



Regulation Report

1 July to 31 December 2024

Our purpose

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.

Each year, more than 20 percent of the Australian population undertake a VET course.

ASQA is here to:

Register, educate and empower the majority of providers who are doing the right thing.

Regulate and remove those who are not.

So that:

- students are protected from harm and receive quality training
- there is a reliable flow of critical skills into the workforce
- the reputation of our VET sector is safeguarded
- the Australian economy thrives.

We regulate providers that deliver:



VET qualifications and courses to students in Australia or offer Australian qualifications internationally.



VET courses to overseas students – approved on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to teach overseas students on student visas in Australia.



English Language Intensive Courses for Overseas Students (ELICOS) – approved on the CRICOS.

We also accredit courses that may be offered by registered training providers.

We are a best-practice regulator 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.

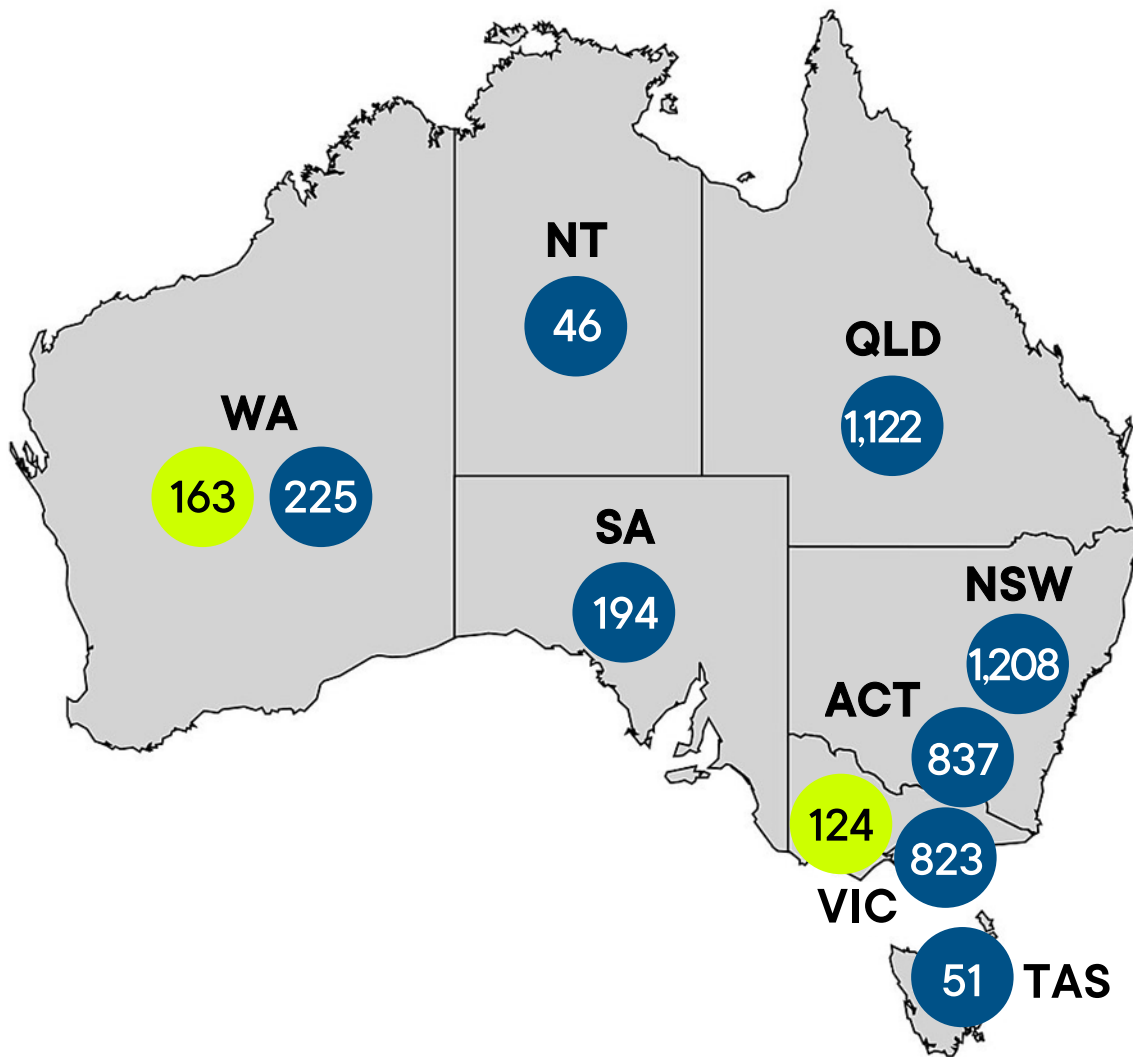
Our regulatory approach is underpinned by our [Regulatory Operating Model](#) and [Regulatory Risk Framework](#).

