



# Regulation Report

1 July 2025 to 31 March 2026<sup>1</sup>

## Our purpose

As the national regulator of Australia's vocational education and training (VET) sector, our purpose is to ensure quality VET so that students, industry, governments, and the community 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 exists to:

**Register, monitor, educate and empower** the vast majority of providers who are committed and capable of delivering quality VET.

**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.

<sup>1</sup> Data gets updated over time and ASQA continuously refines its methods for calculating figures to be as accurate as possible. As a result, historically reported numbers may not be consistent when compared to current reported figures.

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 training providers.

We are committed to 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
- takes a collaborative approach to engagement and communication with all stakeholders.

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

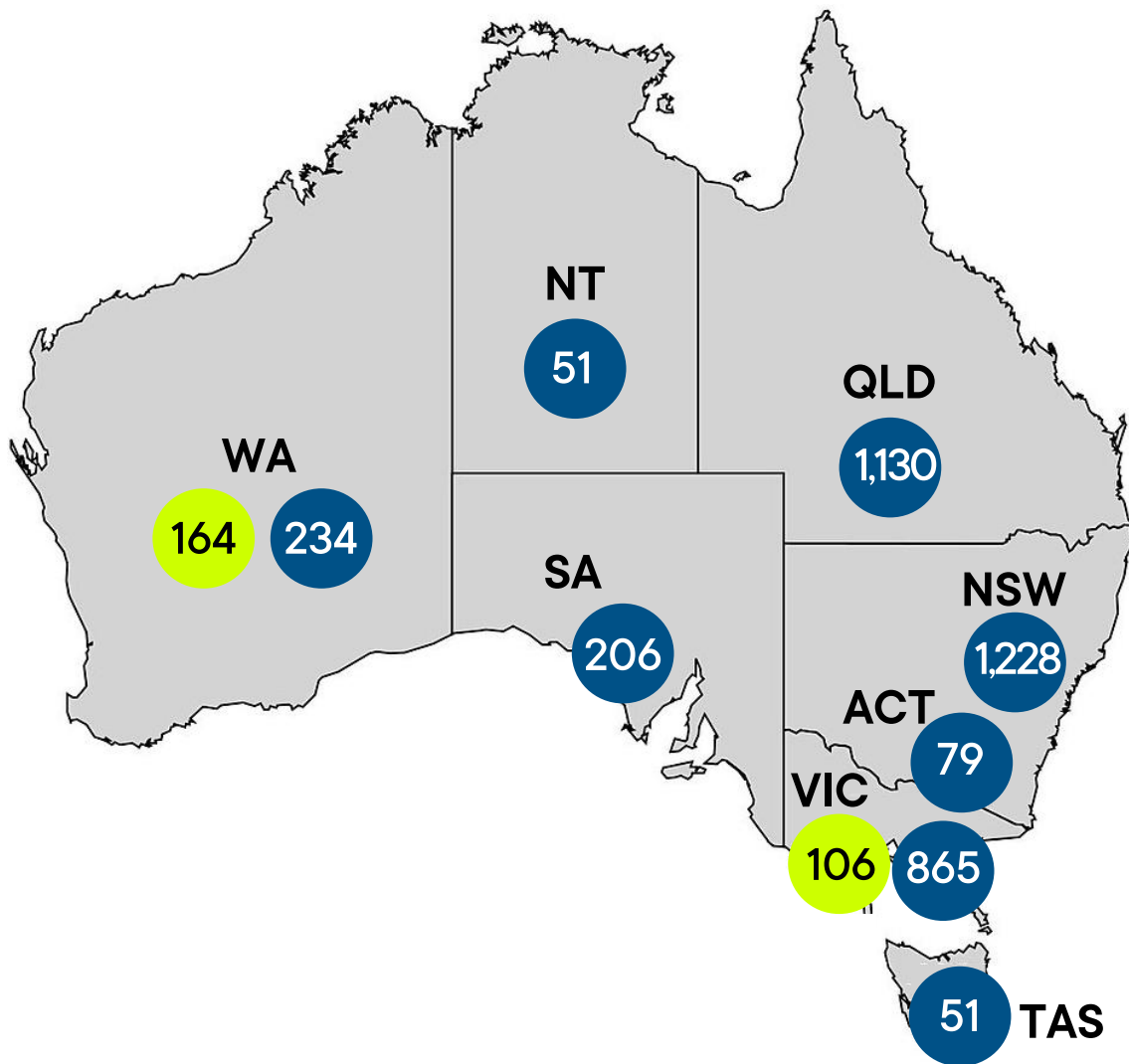
## VET sector overview

As at 31 March 2026, we regulate 3,844 providers (represented below in blue ●) comprising:

- 2,784 registered training organisations (RTOs) approved to deliver VET to domestic students
- 683 RTOs also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to deliver VET to international students
- 291 RTOs also registered on the CRICOS to deliver VET and ELICOS to international students
- 86 ELICOS-only providers that are registered on the CRICOS.

ASQA's regulation of 3,758 RTOs represents 93.22% of the national VET provider market. The remaining RTOs (●) are regulated by:

- Western Australia Training Accreditation Council (WA TAC) – 164 (4.1%)
- Victorian Registration and Qualifications Authority (VRQA) – 106 (2.6%).



## Market entry

### Initial registration applications

We assess applications for registration against criteria under our legislation to ensure that students, employers, governments and the community have confidence in the providers we register. We assess initial applications to determine:

- preparedness to be fully compliant with the VET Quality Framework from the date of registration
- commitment and capability to sustain compliance over time.

Assessments involve requests for further evidence, information and interviews with key people involved in the organisation. Depending on the scope and circumstances of the application, we may also undertake a site visit.

We are continuing to refine our assessment methodology to make it as efficient and effective as possible, at the same time as maintaining appropriate safeguards and ensuring alignment with the 2025 Standards for RTOs (2025 Standards) that took effect from 1 July 2025. However, we have been identifying significant integrity concerns in relation to a number of these applications, which is requiring

more thorough interrogation. ASQA is also noting higher rejection rates in 2024–25 and 2025–26 than in previous years.

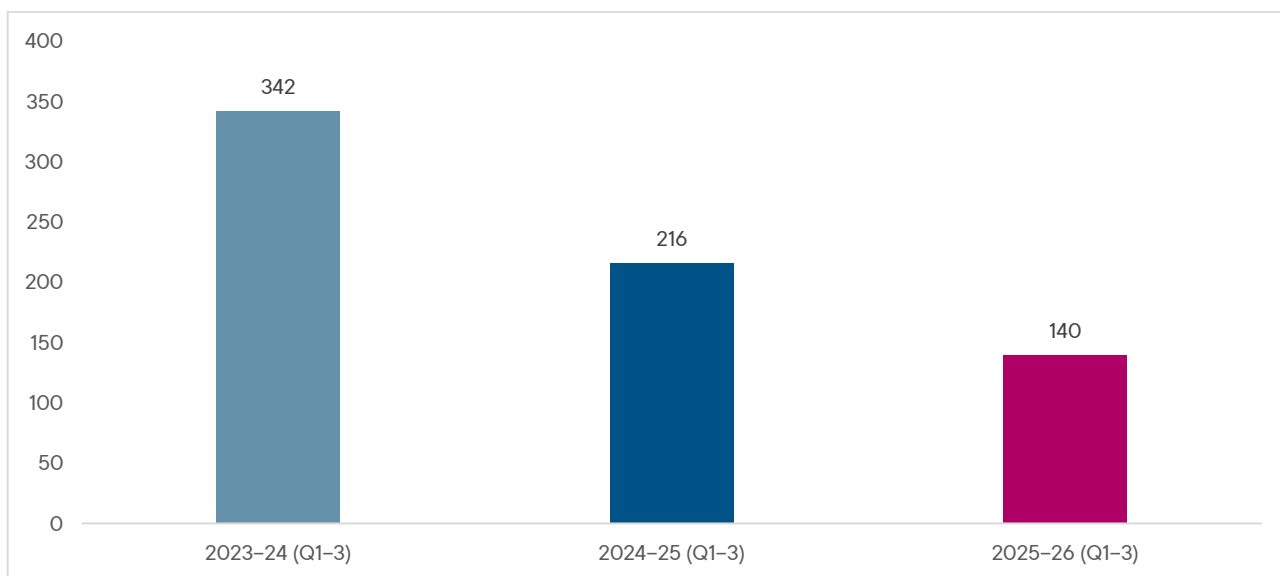
Our initial registration activities and outcomes – between 1 July 2025 and 31 March 2026, and for the previous 2 financial years – are set out in Figures 1 and 2 below.

In Q1–3 2025–26, we received 140 initial registration applications from organisations seeking to enter VET markets, and finalised 291 applications (of which 160 were approved, 64 rejected and 67 withdrawn).

