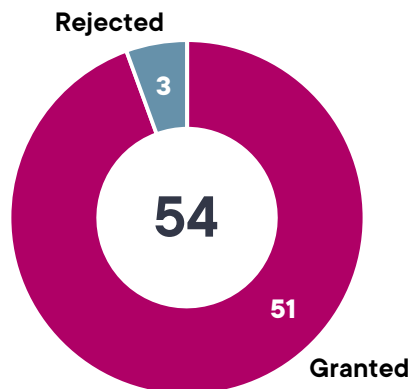
² The number of applications determined includes applications that were received (but not finalised) in the previous financial year.

Application outcomes

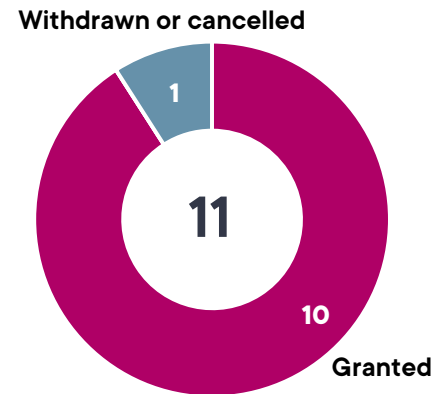
Initial accreditation



Accreditation renewal



Course amendment



Education and Engagement

Students, industry, the community, and governments expect training organisations providing nationally recognised training to comply with their obligations and to have mechanisms in place to ensure that they are meeting and continuously improving outcomes at all times. ASQA uses broad-based education and engagement to communicate our expectations, share information about risks and support providers to understand their performance and continuously improve as a core part of their business practice.

Between 1 April 2024 and 30 June 2024, ASQA published the April, May and June editions of *ASQA IQ – Integrity and Quality in Focus*. *ASQA IQ* is a key component in our education and engagement suite, supporting providers in understanding and complying with requirements as well as continuously improving their practices and outcomes for students.

In addition to activities previously reported, ASQA has also:

- updated an FAQ on Industry Engagement to include:
 - more strategies for industry engagement
 - information on how providers can demonstrate they have engaged with industry
 - case study materials
- developed a new webform where stakeholders can request ASQA to participate in an education initiative, event or discussion
- published 30 information posts on LinkedIn and 30 posts on X.

Additionally, through our Service Delivery functions – information line and email enquiries – we have continued to respond to requests and provide information on regulatory requirements:

Enquiries received

27,650

phone calls

11,609

emails

4,554

student record enquiries

Top enquiries from students

- Student records
- Complaints about providers
- Requests for information

Top enquiries from providers

- Applications
- asqanet
- VET Standards for RTOs 2015

Monitoring quality

Complaints and intelligence about providers

We receive complaints and intelligence about provider practices from members of the public, including the students and staff of providers, through several channels. While ASQA is not a complaints-handling body, in every case, we engage with all complainants (where available). Providers that are the subject of a complaint receive a notification from ASQA advising of the complaint and we may request additional information or assurance, as well as escalate regulatory activity where appropriate.

384

complaints
received

Top concerns

- Training, assessment or study support
- Marketing, student recruitment or enrolment processes
- The provider's general business operations

VET Tip-off line

As part of the Australian Government's investment in ASQA and its role in strengthening integrity in the VET sector, we established a VET Tip-off line in October 2023 and an Integrity Unit in January 2024 to prevent and disrupt illegal behaviour and the exploitation of vulnerable students.

The VET Tip-off line provides a safe and confidential avenue for current and former students, staff and other potential whistleblowers to report, anonymously if they wish, alleged deceptive practices, unethical behaviours or illegal and serious non-compliance activities.