VET sector at a glance

As at 31 December 2024, we regulate 3,752 (92.89%) RTOs which comprise the national VET provider market (represented below in blue ●).

The remaining providers (●) are regulated by the following state regulators:

- Western Australia Training Accreditation Council (WA TAC) – 163 providers (4.04%)
- Victorian Registration and Qualifications Authority (VRQA) – 124 providers (3.07%).



Of the 3,752 RTOs we regulate:

- 2,816 are approved to deliver VET to domestic students
- 654 are also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to deliver VET to overseas students
- 282 are also registered on the CRICOS to deliver VET and ELICOS to overseas students.

In addition, we regulate a further 85 ELICOS-only providers that are registered on the CRICOS.

Registering providers

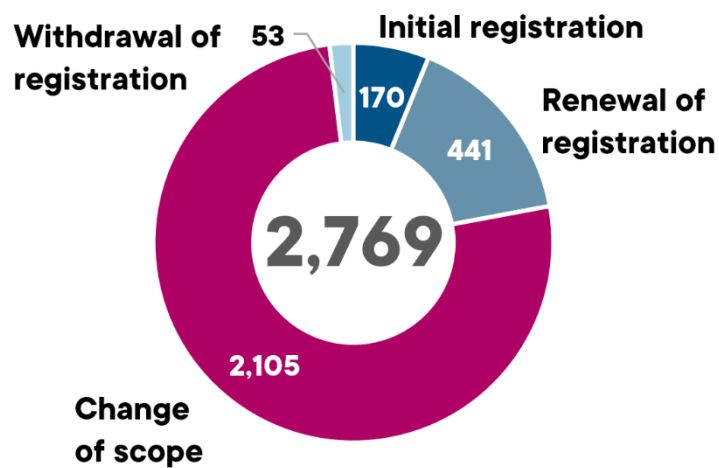
We assess applications for registration against criteria under our legislation to ensure students, employers, governments and the community can have confidence in the providers we register. Providers must apply to renew their registration before their registration period expires. When a re-registration 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. When an application to change scope is made, we consider matters set out in the legislation in deciding whether to grant a change of scope.

Providers may also choose to exit the market by applying to us to have their registration withdrawn.

Our registration activities and outcomes between 1 July and 31 December 2024¹ were:

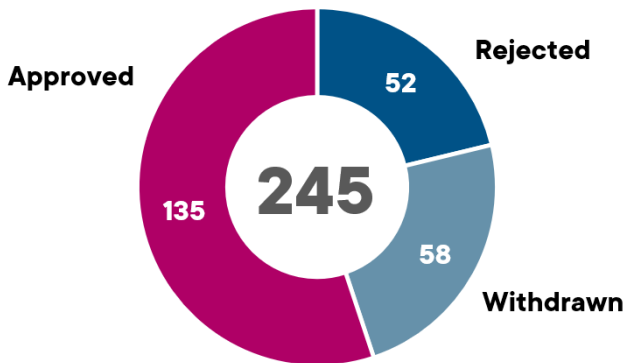
Applications received



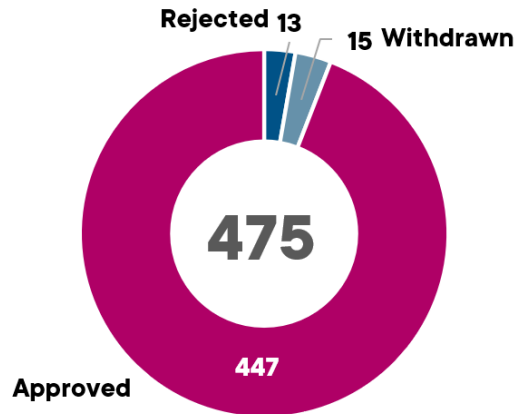
¹The number of applications determined includes applications that were received (but not finalised) in the previous financial year.