Of the 160 initial registration applications approved between 1 July 2025 and 31 March 2026, the number of new providers entering the sector over the period included:

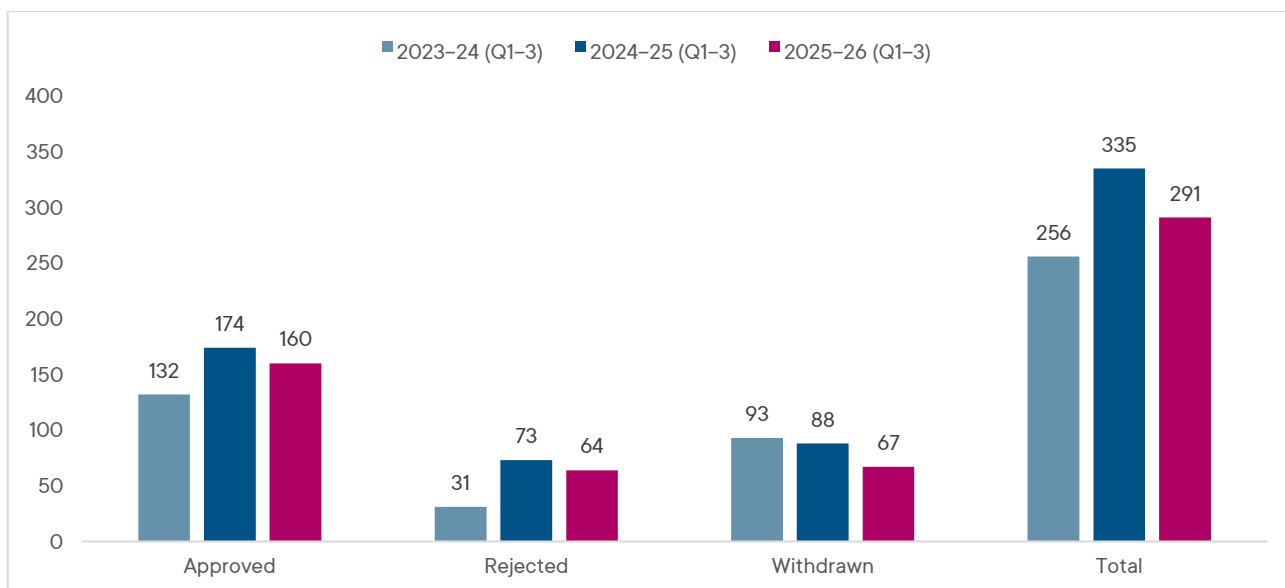
- 73 providers approved to deliver to domestic students
- 37 providers approved to deliver to domestic and overseas students (each submitting 2 applications – one for provider registration and one for CRICOS registration)
- 8 existing providers approved to deliver to overseas students
- 5 providers approved to deliver English-language training only.

**Figure 1: Initial registration applications received, 2023–24 (Q1–3) – 2025–26 (Q1–3)\***



\* Q1–3 = July – March, Financial year runs July – June

**Figure 2: Initial registration application outcomes<sup>2</sup>, 2023–24 (Q1–3) – 2025–26 (Q1–3)\***



\* Q1–3 = July – March, Financial year runs July – June

In Q1–3 2025–26, 57% of applicants were notified of an initial registration assessment outcome within 90 calendar days, 3 percentage points below the service standard target of 60%.

While the service standard target of 60% was not met on a cumulative basis, there has been strong performance across this reporting period. Our overall performance for Q3 2025–26 was stronger at 63% demonstrating our lifting performance.

There has been significant progress in reducing the aged applications, i.e. those received prior 1 July 2025, though noting that ASQA is committed to thorough and rigorous assessments prior which has caused some minor program delays.

## Active providers

### Registration applications

#### Registration renewal

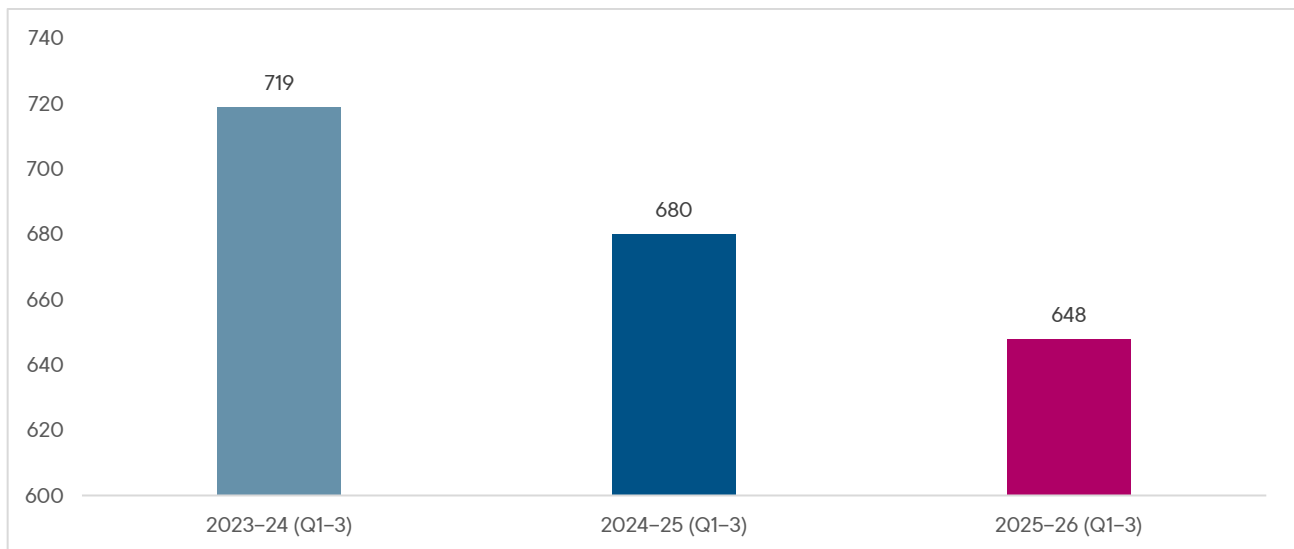
Providers must apply to renew their registration before their registration period expires. In considering whether to renew a provider's registration, we need to be satisfied the provider remains committed to, and capable of, delivering quality training and/or assessment.

As per Figure 3, during, we continued to manage a high volume of renewal activity, with 648 renewal applications received between July and March. While this represents a decrease compared to the same period in 2023–24 and 2024–25, renewal volumes remain elevated, reflecting the ongoing cycle of registration expiries across the sector. We maintained a focus on efficient processing of renewal applications, supported by continued refinement of renewal assessment approaches.

<sup>2</sup> The number of application outcomes includes applications that were received in the previous financial year but not finalised until the current financial year.

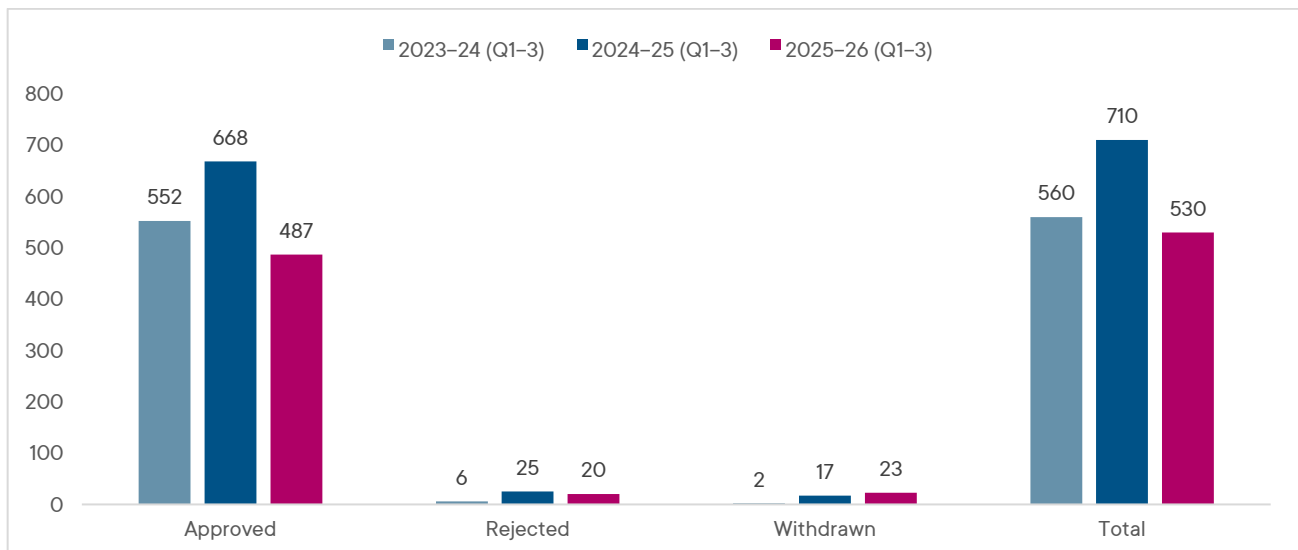
As shown in Figure 4, 487 renewal applications were approved in Q1–3 2025–26, with 20 applications rejected and 23 withdrawn. Rejections remain higher than those recorded in 2023–24, reflecting continued regulatory focus where providers were unable to demonstrate an ongoing commitment and capability to deliver quality training and assessment or to address sustained non-compliance within required timeframes. Applications for withdrawals increased compared to earlier periods, indicating some providers electing to cease registration rather than pursue renewal.

**Figure 3: Renewal of registration applications received, 2023–24 (Q1–3) – 2025–26 (Q1–3)\***



\* Q1–3 = July – March, Financial year runs July – June

**Figure 4: Renewal of registration application outcomes<sup>3</sup>, 2023–24 (Q1–3) – 2025–26 (Q1–3)\***



\* Q1–3 = July – March, Financial year runs July – June

<sup>3</sup> The number of application outcomes includes applications that were received in the previous financial year but not finalised until the current financial year.

