

TEQSA provider survey 2025 Research report

Prepared for the Tertiary Education Quality
Standards Agency (TEQSA)

June 2025

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Background, objectives and methodology



The need for research

Background

The Tertiary Education Quality Standards Agency (TEQSA) is Australia's independent national quality assurance and regulatory agency for higher education.

TEQSA has conducted an annual stakeholder survey each year since 2016 (excluding 2020) to gain insights into stakeholder views of the Agency, its regulatory output and approach to risk.

Continuing this effort, TEQSA engaged JWS Research to conduct this program of work in 2025 with a view to gaining insights from providers. The outcomes from the research will be used to inform strategic initiatives in relation to continuous improvement by TEQSA, sector-wide risk management and stakeholder engagement. It will also be used to inform TEQSA's 2025 Annual Report.

Objectives

The overall aim of the survey among providers is to understand their experiences with TEQSA and to capture a holistic view of the Agency's performance.

Specific objectives include:

- Capturing insights into providers' views on the Agency's performance.
- Evaluation of how TEQSA is performing against Key Performance Indicators (KPIs).
- Understanding the views on the effectiveness of the relationship between TEQSA and TEQSA-regulated entities.
- Identification of potential and/or emerging sector-wide risks.
- Input into how the results can be translated into strategic initiatives.

Research methodology



TEQSA Provider survey

Unique contact details for n=211 primary contacts of TEQSA-regulated providers were made available by TEQSA.

JWS Research emailed a link to the survey to the n=211 stakeholders for whom an email address was supplied, providing for an attempted census.

n=120 primary contacts each from different organisations including universities and institutes of higher education completed the survey.

This means the survey captured the views of 57% of TEQSA regulated providers.

- Four reminder emails were sent, alongside some reminder phone calls, to maximise participation in the survey.
- The maximum margin of error on the total sample of n=120 is +/-5.7% at the 95% confidence level. Margins of error are larger for sub-samples.
- Differences of +/-1% for net scores are due to rounding.
- 20 minutes in length.
- No weighting was applied.
- Analysis was conducted by provider category and comprised n=38 universities and n=82 colleges and institutes of higher education.

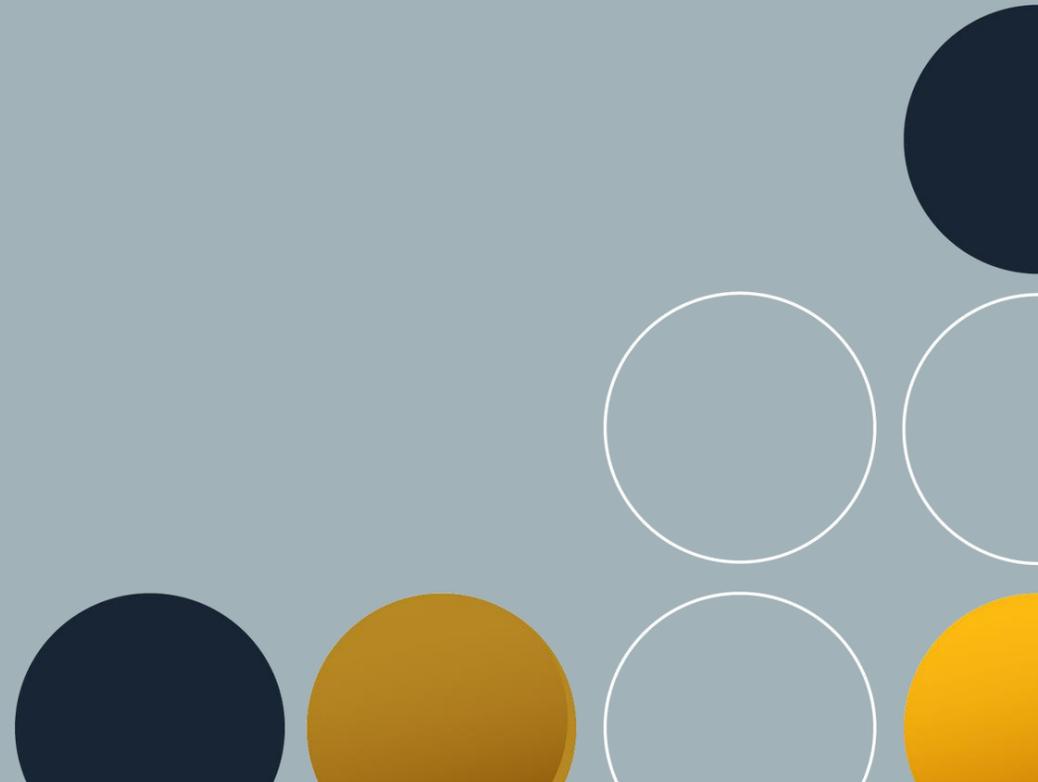
In order to enable comparisons to key metrics over time, the survey was largely kept consistent with previous years.

Fieldwork was conducted from the 7th to the 30th May 2025.

The research was conducted in compliance with AS-ISO 20252.

Note: Qualitative research is exploratory in nature, and so the qualitative findings within this report are indicative only and are not necessarily fully representative of the target populations.

Executive summary



Executive summary

TEQSA's overall performance rating remains positively regarded



Seven in 10 providers (72%) rate TEQSA's overall performance as either 'excellent' or 'good' – a four percentage point decline from 2024.

It is worth noting that this decline is not statistically significant, and TEQSA has in fact been able to maintain most of the 10 percentage point gain made in overall performance perceptions in 2024.

TEQSA is often praised for its conduct towards providers. That said, 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.

Ratings on most individual KPIs remain stable or have improved compared to last year

Perceptions on most individual KPIs have been maintained or have built upon 2024 improvements.

Impact A (***Upholding quality standards with a proportionate approach to managing risks and supporting the sector to comply and improve***) remains among record high levels (73% provide an 'excellent' or 'good' rating) and continues to be TEQSA's best-rated KPI.

The top two box rating ('excellent' or 'good') is trending upwards (across two consecutive years of improvement) in the following areas:



'TEQSA is open, transparent and consistent in its dealings with your organisation' (Approach) – 65% up from 58% in 2024 and 57% in 2023.



'Regulatory actions undertaken by TEQSA are proportionate to the risks being managed' – 61% rate TEQSA 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.

Perceptions of compliance and monitoring have declined

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 is now TEQSA's lowest rated KPI.

Executive summary (cont'd)

Conduct towards providers and information provision are the areas where TEQSA performs best



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.



Consistent with years past, 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.



The **TEQSA Talks webinar series** continues to be well received, with nearly three quarters of providers (72%) rating it as 'excellent' or 'good'. The TEQSA Talks webinar series are also frequently cited among the things that 'TEQSA does well'.

Despite remaining positively rated, perceptions of the 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.

TEQSA continues to rate lowest on timeliness



Performance on '*minimising the time taken between applying and first receiving a regulatory decision*' remains at a low point. More providers continue to rate TEQSA's performance here as 'poor' or 'very poor' (43%) than 'excellent' or 'good' (31%). A further 26% of providers rate TEQSA as 'fair' on this measure. Lengthy wait times for decisions on registration or re-registration of courses affect providers' ability to effectively plan.



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' here).



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.

Providers seek proactive communication from TEQSA regarding updates on where an application is at in the process. Part of the issue providers have with TEQSA's timeliness is that they are not provided with any progress updates, even if a final decision has not yet been made.

Executive summary (cont'd)

TEQSA's performance in terms of consultation with the sector has recovered



Performance across all consultation metrics have rebounded strongly from declines in 2024.

In particular, 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) following a significant decline in 2024.



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).

While TEQSA's performance on all consultation metrics has improved this year, there remains some providers who say they are not offered opportunities to provide feedback.

All aspects of cost recovery remain fairly well regarded

This year, a majority of providers rate TEQSA as either 'excellent' or 'good' on each cost-recovery metric evaluated.



The '**usefulness of materials explaining how your registered higher education provider charge was calculated**' (66%) and the '**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 the '**timeliness of advice and/or support related to your cost recovery queries**' (64%) – which makes this metric TEQSA's best-rated timeliness aspect. Having said that, a third provide a 'not applicable' rating on this metric (33%), suggesting only two thirds of providers have had a query.

While the '**usefulness of advice and support when using forms related to applications within the Provider Portal**' remains less well rated, this metric is also the most improved among the cost recovery items (up six percentage points since 2024, to 58%).

Executive summary (cont'd)

Mixed performance on monitoring quality



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).

Last year saw a considerable improvement in ratings of TEQSA **'suggesting networks and resources that your organisation might use to improve performance'** (to a peak level). The gains achieved in 2024 have not been maintained and perceptions have fallen back to that seen previously (46% currently, down from 58% in 2024).

Usefulness ratings on TEQSA and CRICOS applications have remained stable; metrics around clarity have declined

Assessment of the clarity of the application guide (in being easy to understand), and assessment scope and evidence requirements, particularly for TEQSA applications, have fluctuated over time and have declined this year. On some of these metrics, perceptions are at their lowest levels.



The **'timeliness of feedback from TEQSA about your (TEQSA) application'** continues to be a poor performing metric for TEQSA. Gains made over the last two years have not been maintained with only 37% of providers rating this area as 'excellent' or 'good', 27% rate TEQSA as 'very poor'.

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.

The threat of AI is also a high threat



The impact of generative artificial intelligence on the integrity of higher education awards (67%, down from 71% in 2024) is the next highest rated risk to the sector. Providers acknowledge that AI poses both an opportunity and a risk and believe TEQSA has a role to play in this area.

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.

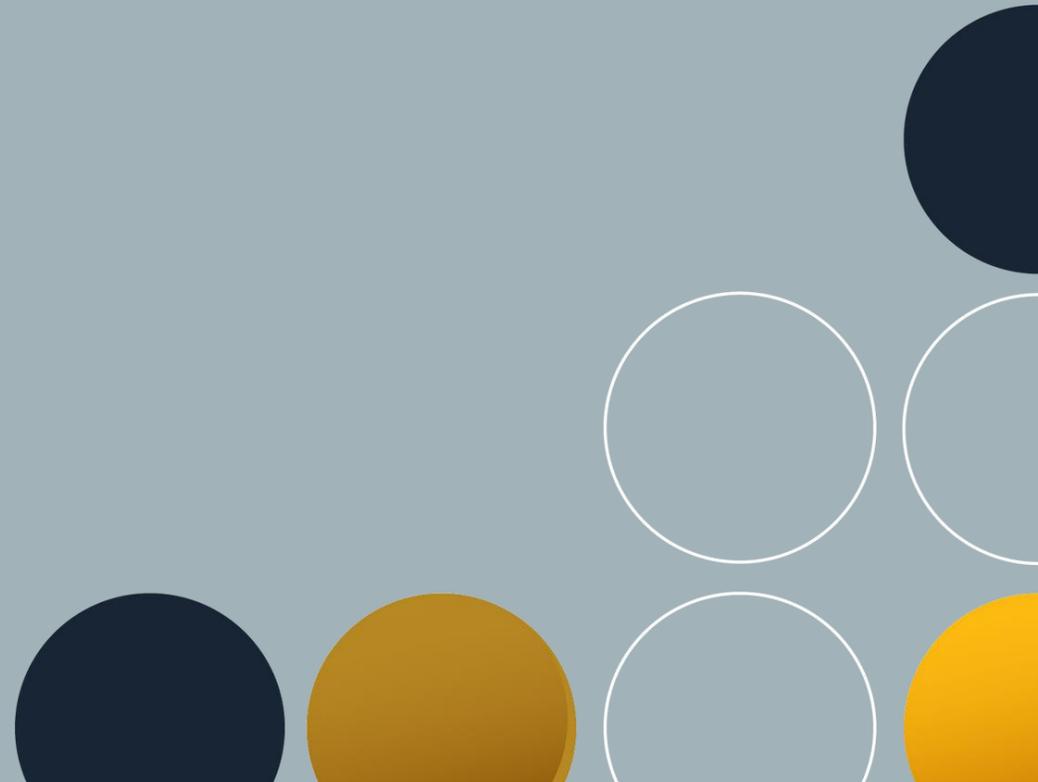
Caps on international students are raised as a potential sector threat

Beyond the evaluated sector risks, providers mention the potential cap on international students as a threat that may impact the viability of some providers.

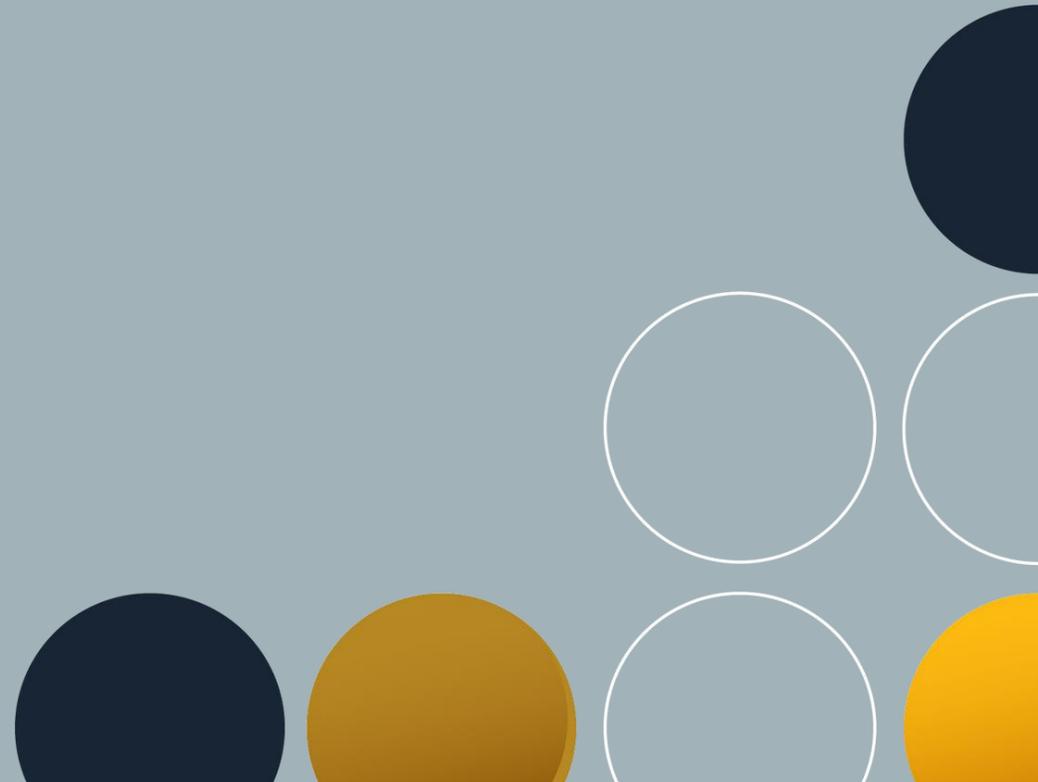
Next steps and recommendations

<p>TEQSA continues to be well regarded across key metrics</p>	<p>Perceptions of TEQSA’s overall performance have remained relatively steady over time. Overall perceptions did decline in 2023, but recovered last year and have been maintained through to this year. Most KPIs have been rated largely in line with last year. The greatest downward change has been on the streamlining and coordination of compliance and monitoring approaches, and so is worthy of some attention this coming year.</p>
<p>A balance between quality and risk is being achieved</p>	<p>Nearly three quarters of providers (73%) rate TEQSA as ‘excellent’ or ‘good’ when it comes to upholding quality standards with a proportionate approach to managing risks and supporting the sector to comply and improve (a further 16% rate TEQSA as ‘fair’). Ratings over the last two years have lifted relative to the years prior. This approach to risk is TEQSA’s best-rated KPI, suggesting that TEQSA is achieving a good balance here.</p>
<p>Timeliness of decisions continues to be an area for attention</p>	<p>‘Minimising the time taken between applying and first receiving a regulatory decision’ as well as ‘timeliness of feedback from TEQSA about your (TEQSA) application’ are the lowest performing areas for TEQSA, indicating further attention is required to bring these up to standard. On the latter metric, perceptions had improved over the last two years, but have declined again in 2025.</p>
<p>A ‘wait and see’ approach to the new Enquiries Management Team</p>	<p>There is some concern about the shift away from the case manager approach. Some providers claim to have built a relationship over time with their case manager, and are concerned the new model will not be as responsive or will lack a nuanced understanding of the individual provider. Fewer than half of providers (46%) have interacted with the Enquiries Management Team, but early indications suggest some improvements in response and efficiency.</p>
<p>Caps on international students a perceived sector risk</p>	<p>Cyber security and generative AI continue to be the sector’s biggest risks according to providers and these issues will continue to need attention. Beyond this, some providers express concern about a potential cap on international students. There is a view that this could place the viability of some providers at risk. This is an area that TEQSA could be informed on so that it is can articulate any implications or risks for providers to be aware of and navigate.</p>

Detailed findings



KPIs and overall performance



Section highlights: KPIs and overall performance

Perceptions of TEQSA's overall performance remain positively regarded

Close to three quarters of providers (72%) rate TEQSA's overall performance as 'excellent' or 'good', a further 20% rate it as 'fair'. Despite this top two box rating being lower than last year (76%), TEQSA has been able to maintain a favourable overall performance rating following a 10 percentage point boost in 2024. The 2025 result is not dissimilar to TEQSA's overall performance in previous years (2019 to 2022).

Performance on most KPIs are stable or have improved compared to last year

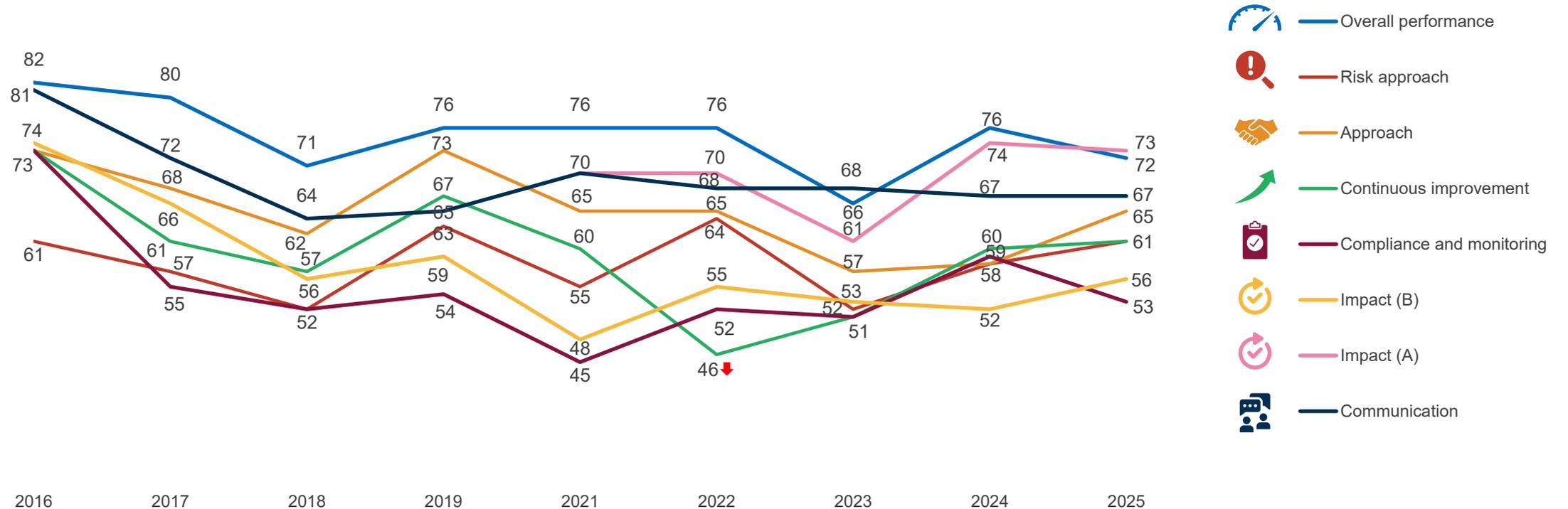
In the main, perceptions of TEQSA across the KPIs are largely unchanged, or have shown some slight improvement, compared to last year. Approach (TEQSA is open, transparent and consistent in its dealings with your organisation) (65%) is most improved this year, increasing by seven percentage points to levels last seen in 2021 and 2022. Impact A (upholding quality standards with a proportionate approach to managing risks and supporting the sector to comply and improve) remains at record high levels (73%) and is TEQSA's best-rated KPI.

Compliance and monitoring rating has declined

The KPI that is the exception to the aforementioned pattern is 'compliance and monitoring approaches for higher education providers have been streamlined and coordinated'. This year, perceptions of TEQSA's performance on this KPI have declined (53%, down six percentage points, a reverse of the gains achieved last year). This makes this KPI TEQSA's lowest ranked. Providers comment on the compliance burden being significant and sometimes perceived as disproportionate to risk.