Application outcomes

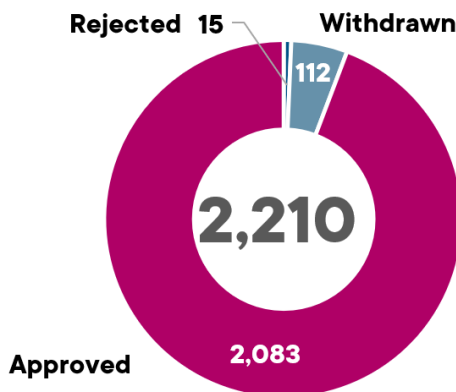
Initial registration



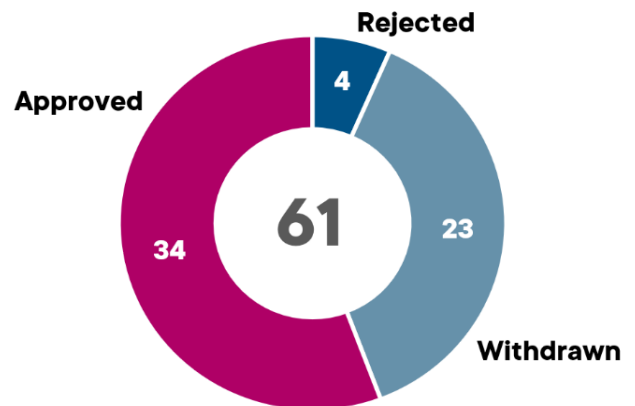
Renewal of registration



Change of scope



Withdrawal of registration



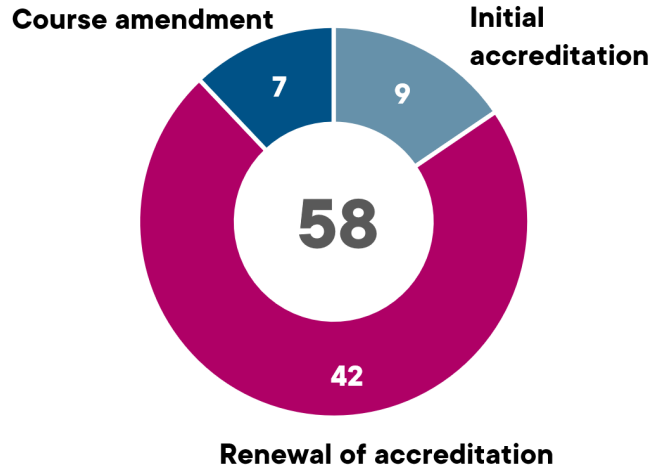
Of the 135 initial registration applications approved, the number of new providers that entered the sector over the period include 50 RTOs approved to deliver to domestic students, 37 RTOs approved to deliver to domestic and overseas students, 5 providers approved to deliver English language training only, and 6 existing RTOs approved to deliver to overseas students.

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. Courses may be accredited for up to 5 years and are listed on the National Register. Our course accreditation activities and outcomes for the period² are presented on the following page.

