



TEQSA 2025 PROVIDER SURVEY RESPONSE

FINDINGS	TEQSA RESPONSE
<p>Overall performance</p> <p>TEQSA’s overall performance rating remains positively regarded. Seven in ten providers (72%) rate TEQSA’s overall performance as either ‘excellent’ or ‘good’ - a four-percentage point decline from 2024.</p> <p>TEQSA is often praised for its conduct towards providers. However, this year, there appears to be apprehension regarding the cessation of the case manager model and the impact this will have on TEQSA’s relationship with providers.</p> <p>Ratings on most individual KPIs remain stable or have improved compared to last year.</p> <p>The top two box rating (‘excellent’ or ‘good’) is trending upwards (across two consecutive years of improvement) in the following areas:</p> <ul style="list-style-type: none"> • TEQSA is open, transparent, and consistent in its dealings with your organisation; (Approach) - 5% up from 58% in 2024 and 57% in 2023. • ‘Regulatory actions undertaken by TEQSA are proportionate to the risks being managed’ - 61% rate TEQSA’s performance on this metric as either ‘excellent’ or ‘good’ – up from 58% in 2024 and 52% in 2023. • Continued improvement in regulatory framework in consultation with your organisation’ - 61% this year, a slight increase from 60% last year but incrementally building upon improved performance following a low point of 46% in 2022. <p>Perceptions of compliance and monitoring have declined.</p> <p>Ratings of the KPI ‘compliance and monitoring approaches for higher education providers have been streamlined and coordinated’ have decreased by six percentage points (53% now provide an ‘excellent’ or ‘good’ rating). The decline sees ratings of this KPI returned to 2023 levels, after experiencing an eight-percentage point boost in 2024. The compliance and monitoring KPI are now TEQSA’s lowest rated KPI.</p>	<p>As in previous years, TEQSA welcomes and values the feedback from the 2025 provider survey, acknowledging the operating environment and challenges faced by the higher education sector continue to evolve.</p> <p>While we are pleased that TEQSA continues to be praised for its conduct towards providers, the agency notes the sector’s feedback regarding the cessation of the case manager model and the transition to our centralised enquiries approach.</p> <p>The shift to a centralised enquiries management approach has been undertaken to improve the agency’s operational efficiency. Additionally, the new approach aims to improve TEQSA’s capability to measure and track our service delivery, helping us to meet our service targets and sector requirements and address provider concerns about regulatory processes and timeliness.</p> <p>TEQSA continues closely monitor the performance of the centralised approach, which to date has been achieving its aims and responding to feedback to address provider concerns.</p> <p>TEQSA has updated its compliance priorities for 2025, which are more specific and targeted than those in 2024. This is to ensure TEQSA, and its regulatory functions clearly and effectively target available resources to a proportionate scope of issues. This approach will strengthen TEQSA’s coordination of compliance activities to reduce unnecessary burden on providers.</p>

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<p>Communication</p> <p>Conduct towards providers and information provision are the areas where TEQSA performs best.</p> <p>Nearly nine in ten providers rate TEQSA as either ‘excellent’ or ‘good’ in treating them with politeness and respect (89%).</p> <p>TEQSA also performs strongly in the usefulness of its resources to providers. Specifically, this includes the usefulness of information through good practice notes, guidance notes, workshops, and webinars, and TEQSA’s website and newsletters.</p> <p>The TEQSA Talks webinar series continues to be well received, with nearly three quarters of providers (72%) rating it as ‘excellent’ or ‘good’.</p> <p>Perceptions and usefulness of the TEQSA Conference declined this year (from 73% who rate it as ‘excellent’ or ‘good’ last year to 64% currently). A perceived lack of relevance to non-university providers continues to persist.</p>	<p>TEQSA is pleased with the positive feedback it has received again this year regarding communication, including staff conduct towards providers, and the usefulness of good practice notes, guidance notes, workshop and the TEQSA Talks webinar series.</p> <p>TEQSA notes the feedback relating to the 2024 conference, particularly around the perceived lack of relevance to non-university providers. The agency is preparing for the 2025 conference and is making efforts to include more content of interest to private providers, in addition to exploring current issues relating to quality assurance in an evolving regulatory ecosystem.</p>