Summary of KPIs

Total excellent + good* (%)

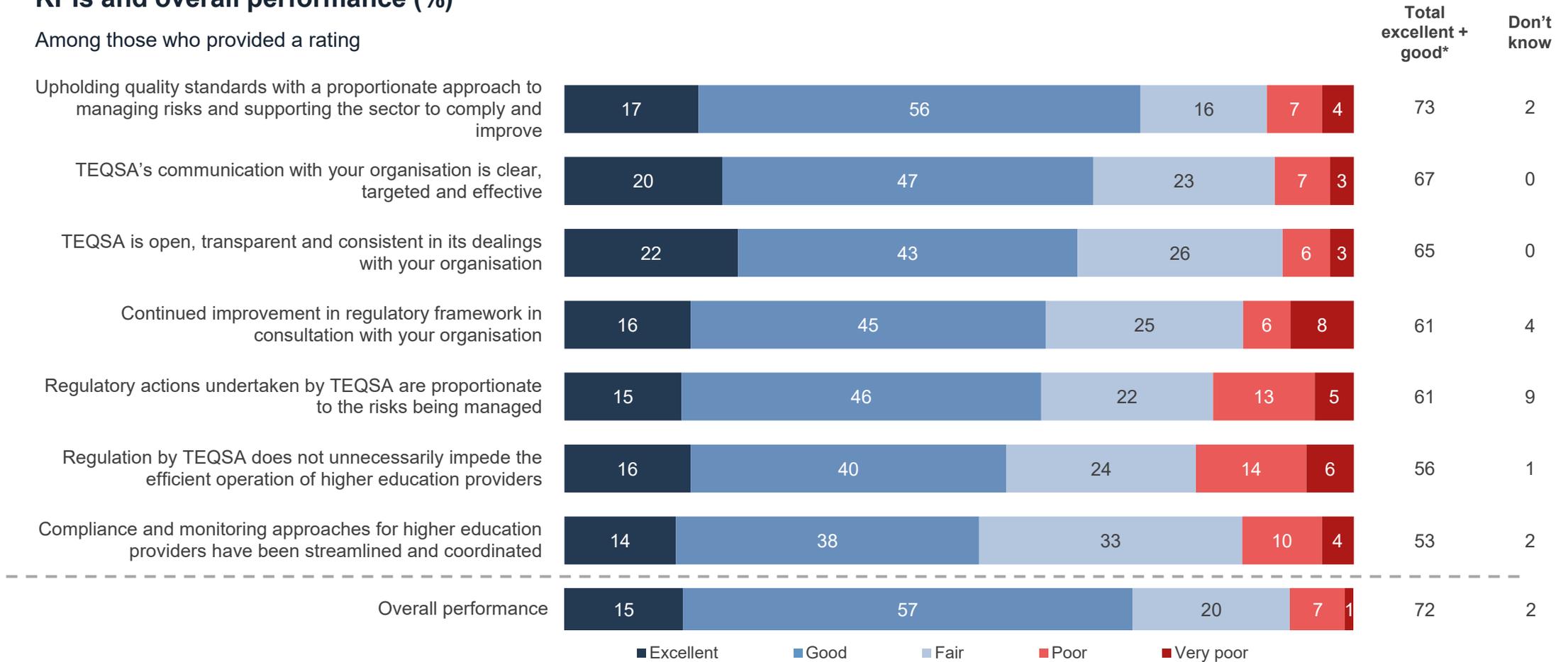


*Don't know responses have been excluded from the 'Total excellent + good' calculation.
 Significantly lower ▼ than the previous years result at the 95% confidence interval.
 Please note that in 2020, the annual TEQSA Stakeholder Survey was not conducted.
 Please note that 'Impact A' was a new KPI metric in 2021.

Perceptions of KPIs and overall performance

KPIs and overall performance (%)

Among those who provided a rating



*Don't know responses have been excluded from the 'Total excellent + good' calculation.

Q1. Please rate TEQSA's performance over the last 12 months on each of the following indicators /

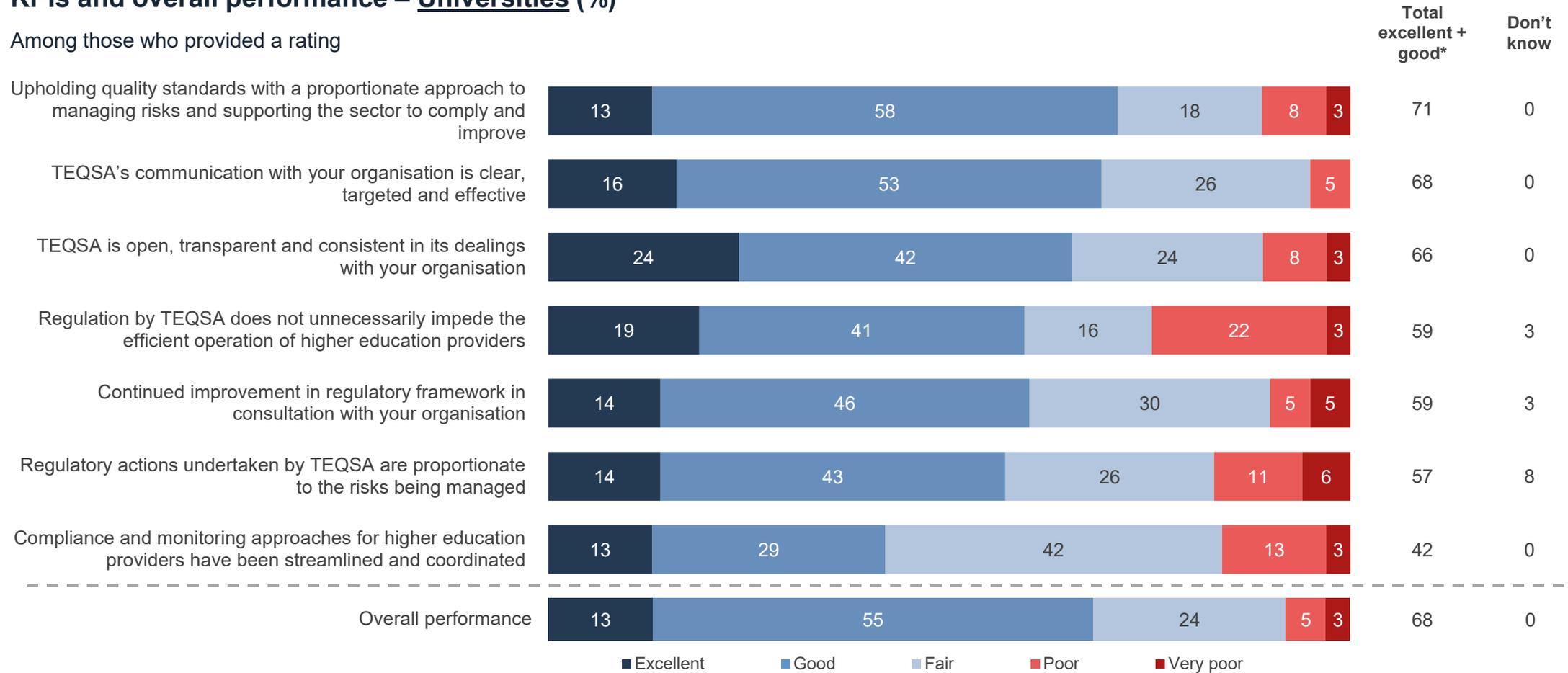
Q16a. How would you rate TEQSA's performance over the last 12 months as the regulator assuring the quality of Australian higher education?

Base: All respondents (n=120).

Perceptions of KPIs and overall performance: among universities

KPIs and overall performance – Universities (%)

Among those who provided a rating



*Don't know responses have been excluded from the 'Total excellent + good' calculation.

Q1. Please rate TEQSA's performance over the last 12 months on each of the following indicators. /

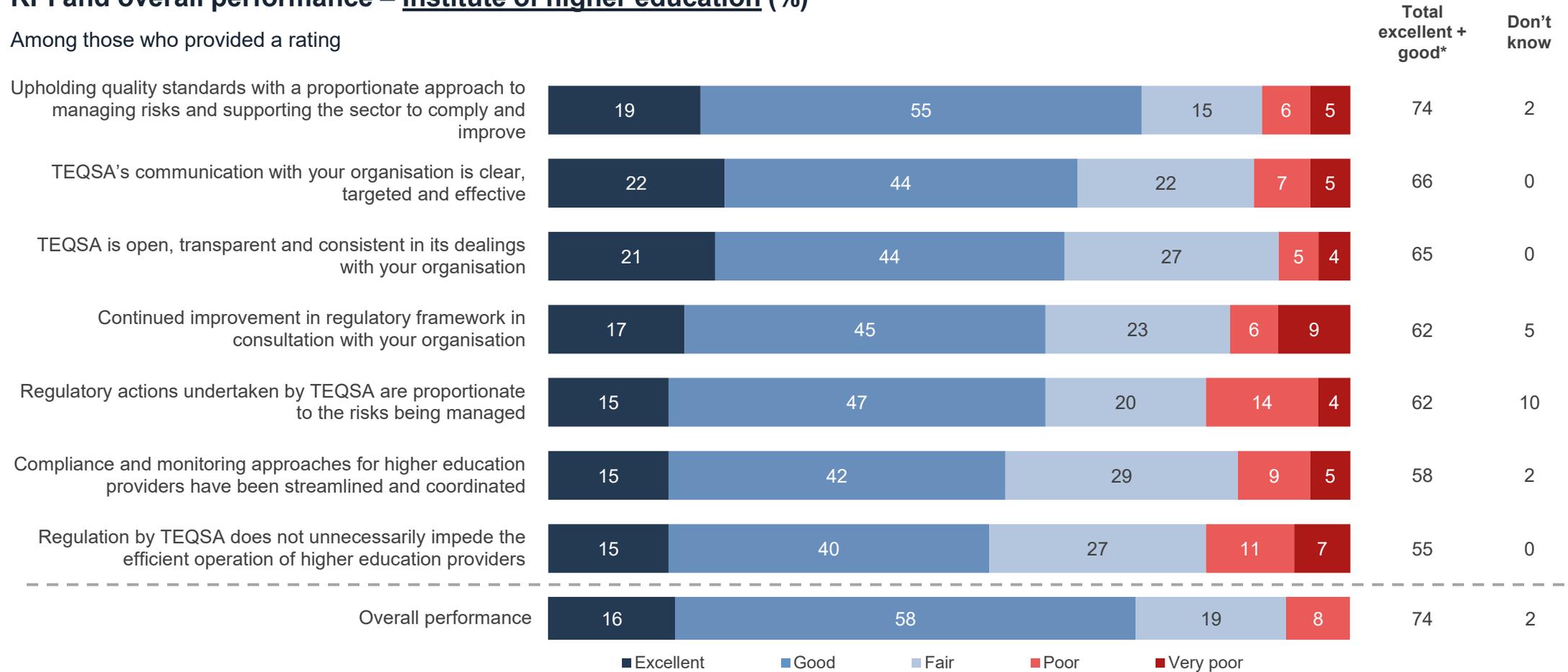
Q16a. How would you rate TEQSA's performance over the last 12 months as the regulator assuring the quality of Australian higher education

Base: Universities (n=38).

Perceptions of KPIs and overall performance: among higher education providers

KPI and overall performance – Institute of higher education (%)

Among those who provided a rating



*Don't know responses have been excluded from the 'Total excellent + good' calculation.

Q1. Please rate TEQSA's performance over the last 12 months on each of the following indicators. /

Q16a. How would you rate TEQSA's performance over the last 12 months as the regulator assuring the quality of Australian higher education

Base: Higher education providers (n=82).

TEQSA's conduct often spoken about positively, though the impact of changes to case management is still unclear

Providers often provide positive commentary on TEQSA's response to them. TEQSA's willingness to participate in events, collaborate and help providers is noted and appreciated.

The change away from a case management approach to the Enquiries Management Team is met with mixed response and some apprehension.

- There is hope (and some early anecdotal evidence) that the change will result in shorter responses times from TEQSA and an increase in efficiency.
- Conversely, there are concerns that this approach lacks the nuanced understanding that was afforded to providers through case managers.

“

TEQSA have responded quickly and professionally to all enquiries.

TEQSA has participated in some excellent seminars that have been really useful.

For our organisation, TEQSA is very cooperative and efficient.

As a provider seeking initial registration TEQSA was generally very helpful ... Generally the staff are polite and helpful.

The move away from having a direct contact person has come with a few challenges, and it's taken some time for the new approach to settle in. That said, response times have started to improve and things are working more smoothly now.

The former approach with case managers was productive and they understood any specific context/nuances and they were responsive. The move to a centralised inquiry model may create efficiencies for TEQSA, even though it was marketed as being in the interests of providers, it is not client focused and will result in the equivalent of a sterile call centre approach. The one size fits all approach to regulation does place an administration burden on smaller providers.

The compliance burden on providers remains a key issue that negatively impacts on perceptions of TEQSA's performance

The key themes that negatively influence views of TEQSA's performance relate to:

The compliance burden on providers

While there are some who believe compliance and monitoring is becoming more streamlined, the compliance burden on providers is often described as disproportionate to risk. Providers also comment on the growing compliance expectations of other stakeholders. The compliance burden is said to impede providers from delivering high quality education and filling industry needs.

"It is difficult to view TEQSA in isolation, given the additional compliance expectations of other stakeholders (e.g. Department of Education and National Student Ombudsman)."

"There is a significant compliance burden on all higher education providers which is quite often disproportionate to risk. It is also a substantial cost to small providers and can make delivery of high quality education impossible as resources are diverted to administration and compliance tasks."

"TEQSA's approach to risk and compliance is commensurate with that of an auditor, distinct from that of a regulator overseeing standards designed for quality. It is a conformance to compliance approach not one of performance/quality of education/student outcomes and transfer of learning. Risk assessment and rating is not proportionate to scale and actual risk."

Inconsistency

There are some concerns raised that advice and guidance provided by TEQSA has been inconsistent.

"There are challenges with the responsiveness via generic email groups, which creates delays and impediments to receiving consistent, considered and contextualised advice."

"I participate in networks with other providers at which concerns of inconsistency of TEQSA advice and guidance has been raised regularly over the past 12 months."

"Improve transparency of decision-making, given the impact these decisions have on HE providers and the sense that decision-making is not always consistent."

"TEQSA has been inconsistent in applying an appropriate risk focus to its regulatory activity. Its Provider Risk Framework seems disconnected from the actual regulatory actions."

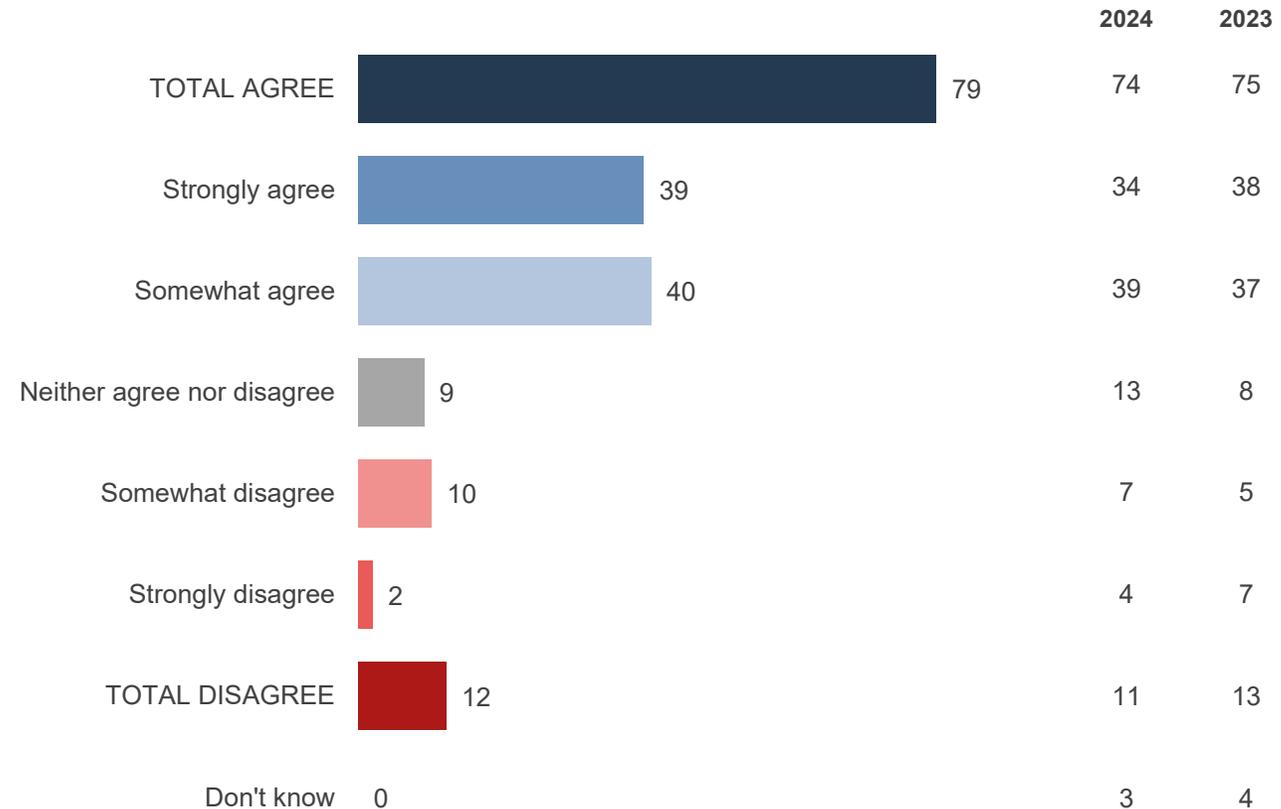
Lack of timeliness

Providers appear frustrated at timeframes for TEQSA responses, including for registration and approvals. Lack of updates exacerbate these frustrations with TEQSA's timeliness.

"Timeframes are blowing out for everything and it is difficult to fill industry needs with HE courses when things are taking so long to be approved. In addition, there is minimal communication from TEQSA regarding applications once they are lodged."

Almost eight in 10 providers agree their experience with TEQSA staff in the last 12 months reflects TEQSA's values

Agreement that TEQSA staff reflect TEQSA's values of trust, respect, accountability and collaboration (%)



Q9c. TEQSA's values are Trust, Respect, Accountability and Collaboration. To what extent do you agree or disagree that your experience with TEQSA staff over the last 12 months reflected these values?
 Base: All respondents (n=120); 2024 (n=102); 2023 (n=95).

Views on whether TEQSA is upholding values often reliant on interactions with case managers

Almost eight in 10 providers (79%) agree that TEQSA staff uphold the values of the organisation, including those of trust, respect, accountability and collaboration. This is an increase of five percentage points from last year – a positive result for TEQSA.

Providers often judge TEQSA on whether it is upholding the values of the organisation through their interactions with case managers. Some providers cite positive and valued relationships with their case managers, with their responsiveness and efforts a key reason why they agree that TEQSA is upholding the values of trust, respect, accountability and collaboration.

There are some concerns that the new Enquiries Management Team will make it difficult to foster a relationship built on trust. Interactions on a personal and individual basis are often more well regarded.

This year, there are some particular mentions of a lack of accountability and collaboration on TEQSA's part.

- Some providers feel that the timing expectations placed on them to respond to Requests for Information (RFIs) and lack of timeliness in response from TEQSA regarding applications is an example of where there are differing levels of accountability and lack of collaboration. One provider comments: “A purely documentary back-and-forth process is not collaborative. There is no accountability.” Another says: “Interactions are more being told rather than a collaborative conversation.”
- Lack of advance notice to changes being implemented is another example that is said to present a barrier to collaboration. When advance notice of changes is not provided, this is also said to be a barrier to fully realising trust.

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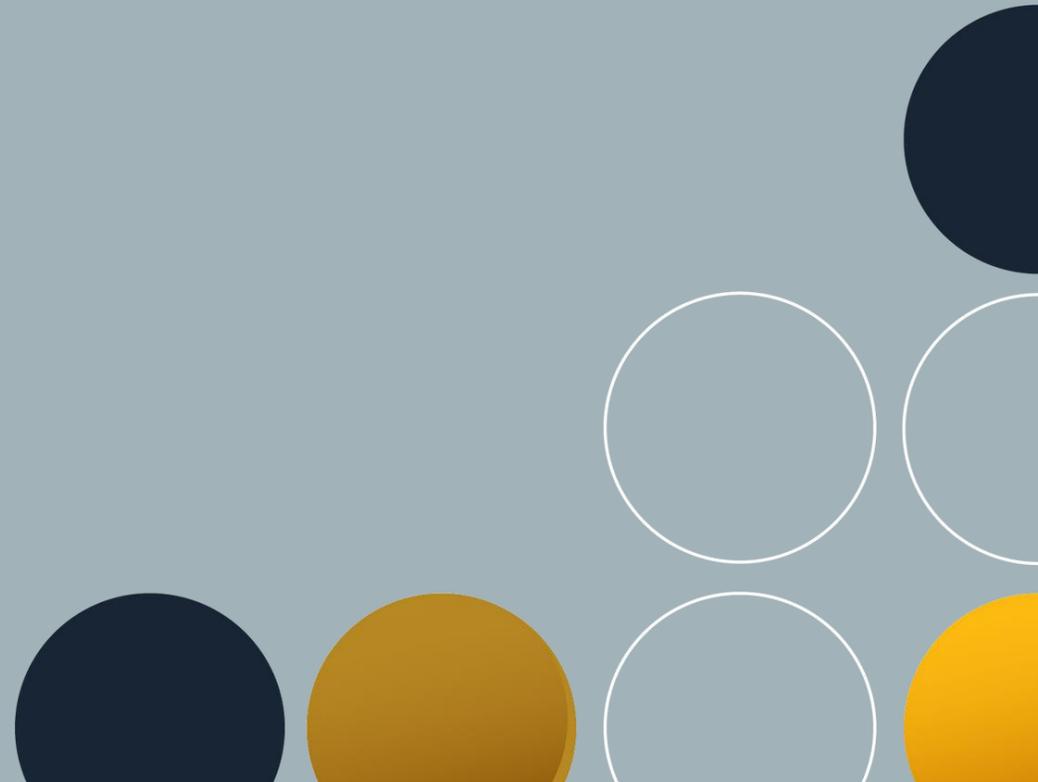
As a provider that has had an excellent and long-standing case manager, we are missing the responsiveness of the direct contact. I appreciate the need for a new system for those providers that did not have our experience, but for us it is a substantial backwards step.