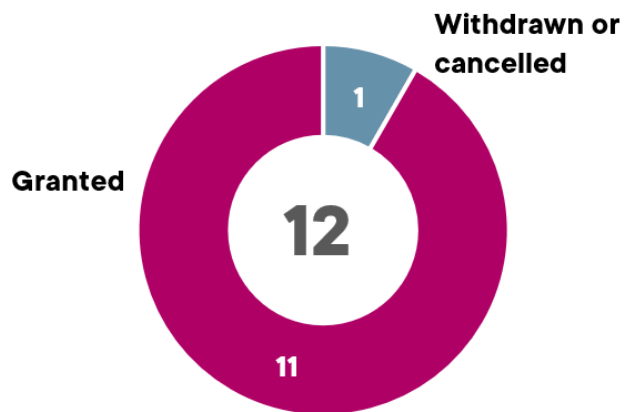
² The number of applications determined includes applications that were received (but not finalised) in the previous financial year.

Applications received

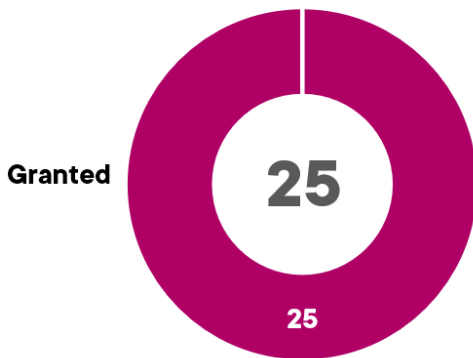


Application outcomes

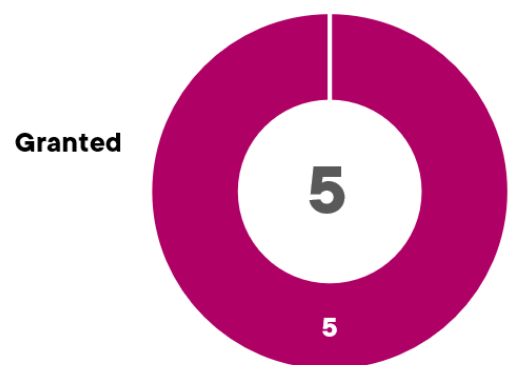
Initial accreditation



Accreditation renewal



Course amendment



Educate and empower

Between 1 October and 31 December 2024, ASQA continued to educate, communicate and engage with providers to support them in understanding and complying with requirements as well as continuously improving their practices and outcomes for students.

During this period, we delivered:

- 3 editions of *ASQA IQ – Integrity and Quality in Focus* focussing on online delivery, recognition of prior learning and the revised Standards
- A new educative podcast series, including release of the first 3 episodes (lapsing provisions part 1 and 2, revised Standards)
- Content to support the upcoming implementation of the revised Standards, including a news article, electronic direct mail (eDM) to providers and a podcast
- Information for former students of cancelled providers, including FAQs and factsheets.

Additionally, through our Service Delivery functions – call centre and email enquiries – we have continued to respond to requests and provide information on regulatory requirements. Details of our engagement between 1 July and 31 December 2024 are below.

Enquiries received

14,142

phone calls

3,933

emails

2,097

student record enquiries

Top enquiries from students

- Notice of Intent to cancel qualifications
- Student records
- Requests for provider/course information

Top enquiries from providers

- Applications
- Tech support
- VET general information

Regulate and remove

Complaints and intelligence about providers

We receive complaints and intelligence about provider practices through several channels from a range of stakeholders including students and staff of providers, industry and government agencies. While ASQA is not a complaint-handling body, we engage with the complainants whenever possible. Providers that are the subject of a complaint receive a notification from ASQA, and we may request additional information or assurance, as well as escalate regulatory activity where appropriate. Details of complaints for the period are below.

87
complaints
received

Top concerns

- Training, assessment or study support
- Receiving a certificate after completing the course
- Course fees, payment plans, refunds or VET student loan terms

VET Tip-Off line

Our 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. Details of tip-offs between 1 July and 31 December 2024 are below.

1,485
tip-offs received

Top concerns

- Non-compliance with regulatory standards
- Falsification of student records
- Non-genuine providers

Top risk priorities

- Non-genuine providers and bad-faith operators
- Academic cheating
- Student work placement

Performance assessment and monitoring of providers

We undertake a range of performance assessment and compliance monitoring activities, depending on the nature of risk, the provider's capability and commitment to delivering quality VET and any other relevant circumstances.

