



TEQSA 2024 PROVIDER SURVEY FINDINGS RESPONSE

Findings	TEQSA response
<p>Overall performance</p> <p>TEQSA’s overall performance rating has improved in 2024</p> <p>While TEQSA’s overall performance in 2023 dropped, this KPI has improved in 2024 to levels seen across 2019 to 2022 (76%) which represents a favourable result. The overriding theme from providers is that they have noted improvements from TEQSA in the way it is engaging with the sector around sector-wide issues.</p> <p>Perceptions on all individual KPIs have either stabilised or improved following the declines seen in 2023 and are now back to levels seen in 2022, if not better.</p> <p>All individual KPIs have stabilised or improved compared to last year</p> <p>The top two box rating (<i>‘excellent’</i> or <i>‘good’</i>) in the following areas has now reached or returned to a series high:</p> <ul style="list-style-type: none"> <i>‘Upholding quality standards with a proportionate approach to managing risks and supporting the sector to comply and improve’</i> (Impact A) – 74% up from 61% in 2023. <i>‘TEQSA’s communication with your organisation is clear, targeted and effective’</i> – 67% rate TEQSA performance on this metric as either <i>‘excellent’</i> or <i>‘good’</i> – on par with the 68% achieved in 2023. <i>‘More than three quarters of providers (76%) rate TEQSA’s overall performance as either ‘excellent’ or ‘good’ – a 10-percentage point increase from 2023.</i> <p>Continuous improvement</p> <ul style="list-style-type: none"> Continued improvement in regulatory framework in consultation continued to rise to 60% this year from 51% last year and its lowest point of 46% on 2022. <p>Regulation that does not impede efficient operation is the lowest ranked KPI</p> <ul style="list-style-type: none"> Impact B (Measuring that regulation by TEQSA does not unnecessarily impede the efficient operation of higher education providers) is TEQSA’s lowest ranked KPI. Just over half of the provider rate performance as <i>‘excellent’</i> or <i>‘good’</i> (52%). 	<p>TEQSA welcomes and values the feedback from the 2024 provider survey, acknowledging the operating environment and challenges faced by the higher education sector.</p> <p>While we’re pleased that TEQSA’s overall performance has returned to our historical average, the agency notes the sector’s feedback in relation to further areas for improvement.</p> <p>This feedback is useful to us, for benchmarking our performance and supporting future planning and work that is already underway. For example, TEQSA is presently working on projects to evolve TEQSA’s risk framework and regulatory processes and invest in a new provider information management system and complete the review of our service charter commenced in 2023.</p> <p>These projects aim to address provider concerns about regulatory processes and timeliness, as well as support the agency to improve feedback to providers. It is expected that engagement with sector stakeholders in relation to these important initiatives will take place from late 2024 into 2025..</p> <p>Further, in 2025 TEQSA will engage in consultation with the sector about the development of a new regulatory strategy.</p>

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<p>Communication</p> <p>Communication and information provision remain the areas where TEQSA performs best</p> <ul style="list-style-type: none"> Consistent with last year, over two thirds of providers rate TEQSA’s performance as either ‘<i>excellent</i>’ or ‘<i>good</i>’. Specifically, this includes the usefulness of information through good practice notes, guidance notes, workshops and webinars, and TEQSA’s website and newsletters. The TEQSA 2023 Conference continues to be well received with nearly three quarters of providers (73%) rating it as ‘<i>excellent</i>’ or ‘<i>good</i>’, a steady increase over time from 60% in 2022. Further, it has one of the strongest components of ‘<i>excellent</i>’ rating at 34%. 	<p>TEQSA is pleased with the positive feedback it has achieved regarding communication, facilitated workshops and webinars to discuss regulatory requirements and quality issues.</p> <p>In April 2024, we launched our TEQSA Talks webinar series. Engagement with these webinars has exceeded TEQSA’s expectations, and we are continuing to seek sector feedback to further refine and improve the effectiveness of these webinars.</p> <p>Following the success of TEQSA’s 2023 conference, the agency is busy preparing for the 2024 conference, which will explore current issues relating to regulation and quality assurance in a changing policy and operating environment.</p> <p>TEQSA has plans underway to deliver both in-person and online events in 2024-25 that keeps higher education providers across key regulatory requirements and quality issues.</p>
<p>Timeliness</p> <p>TEQSA continues to rate low on timeliness</p> <p>Of all metrics evaluated, TEQSA’s most poorly rated measures continue to relate to timeliness. The lowest rated metrics (below) show no signs of improvement and have remained at that level since tracking began in 2016.</p> <ul style="list-style-type: none"> <i>‘minimising the time taken between submitting an application and first receiving a regulatory decision’</i> continues to decline to 30% from 40% last year. <p>However, from a regulatory process point of view, TEQSA has seen a strong upswing in perceptions of <i>‘helping the sector as a whole to manage risks’</i>, up from 57% last year to 65% this year.</p>	<p>TEQSA has been working to implement measures to minimise the time taken between providers submitting an application and receiving a regulatory decision. This work has been taking place against a backdrop of an unprecedented number of assessments for registration and course accreditation, in part driven by the commencement of increased cost recovery and the ending of COVID-era waivers in January 2023, which has continued to impact processing times into 2024.</p> <p>Significant work has been completed in aligning TEQSA’s processes to a revised risk framework. Progress in this area will be shared with providers in the first half of 2025. This work and IT systems improvement will go some way in addressing timeliness and shorten processing times however will take time to be fully realised.</p>