2,119
tip-offs
received

Top concerns

- Non-compliance
- Falsification of student records
- Academic cheating

Top risk priorities

- Academic integrity
- Governance through change
- International delivery

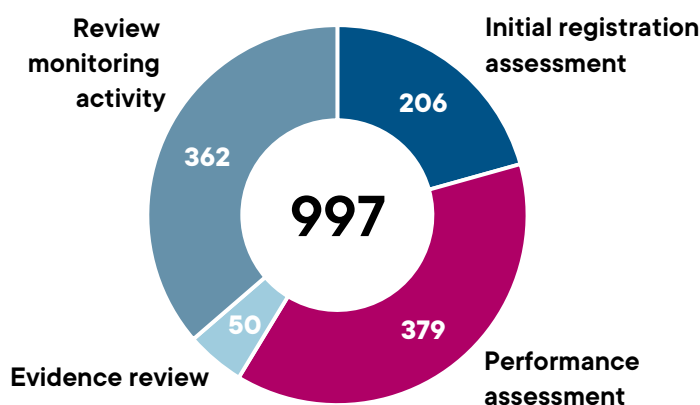
Performance assessment and monitoring of RTOs

We undertake a range of performance assessment and compliance monitoring activities, including:

- undertaking surveys (of students and/or other stakeholders)
- interviewing providers, students, trainers/assessors and/or other provider personnel
- requesting data and documents from providers and/or other government entities
- undertaking defined scope or full performance assessments.

Details of our assessment and monitoring activities for the period are set out below.

Completed assessment and monitoring activities



When a performance assessment is undertaken, varying degrees of non-compliance may be identified. Of the 379 performance assessments undertaken, 229 (60%) resulted in a finding of non-compliance. Of these, 134 (59%) providers satisfied ASQA they had addressed the issues of concern and returned to compliance.

Investigation

We draw on our investigative capability and functions to:

- undertake surveillance and information collection activities
- investigate serious issues of non-compliance
- investigate and prosecute, when appropriate, the conduct of individuals, unregistered entities and registered providers who breach their legislative obligations.

Our investigations also support collaboration across government, including through a coordinated effort with law enforcement agencies and other regulators, to disrupt threats related to the integrity and quality of the VET sector.

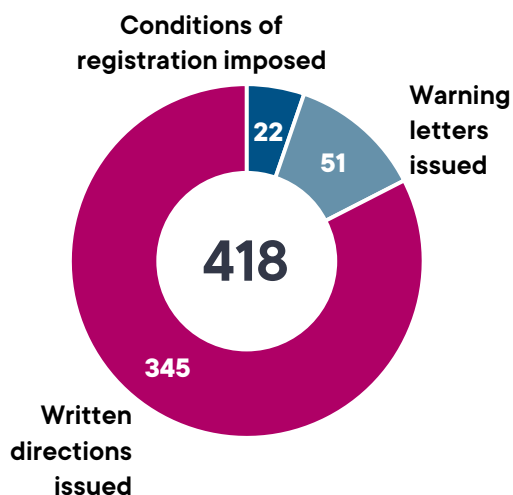
Taking compliance action

Where ASQA finds that a provider does not meet the requirements of registration, we respond to non-compliance in a proportionate way.

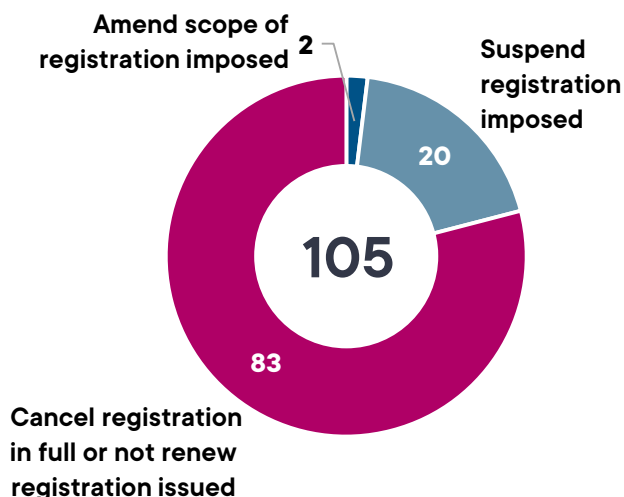
Where a provider demonstrates a commitment and capability to address non-compliance, we may offer an Agreement to Rectify (ATR), which describes the actions the provider proposes to address the non-compliance and the way they will provide evidence of the return to compliance and sets out the timeframes for completion of agreed actions. Between 1 July 2024 and 30 June 2024, 33 providers entered into an ATR within an agreed timeframe. ASQA is currently supporting these providers through the ATR process. 33 ATRs were also finalised in this period, of which 25 returned to compliance.