These activities include:

Undertaking surveys
(of students and/or
other stakeholders)

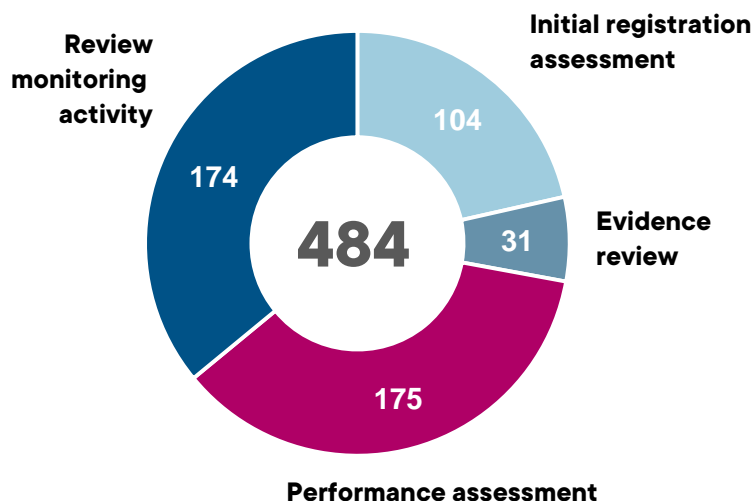
Interviewing providers,
students, trainers/
assessors and/or other
provider personnel

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 on below.

Completed assessment and monitoring activities



When a performance assessment is undertaken, varying degrees of non-compliance will be identified. Of the 175 performance assessments undertaken, 139 (79%) resulted in a finding of non-compliance. Of these, 72 (52%) providers satisfied ASQA they had addressed the issues of concern and returned to compliance.

Investigations

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.

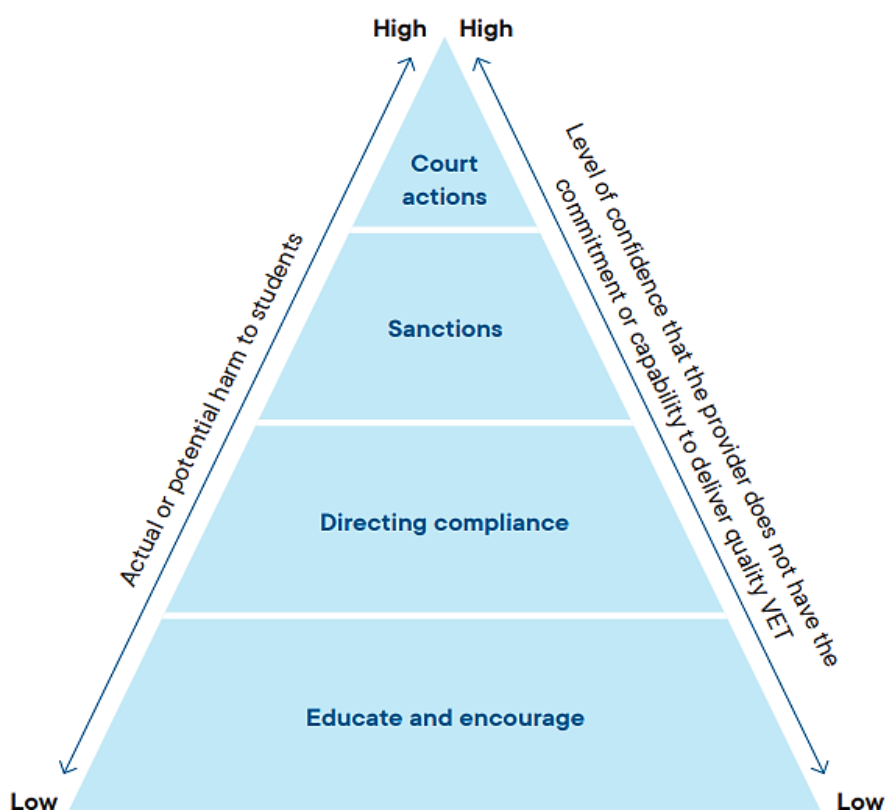
As at 31 December 2024, the Investigations and Enforcement team are managing more than 174 serious matters, in relation to the conduct of 138 providers. Of these:

- Approximately 75% relate to providers that deliver training to international students
- More than 68% relate to alleged fraud, including bogus qualifications, cash for qualifications, fabrication of assessments and evidence, ghost colleges, funding fraud and visa/migration risks
- More than 61% are linked to multijurisdictional actions such as Operation INGLENOOK, the Fraud Fusion, and the disruption of criminal networks.