In Q1-3 2025-26, ASQA finalised 79% of renewal applications prior to registration expiry, one percentage point below the 80% service standard. Applications that did not meet the service standard were primarily those subject to extended regulatory scrutiny, compliance action, or administrative review, where additional time was required to assess provider capability, address risks, or consider review outcomes. We are continuing to prioritise the timely finalisation of renewal applications where providers demonstrate compliance, while ensuring regulatory decisions remain robust and risk-based.

## Change of scope

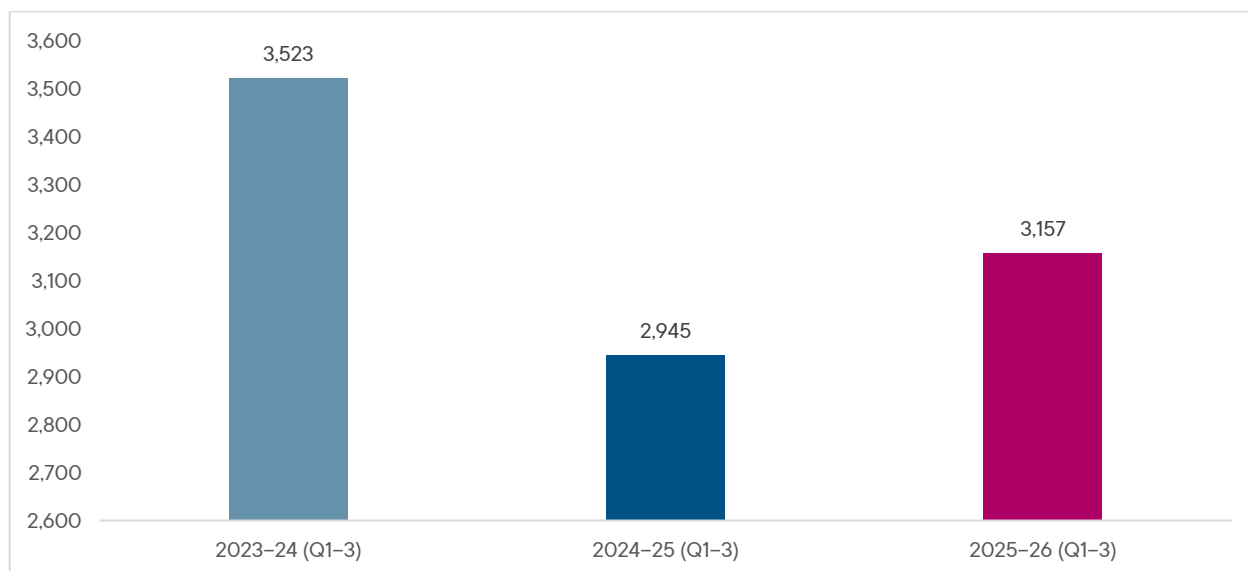
Providers may also apply to add or remove training products from their scope of registration and amend ESOS registration to add new delivery locations. When an application to change scope is made, we consider matters set out in the legislation in deciding whether to grant a change of scope.

As shown in Figure 5, we continue to manage large volumes of change of scope applications, with 3,157 received between 1 July 2025 and 31 March 2026.

While application volumes remain below the peak level of 2023-24, they have increased compared to the same period in 2024-25, reflecting sustained demand from providers seeking to expand or amend their scope of delivery.

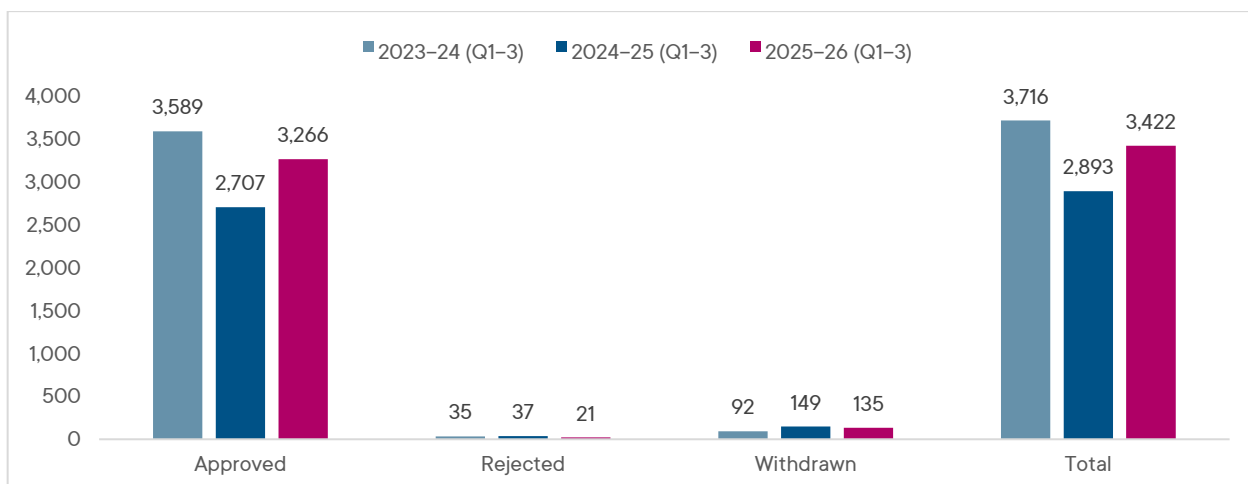
As shown in Figure 6, we finalised 3,422 change of scope applications during the period, exceeding the number received and demonstrating continued focus on timely case resolution. The majority of applications were approved, with 21 rejected and 135 withdrawn. The decrease in rejections compared to prior periods indicates improved provider readiness at time of applications, while withdrawals continue to reflect providers reassessing their delivery intentions or capacity during the assessment process. Consistent with our risk-based approach, we continue to apply increased scrutiny where applications identify potential risks to training quality or provider capability.

**Figure 5: Change of scope applications received, 2023-24 (Q1-3) – 2025-26 (Q1-3)\***



\* Q1-3 = July – March, Financial year runs July – June

**Figure 6: Change of scope application outcomes<sup>4</sup>, 2023–24 (Q1–3) – 2025–26 (Q1–3)\***



\* Q1–3 = July – March, Financial year runs July – June

In Q1–3 2025–26, ASQA met its service standard target of 70%, notifying 70% of applicants of their change of scope application outcome within 28 calendar days.

This includes applications that were approved or closed, as well as those referred for further assessment where additional regulatory scrutiny was required. We are continuing to balance timely processing with appropriate risk-based assessment to ensure decisions support quality outcomes for learners and the VET sector.

## Complaints, tip-offs and intelligence about providers

We receive complaints, tip-offs and intelligence about provider practices through several channels, including from students, staff of providers, industry representatives, and government agencies.

While ASQA is not a complaints-handling body, we engage with complainants where the information provided indicates potential non-compliance or risk to the integrity of VET.

Our VET tip-off line operates as a single, centralised channel for receiving reports about providers. Individuals can submit reports through a secure online form or by calling our dedicated phone line. Both options offer a confidential mechanism for reporting potential non-compliance, unethical conduct, or risks to the integrity of the VET sector.

As shown in Figure 7, we received 3,708 tip-offs between 1 July 2025 and 31 March 2026.

The rise in tip-offs over this period appears to reflect increased public awareness of qualification integrity cancellation activities, supported by ASQA’s deliberate focus on strengthening and promoting the tip-off line as the primary reporting mechanism for quality and integrity concerns.

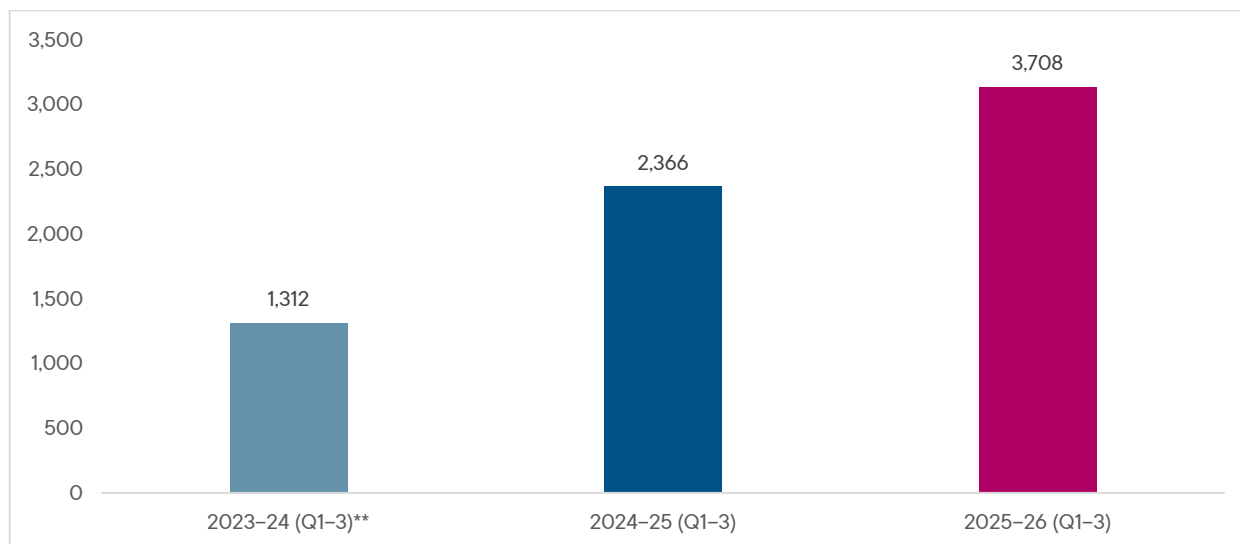
The top 3 categories of concerns raised in tip-offs relate to allegations of:

- non-genuine providers and bad-faith operators

<sup>4</sup> The number of application outcomes includes applications that were received in the previous financial year but not finalised until the current financial year.