I used to know the case manager but not now – they do not even really exist. There is no relationship so it is hard to judge values. Letters received can be harshly (in a punishing sort of way) worded – even though the error is at TEQSA's end.

Over the past 12 months, our experience with TEQSA staff has not reflected the same level of trust, respect, accountability and collaboration previously experienced. The shift away from the case management model has significantly reduced meaningful interaction, leaving us feeling more like a number in the system rather than a valued partner in the regulatory process.

While on an individual basis our engagements with TEQSA personnel have been collegial and respectful, the actions of the regulator as a whole call into question matters of trust and accountability. As a self-accrediting provider in good standing and deemed low risk, we do not feel trusted based on our interactions with TEQSA staff.

Overview



Section highlights: Overview

TEQSA's conduct towards providers and information provision is where it performs best

This year, comparisons across all of TEQSA's individual metrics evaluated show that TEQSA performs best in treating providers with politeness and respect (89% say TEQSA is 'excellent' or 'good' in this respect). Usefulness of TEQSA's information provision also remains highly regarded. Eighty-five percent of providers deem the usefulness of the information contained within the good practice and guidance notes as 'excellent' or 'good'.

TEQSA's lowest performing areas are related to timeliness

TEQSA rates lowest, compared to all other metrics evaluated, on 'minimising the time taken between applying and first receiving a regulatory decision' (31% provide a rating here of either 'excellent' or 'good'), 'timeliness of feedback from TEQSA about your application (TEQSA)' (37%), and 'providing timely feedback on whether your organisation is meeting expected standards' (43%). In TEQSA's lowest rated metric overall, 'minimising the time taken between applying and first receiving a regulatory decision', more providers rate TEQSA's performance as 'poor' or 'very poor' (43%) than 'good' or 'excellent' (31%).

No key differences in opinion between universities and institutes of higher education

When considering the proportion of 'excellent' or 'good' perceptions of TEQSA's performance across all metrics, ratings are not statistically significantly different (at the 95% confidence interval) between universities and institutes of higher education.

Interpreting the overview analysis

The following pages provide an overall comparison of TEQSA's performance on individual metrics evaluated.

Below is a legend to illustrate the area which individual metrics relate to.

Communication
Consultation
Cost recovery
Regulatory processes and activities
Monitoring quality
Applications

TEQSA's performance is rated highest on its conduct and the usefulness of the good practice and guidance notes

Performance (%)

Total excellent + good*

		Universities [^]	Institutes of Higher Education
Treating you with politeness and respect	89	95	86
Usefulness of the information on the HES Framework (Threshold Standards) 2021 in the form of the guidance notes	85	84	85
Usefulness of the information contained within the good practice notes	85	92	81
Usefulness of TEQSA-facilitated workshops and/or webinars to discuss regulatory requirements and quality issues	79	74	81
Usefulness of information on TEQSA's regulatory policies and processes – provided through TEQSA's website and newsletters	75	79	74
Providing opportunities to address matters relevant to a regulatory decision, prior to a final decision being made	75	74	75
Usefulness of information provided on the National Register (showing the results of regulatory decisions)	73	68	75
Usefulness of the TEQSA Talks webinar series	72	60	78
Facilitating/helping the sector as a whole to protect students	70	68	71
Clarity of the application guide (easy to understand) (CRICOS)	70	67	72
Using a variety of media and channels to communicate sector-wide updates	69	65	71
Listening to your organisation's views on improving quality assurance (for example, feedback on guidance notes and other regulatory material/information)	69	79	65
Providing your organisation with the opportunity to give feedback on the annual risk assessment process	68	74	64
Being fair and reasonable	68	74	66
Having an accountable regulatory process where decisions are transparently justified	67	73	64
Clarity of the assessment scope and evidence requirements (TEQSA)	67	67	67

*Don't know and not applicable responses have been excluded from chart and 'Total excellent + good' calculation.

[^]Caution: small sample size (n<30).

Base: All respondents (n=67-120); universities (n=15-38); institutes of higher education (n=47-82).

Application matters continue to comprise most of TEQSA's mid-tier performers

Performance (%) (cont'd)

Total excellent + good*

		Universities [^]	Institutes of Higher Education
Helpfulness of information on how to use the provider portal (for preparing and submitting applications online) (CRICOS)	67	71	65
Usefulness of materials explaining how your registered higher education provider charge was calculated	66	74	63
Helping the sector as a whole to manage risks	66	71	63
Usefulness of information on how to prepare an application (TEQSA)	66	67	66
Helping the sector as a whole deliver quality higher education	65	66	64
Usefulness of the 2024 TEQSA Conference	64	73	59
Usefulness of the information available on our website about TEQSA's fees and charges	64	70	62
Timeliness of advice and/or support related to your cost recovery query/ies (if any)	64	84	58
Clarity of the assessment scope and evidence requirements (CRICOS)	64	69	60
Usefulness of feedback from TEQSA about your application (CRICOS)	64	71	60
Explaining clearly why decisions were made	63	56	65
Appropriate knowledge of TEQSA staff to support your organisation's self-assurance	63	67	61
Usefulness of information about how to prepare an application (CRICOS)	63	60	65
Clarity of the application guide (easy to understand) (TEQSA)	62	65	61
Usefulness of feedback from TEQSA about your application (TEQSA)	62	60	62

*Don't know and not applicable responses have been excluded from chart and 'Total excellent + good' calculation.

[^]Caution: small sample size (n<30).

Base: All respondents (n=67-120); universities (n=15-38); institutes of higher education (n=47-82).

Timeliness aspects are TEQSA's lowest performing areas

Performance (%) (cont'd)

Total excellent + good*

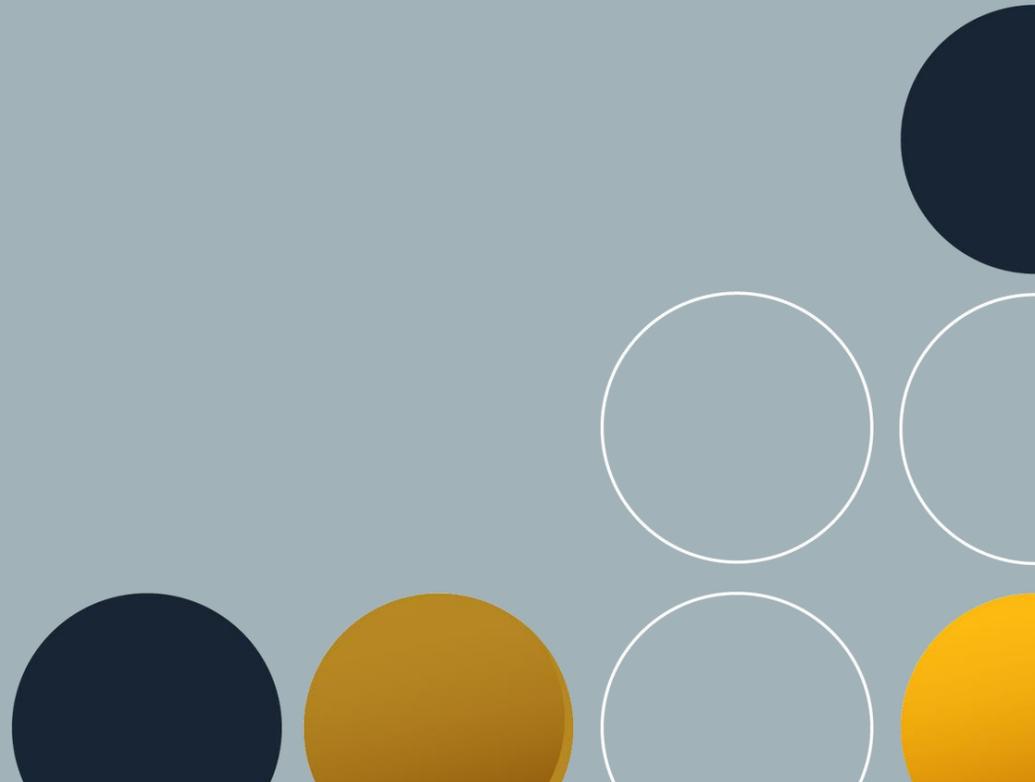
		Universities [^]	Institutes of Higher Education
Listening to your organisation's views on better ways to protect student interests	60	62	60
Being encouraging without setting up unrealistic expectations	60	52	63
Transparency of TEQSA's cost recovery processes in relation to fees and charges	59	61	59
Being consistent and clear about the goal posts for successful decision outcomes	59	55	61
Providing your organisation with the opportunity to give feedback on application processes	58	52	61
Usefulness of advice and support when using forms related to applications within the Provider Portal	58	59	57
Providing quality feedback on whether your organisation is meeting expected standards	55	59	54
Timeliness of feedback from TEQSA about your application (CRICOS)	54	59	51
Listening to your organisation's views on ways to reduce regulatory administration	51	54	50
Giving feedback to save your organisation using its resources on applications that are unlikely to be successful	51	60	48
Usefulness of advice and support in relation to the reduction of regulatory administration	49	44	51
Suggesting networks and resources that your organisation might use to improve performance	46	58	41
Providing timely feedback on whether your organisation is meeting expected standards	43	43	43
Timeliness of feedback from TEQSA about your application (TEQSA)	37	35	37
Minimising the time taken between applying and first receiving a regulatory decision	31	30	32

*Don't know and not applicable responses have been excluded from chart and 'Total excellent + good' calculation.

[^]Caution: small sample size (n<30).

Base: All respondents (n=67-120); universities (n=15-38); institutes of higher education (n=47-82).

Communication



Section highlights: Communication

The usefulness of information remains a strong point for TEQSA

Positive ratings ('excellent' or 'good') on the usefulness of TEQSA's resources remain high. More than eight in 10 providers continue to provide a rating or 'excellent' or 'good' for the usefulness of the information contained in the good practice and guidance notes (85% for each). Strong results on the usefulness of TEQSA-facilitated workshops and webinars to discuss regulatory requirements and quality issues (79%) have also been maintained over time, following a significant improvement in perceptions in 2023.

Usefulness of information provided on the National Register has improved

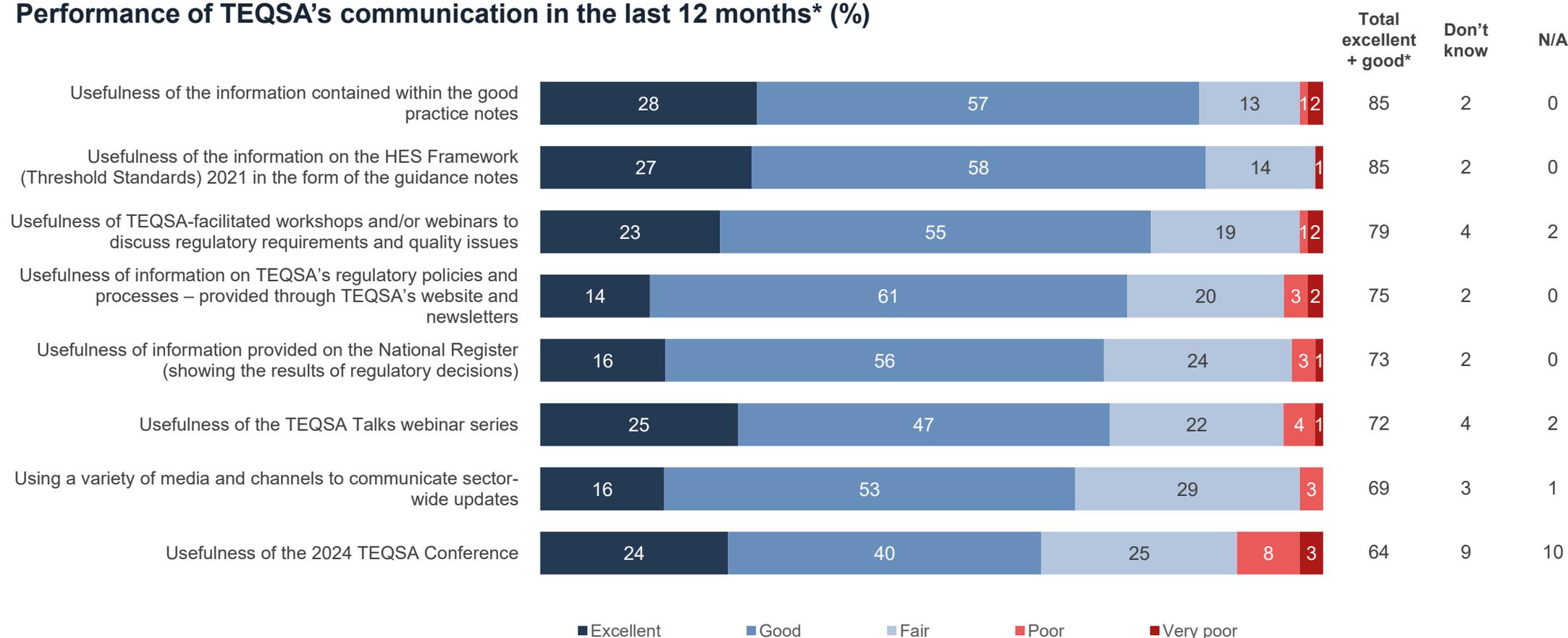
Perceptions of the usefulness of information provided on the National Register (showing the results of regulatory decisions) is the most improved communication metric this year, in this case, by four percentage points (73% provide an 'excellent' or 'good' rating here). The improvement comes following a decline of nine percentage points in 2024, lifting ratings back up closer to where they had been in previous years.

There are some communication items to watch

TEQSA may need to attend to perceptions of the usefulness of information on TEQSA's regulatory policies and processes (75%), and its use of a variety of media and channels to communicate sector-wide updates (69%). While both are still well regarded communication items, the proportion of providers who rate TEQSA's performance on these metrics as either 'excellent' or 'good' has declined this year to a series low. Perceptions of the usefulness of the TEQSA Conference (64%) also declined this year, after improving for two consecutive years.

Good practice and guidance notes remain highly regarded forms of communication with the sector

Performance of TEQSA's communication in the last 12 months* (%)

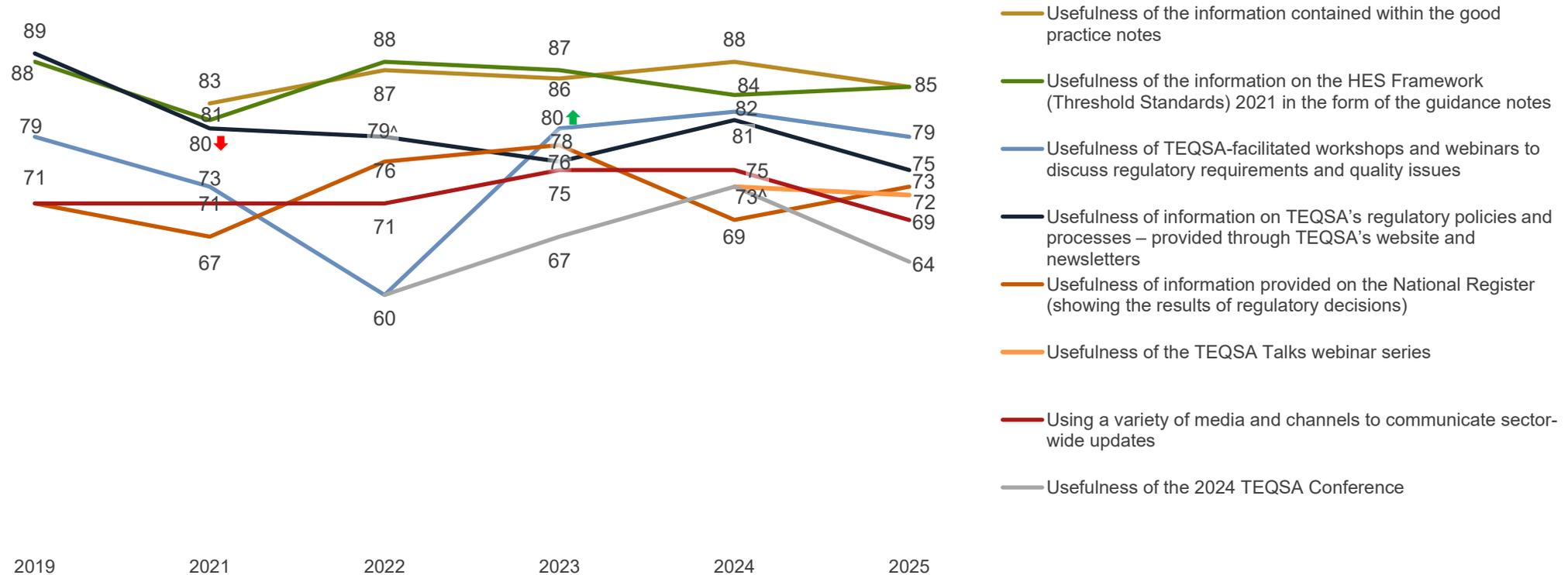


*Don't know and not applicable responses have been excluded from chart and 'Total excellent + good' calculation.
 Q7. Thinking about information provided to the sector in general, how would you rate TEQSA's performance over the last 12 months?
 Base: All respondents (n=120).

Communication

Performance of TEQSA's communication (%)

Total excellent + good*



*Don't know and not applicable responses have been excluded from 'Total excellent + good' calculation.

[^]Indicates wording changed slightly.

Significantly higher [↑] / lower [↓] than the previous years result at the 95% confidence interval.

Q7. Thinking about information provided to the sector in general, how would you rate TEQSA's performance over the last 12 months?

Base: Respondents who provided a rating – 2025 (n=97-118); 2024 (n=82-101); 2023 (n=75-95); 2022 (n=73-96); 2021 (n=115-126); 2019 (n=125-140).

TEQSA's Conference remains positively rated, despite some issues being raised

This year, there has been a decline in perceived usefulness of the **TEQSA Conference** (64% of providers who gave a rating rate this as 'excellent' or 'good', down from 73% in 2024).



The TEQSA Conference remains well regarded, with commentary provided evidence of this. In particular, providers value workshops, opportunities to network and to learn from other providers.



Some providers note that some sessions at the Conference lack relevance to private providers. There is also a view among some that the TEQSA Conference does not provide what they regard as value for money.

There may be opportunities to dial up some of the more valued components – to enable providers to collaborate and to form relationships both with each other and with TEQSA.

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The consultation workshop after the conference in Melbourne last year was a fabulous way for the sector to engage with TEQSA staff and give feedback on the new regulatory framework. I would love to be involved in more consultative workshops.

The networking component of the 2024 TEQSA Conference was valuable; however, some sessions lacked relevance for private providers. It's important to recognise that a significant number of students are enrolled with private institutions, and as such, our inclusion in sector-wide discussions and decision-making is essential.

TEQSA Conferences are not value for money; needs to be more outcomes focused.