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<p>Consultation</p> <p>Performance across all consultation metrics has declined and reached an all-time low since measurement began in 2019.</p> <ul style="list-style-type: none"> 45% of providers rate TEQSA as either <i>'excellent'</i> or <i>'good'</i> on providing them with the opportunity to give feedback on the annual risk assessment process. This is a significant drop from 72% last year, reversing an upward trend seen in 2023. Many providers claim they receive little to no interaction with TEQSA and receive little response on issues they have raised. TEQSA's performance on <i>'listening to your organisation's views on ways to reduce regulatory administrative burden'</i> remains the lowest rated consultation metric – where less than half of providers offer <i>'excellent'</i> or <i>'good'</i> ratings (40%). Two thirds of providers (66%) consider the <i>'usefulness of the information on changes to TEQSA's fees and charges'</i> as either <i>'excellent'</i> or <i>'good'</i>, a further 30% rate this as <i>'fair'</i>. Just over half (52%) provide an <i>'excellent'</i> or <i>'good'</i> rating on the <i>'usefulness of advice and support when using forms related to applications within the Provider Portal'</i>. Metrics regarding TEQSA applications have generally improved with CRICOS metrics mostly stable. Most metrics regarding TEQSA applications have seen a positive upswing compared to last year, particularly with respect to the clarity around assessments and application guides. However, the <i>'timeliness of feedback from TEQSA about your application'</i> continues to be a poor performing metric for TEQSA. Although an improvement on last year, only half of providers (50%) rate it as <i>'excellent'</i> or <i>'good'</i>. 	<p>While TEQSA is pleased by the positive provider rating on the usefulness of our advice around our fees and charges, we note the sector's dissatisfaction with the annual risk assessment process. We note that delays in the risk assessment cycle have exacerbated provider concerns. TEQSA is working to review and refine this process to support opportunities for providers to provide feedback.</p> <p>TEQSA will continue to improve its feedback and consultation processes to ensure measures being evaluated align with feedback sought.</p> <p>The agency acknowledges the low performance rating on <i>'ways to reduce the regulatory administrative burden'</i>. As mentioned above, TEQSA is working to implement a revised risk framework which will inform process design and reduce the administrative burden where provider risk is lower.</p>

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<p>Regulatory processes and activities</p> <ul style="list-style-type: none"> Feedback on unlikely successful applications is at its lowest score of 38% compared to 46% last year and 56% in 2022. However, from a regulatory process, TEQSA has seen a strong upswing in perceptions of <i>'helping the sector as a whole to manage risks'</i>, up from 57% last year to 65% this year. TEQSA also continues to perform well in terms of <i>'treating you with politeness and respect'</i> with 81% of providers giving an <i>'excellent'</i> or <i>'good'</i> rating. 	<p>TEQSA is pleased that most providers agree TEQSA staff reflect the values of trust, respect, accountability and collaboration.</p> <p>TEQSA's work to reduce regulatory burden is focusing increasingly on the importance of providers demonstrating strong programs of self-assurance and academic governance. This approach will support innovation, placing greater emphasis on evidence of effective assurance and governance as part of innovation and developing practice. Alongside this, TEQSA is also working with ASQA to develop a dual sector strategy to reduce regulatory burden for providers that deliver both higher education and vocational education.</p>
<p>Monitoring quality</p> <ul style="list-style-type: none"> Performance on <i>'minimising the time taken between submitting an application and first receiving a regulatory decision'</i> continues to decline (to 30% from 40% last year). This is reflected in some of the feedback which speaks to lengthy wait times for decisions on registration or re-registration of courses, severely impacting providers' ability to move forward. TEQSA has improved considerably from 45% last year to 58% this year on suggesting resources that organisation's might use to improve performances. 	<p>TEQSA acknowledges the importance of improving timeliness of our processes. As noted above, TEQSA is managing an unprecedented number of regulatory assessments. A combination of short term and more substantive measures are being put in place to manage this demand and ensure processing is as timely as possible. We will advise individual providers about how this will impact their assessments and update the sector on the progress of this work.</p>

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<p>Sector risks</p> <p>Cyber security is considered the sector's top risk to the sector:</p> <ul style="list-style-type: none"> Just over seven in ten providers (72%) believe that the threat of cyber security is high to the sector. This is perceived the greatest sector risk of those evaluated. <p>The threat of Artificial Intelligence (AI) is similarly a high threat:</p> <ul style="list-style-type: none"> Providers have shown concern about AI's impact in decreasing the worth and significance of higher education among students. The impact of generative artificial intelligence on the integrity of higher education awards (71%) is similarly considered a high risk to the sector. <p>Providers are alarmed about Government policy changes regarding international students:</p> <ul style="list-style-type: none"> International students are crucial for the sector and the changes in Government policy have caused major concern for providers. 	<p>TEQSA notes the sector's concerns around cyber security. To support Institutes of Higher Education and University Colleges in developing staff awareness and capability to mitigate the risk of cyber security breaches, in August 2024 TEQSA has made available new e-learning modules. These modules and associated resources were developed in collaboration RMIT University's Centre for Cyber Security Research and Innovation (CCSRI) and are adapted of resources which were created at the request of the Department of Education for Australian universities.</p> <p>TEQSA acknowledges the challenges faced by the sector as it grapples with the emergence of artificial intelligence (AI). The agency is pleased the sector continues to value the work of the Higher Education Integrity Unit and its efforts to develop measures to tackle the impact of AI on academic integrity. In November 2023, TEQSA published guiding principles to support providers in ensuring their assessments remained fit for purpose. In June 2024, TEQSA issued a request for information to all providers about their action plans to address the challenges posed by generative AI. All registered providers have responded and TEQSA is reviewing feedback to identify examples of good practice and areas of risk to inform the agency's future work.</p> <p>TEQSA's continuous improvement efforts to reduce regulatory burden remains focused on the importance of providers demonstrating strong programs of self-assurance and academic governance. This approach will support innovation, placing greater emphasis on evidence of effective assurance and governance as part of innovation and developing practice.</p>