- inadequate support provided to students
- assessment that is invalid, insufficient and/or lacks currency.

**Figure 7: VET tip-offs received, 2023-24 (Q1-3) – 2025-26 (Q1-3)\***



\* Q1-3 = July – March, Financial year runs July – June

\*\*4 October 2023 – 31 March 2024

## Regulatory assessment and monitoring of providers

We undertake a range of regulatory assessment and monitoring activities. These are part of ASQA’s broader regulatory approach, and include targeted activities with providers to assess or monitor their performance against their regulatory obligations, including the 2025 Standards and the National Code.

These activities include:

- undertaking performance assessments.
- requesting providers to complete self-assessments
- conducting phone interviews with providers
- undertaking site visits of providers’ delivery locations (as announced, unannounced or virtual)
- requesting data and documents from providers and/or other government entities
- executing targeted campaigns.

Across 2025-26, we are delivering a range of regulatory campaigns.

In Q1-3, one of our campaigns focused on providers delivering Early Childhood Education and Care (ECEC) training. As part of this work, increased scrutiny was applied to RTOs seeking to deliver ECEC, including a prioritisation of evidence reviews and assessment activities. Site visits to selected RTOs delivering ECEC training have commenced.

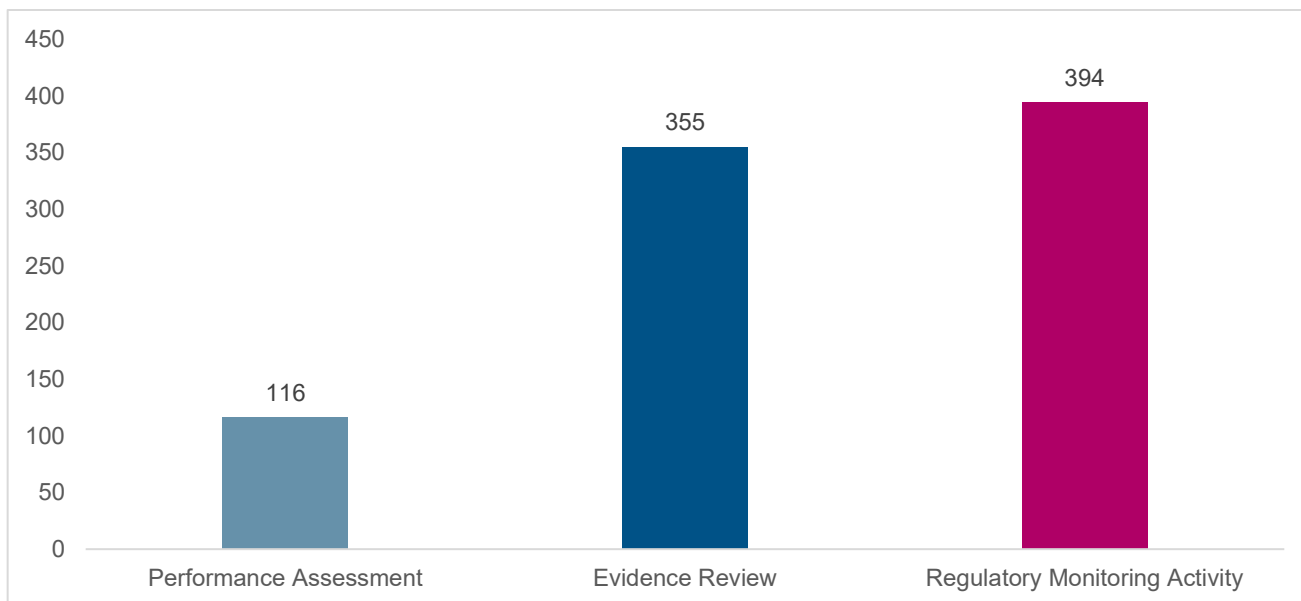
Other campaign activities targeted high risk work (construction) recognition of prior learning (RPL) and student work placement were a focus for us across Q3.

When we conduct a performance assessment of a registered provider, a sample of training products, applicable standards and broader regulatory obligations are tested. The scope of a performance assessment is informed by systemic and provider-specific risk factors.

As shown in Figure 8, we completed 116 provider performance assessments between 1 July 2025 and 31 March 2026. Noting that the selection of these performance assessments is based on risk indicators, 45 (39%) resulted in a finding of non-compliance. Our revised performance and monitoring service standard – *Performance assessment and monitoring activities completed within 90 calendar days* – sets a target of 90%, and in Q1-3 2025-26 we met the standard 99% of the time.

In total, we completed 865 regulatory assessment and monitoring activities during the period. Across these activities, we conducted 75 site visits, comprising announced, unannounced and virtual site visits.

**Figure 8: Assessment and monitoring activities completed<sup>5</sup>, 2025–26 (Q1–3)\***



\* Q1-3 = July – March, Financial year runs July – June

## Taking compliance and enforcement action

Where a provider is committed to delivering quality training and assessment, but may be falling short in their capability, we use a range of escalating regulatory tools to compel and enforce compliance. If we find that a provider is not committed or capable of delivering quality training and assessment, we will take regulatory action through sanctions, including to de-register those providers who threaten the quality, integrity and reputation of the VET sector.

Between 1 July 2025 and 31 March 2026, ASQA undertook a range of compliance and enforcement actions, which are detailed in Figure 9. The number of sanctions imposed (other than decisions to cancel registration and/or reject renewal of registration) relate to a total of 19 providers.

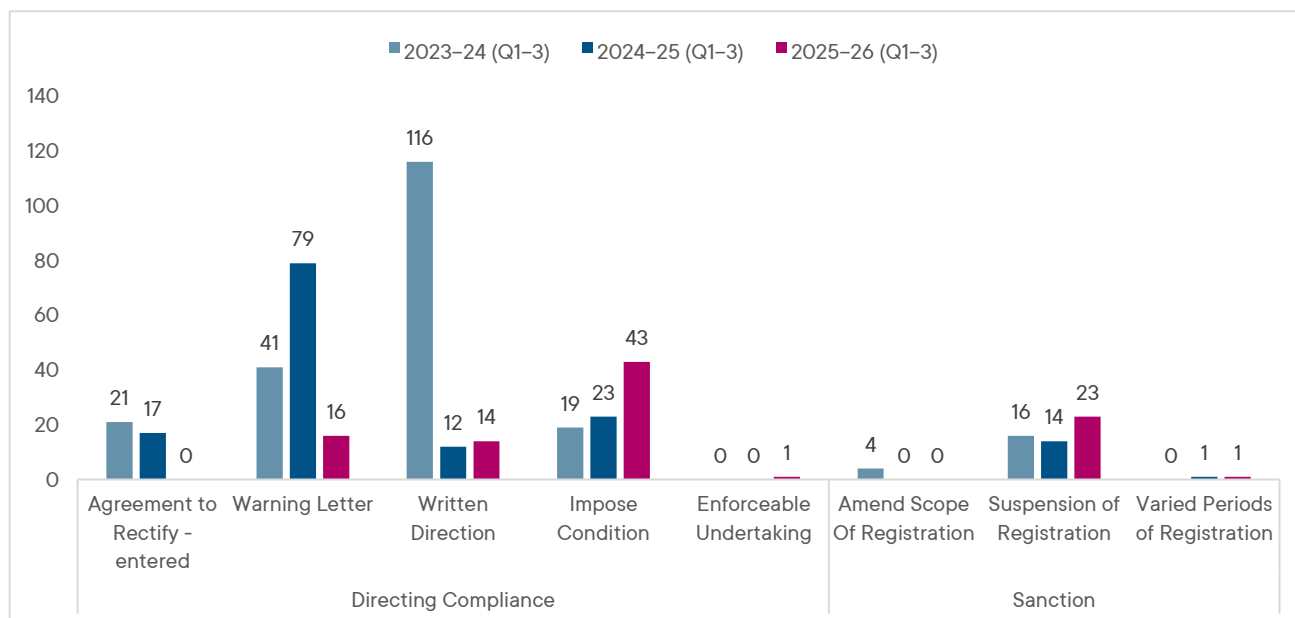
Where a provider demonstrates a commitment and capability to address issues identified, we may offer an Agreement to Rectify (ATR), which describes:

<sup>5</sup> ASQA’s regulatory approach has shifted in 2025–26, expanding on the types of regulatory activities delivered. Figure 8 reflects the realignment and expansion of our regulatory assessment and monitoring activities.