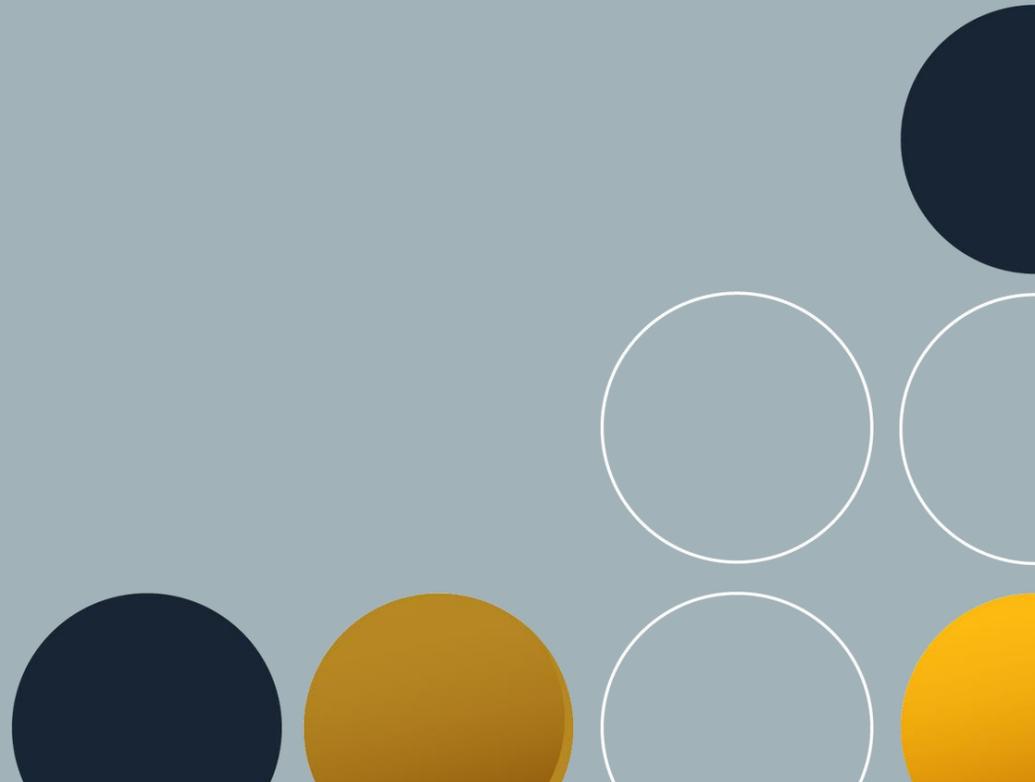
The most useful thing I heard – about preparing a submission – was from a presenter at the TEQSA Conference discussing their successful ... application.

The TEQSA Conference no longer has real workshops where providers can meet and discuss, collaborate and potentially form partnerships for benchmarking, etc.

The conference needs more diversity of topics and not so university dominated.

We need a higher quality TEQSA conference at lower cost. We really don't need a Collins Street major hotel location.

Consultation



Section highlights: Consultation

Performance on all consultation metrics has improved

This year, performance on all consultation metrics have improved (albeit only slightly in some instances), with some strong rebounds from declines in 2024. In particular, TEQSA's performance on providing organisations with the opportunity to give feedback on the annual risk assessment process has significantly improved (68%, up 23 percentage points) following a significant decline in 2024. Perceptions of TEQSA's performance here is back in line with ratings in 2023.

Signs of some dissatisfaction with opportunities to provide feedback on the application process

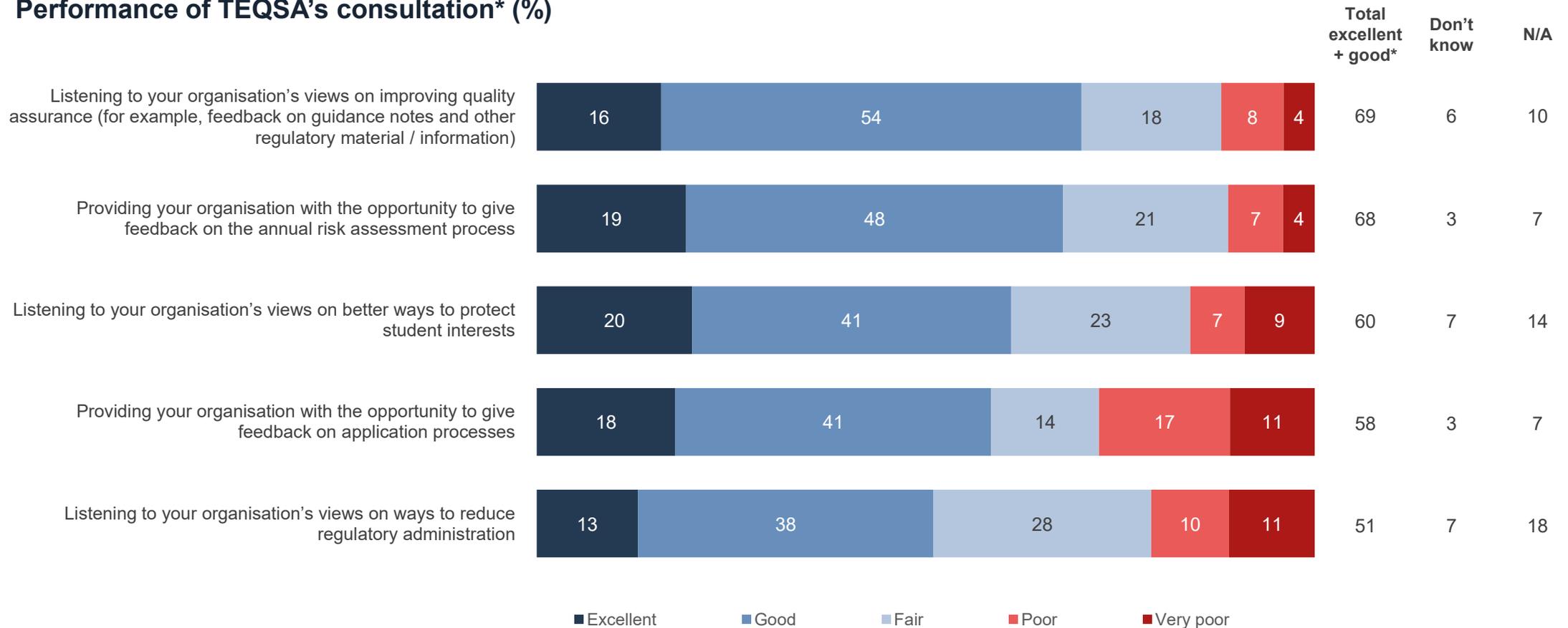
Despite a (slight) three percentage point increase on TEQSA's 2024 rating, perceptions of performance on providing the organisation with the opportunity to give feedback on application processes (58% provide an 'excellent' or 'good' rating) are lower than they have been in past years (where they were as high as 65%, in 2021). In addition, 28% rate TEQSA's performance on this metric as 'poor' or 'very poor' this year.

Listening to views on reducing regulatory administration remains lowest rated consultation metric

TEQSA's performance rating on listening to an organisation's views on ways to reduce regulatory administrative burden is at an all time high this year (51% provide an 'excellent' or 'good' rating) – showing that performance here is moving in the right direction. Nevertheless, this remains TEQSA's least well rated of the evaluated consultation metrics, suggesting that this area could remain an area for further attention.

Hearing views on quality assurance and allowing for feedback on risk assessment are TEQSA's top-rated consultation metrics

Performance of TEQSA's consultation* (%)



*Don't know and not applicable responses have been excluded from chart and 'Total excellent + good' calculation.

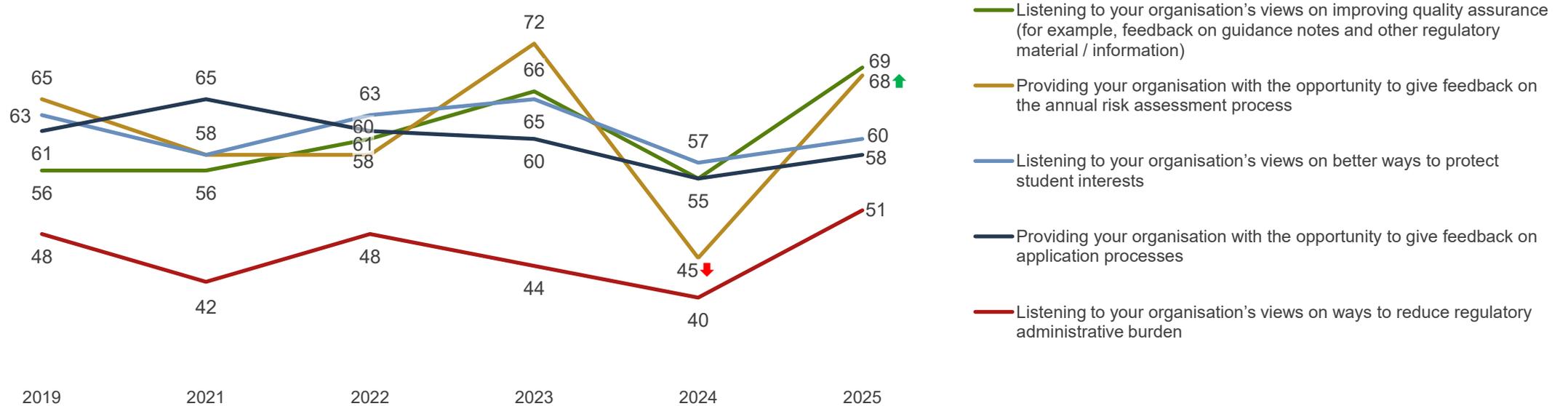
Q8. Thinking now about your organisation's individual interactions with TEQSA, how would you rate TEQSA's performance over the last 12 months?

Base: All respondents (n=120).

Consultation

Performance of TEQSA's consultation (%)

Total excellent + good*



*Don't know and not applicable responses have been excluded from the 'Total excellent + good' calculation.

Significantly higher ▲ / lower ▼ than the previous years result at the 95% confidence interval.

Q8. Thinking now about your organisation's individual interactions with TEQSA, how would you rate TEQSA's performance over the last 12 months?

Base: Respondents who provided a rating – 2025 (n=86-108); 2024 (n=69-89); 2023 (n=62-85); 2022 (n=67-89); 2021 (n=95-118); 2019 (n=92-126).

Despite improved consultation ratings, some providers claim to have not been afforded the same opportunities

Some providers say they are not offered the opportunity to provide feedback to TEQSA.

- There is a view that the loss of the case manager model may have contributed to missed opportunities.
- Some providers claim to proactively offer their feedback when opportunities are not offered by TEQSA.

Even among those who do provide feedback to TEQSA on various aspects, there is some dissatisfaction in that the feedback loop does not appear to effectively close.

- Some provide responses to public consultations and have not been notified of any public results.
- Others say they provide feedback on specific issues that TEQSA does not acknowledge.

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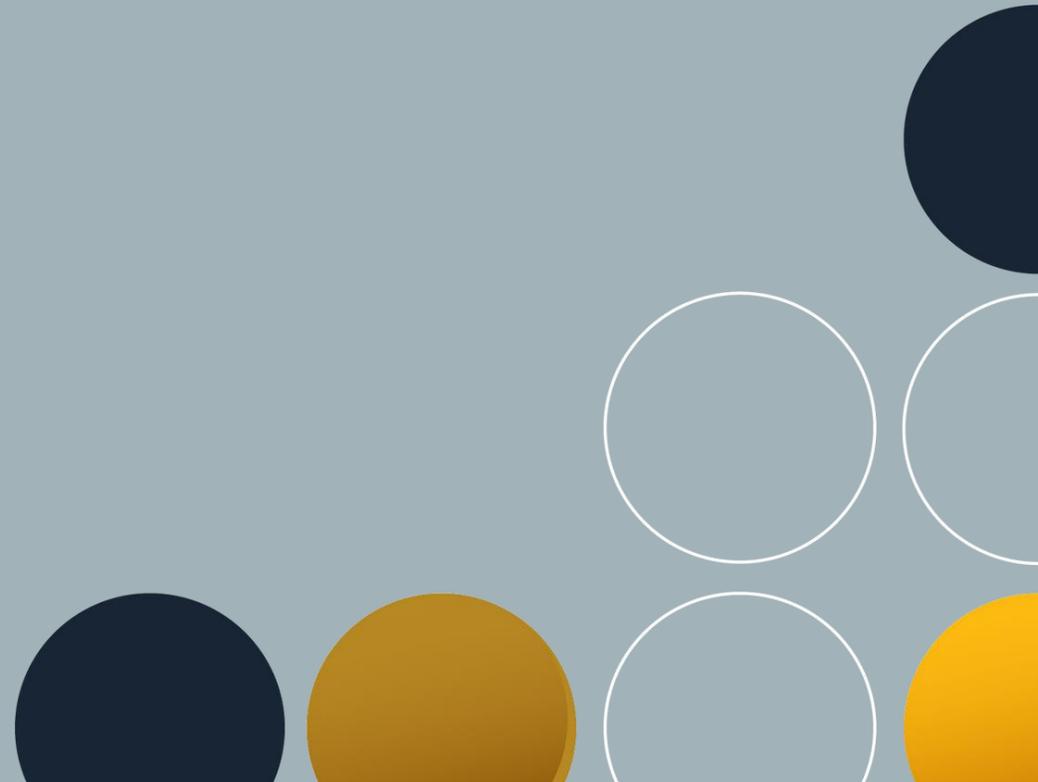
We are rarely asked, and when we are there is no feedback to close the loop. We have not been asked about re-reg, and had to proactively give feedback on the risk assessment process due to issues with data and changes in how TEQSA were calculating financial information.

No opportunity to provide feedback on CRICOS course registration processes – changed when fees were introduced to remove the ability to apply for multiple courses on the one application.

We used to have a regular meeting with our case manager but it no longer happens which possibly leads to missed opportunities.

Application processes and ease of use of the TEQSA portal are poor, a fact often acknowledged by TEQSA staff members, however feedback is not sought from users on how these might be improved.

Cost recovery



Section highlights: Cost recovery

All aspects of cost recovery are generally well regarded

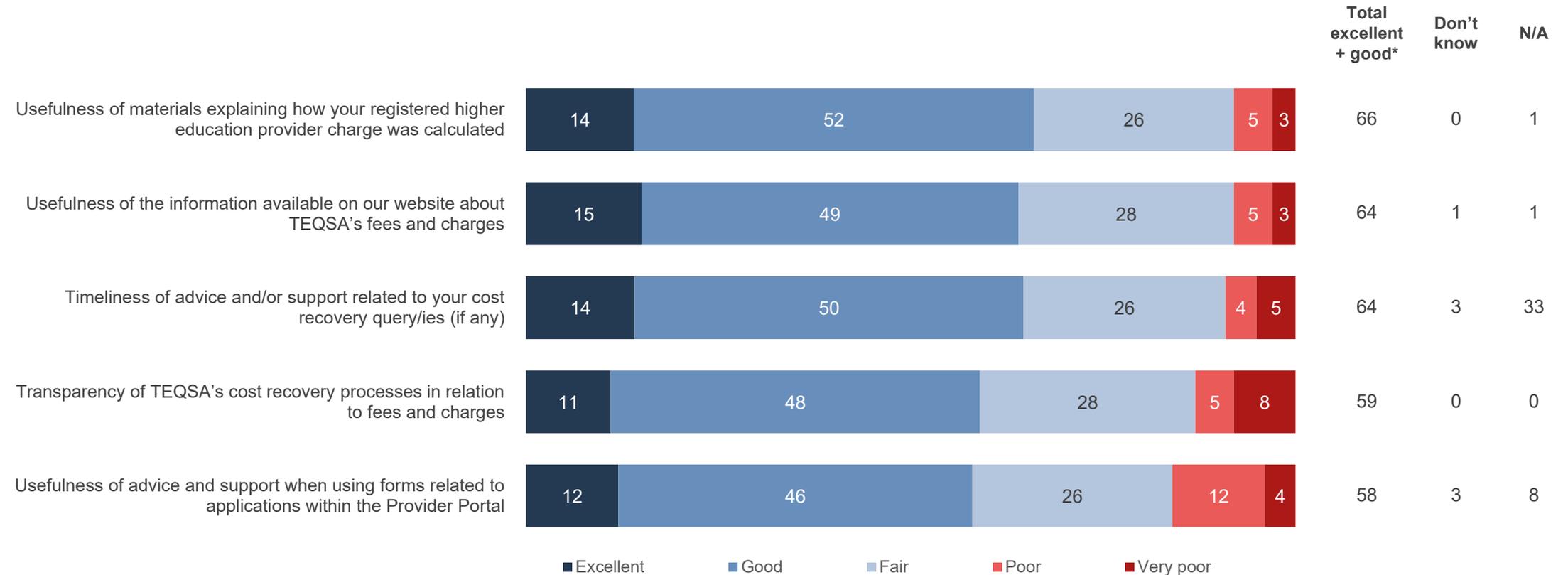
A majority of providers continue to rate TEQSA as either 'excellent' or 'good' on its performance on all aspects of cost recovery evaluated. Measured for the first time this year, almost two thirds of providers (64%) rate TEQSA as 'excellent' or 'good' when it comes to the timeliness of advice and/or support related to cost recovery queries. Having said that, a third (33%) provide a 'not applicable' rating on this metric, suggesting only two thirds of providers have had a query.

Perceptions of the usefulness of advice and support have improved

TEQSA's performance rating on the usefulness of advice and support when using forms related to applications within the Provider Portal has increased by six percentage points since 2024 (to 58%) and is the most improved cost recovery metric this year. The usefulness of materials explaining how your registered higher education provider charge was calculated is the most well regarded metric of the cost recovery assessment (66% rating this as 'excellent' or 'good'), with a slight improvement in perceptions compared to last year.

Majority of providers rate TEQSA as either 'excellent' or 'good' on each metric related to communications on cost recovery

Performance of TEQSA's communications on cost recovery in the last 12 months* (%)

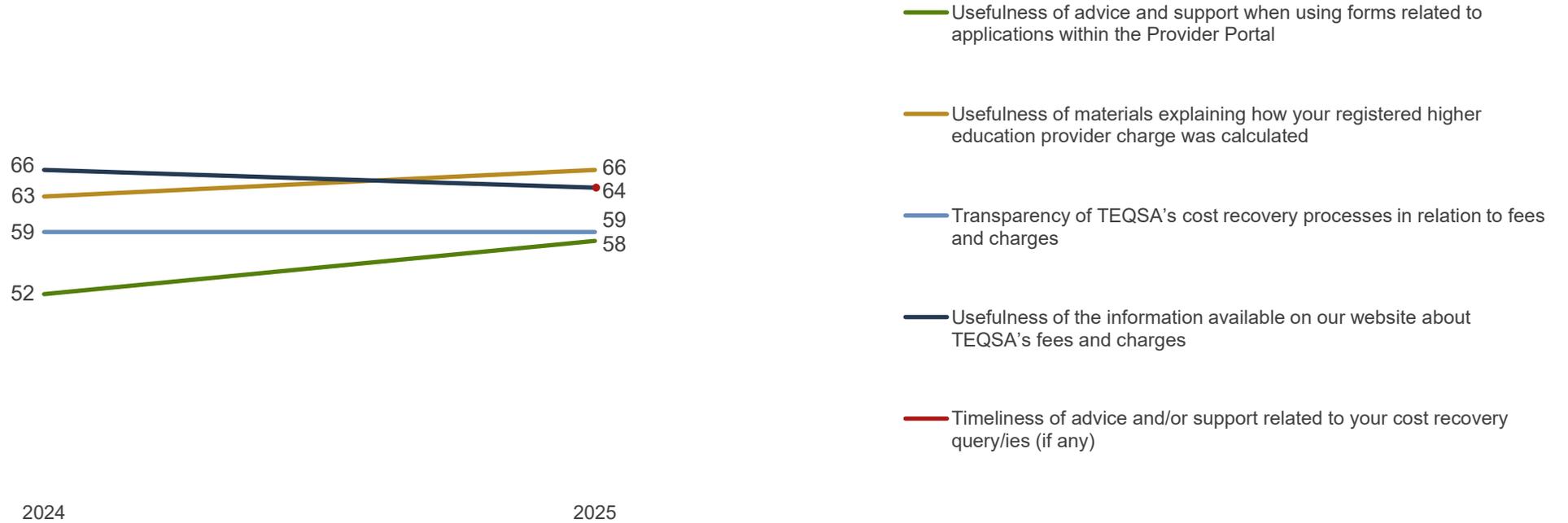


*Don't know and not applicable responses have been excluded from chart and 'Total excellent + good' calculation.
 Q17. Thinking about TEQSA's communications about cost recovery, how would you rate TEQSA's performance over the last 12 months in terms of:
 Base: All respondents (n=120).

Cost recovery

Performance of TEQSA's cost recovery (%)

Total excellent + good*

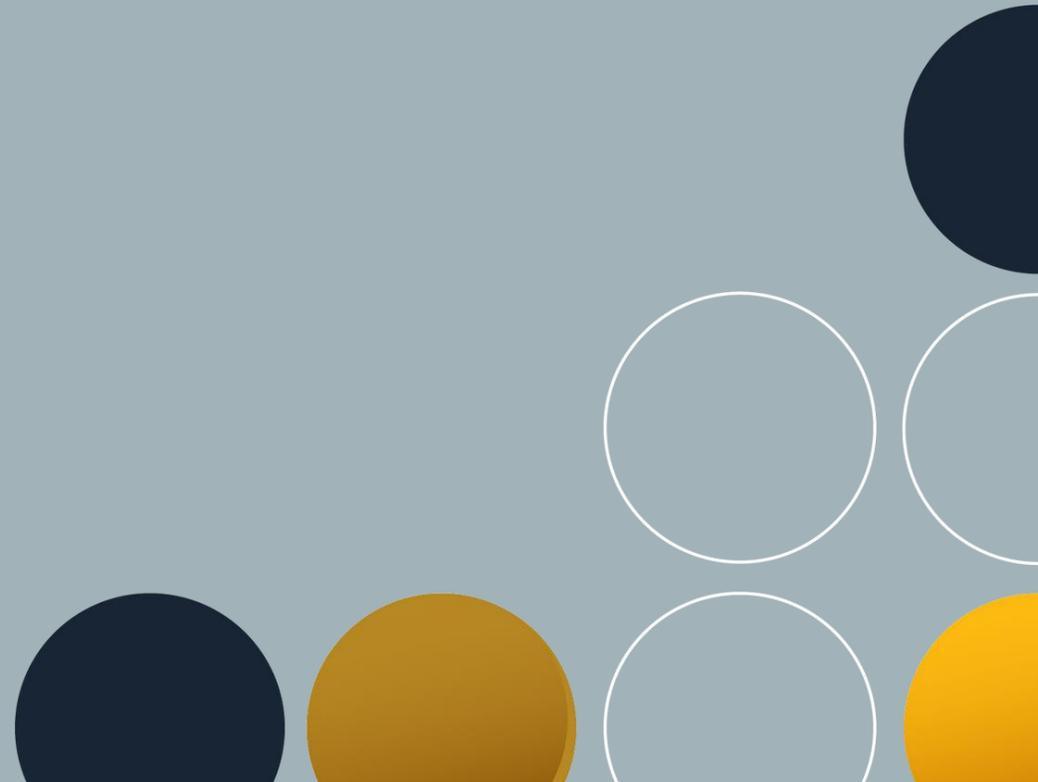


*Don't know and not applicable responses have been excluded from the 'Total excellent + good' calculation.