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<p>Consultation</p> <p>TEQSA’s performance in terms of consultation with the sector has recovered. Performance across all consultation metrics have rebounded strongly from declines in 2024.</p> <ul style="list-style-type: none"> • Performance on ‘providing your organisation with the opportunity to give feedback on the annual risk assessment process’ has significantly improved (up 23 percentage points to 68% who provide an ‘excellent’ or ‘good’ rating). • TEQSA’s performance on ‘listening to your organisation’s views on ways to reduce regulatory administrative burden’ remains the lowest rated consultation metric – despite an improvement (51%, up from 40% in 2024). <p>All aspects of cost recovery remain fairly well regarded. 2025 saw a majority of providers rate TEQSA as either ‘excellent’ or ‘good’ on each cost-recovery metric evaluated.</p> <ul style="list-style-type: none"> • ‘Usefulness of materials explaining how your registered higher education provider charge was calculated’ (66%). • ‘Usefulness of information available on TEQSA’s website about TEQSA’s fees and charges’ (64%) remain the best-rated aspects. • measured for the first time this year, almost two thirds of providers rate TEQSA as ‘excellent’ or ‘good’ when it comes to ‘timeliness of advice and/or support related to your cost recovery queries’ (64%). 	<p>TEQSA is pleased that perceptions around its consultation with the sector, particularly around all aspects of cost recovery, have improved in 2025.</p> <p>The agency has plans to consult with the sector regarding the regulatory strategy and regulatory risk framework in the latter half of 2025 and will continue to consult on any future statements of regulatory expectations and guidance notes as per usual practice.</p>
<p>Regulatory processes and activities</p> <p>TEQSA’s performance on ‘providing quality feedback on whether an organisation is meeting expected standards’ (55%) has improved for a second consecutive year. This brings current ratings back in line with that achieved previously (in 2022 and prior).</p> <p>Almost nine in 10 providers rate TEQSA as either ‘excellent’ or ‘good’ in treating them with politeness and respect (89%). TEQSA performs strongest this year overall in its conduct towards providers, after two consecutive years of improvement on this metric.</p>	<p>TEQSA is pleased that ‘providing quality feedback on whether an organisation is meeting expected standards’ continues to improve and is now back in line with 2022 ratings.</p> <p>As mentioned above, the agency is pleased that most providers agree that TEQSA staff reflect the values of trust, respect, accountability, and collaboration and that this metric is improving.</p>

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<p>Timeliness</p> <p>Performance on ‘minimising the time taken between applying and first receiving a regulatory decision’ remains at a low point. TEQSA’s performance here is rated as ‘poor’ or ‘very poor’ (43%) than ‘excellent’ or ‘good’ (31%). 26% of providers rate TEQSA as ‘fair’ on this measure.</p> <p>Despite having gradually improved over time, TEQSA’s performance on ‘timeliness of feedback from TEQSA about your application’ has dropped 13 percentage points this year (37% now rate TEQSA as either ‘excellent’ or ‘good’).</p> <p>TEQSA’s performance on ‘providing timely feedback on whether your organisation is meeting expected standards’ rounds out the lowest performing areas (43% rate TEQSA as ‘excellent’ or ‘good’) and has not shown any real signs of improvement since 2019.</p>	<p>TEQSA has been working to implement measures to minimise the time taken between providers applying 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 2024-25.</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 towards the end of 2025. This work and planned IT systems improvement will go some way in addressing timeliness and shorten processing times however will take time to be fully realised.</p>
<p>Sector risks</p> <p>Cyber security remains the sector’s top risk. Close to eight in 10 providers (79%, up from 72% in 2024) believe that the threat of cyber security to the sector is high. This is the greatest perceived sector risk of those evaluated.</p> <p>The threat of AI is also a high threat. 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> <p>Caps on international students are raised as a potential sector threat. Beyond the evaluated sector risks, providers mention the potential cap on international students as a threat that may impact the viability of some providers.</p> <p>Student safety and wellbeing appears to be reducing as a ‘high threat.’ Fewer providers this year consider student wellbeing to be a ‘high threat’ to the sector (23%, down from 34% in 2024). Similarly, the perceived ‘high’ threat posed by student safety has halved over the past 12 months (from 20% in 2024 to 10% this year). This is a positive trend, suggesting processes are being put in place to attend to student needs.</p>	<p>TEQSA notes the sector’s continued 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. Following TEQSA’s analysis of all registered providers’ action plans to address the challenges posed by generative AI last year, TEQSA has identified examples of good practice and areas of risk to inform the agency’s AI workshops being held in August 2025.</p> <p>TEQSA continues to focus on issues related to student wellbeing and safety, including antisemitism and other forms of racism such as islamophobia in higher education. TEQSA continues to engage with students, providers, stakeholders such as the Race Discrimination Commissioner and special envoys to combat antisemitism and islamophobia and the National Student Ombudsman to manage risks and assure compliance with provider obligations.</p>