Where a provider does not demonstrate a commitment or capability to delivering quality training, or make necessary changes in response to identified non-compliance, we compel the provider to take action:

Directing compliance



Sanctions³



We also have powers to protect the validity of accredited qualifications and the quality of the VET sector, and we may prosecute individuals or entities who create Statements of Attainments or advertise as an RTO without a registration.

In 2023-24 ASQA pursued a total of 2 criminal prosecutions.

Following a guilty plea, the Downing Centre Local Court convicted and fined Qualify Me! Ltd \$20,000 for advertising 187 VET courses in 2022, through recognition of prior learning, without including the name and registration code of the RTO that would issue a VET qualification or statement of attainment relating to the course.

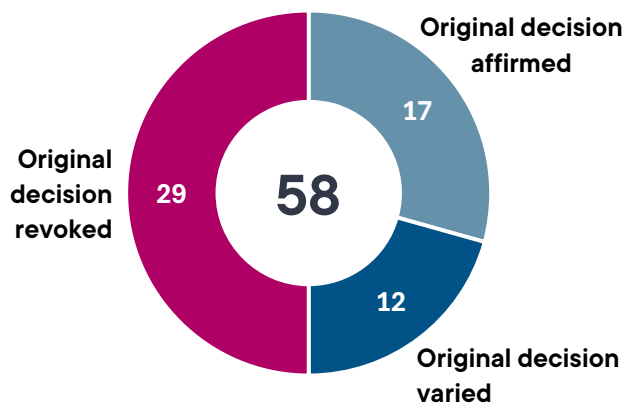
Procedural fairness and accountability

Before making a decision that adversely affects a provider, we ensure that a provider is afforded procedural fairness, which means providing robust reasons for decisions and giving the provider an opportunity to respond to identified instances of non-compliance.

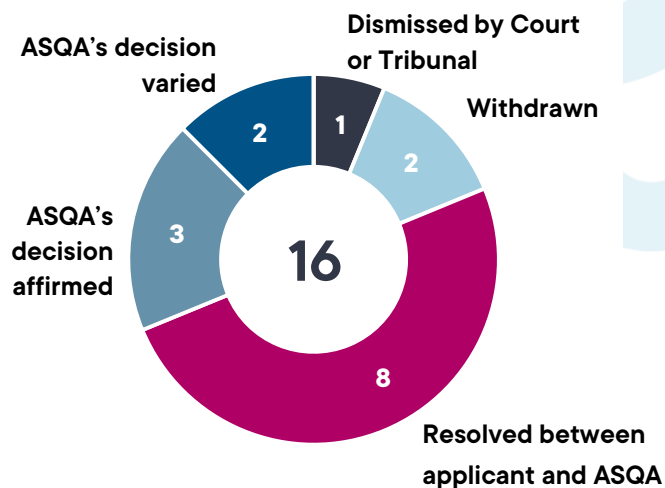
An affected party may request reconsideration (internal review) or external review of certain decisions made by us.

³ The number of sanctions imposed relates to a total of 61 providers.

Internal review outcomes



External review outcomes



Our service standards

We acknowledge that our operating environment has become more complex over time, and we are focused on ensuring the integrity of VET at all times. This may mean we need a longer period to assess information and intelligence or to conduct an audit of a provider before making a decision to grant or renew registration, for example.

Our performance against our service standards has improved and continues to improve across a range of measures, and in June 2024 we met 10 out of our 15 service standards. We are confident that these improvements will continue, and we are committed to achieving our targets across all service standards in 2024-25.

We have a staged program of digital technology enhancements and will be engaging with the sector on this program in 2024-25 to support improved service outcomes.