Throughout 2024, the Integrity Unit undertook “compliance blitzes” against suspected non-genuine providers and bad-faith operators. ASQA carried out 113 site visits during the year targeting providers delivering training and assessment to overseas students. More than 70 were conducted in NSW and Victoria.

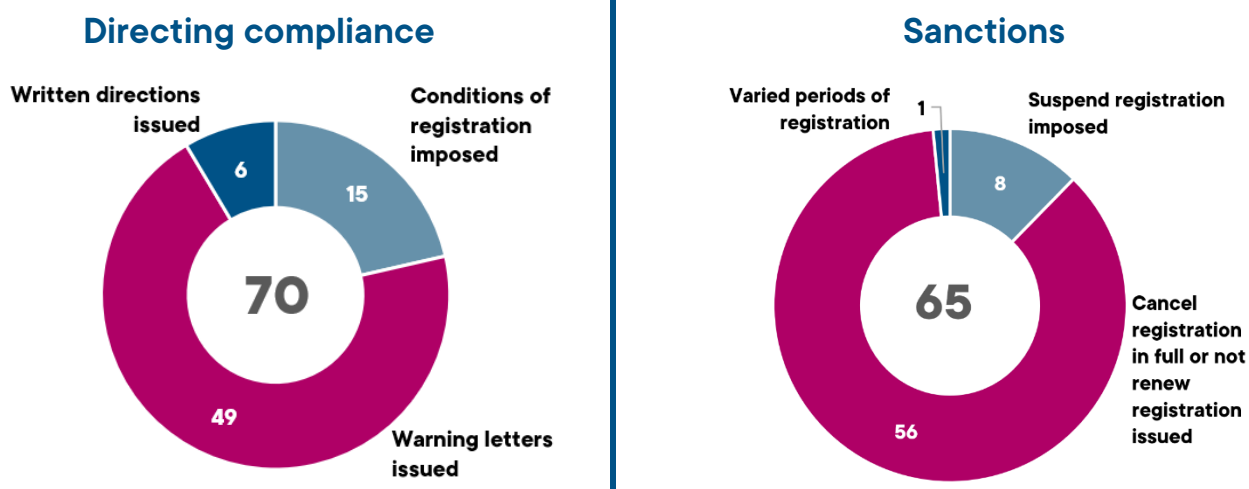
Taking compliance action

Where ASQA finds that a provider does not meet the requirements of registration, we respond to non-compliance in a proportionate way. This diagram illustrates our graduated approach to the use of escalating regulatory tools to promote and ensure compliance.



Where a provider demonstrates a commitment and capability to address issues identified, we may offer an Agreement to Rectify (ATR), which describes the actions the provider proposes to address the issues, the evidence they will provide of their return to compliance, and the timeframes for completing these actions. Between 1 July and 31 December 2024, 19 providers entered into an ATR. 16 ATRs were also finalised in this period, of which 13 returned to compliance.

Where a provider does not demonstrate a commitment or capability to deliver quality training, or make necessary changes in response to identified non-compliance, we compel the provider to take action using an escalating range of regulatory tools to enforce compliance or revoke registration. The following decisions relate to a total of 34 providers



These sanctions included cancellation of registration of four unrelated and critically non-compliant providers: Luvium Pty Ltd (trading as Australia Education & Career College), IJET (trading as EDUVET), Gills College (trading as Elite College Australia and/or Sterling Business College) and DSA Ventures (trading as Australian Academy of Elite Education).