Q17. Thinking about TEQSA's communications about cost recovery, how would you rate TEQSA's performance over the last 12 months in terms of:

Base: Respondents who provided a rating – 2025 (n=76-120); 2024 (n=91-98).

Regulatory activities and approach



Section highlights: Regulatory activities and approach

Ratings of performance on regulatory activities are largely stable over time

TEQSA's performance on helping the sector as a whole to manage risks (66% provide a rating of 'excellent' or 'good') and deliver quality higher education (65%) is unchanged from 2024. Provider ratings on TEQSA's performance in facilitating / helping the sector as a whole to protect students has improved by six percentage points in the last 12 months (to 70%), reversing a downward trend evident over the two years prior. There has been a slight improvement in the perceived usefulness of the advice and support from TEQSA in relation to the reduction of the administrative regulatory burden (up three percentage points to 49%). That said, just under half rate TEQSA as either 'excellent' or 'good' on the latter metric.

Improvements in perceptions of TEQSA performance on aspects of its regulatory approach are evident

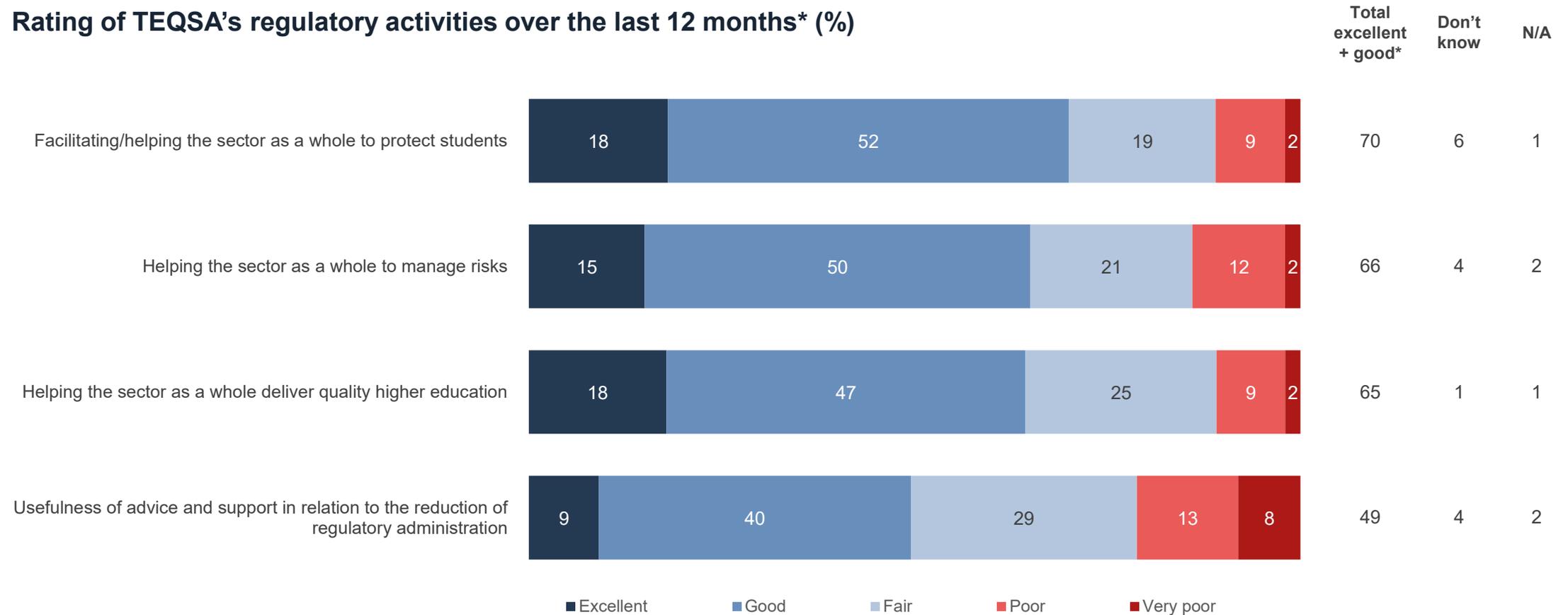
In particular, perceptions of TEQSA's performance in having staff with the appropriate knowledge to support an organisation's self assurance improved significantly (63% rate TEQSA as 'excellent' or 'good'), noting this represents a recovery (and some) of lost ground last year. TEQSA's performance in having an accountable regulatory process where decisions are transparently justified also improved, by eight percentage points, to a record high (67%). Another eight percentage point improvement in TEQSA's performance in treating providers with politeness and respect sees this metric return to record high levels (89%) last recorded in 2022.

No improvement in the time taken to make a regulatory decision

Unlike other regulatory approach metrics, TEQSA's performance in minimising the time taken between applying and first receiving a regulatory decision remains at a low point (31%). More providers continue to rate TEQSA's performance here as 'poor' or 'very poor' (43%) than 'excellent' or 'good' (31%). It remains an area in need of attention, as it is consistently TEQSA's lowest rated metric of all those evaluated.

In terms of regulatory activities, TEQSA is most well regarded when it comes to helping the sector protect students

Rating of TEQSA's regulatory activities over the last 12 months* (%)

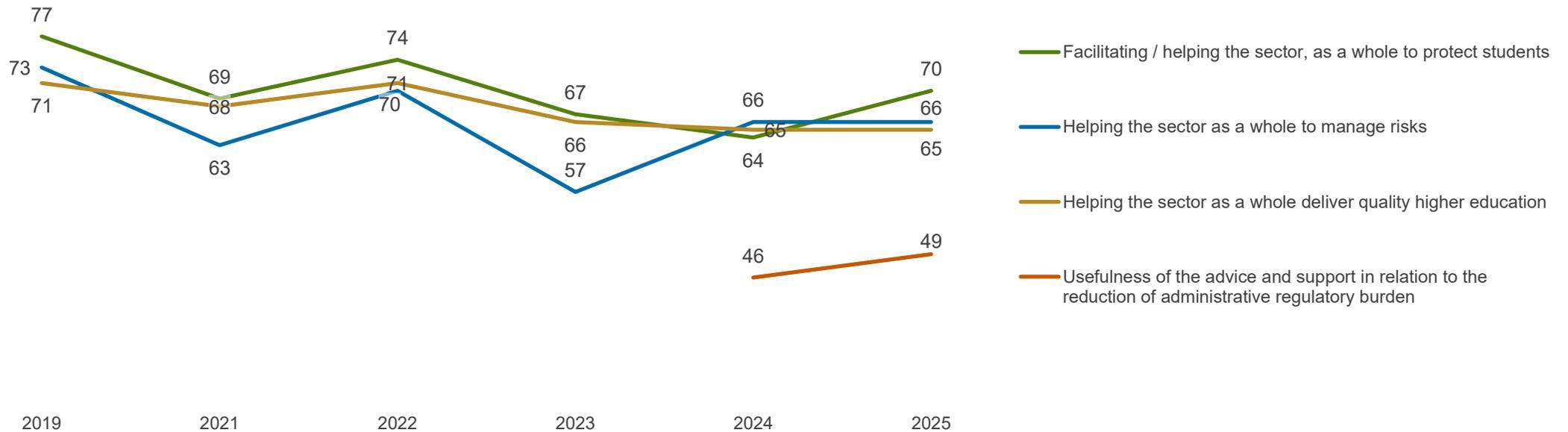


*Don't know and not applicable responses have been excluded from chart and 'Total excellent + good' calculation.
 Q9a. How would you rate TEQSA's regulatory approach over the last 12 months for each of the following items:
 Base: All respondents (n=120).

Regulatory activities

Performance of TEQSA's regulatory activities (%)

Total excellent + good*



*Don't know and not applicable responses have been excluded from the 'Total excellent + good' calculation.

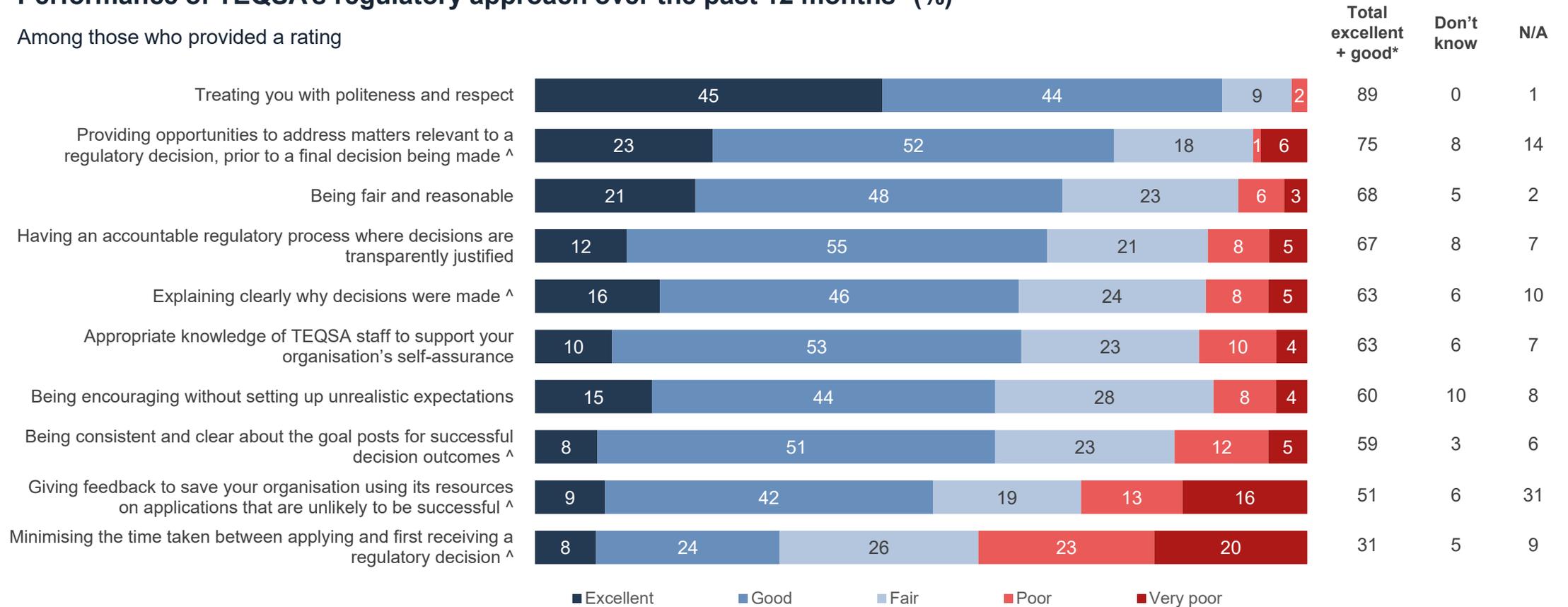
Q9a. How would you rate TEQSA's regulatory activities over the last 12 months for each of the following items?

Base: Respondents who provided a rating – 2025 (n=112-117); 2024 (n=95-100); 2023 (n=87-92); 2022 (n=91-95); 2021 (n=112-122); 2019 (n=127-136).

Politeness and respect, and opportunities to address regulatory decision matters are best-rated regulatory approaches

Performance of TEQSA's regulatory approach over the past 12 months* (%)

Among those who provided a rating



*Don't know and not applicable responses have been excluded from chart and 'Total excellent + good' calculation.

^The item was only asked of those who made an application.

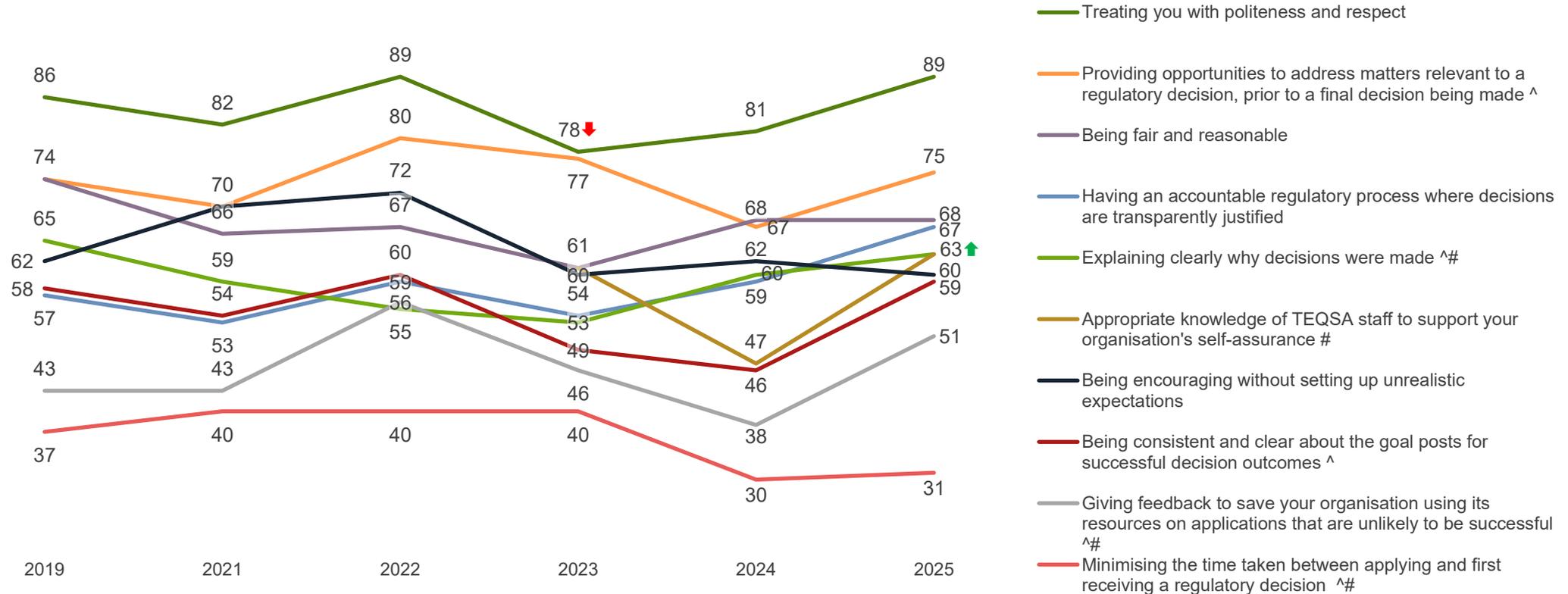
Q9b. How would you rate TEQSA's approach over the last 12 months for each of the following items:

Base: All respondents (n=108-120).

Regulatory approach

Performance of TEQSA's regulatory approach (%)

Total excellent + good*



*Don't know and not applicable responses have been excluded from the 'Total excellent + good' calculation.

^Only asked of those who made an application.

#Wording change over time.

Significantly higher ↑ / lower ↓ than the previous years result at the 95% confidence interval.

Q9b. How would you rate TEQSA's performance when carrying out its regulatory activities over the last 12 months for each of the following items:

Base: Respondents who provided a rating – 2025 (n=67-119); 2024 (n=50-100); 2023 (n=50-92); 2022 (n=48-96); 2021 (n=58-125); 2019 (n=49-139).

Transparency in regulatory approach and practices is important

Providers seek and appreciate transparency regarding regulatory expectations and approach. One provider comments on Dr Mary Russell's communication at the TEQSA 2024 Conference being a good example of this. That said, regulatory processes can still sometimes be described as 'opaque'.

TEQSA's approach to regulating the sector as a whole is a pain point for some, who feel that private providers and universities often do not face the same issues (and if they do, not to the same extent), therefore need different approaches to regulation.

Despite there being a significant improvement in perceptions of the appropriate knowledge of TEQSA staff to support an organisation's self-assurance (regaining lost ground), there are providers who still feel that TEQSA does not have enough staff with sector knowledge.

There is, however, some optimism regarding the new regulatory strategy.

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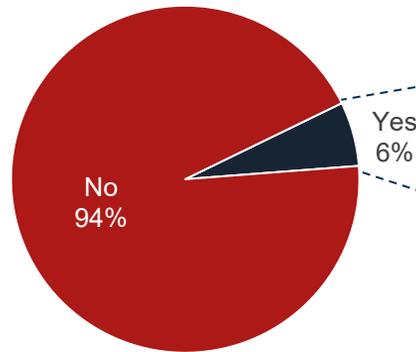
My only comment would be that because of the proportionate difference in size (student enrolment numbers) between universities and private sector – some of the risks that TEQSA is attempting to mitigate within the sector relate to the universities and not to the private institutions. Having an RFI or a regulatory approach to meet that risk therefore lies within a university context and not with the private institutions who have different student numbers and contexts for award delivery. Please consider NOT painting us all with the same brush in some of these matters – and noting that we often do not have the same issues or scale of issues.

She [Dr Mary Russell] was very transparent in the way she communicated TEQSA's regulatory approach and expectations, and at the same time was open to feedback and collaboration on improvements to regulatory practice. It is very much appreciated.

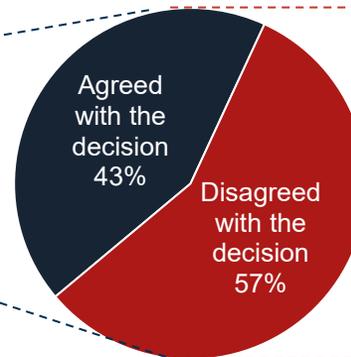
TEQSA is under resourced, and has too few staff with good knowledge of the sector. TEQSA's decision to only engage with peak bodies in 2023 was very disappointing and has stifled collaboration for reasons that are frankly unconvincing. Staff try hard, and the new regulatory strategy is promising. But processes are slow and often opaque.

Less than one in 10 providers had an unfavourable regulatory decision in past year, but most disagreed with the decision

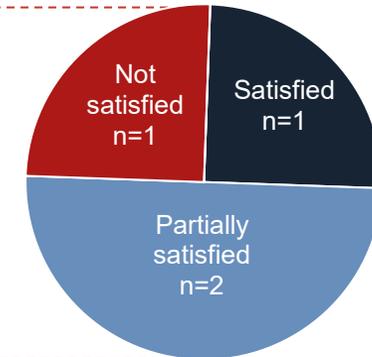
Unfavourable regulatory decision in the past 12 months



Reaction to regulatory decision*
Among those who had an unfavourable decision



Satisfaction with steps taken to resolve differing views*
Among those who disagreed with unfavourable decision

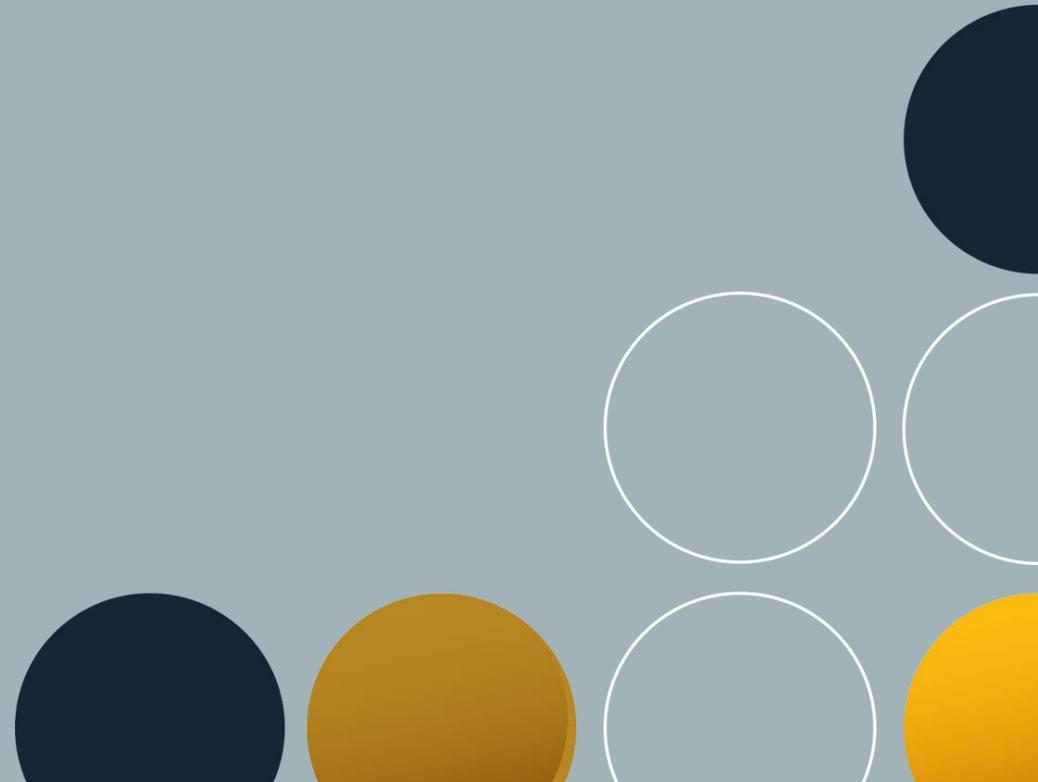


*Caution small sample size (n=<30).