- the actions the provider proposes to address the issues
- the evidence they will provide of their return to compliance
- the timeframes for completing these actions.

Between 1 July 2025 and 31 March 2026, 5 ATRs were finalised, of which 2 providers returned to compliance. There were no providers that entered into an ATR during this period.

**Figure 9: Compliance and enforcement, 2023–24 (Q1–3) – 2025–26 (Q1–3)\***



\* Q1-3 = July – March, Financial year runs July – June

## 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 support collaboration across government, including through strengthened information-sharing as well as increased coordination in multi-agency operations, including the Fraud Fusion Taskforce, law enforcement agencies and other regulators. Our participation in these forums is an important part of our work in preventing, detecting, deterring and disrupting the conduct of non-genuine providers and bad faith operators, including in relation to fraudulent conduct.

As at 31 March 2026, we are managing more than 232 serious matters (where the nature of the issues and conduct in question threaten the integrity of the VET sector) in relation to the conduct of 159 providers. Of these:

- approximately 63% relate to providers that deliver training to international students

- 100% relate to alleged fraud, including cash for qualifications, fabrication of assessments and evidence, ghost colleges<sup>6</sup>, funding fraud and visa/migration risks
- 100% are linked to multijurisdictional actions such as Fraud Fusion Taskforce, the Department of Home Affairs, licencing bodies, funding bodies and the disruption of criminal networks.

There are 73 investigations into potential breaches of the *National Vocational Educational and Training Regulator Act 2011* (NVR Act) by non-registered organisations or persons that were associated with providers that are no longer registered, relating to misleading advertising practices and qualification fraud. ASQA is also supporting 10 external investigations of providers (or individuals linked to providers) for fraud-related matters.

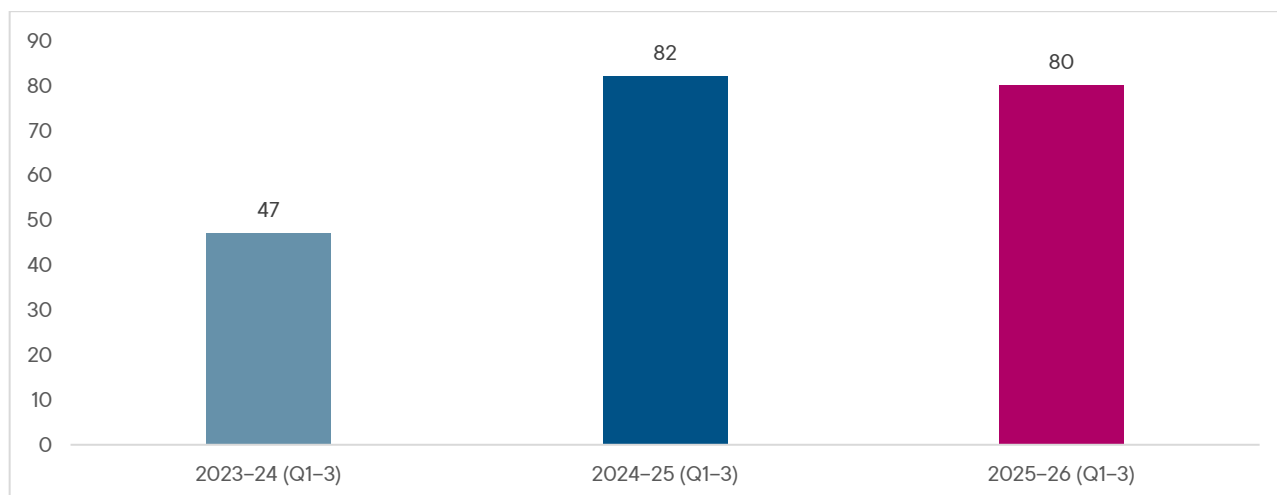
## Exiting the market

### Cancellations

To ensure the integrity of VET and to protect the public, where a provider is found to be critically non-compliant and unable to demonstrate a commitment and capability to return to and sustain compliance, ASQA may decide to cancel the provider’s registration and/or reject the provider’s renewal of registration application.

In Q1-3 2025-26, ASQA made 80 decisions to cancel or reject the renewal of registration in relation to 43 providers.

**Figure 10: Compliance and enforcement – regulatory decisions to cancel registration or reject renewal of registration, 2023-24 (Q1-3) – 2025-26 (Q1-3)\***



\* Q1-3 = July – March, Financial year runs July – June

### Qualifications Integrity

ASQA is also committed to ensuring the integrity of qualifications issued by providers. Where we have cancelled the registration of critically non-compliant providers who have been found to have issued

<sup>6</sup> Providers that have enrolled students but conduct minimal or no actual education or training.

qualifications without the appropriate training or assessment, we are pursuing regulatory action to cancel qualifications and/or statements of attainment issued by those providers.

In Q1-3 2025-26, ASQA cancelled the registration of 5 critically non-compliant (unrelated) providers, following extensive compliance investigations which found that the former providers did not ensure students had successfully satisfied all requirements prior to issuing VET certification.

Prior to making any decision to cancel qualifications, we issue notices to impacted individuals about our intentions and invite them to respond and provide evidence to demonstrate the required training and/or assessment was delivered to them by the relevant former provider during the specified period.

ASQA made decisions to cancel more than 17,800 qualifications and statements of attainment issued by critically non-compliant providers during this reporting period.

These qualifications and statements of attainment are required to be returned to us. If an individual continues to use a cancelled qualification or statement of attainment, we may choose to pursue civil penalties against that individual.

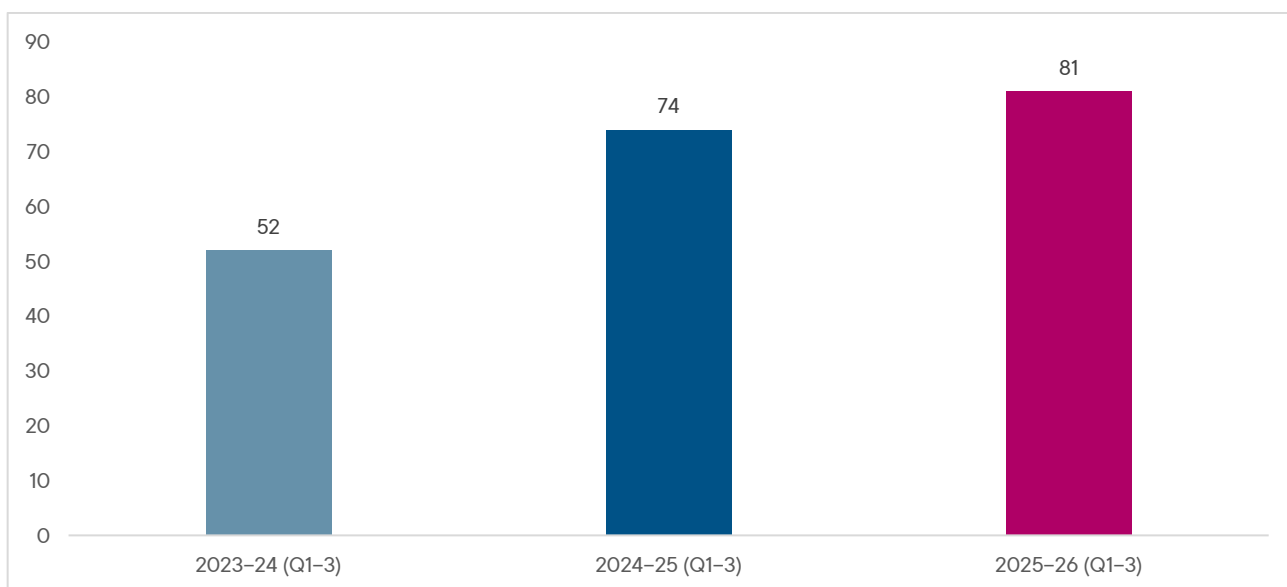
## Withdrawal of registration

Providers may apply to exit the market by requesting to have their registration withdrawn.

As shown in Figure 11, we received 81 applications in Q1-3 2025-26, continuing the upward trend observed over the previous 2 financial years. This increase suggests a growing number of providers choosing to exit the market, which may reflect sector consolidation, changing business models, or providers reassessing their capacity to meet regulatory requirements.