Following engagement with thousands of former students of these providers, who were issued qualifications and statements of attainment in industries including early childhood education and care, disability and individual support services, first aid, and building and construction, given the nature of the issues identified and to protect the public, ASQA cancelled the qualifications and/or statements of attainment of 18,762 former students issued by the former RTOs.

ASQA also has 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 attainment or advertise as an RTO without a registration. In the month of December 2024, ASQA issued three infringement notices to a non-RTO for misleading marketing breaches. With the five-fold increase in penalties following recent NVR Act changes, the value of each of these notices is \$18,780.

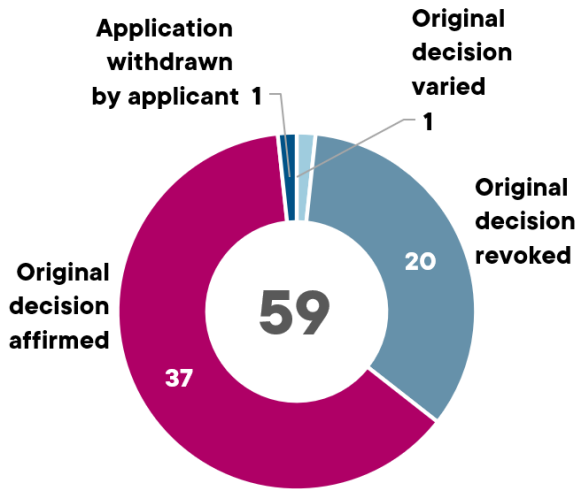
Procedural fairness and accountability

Before making a decision that adversely affects a provider or an individual, we ensure procedural fairness is afforded, which means providing robust reasons for decisions and giving the provider or individual an opportunity to respond to identified issues.

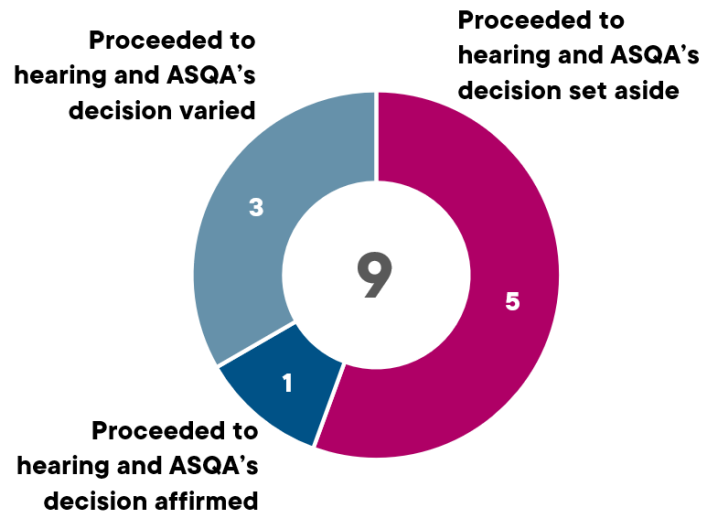
An affected party may request reconsideration (internal review) or external review of certain decisions made by us. We have implemented early resolution of disputed non-compliance, which has supported a focus on the provider's return to compliance where appropriate. This has reduced the number of matters proceeding to the

Administrative Review Tribunal (ART) and allowed us to focus on the most significant matters to address threats to the quality of VET. If a provider is dissatisfied with the outcome of a reviewable decision, they may apply for merits review by the ART, state tribunal or court.

Internal review outcomes



External review outcomes



Our service standards

We closely monitor, manage and report on our performance against 12 service standards established in July 2023. In Q1-2 2024–25, we met 6 of those service standards.