Q14d. Have you had a regulatory decision that was unfavourable to your organisation in the past 12 months? / Q14e. What was your reaction to this regulatory decision? / Q14g. How satisfied were you with the steps taken to resolve your and TEQSA's different views?

Base: All respondents (n=120); those who had an unfavourable decision (n=7); those who disagreed with an unfavourable decision (n=4).

Monitoring quality



Section highlights: Monitoring quality

Quality of feedback on adherence to standards continues to improve

For the second consecutive year, TEQSA's rating on providing quality feedback on whether an organisation is meeting expected standards has improved, by six percentage points this year (55% provide an 'excellent' or 'good' rating'). The additional improvement here means that TEQSA's performance on this metric has returned to 2022 levels following a decline in perceptions in 2023.

Performance in 'suggesting resources and networks' to providers has dropped back

TEQSA's performance in suggesting networks and resources that an organisation might use to improve performance (46%) has returned to 2022 and 2023 levels, declining by 12 percentage points in the last 12 months. The decline in perceptions reverses the 13 percentage point increase in TEQSA's rating on this metric in 2024.

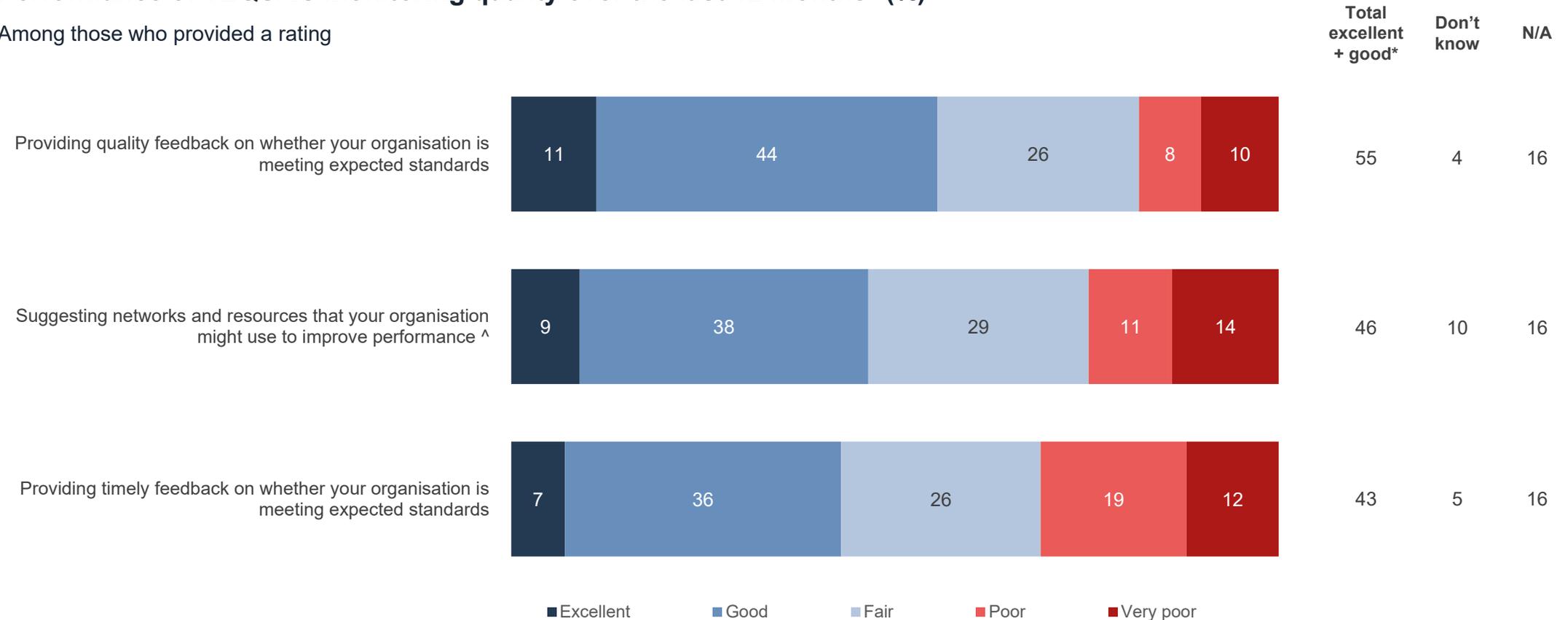
TEQSA's performance in providing timely feedback is yet to improve

Over the last six years, there has been little, if any, change in perceptions of TEQSA's performance in providing timely feedback on whether an organisation is meeting expected standards. TEQSA's rating on this metric is unchanged from 2024 (43%). The proportion of providers who rate TEQSA's performance here as 'poor' or 'very poor' also remains at around three in 10 providers.

Majority rate TEQSA as either ‘excellent’ or ‘good’ in providing feedback on whether an organisation is meeting standards

Performance of TEQSA’s monitoring quality over the last 12 months* (%)

Among those who provided a rating



*Don't know and not applicable responses have been excluded from chart and 'Total excellent + good' calculation.

^Asked among those who made an application.

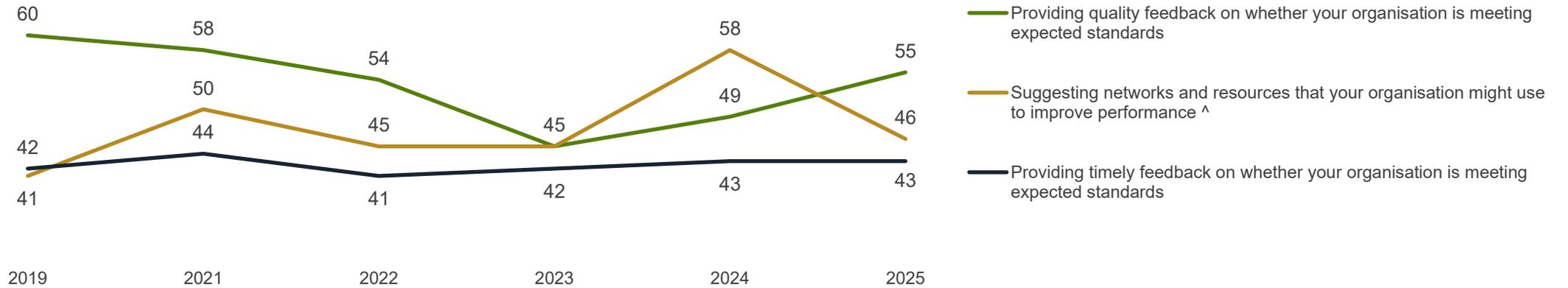
Q10. How would you rate TEQSA's performance over the last 12 months for the following:

Base: All respondents (n=108-120).

Monitoring quality

Performance of TEQSA's monitoring quality (%)

Total excellent + good*



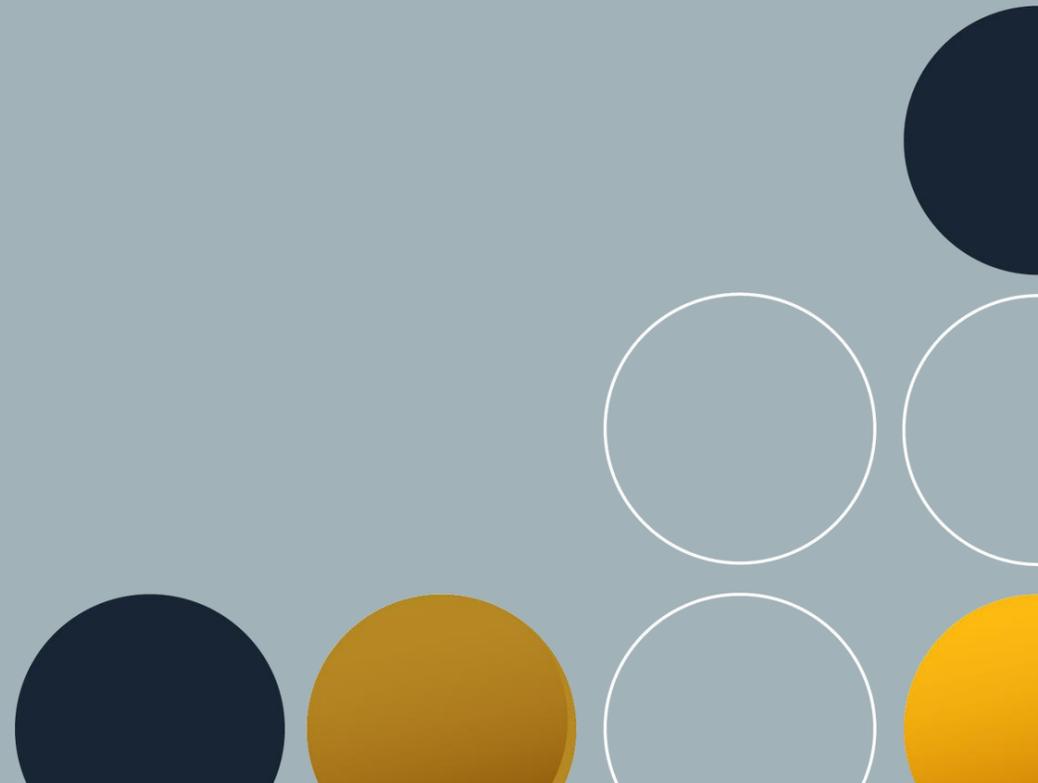
*Don't know and not applicable responses have been excluded from chart and 'Total excellent + good' calculation.

^Indicates that the item was only asked of those who submitted an application.

Q10. How would you rate TEQSA's performance over the last 12 months for the following:

Base: Respondents who provided a rating – 2025 (n=80-96); 2024 (n=64-84); 2023 (n=65-80); 2022 (n=58-83); 2021 (n=91-92); 2019 (n=111-126).

Applications



Section highlights: Applications

Ratings on the usefulness of TEQSA feedback and information on application preparation are relatively stable

In both TEQSA and CRICOS applications, at least six in 10 providers rate the usefulness of feedback from TEQSA about their application and the usefulness of information about how to prepare an application as 'excellent' or 'good'. At most, TEQSA's ratings on all evaluated metrics in relation to usefulness have changed by four percentage points since 2024. The greatest decline (of four percentage points) relates to perceptions of the usefulness of information on how to prepare a CRICOS application. Though the decline in its own right is small, it has taken ratings of this metric back to a record low level of 63%, last seen in 2019.

Less clarity this year regarding most application aspects

With regard to TEQSA applications, perceptions of the clarity of the application guide (in being easy to understand), and assessment scope and evidence requirements, have declined this year, reversing gains made in 2024. With regard to CRICOS applications, perceptions of the clarity of the assessment scope and evidence requirements have also declined. The only application aspect where clarity has remained relatively stable over the last 12 months is in the clarity of TEQSA's CRICOS application guide.

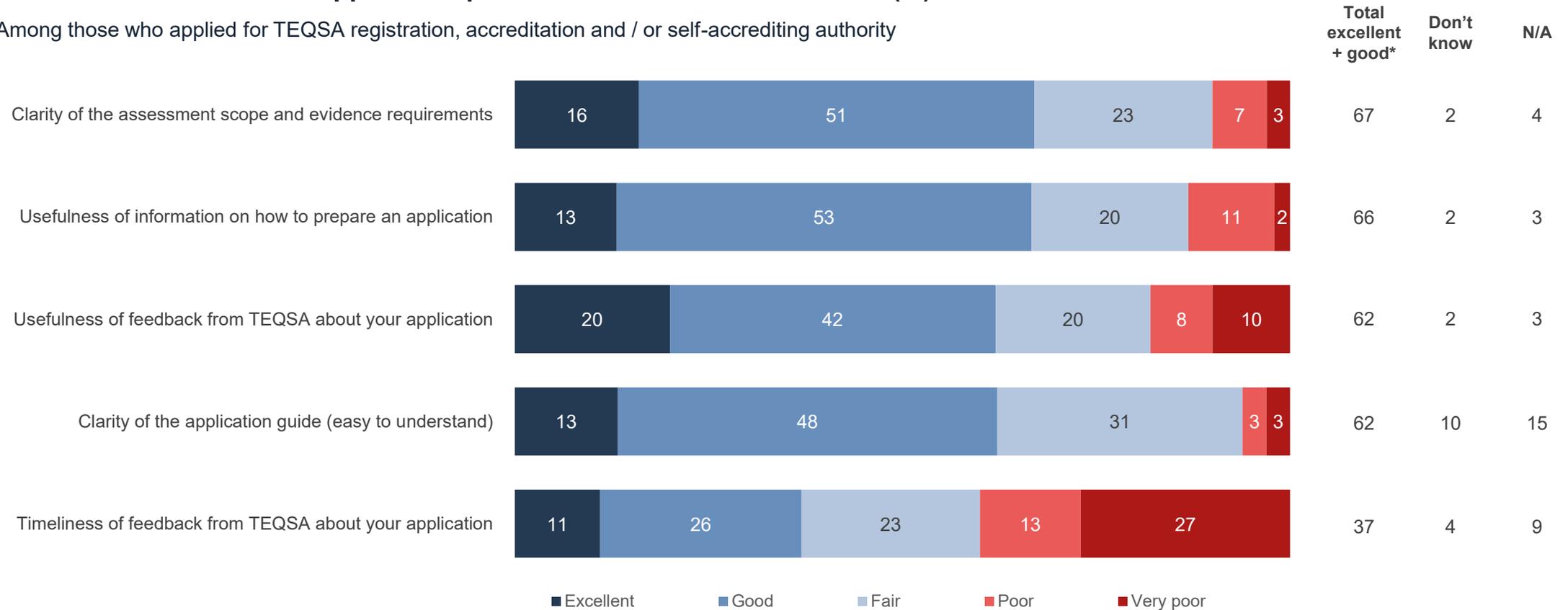
Timeliness of feedback from TEQSA about applications has deteriorated

Timeliness of feedback from TEQSA about applications remains the lowest rated aspect in both the TEQSA and CRICOS processes. Despite having gradually improved over time with respect to the TEQSA application process, ratings have dropped 13 percentage points this year (37% now rate TEQSA as either 'excellent' or 'good' here). A quarter rate TEQSA's performance on this metric as 'very poor' (27%), and a further 13% rate it as 'poor' meaning negative ratings outweigh positive ratings. With regard to the timeliness of feedback in the CRICOS application process (54%), ratings have declined for a second consecutive year and have now returned to 2021 and 2022 levels.

Timeliness of feedback from TEQSA about TEQSA applications continues to be the lowest rated aspect of the process

Performance of TEQSA's application process over the last 12 months* (%)

Among those who applied for TEQSA registration, accreditation and / or self-accrediting authority

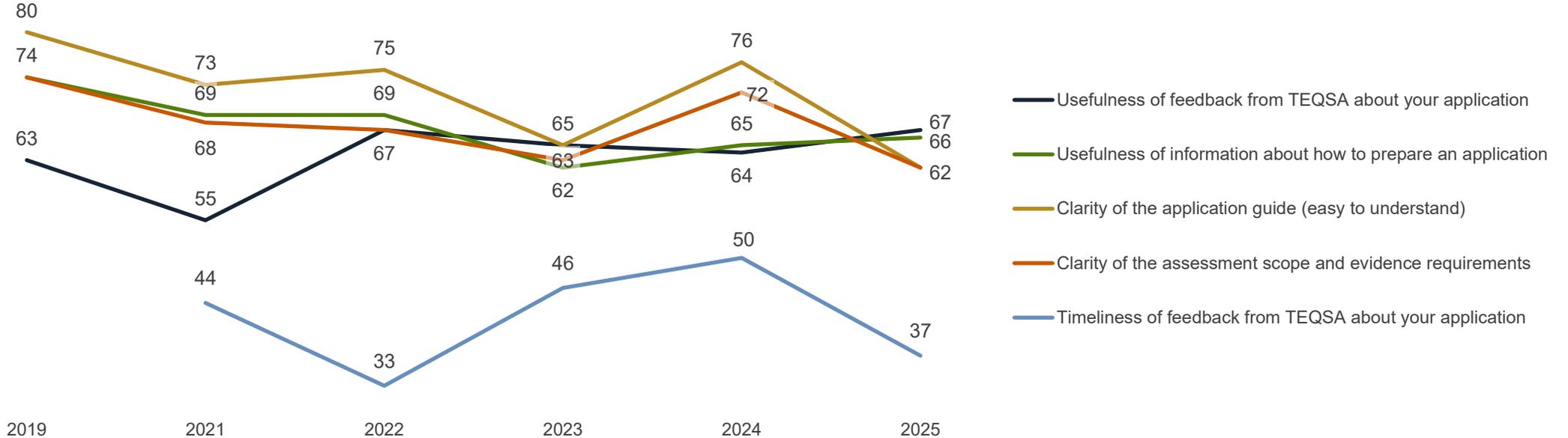


*Don't know and not applicable responses have been excluded from chart and 'Total excellent + good' calculation.
 Q13. How would you rate TEQSA's performance over the last 12 months on the following aspects of the application process?
 Base: Those who applied for TEQSA registration, accreditation and/or self-accrediting authority (n=94).

TEQSA application process

Performance of TEQSA's application process

Total excellent + good* – among those who applied for TEQSA registration



*Don't know and not applicable responses have been excluded from chart and 'Total excellent + good' calculation.

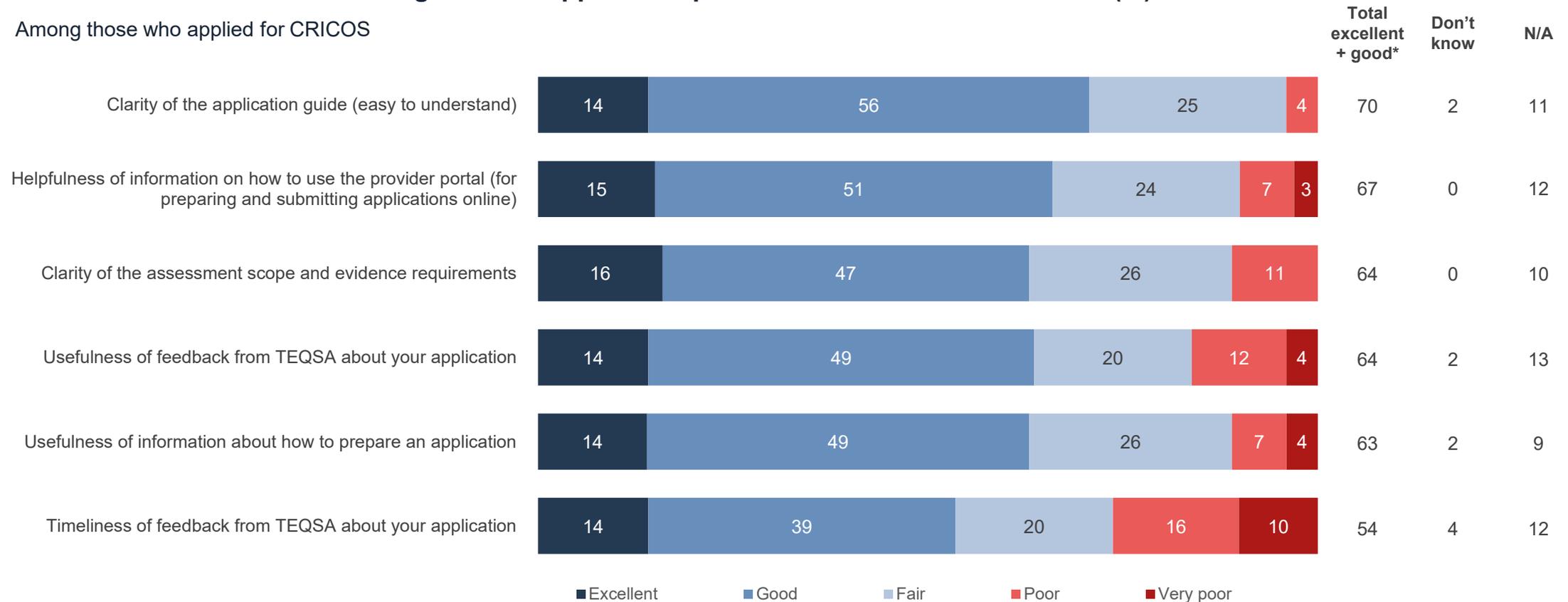
Q13. How would you rate TEQSA's performance over the last 12 months on the following aspects of the application process?