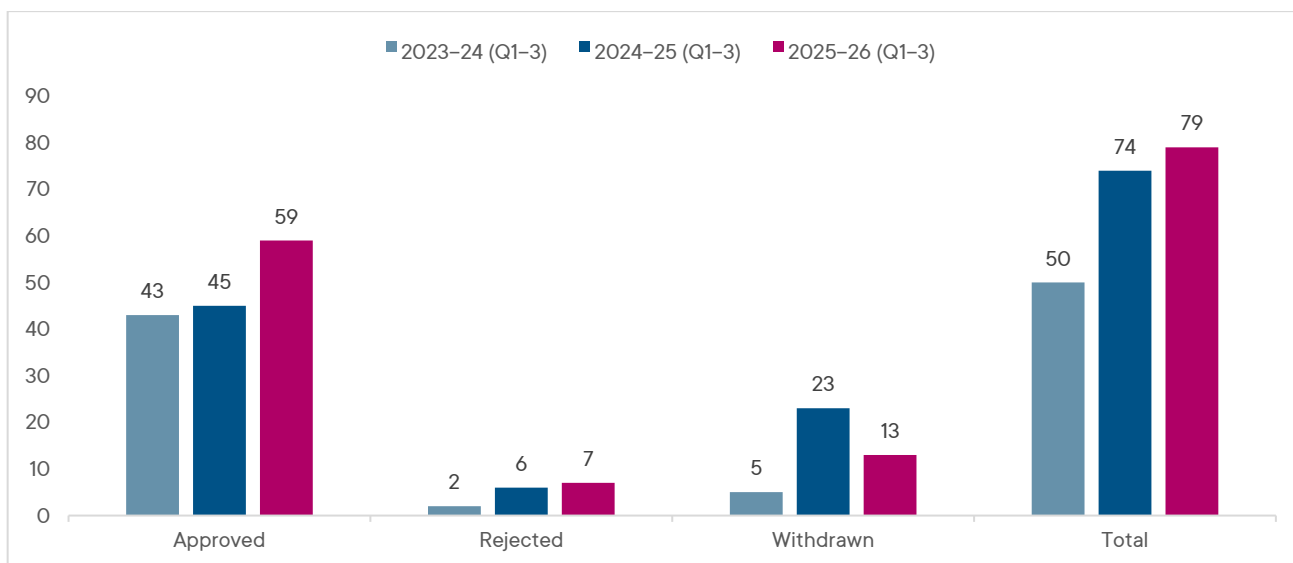
As shown in Figure 12, we approved 59 withdrawal applications during the period. A small number of applications were rejected or withdrawn prior to assessment, consistent with previous years. Rejections typically occur where an application is submitted while the provider is subject to an active performance assessment or regulatory action. In these circumstances, withdrawal applications are rejected to allow regulatory action to be finalised, with providers typically exiting the market through cancellation rather than withdrawal.

**Figure 11: Withdrawal of registration applications received, 2023-24 (Q1-3) – 2025-26 (Q1-3)\***



\* Q1-3 = July – March, Financial year runs July – June

**Figure 12: Withdrawal of registration application outcomes<sup>7</sup>, 2023–24 (Q1–3) – 2025–26 (Q1–3)\***



\* Q1–3 = July – March, Financial year runs July – June

## Registration expiration

If a provider chooses not to renew its registration, then its registration will expire. Wherever possible, ASQA contacts these providers prior to expiry to understand their intention, ensure arrangements are in place to transition students to other providers and all obligations under the NVR Act and ESOS Act are otherwise met prior to expiry.

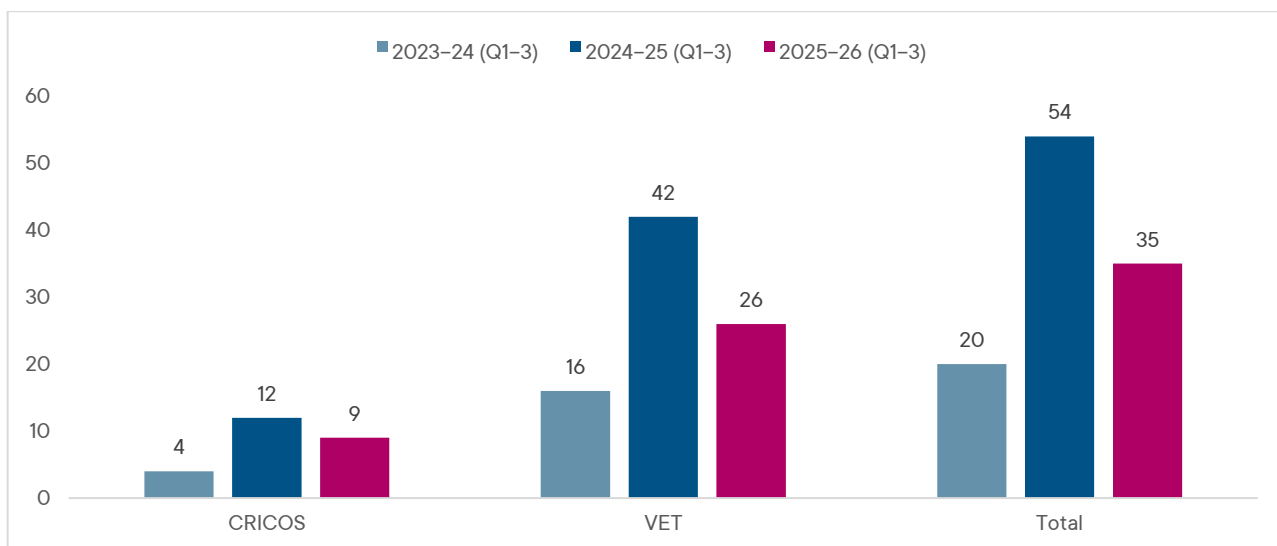
In Q1–3 2025–26, 35 registrations expired across 30 providers where providers chose not to seek renewal of their registration. This represents a decrease compared with the same period in 2024–25, indicating fewer providers exiting the market through registration expiry.

As shown in Figure 13, most expiries related to VET-only registrations, with a smaller number involving CRICOS-registered providers. The lower number of registration expiries in 2025–26 may reflect, in part, an increase in providers choosing to exit the market earlier through voluntary withdrawal rather than allowing their registration to expire. This suggests a shift toward more proactive and planned exit pathways.

Overall, registration expiry continues to function as a managed exit mechanism, with ASQA supporting student protection and system integrity.

<sup>7</sup> The number of application outcomes includes applications that were received in the previous financial year but not finalised until the current financial year.

**Figure 13: Registration expiries, 2023–24 (Q1–3) – 2025–26 (Q1–3)\***



\* Q1–3 = July – March, Financial year runs July – June

## Lapsing of registration

An RTO’s registration will automatically lapse if it does not deliver any training and/or assessment to VET students for a period of 12 consecutive months (the ‘measurement period’). This mechanism supports the integrity of the sector by addressing risks associated with dormant RTOs that are not actively delivering training or may be using their registration for non-genuine purposes.

From 1 January 2026, an ESOS provider’s registration is automatically cancelled if it does not deliver any courses to overseas students for a period of 12 consecutive months (the ‘measurement period’).

Providers may apply to ASQA for an extension to the measurement period. The request must be made at least 90 days prior to the end of the 12-month measurement period. Late applications are not accepted.

Between 1 July 2025 and 31 March 2026, the registration of 23 providers lapsed.

Lapsing remains a relatively low-volume exit pathway and reflects providers that are no longer actively operating in the market but have not formally withdrawn their registration. The number of lapses in Q1–3 2025–26 suggests that while some providers continue to exit the market through inactivity, others are increasingly choosing more proactive exit pathways, such as voluntary withdrawal, prior to reaching the lapse threshold.

## Procedural fairness and accountability

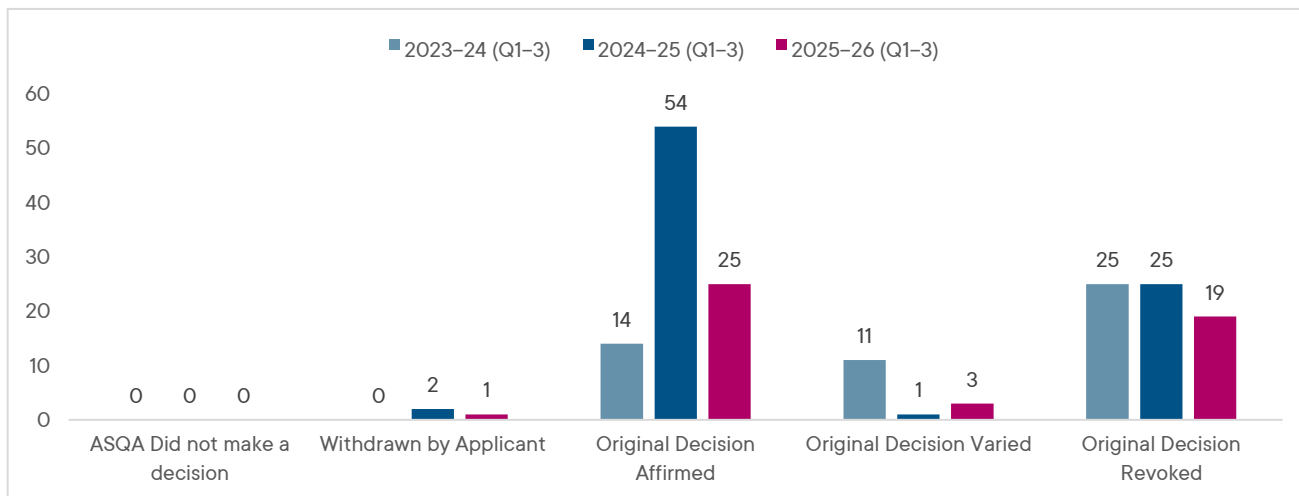
### Internal review

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 ASQA. We have implemented early resolution of disputed non-compliance, supporting a focus on the provider’s return to compliance where appropriate.

As noted below in Figure 14, we finalised 48 internal review applications between 1 July 2025 and 31 March 2026 and affirmed the original decision in 25 of these reviews.