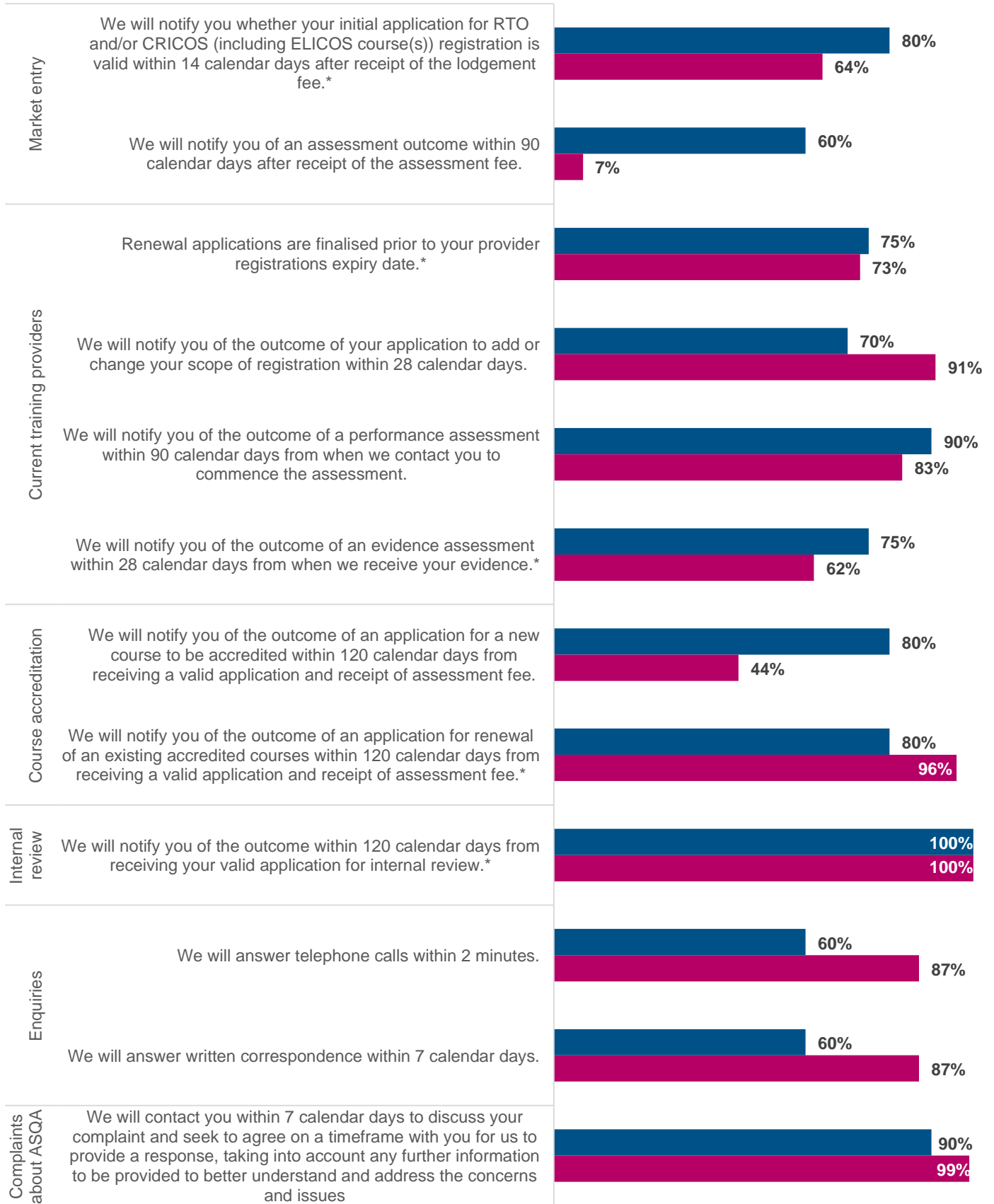
We have been taking a more proactive communications approach with providers, designed to equip them with all the information they need to compliantly conduct their operations and to reduce reliance on enquiries.

Our commitment to safeguarding the integrity of VET means that we need to thoroughly assess every applicant's ability to comply with required standards and legislative obligations. For applications that involve unique or complicated circumstances, or where the level of risk is such that additional diligence needs to be conducted, reaching an outcome will invariably take longer.

We remain committed to achieving our targets across all service standards in 2024-25, and expect to report improvements in upcoming quarters.

Performance against service standards

■ Target ■ Result



*Standard or target updated, effective to applications from 1 July 2024.