Base: Those who applied for TEQSA registration, accreditation and/or self-accrediting authority – 2025 (n=71-89); 2024 (n=58-67); 2023 (n=49-60); 2022 (n=45-51); 2021 (n=60-66); 2019 (n=68-84).

TEQSA's performance is rated as 'excellent' or 'good' on majority of aspects related to CRICOS applications

Performance of TEQSA following CRICOS application process over the last 12 months* (%)

Among those who applied for CRICOS



*Don't know and not applicable responses have been excluded from chart and 'Total excellent + good' calculation.

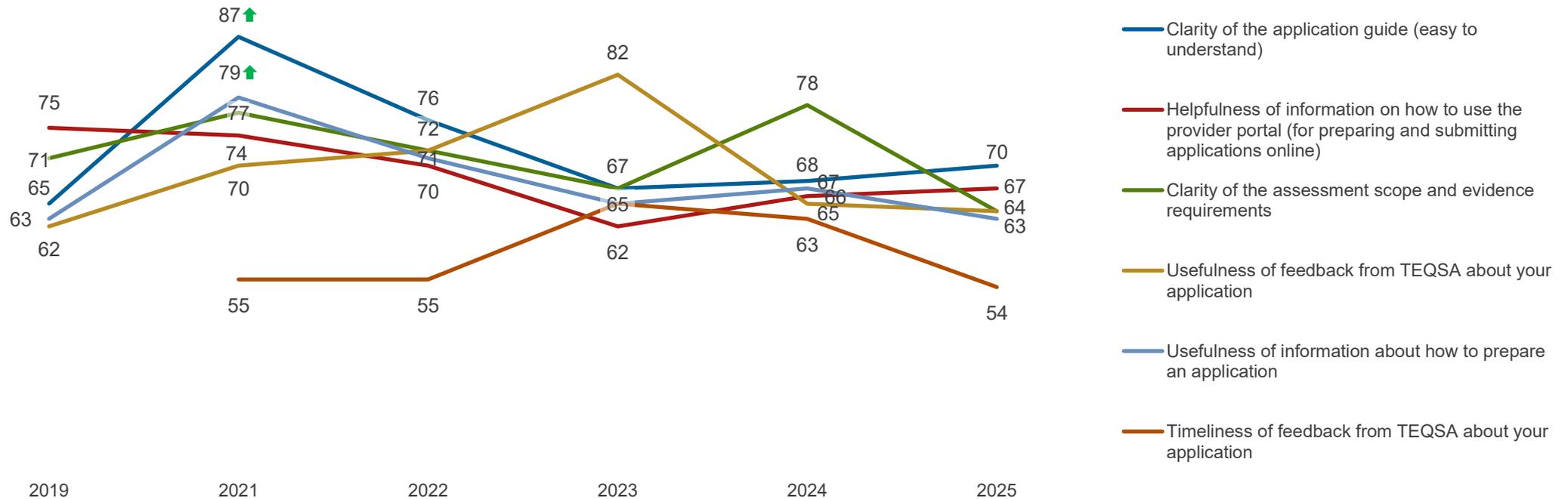
Q13b. How would you rate TEQSA's performance over the last 12 months on the following aspects of the CRICOS application process?

Base: Those who indicated they applied for CRICOS (n=82).

CRICOS application process

Performance of TEQSA's CRICOS application process (%)

Total excellent + good* – among those who applied for CRICOS



*Don't know and not applicable responses have been excluded from chart and 'Total excellent + good' calculation.
 Significantly higher ↑ than the previous years result at the 95% confidence interval.
 Q13b. How would you rate TEQSA's performance over the last 12 months on the following aspects of the CRICOS application process?
 Base: Those who indicated they applied for CRICOS – 2025 (n=69-74); 2024 (n=55-59); 2023 (n=38-49); 2022 (n=43-51); 2021 (n=67-69); 2019 (n=63-73).

Lack of timeliness and communication throughout the application process remains a key issue

Perceptions of timeliness of feedback from TEQSA about applications have deteriorated this year with respect to both the TEQSA and CRICOS process. Length of time to receive any information regarding an application appears to be an issue and requires providers to contact TEQSA for any form of update.

Additional issues raised relate to application processes this year:

- Some providers note there are issues with the TEQSA provider portal including its usability and technical issues that take time to resolve.
- Lack of notice regarding changes to process irritates some providers who mention the negative consequences of learning about changes at the last minute.
- Providers seek more examples on how to prepare self-assurance reports as there is seen to be little existing information on how to prepare such reports.

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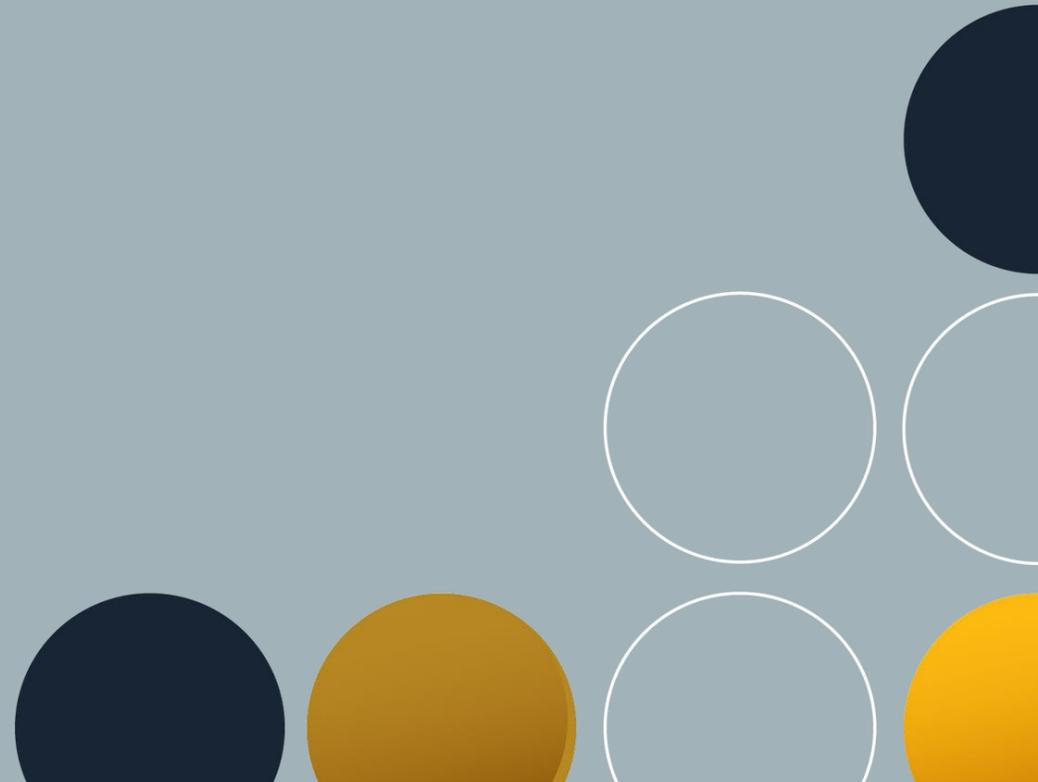
We have been waiting a very long time for feedback on our application for course reaccreditation. We have been unable to get any information about where our application is in the process let alone whether there are any issues. They take our application fee then we hear nothing. We have had to chase them for information. There has been no pro-active comms from them about our application despite them being overdue in assessing and providing information.

The application guides are changed with no notice or indication of the change. For example, the ELICOS and Foundations re-registration requirements were changed from a 10 page document to a five page document with no notice, consultation or even a marked up version which highlighted the change. We saw this change less than 24 hours before the 10 page documents were due to be submitted to our internal academic governance committees, leading to a last minute, overnight re-write. This is in no way conducive to effective regulation.

Lack of good processes to inform providers of changes to regulatory requirements (January's change to the CRICOS process) are very damaging and quite avoidable.

The TEQSA portal is outdated and is not user friendly

Changes in the last 12 months



Section highlights: Changes in the last 12 months

There remains a lack of awareness of changes to how TEQSA re-uses materials

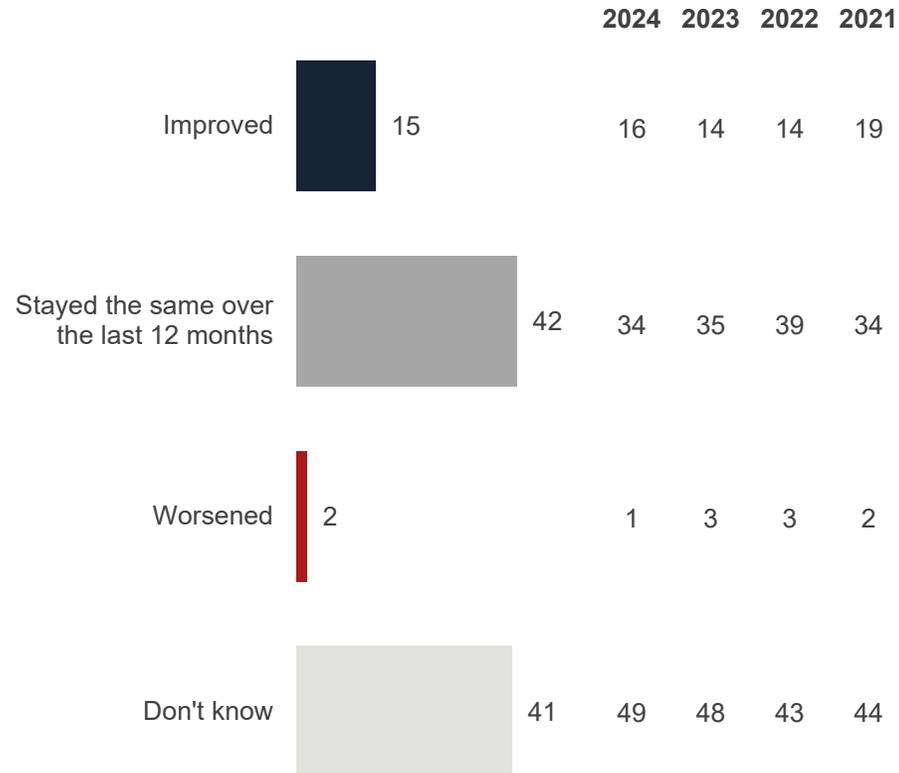
Two in five providers (41%) say they 'don't know' about TEQSA's re-use of material that their organisation has provided. Beyond this, there has been an increase in the proportion of providers who feel TEQSA's re-use of material has stayed the same over the past 12 months (42%, up from 34% in 2024). More providers continue to feel the re-use of materials has improved (15%) than worsened (2%) over the last 12 months (similar to last year).

Regulatory administrative process has mostly stayed the same

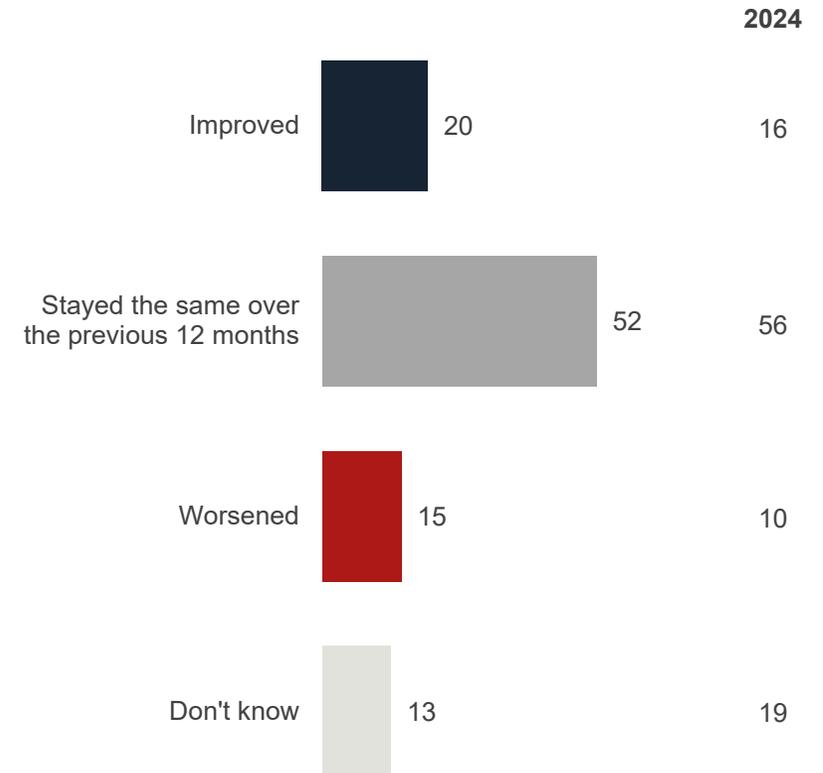
The majority of providers continue to feel that the regulatory administrative process required by TEQSA has stayed the same over the last 12 months (52%). That said, providers must be noticing more changes in what is required as there has been an increase in the proportion who feel it has improved (20%, up from 16% in 2024) and as well as in the proportion of providers who feel it has worsened (15%, up from 10% in 2024).

More providers believe TEQSA's re-use of material and the regulatory administrative process has improved than worsened

TEQSA's re-use of material in last 12 months (%)



Regulatory administrative process required by TEQSA's regulations on organisation in last 12 months (%)



Q14a. In the last 12 months what have you noticed about TEQSA's re-use of material that your organisation has provided? One example is pre-filling of forms with previously provided information. / Q14b. In the last 12 months, what have you noticed about the regulatory administration process that TEQSA's regulations require of your organisation?

Base: All respondents – 2025 (n=120); 2024 (n=102); 2023 (n=95); 2022 (n=97); 2021 (n=126).

The most requested reporting requirement to be lifted continues to be the PIR, but duplication is also an issue

Provider Information Request (PIR) reporting, in particular, staff PIR reporting remains an ongoing pain point. The detail required to prepare these reports is said to be both unnecessary and difficult to accurately represent. Any efforts to alleviate these reporting requirements would be appreciated by providers.

Providers also comment on duplication of reporting requirements being an issue. It appears there can sometimes be a lack of clarity regarding who is responsible for what.

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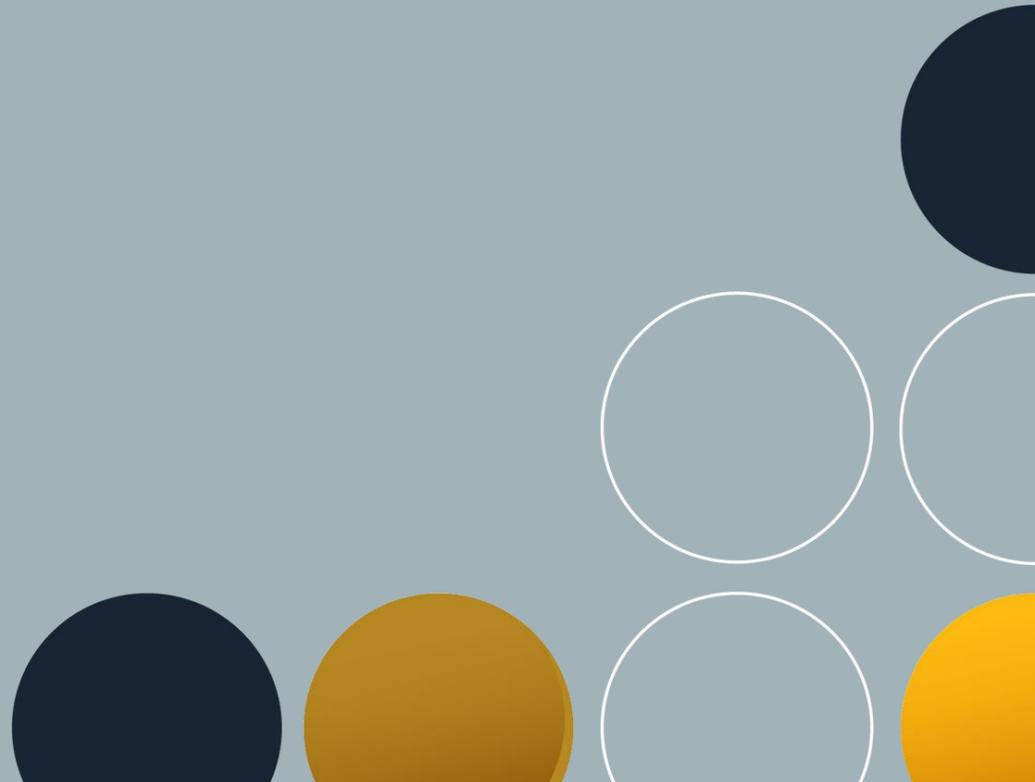
Some of the specific staff details required in staff PIR reporting are not required at this level for any other reporting, e.g. date of birth, ATSI and international country identifiers. This diversity information is not something HR willingly give out on an individual staff level due to the privacy laws around it and it is an annual struggle to get this data released internally to be able to report correctly via TCSI (as the data reporting people are not the HR people). Everywhere else it is reported, these things are reported in groups – could we not do that here also (e.g. % of staff identifying as ATSI, % of staff in age brackets, etc)? This would not affect our performance and still give you the required data but not breach privacy laws.

It's impossible to correctly represent the staffing across our dual sector provider in the reporting as it is

Not having to duplicate parts of responses with other branches of government.

It's more an issue of overlapping jurisdictions now. For instance, Student Grievances and Complaints – is this TEQSA and/or the NSO? Wellbeing and Safety – is this TEQSA and/or the DoE?

Sector risks



Section highlights: Sector risks

Cyber security continues to be considered the sector's greatest risk

The proportion of providers who consider threats to cyber security as a 'high threat' to the sector has increased to 79%, up from 72% in 2024. The impact of generative artificial intelligence on the integrity of higher education awards is regarded the next greatest threat, with 67% of providers regarding this a 'high threat'.

The threat to student safety and wellbeing appears to be decreasing

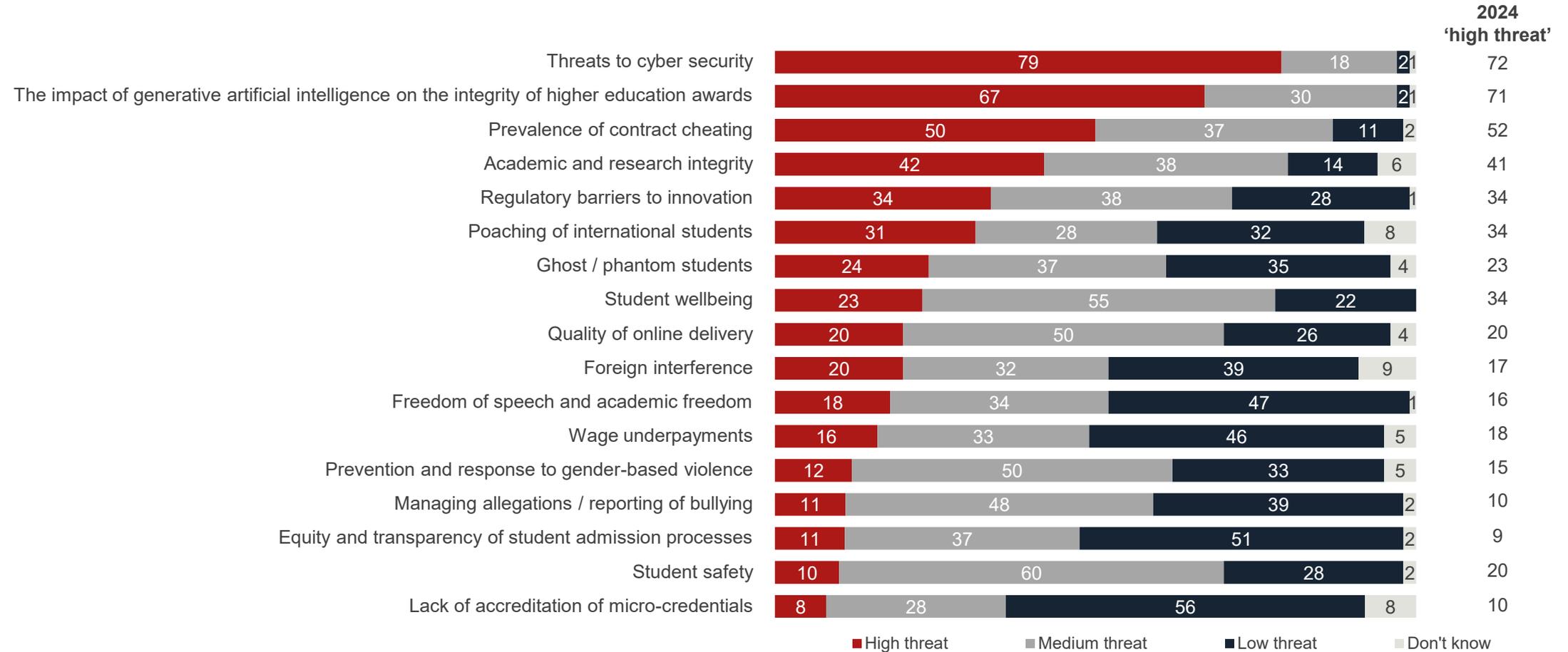
Twenty-three percent of providers consider student wellbeing to be a 'high threat' to the sector, down from 34% in 2024. Similarly, the perceived 'high' threat posed by student safety has halved over the past 12 months, from 20% in 2024 to 10% this year. That said, the cost of living appears to be an emerging concern among providers and the impact this has on student wellbeing and ability to commit to full-time education.