**Figure 14: Internal review – outcomes, 2023–24 (Q1–3) – 2025–26 (Q1–3)\***



\* Q1-3 = July – March, Financial year runs July – June

## External review

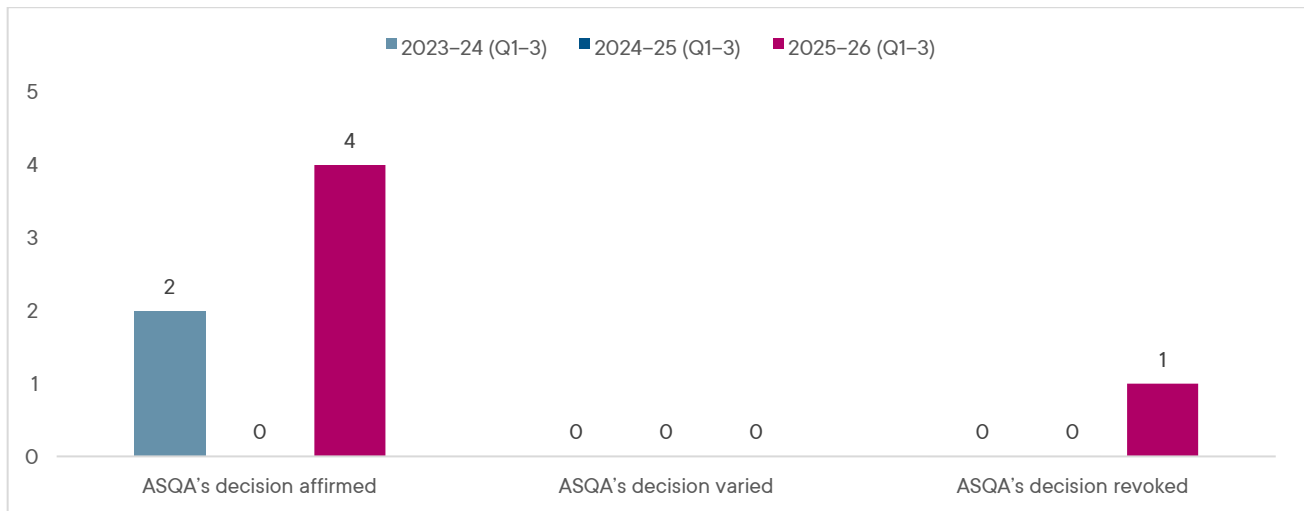
If an affected party is dissatisfied with the outcome of a reviewable decision, they may apply for merits review by the Administrative Review Tribunal (Tribunal)<sup>8</sup>.

As noted in Figures 15 and 16, between 1 July 2025 and 31 March 2026, a total of 50 Tribunal matters were concluded, consisting of:

- 5 matters which proceeded to a contested hearing – ASQA’s decision was affirmed in 4 of these matters and ASQA’s decision was revoked in 1 matter
- 9 matters which were dismissed by the Tribunal
- 13 matters which were resolved between the applicant and ASQA without requiring a hearing
- 23 matters which were withdrawn by the applicant.

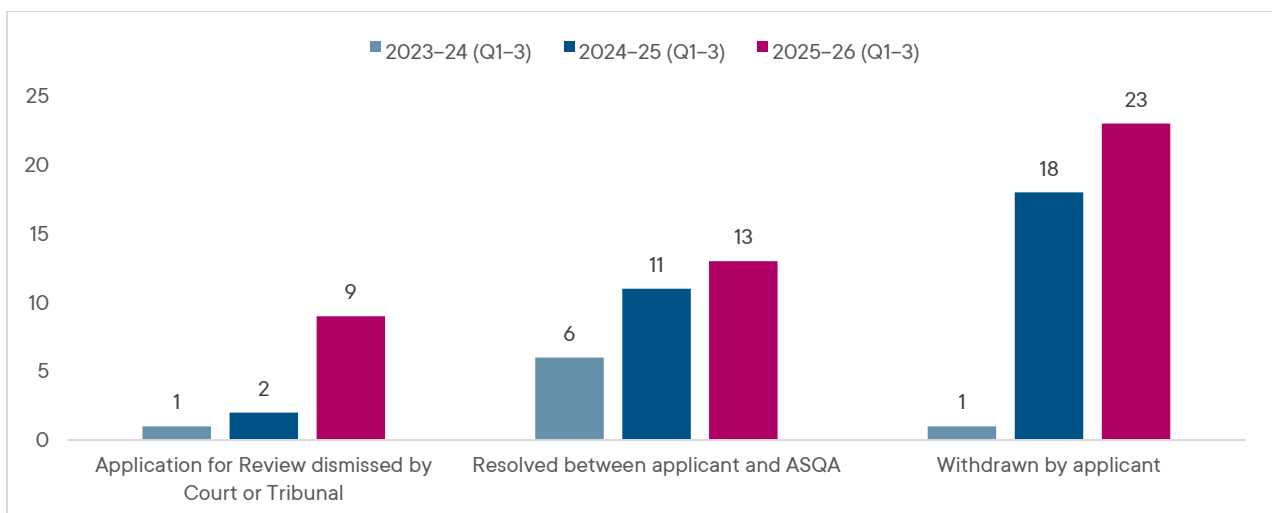
<sup>8</sup> The Administrative Review Tribunal commenced operation on 14 October 2024, replacing the former Administrative Appeals Tribunal.

**Figure 15: External review outcomes – where the matter proceeded to a hearing and a decision was made, 2023–24 (Q1–3) – 2025–26 (Q1–3)\***



\* Q1-3 = July – March, Financial year runs July – June

**Figure 16: External review outcomes – where the matter did not proceed to a hearing, 2023–24 (Q1–3) – 2025–26 (Q1–3)\***



\* Q1-3 = July – March, Financial year runs July – June

## Educate and empower

With the 2025 Standards taking legal effect from 1 July 2025, in Q3 2025-26 we have continued to educate, communicate and engage with providers, to support them in embedding the 2025 Standards as well as continuously improving their practices and outcomes for students.

During this period, we delivered:

- February edition of *ASQA IQ Integrity and Quality in Focus*, focussing on the Accountability component of Compliance Requirements under the 2025 Standards
- Six face-to-face sector workshops relating to providers' progress in meeting the 2025 Standards, practical insights on maintaining compliance with the Standards and responsible use of Artificial Intelligence in VET delivery

- 2026 RTO and ESOS Obligations Planners to help providers to manage their reporting obligations and remain compliant
- Website updates relating to the recent changes to the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

Our Service Delivery team continued to respond efficiently to phone and email enquiries, including requests from providers for information about meeting their regulatory obligations. This team also actioned requests from students for assistance regarding their records.

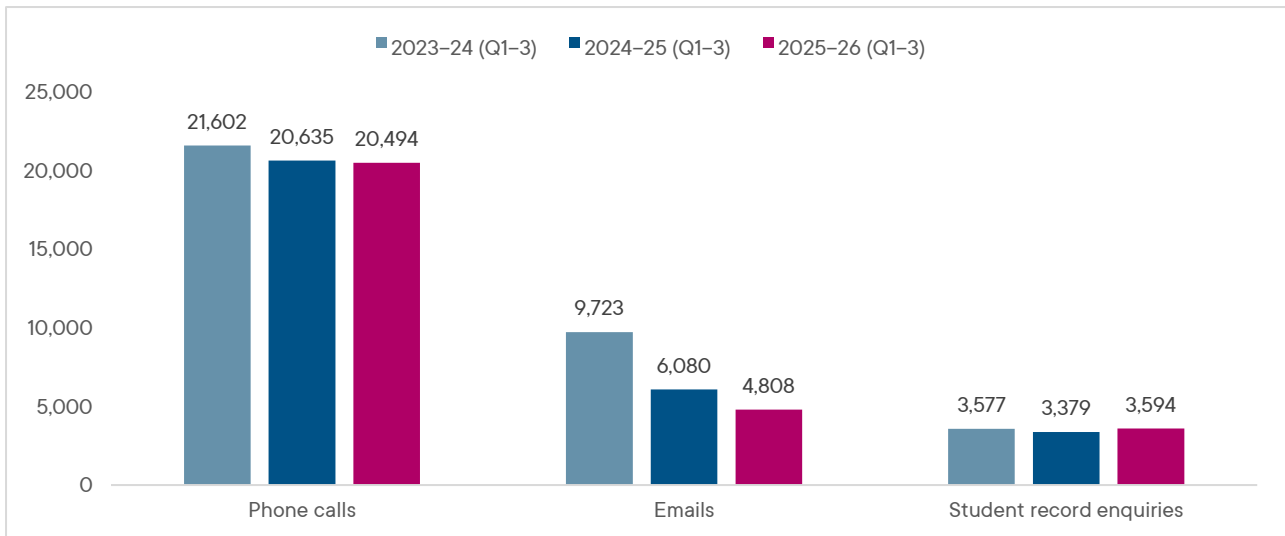
Figures 17 and 18 below provide an overview of our enquiries activity. We exceeded our service standard targets for telephone call and written enquiries between 1 July 2025 and 31 March 2026.

Phone activity remains high, due to calls relating to the cancellation of qualifications and/or statements of attainment issued by critically non-compliant providers.

While written enquiries appear lower compared to previous years, this is due to a change in how data is recorded. Enquiries are now captured per enquiry, which may include multiple emails, rather than per individual email.