International student caps greatly concern providers

There remains a great deal of concern among providers about the impact of potential caps to international student numbers. Providers claim that capping international student numbers threatens the viability of many providers, if not the sector as a whole.

Threats to cyber security perceived as the greatest risk to the sector

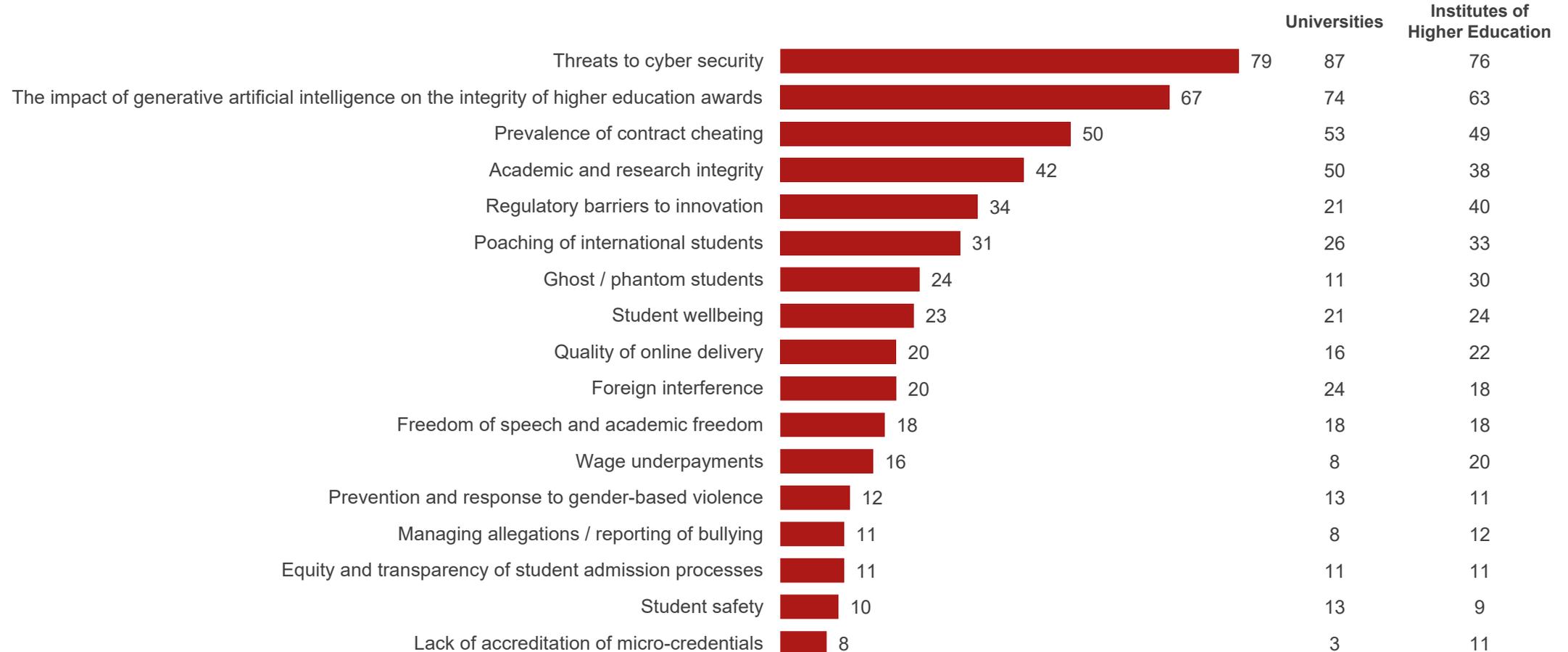
Sector risk threat levels (%)



Q15. What level of threat do you think the following factors pose to the quality of the sector in coming years?
Base: All respondents (n=120).

The rank order of risks to the sector is largely consistent by provider type

Sector risk threat levels – ‘high threat’ (%)



Q15. What level of threat do you think the following factors pose to the quality of the sector in coming years?
 Base: All respondents (n=120); universities (n=38); institutes of higher education (n=82).

Providers remain concerned about the impact of government policy changes to the sector

Beyond the threats measured quantitatively, providers continue to mention potential caps on international student numbers as posing a high threat in the future.

- Concerns remain that placing a cap on international student numbers will affect the viability of some providers, particularly smaller providers and those in the private sector. The proposed changes are perceived to negatively impact Australia's 'brand image' as a preferred destination for international education.
- Additionally, in respect to the potential capping of international student numbers, evolving immigration settings, visa policies and shifting geopolitical environments also pose an immediate or future threat.

“

Capping of international student visas would be disastrous for students, providers and Australia as a whole.

One of the most immediate and pressing threats to the higher education sector is the implementation of international student caps. While these measures may be well-intentioned, they risk undermining the financial sustainability of many providers, particularly those who have invested heavily in delivering quality education to international cohorts.

The damage being caused through ridiculous policies against international students. The entire sector and wider community and economy are all going to suffer as jobs get cut. The lack of funds flowing through from international students will cause significant negative shifts in what can be offered to students which will seriously damage the reputation of the Australian higher education sector globally.

Other provider concerns extend to cost of living impacts on students and the different experiences between provider types

Some providers describe the list of risk factors measured quantitatively as exhaustive and comprehensive. Other concerns, aside from those quantitatively evaluated, relate to:

- Generative AI: Providers acknowledge that AI poses both an opportunity and a risk to the sector (in terms of academic integrity), and appreciate TEQSA's efforts to stay on top of the evolution of this technology.
- Cost of living: There are concerns that the cost of living is impacting students' ability to find affordable accommodation and commit to full-time study, also impacting Australia's reputation as a desirable destination for education.
- Over-regulation: Providers continue to find this a burden and still believe there are disparities between universities and independent providers.
- Perceived differential treatment between providers: There is a view that smaller, private providers are less-well supported and come under more scrutiny from TEQSA (and the Government), which impacts their viability and therefore the potential for a diversity of providers within the higher education sector.

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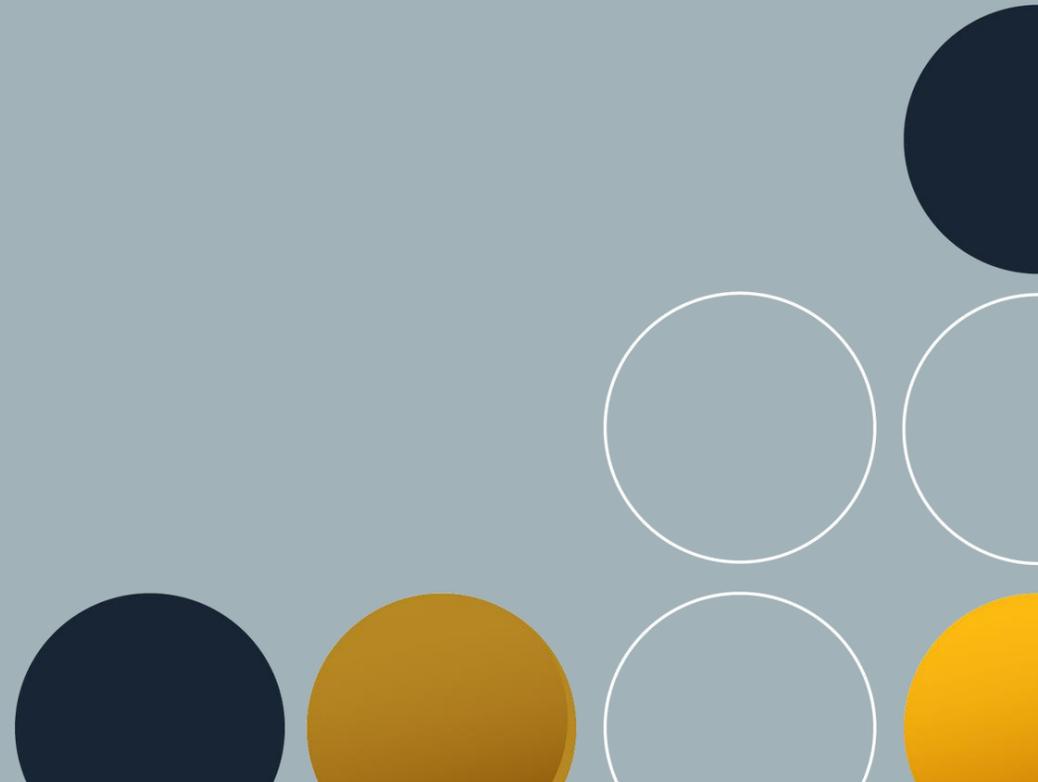
Cost of living and access to education – how students can devote themselves to study with the rise of living costs. The rising cost of living that is making it near impossible for students to commit to full-time study.

The evolving role of AI in education presents both opportunity and risk; TEQSA should continue to support the sector in navigating these changes with clarity and consistency.

There is a growing perception of institutional bias within government policy and public discourse that appears to favour public universities and TAFEs at the expense of independent providers. This imbalance threatens the diversity and competitiveness of the sector. Independent higher education providers play a critical role in offering student choice, fostering innovation, and supporting Australia's education export market. TEQSA should remain vigilant to ensure that all providers are regulated fairly and that policy developments do not unintentionally disadvantage those who are meeting standards, serving niche markets, or supporting national skills and workforce strategies.

TEQSA's blunt treatment of private providers that fails to recognise the diversity of quality that exists.

Perceived strengths and weaknesses



Section highlights: Perceived strengths and weaknesses

TEQSA's information provision seen as a strength

Providers are very complimentary of the educational resources that TEQSA provides, with the TEQSA Talks webinar series a specific mention this year. Regular newsletters, webinars and the TEQSA Conference are said to facilitate knowledge sharing and keep the sector informed about regulatory changes, topical issues and best practice.

Providers seek more interaction with TEQSA

With the cessation of the case manager model, some providers feel they will have less of a relationship with TEQSA, which could result in a reduced mutual understanding between the regulator and the entities it regulates. There is a clear desire for TEQSA to engage with providers more, for example through campus visits, annual meetings with providers and through more opportunities to bring the entire sector together.

Calls for a more nuanced approach to regulation

Some providers claim that a 'one-size-fits-all' approach to regulating the sector unfairly disadvantages smaller providers, especially in the context of cost recovery. There is a sense that regulating the sector as a whole does not take into account the very diverse nature of providers.

Perceived strengths and weaknesses of TEQSA

Strengths – what TEQSA does well

- Providing educational resources such as guidance notes, workshops, webinars and information sessions on specific topics.
- Stakeholder engagement.
- Communicates with providers in a polite and friendly way.
- TEQSA Talks webinar series.
- Holding the TEQSA Conference.

Opportunities – what TEQSA should do more

- Cross-regulatory collaboration and/or information sharing.
- Bring providers together, so they can share best practice.
- Provide more support to smaller providers.
- Visit providers on campus.
- Establish clarity on how TEQSA will work with other government departments or bodies that work with the higher education sector.
- Contribute to discussions on changes that affect the sector.
- Prepare the sector for the reality of AI.

Weaknesses – where TEQSA could improve

- Response times and timely updates, particularly on applications and decision making.
- Notify providers when important updates are made to documents or processes.
- A more nuanced approach to regulating different provider types.
- More face-to-face presence of TEQSA staff to encourage relationship building with providers.
- Reduce unnecessary duplication of requirements and/or streamline processes.

Threats – what should TEQSA stop doing

- Applying a one-size-fits-all approach to all providers, particularly in the context of cost recovery, where there is a view that smaller providers are paying more than they should have to.
- Having long turnaround times for applications.
- The cessation of the case manager approach.

Select verbatim responses: Strengths and opportunities

What TEQSA does well?

“

In terms of providing sector alerts, guides and resources, consultations on key issues and trying to make regulatory approach simpler.

TEQSA Talks, the workshop on the new approach to risk management – both brilliant.

Information output is excellent and staff are friendly.

The TEQSA Talks webinars have been really interesting and useful.

Engagement from TEQSA has been better than previously, especially for independent providers.

The quality of TEQSA webinars has improved over the past year and many in the sector would welcome even more frequent engagement via this platform. One of the reasons the annual TEQSA Conference attracts so many delegates is that it is still one of the very few opportunities that we in the sector get to engage directly with TEQSA personnel. With the abolition of the case manager system, relationship building via regular engagement becomes even more critical.

What should TEQSA be more involved in?

“

Sharing of best practice via more than just guidance notes which, while of some use, do lack concrete examples. Higher education is a very collaborative sector and members of its many networks are more than happy to share their approaches. Master classes with sector experts perhaps?

Engaging with providers via an advisory group. Bring providers together. Share best practice.

Nurturing small providers to maintain their important role in the sector.

AI in education – we can't pretend it is not available to students – like asking maths students to not use a calculator. We need to work with AI.

While unsure if it is involved in policy discussions, we'd welcome TEQSA's contribution to government consideration about the impact of caps on international student enrolments.

As a protector of the sector TEQSA should have an opinion about major policy changes that threaten the sector's vigour and strength.

Select verbatim responses: Areas for improvement and things TEQSA should stop doing

Where could TEQSA improve?

“

TEQSA frequently does not acknowledge receipt of communications entered through the portal. Since there is usually a very long break between submissions and any response/action at all, it would be helpful if TEQSA at least advised they are in receipt of the submission and are working on it.

Cease unnecessary duplication of TEQSA and CRICOS requirements for documentation. In some cases, the provider has already submitted all information to TEQSA, yet CRICOS wants to see it all again, in slightly different formats. Also, CRICOS often over-rides decisions and approvals of TEQSA.

There is no sense of partnership/relationship between us and TEQSA. There used to be – even a yearly meeting with case manager to discuss upcoming plans would be nice – so they (TEQSA) know what our plans are and talk about any risks or additional issues. I do not mean hand holding or coaching.

Engage with providers more directly and consider a site visit every term, an investment in quality assurance and not a cost.

What should TEQSA stop doing?

“

Taking excessive time to seek further information and then coming to a final decision on applications for re-accreditation and re-registration. While the status-quo is maintained while a decision is made, this delay causes extreme uncertainty for smaller providers and makes planning almost impossible. Delays can approach one year and in the current uncertain international education environment this paralyses smaller institutions.

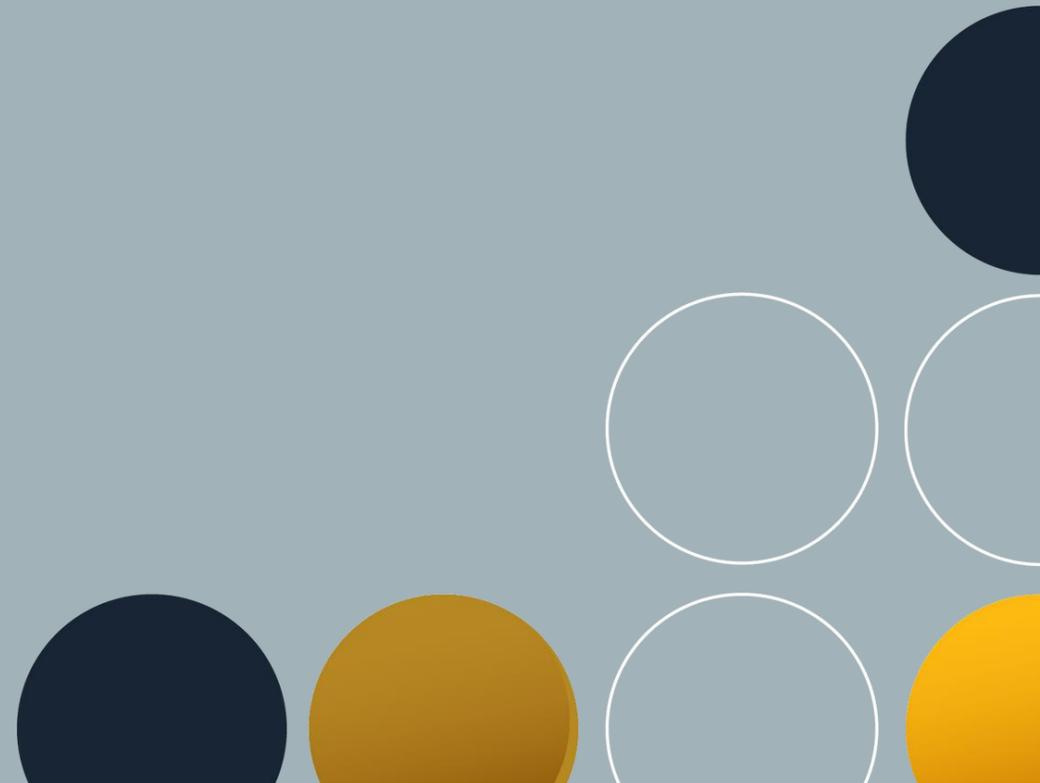
The cessation of the case manager strategy is a distancing move that is potentially counter-productive for good relations.

We are concerned about the new central enquiry process – we are getting emails with no names on, so no one specific person to contact to ask more questions – please add contact names to these emails!

Cost recovery for small providers who get very little in the way of services in return.

Applying cost recovery that isn't based on the size of the organisation/ability to pay.

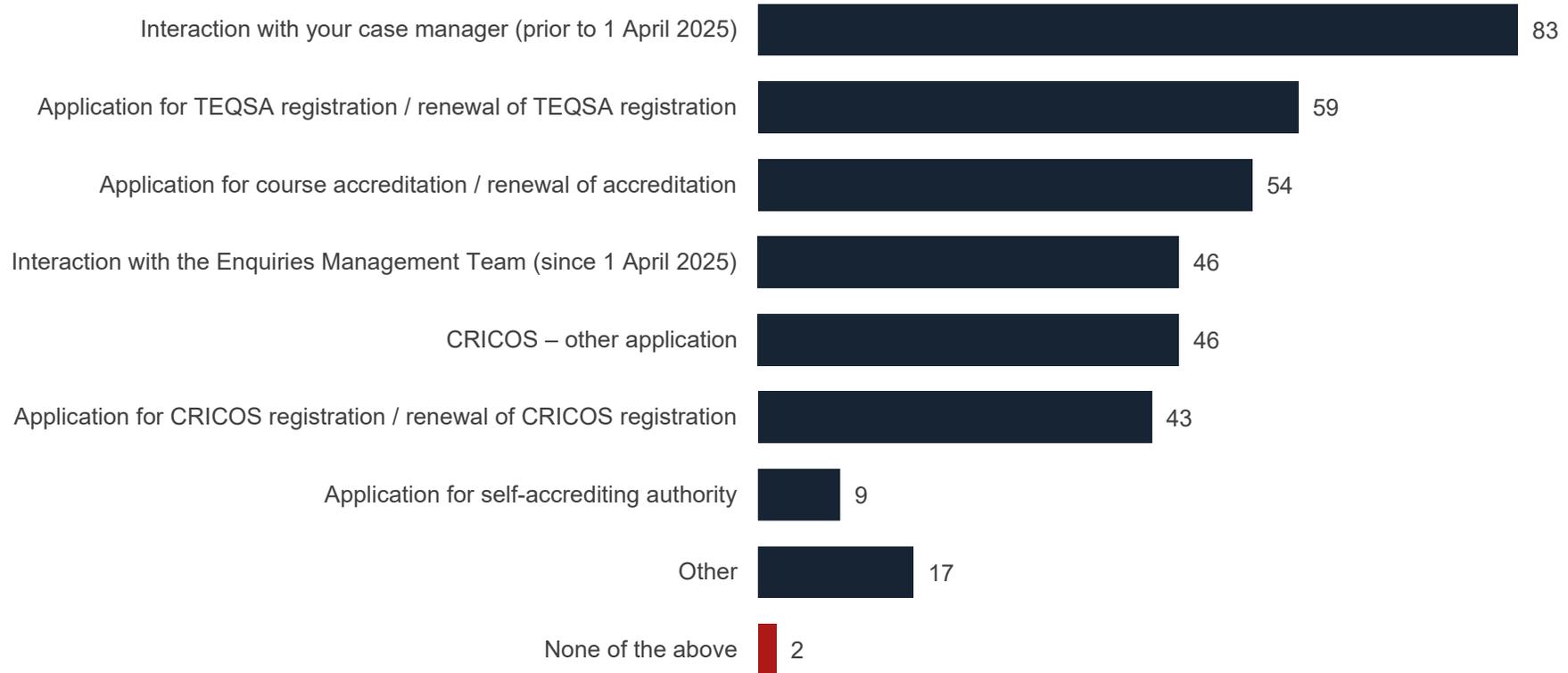
Appendix: Interactions with TEQSA



Nature of interactions with TEQSA

Interactions with TEQSA in the last 12 months (%)

Multiple response allowed



Q12. In the last 12 months which of the following interactions has your organisation had with TEQSA? Please select all that apply.
 Base: All respondents (n=120).



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