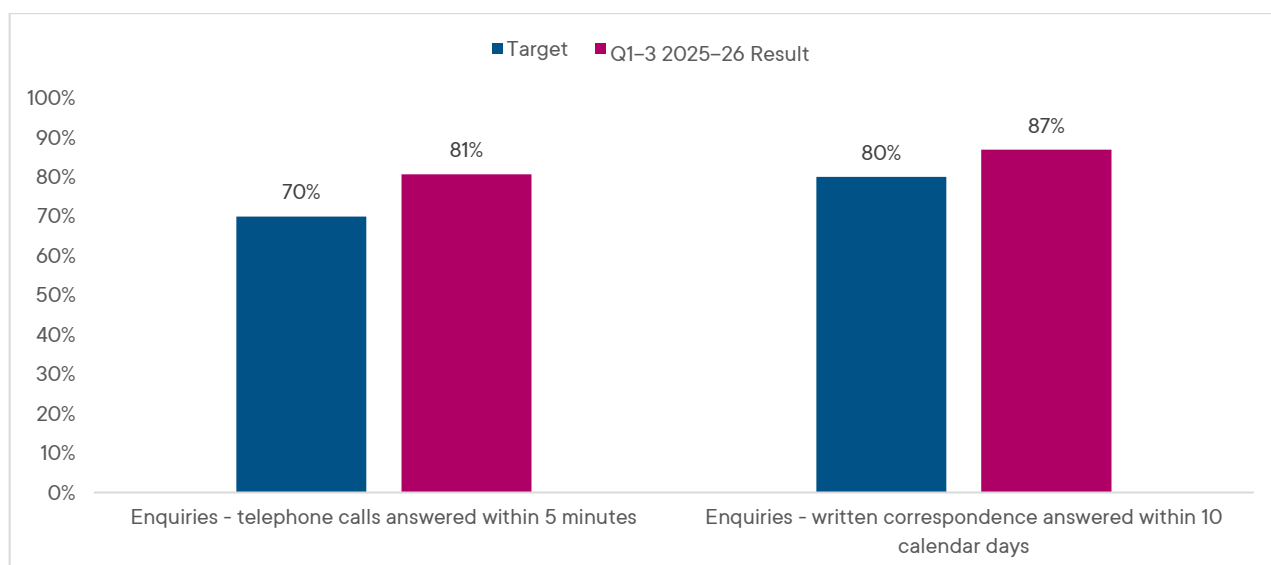
In Q3 2025–26, the most common enquiries received from students related to student records, notices issued by ASQA relating to individual qualifications, and requests for information. Enquiries received from providers most commonly related to application support, website/technology support, and the 2025 Standards.

**Figure 17: Enquiries received, 2023–24 (Q1–3) – 2025–26 (Q1–3)\***



\* Q1–3 = July – March, Financial year runs July – June

**Figure 18: Performance against enquiries service standards, 2025–26 (Q1–3)\***



\* Q1-3 = July – March, Financial year runs July – June

ASQA continued to engage and work collaboratively with other government agencies, regulators and industry bodies across the VET sector.

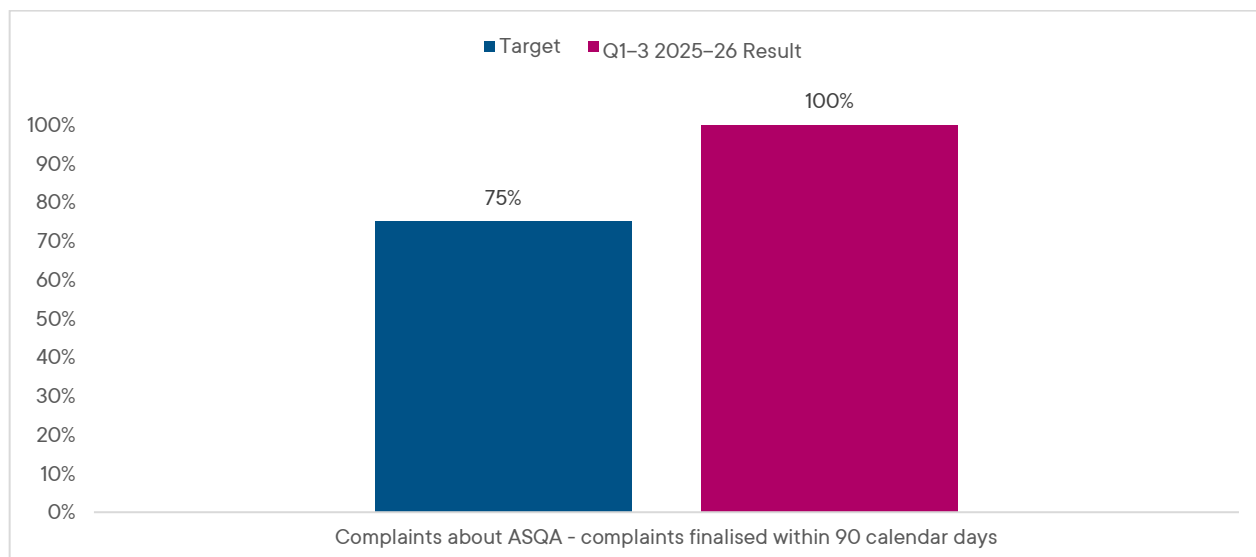
In Q3 2025–26, we:

- participated in and presented at a number of events and forums, including:
  - our Cost Recovery Review webinar
  - VET Sector Strategic Forum
  - Jobs and Skills Australia Cultural Advisory Panel meeting
  - Australia Awards Short Course program on Building Capacity in Higher Education Regulation and Quality Assurance facilitated by Griffith University
  - 2026 VETQI Summit in Melbourne
- engaged with and worked collaboratively with other government state and territory agencies, regulators and industry bodies on matters of mutual interest, including:
  - the Department of Employment and Workplace Relations
  - National Disability Insurance Agency
  - Department of Education (including the Tuition Protection Service)
  - Australian Children’s Education and Care Quality Authority
  - Department of Home Affairs
  - Tertiary Education Quality and Standards Agency
  - Department of Foreign Affairs and Trade
  - State and Territory Training Authorities (STTAs)
  - Fraud Fusion Taskforce
  - Jobs and Skills Councils (JSCs).

## Complaints about ASQA

We aim to finalise complaints within 90 days, however if we expect it will take more than 90 days to finalise a complaint, we will contact the applicant and explain the reasons for needing more than 90 days. As shown in Figure 19, in Q1-3 2025-26, we exceeded our service standard target of finalising 75% of complaints within 90 calendar days, achieving this on all occasions during the period.

**Figure 19: Performance against complaints about ASQA service standard, 2025-26 (Q1-3)\***



\* Q1-3 = July – March, Financial year runs July – June

## Accrediting courses

We accredit courses that may be delivered by providers 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.

The need for VET accredited courses to fulfil training options outside of training packages remains strong.

Our course accreditation activities and outcomes between 1 July 2025 and 31 March 2026, and for the previous 2 financial years, are set out below.

**Table 1: Course accreditation applications received, 2023-24 (Q1-3) – 2025-26 (Q1-3)\***

| Application type         | 2023-24 (Q1-3) | 2024-25 (Q1-3) | 2025-26 (Q1-3) |
|--------------------------|----------------|----------------|----------------|
| Initial accreditation    | 17             | 16             | 18             |
| Renewal of accreditation | 31             | 49             | 44             |
| Course amendment         | 11             | 11             | 8              |
| <b>Total</b>             | <b>59</b>      | <b>76</b>      | <b>70</b>      |

\* Q1-3 = July – March, Financial year runs July – June

**Table 2: Course accreditation application outcomes<sup>9</sup>, 2023–24 (Q1–3) – 2025–26 (Q1–3)\***

| Application type                | Decision               | 2023–24 (Q1–3) | 2024–25 (Q1–3) | 2025–26 (Q1–3) |
|---------------------------------|------------------------|----------------|----------------|----------------|
| <b>Initial accreditation</b>    | Granted                | 12             | 15             | 24             |
|                                 | Rejected               | 1              | 1              | 3              |
|                                 | Withdrawn or cancelled | 3              | 3              | 3              |
|                                 | <b>Total</b>           | <b>16</b>      | <b>19</b>      | <b>30</b>      |
| <b>Renewal of accreditation</b> | Granted                | 35             | 38             | 37             |
|                                 | Rejected               | 3              | 0              | 0              |
|                                 | Withdrawn or cancelled | 0              | 0              | 0              |
|                                 | <b>Total</b>           | <b>38</b>      | <b>38</b>      | <b>37</b>      |
| <b>Course amendment</b>         | Granted                | 9              | 7              | 9              |
|                                 | Withdrawn or cancelled | 1              | 1              | 0              |
|                                 | <b>Total</b>           | <b>10</b>      | <b>8</b>       | <b>9</b>       |
| <b>Total</b>                    |                        | <b>64</b>      | <b>65</b>      | <b>76</b>      |

\* Q1–3 = July – March, Financial year runs July – June

In Q1–3 2025–26, ASQA notified 91% of applicants of their application decision within 120 calendar days, exceeding our service standard target of 80%.

<sup>9</sup> The number of application outcomes includes applications that were received in the previous financial year but not finalised until the current financial year.