



TEQSA 2022 PROVIDER SURVEY FINDINGS AND TEQSA RESPONSE

Findings	TEQSA response
<p>Overall performance</p> <ul style="list-style-type: none">• TEQSA's overall performance continues to be highly rated: three quarters (76%) of providers rate TEQSA's performance as either 'excellent' or 'good'. Views have not changed since 2019. Providers remain appreciative of TEQSA's conduct throughout COVID-19. The establishment of the Integrity Unit and TEQSA's work on contract cheating are new points of praise this year.• Performance on most individual KPIs is either relatively steady or improved: Perceptions of most individual KPIs have either recovered or stabilised after declines in 2021. Relatively strong improvements were observed among:<ul style="list-style-type: none">○ Regulatory actions undertaken by TEQSA are proportionate to the risks being managed – 64% rate TEQSA performance on this metric as either 'excellent' or 'good' – an improvement of 9% since 2021.○ Compliance and monitoring approaches for higher education providers have been streamlined and co-ordinated – 52% rate TEQSA performance on this metric as either 'excellent' or 'good' – an improvement of 7% since 2021.• One KPI metric is trending downwards:<ul style="list-style-type: none">○ Continued improvement in regulatory framework in consultation with your organisation – 46%, declining a significant 14% since 2021 and 7% between 2019 and 2021.	<p>TEQSA welcomes the feedback from this year's provider survey, acknowledging the continued challenges the higher education sector faces during the transition to a COVID-normal operating environment. The agency is pleased that its overall performance is rated highly by providers and that most KPIs are either improving or steady.</p> <p>TEQSA also welcomes the positive feedback on the Higher Education Integrity Unit's work in relation to contract cheating and academic integrity. However, TEQSA is also cognisant of the sector's feedback in relation to areas for improvement.</p> <p>Work on revisions to TEQSA's risk framework and regulatory processes is being undertaken during 2022-23 and will involve engagement with sector stakeholder at key stages.</p>

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<p>Communication</p> <ul style="list-style-type: none"> • Communication and information provision remains the areas where TEQSA performs best: On most measures, seven in ten (or more) providers rate TEQSA’s performance as either ‘excellent’ or ‘good’. TEQSA is most well-regarded in guidance and good practice notes. • On only two metrics, six in ten providers rate TEQSA’s performance as either ‘excellent’ or ‘good’: <ul style="list-style-type: none"> ○ The usefulness of TEQSA facilities workshops and webinars and discuss regulatory requirements and quality issues ○ The usefulness of the TEQSA 2021 conference <p>Considerations and Opportunities:</p> <p>Desire for in- person interactions to resume: To assist in making providers feel better engaged, there is appetite for TEQSA representatives to visit institutions in-person. The ‘usefulness of TEQSA-facilitated workshops and webinars to discuss regulatory requirements and quality issues’ has also been declining. Some providers are wanting more in-person engagement</p>	<p>TEQSA is pleased by the positive feedback it has achieved regarding communication, and will continue to deliver quality information, advice and resources to the sector.</p> <p>TEQSA will continue to review and update application guides to ensure our assessment processes are clear and easy to follow.</p> <p>TEQSA acknowledges the renewed appetite for in-person interactions returning, in place of online forums and virtual visits. The agency is busy planning for the 2022 TEQSA conference to be held in-person in Melbourne this year and broadcast virtually for remote attendees.</p>

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<p>Timeliness</p> <ul style="list-style-type: none"> • TEQSA continues to rate lowest on timeliness: TEQSA’s performance is rated lowest on the below aspects of timeliness, which have not improved over the past year: <ul style="list-style-type: none"> ○ Timeliness of feedback from TEQSA about your application (33% ‘excellent’ or ‘good’) ○ Minimising the time taken between submitting an application and first receiving a regulatory decision (40%). ○ Providing timely feedback on whether your organisation is meeting expected standards (41%) <p>Considerations and Opportunities:</p> <p>Attempt to improve timeliness: Timeliness aspects continue to rate lowest of all areas evaluated. Views of TEQSA’s performance relating to timeliness are not improving and in some case, they are deteriorating. Progress updates are suggested as a way to mitigate some of the timeliness issues.</p>	<p>Significant work is underway to make TEQSA’s processes more aligned to risk. However, TEQSA is also experiencing an unprecedented number of assessments for registration and course accreditation. This is likely to impact on processing times into 2023. TEQSA is implementing short term measures to manage this demand and will work to ensure providers are aware of how current demand will affect their applications.</p>

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<p>Consultation</p> <p>TEQSA well regarded on implementation of new Provider Category Standards: almost two thirds of providers (65%) rate TEQSA as either 'excellent' or 'good' on this metric, making it the top-rated consultation measure this year</p> <ul style="list-style-type: none"> • There are mixed opinions on feedback opportunities and processes: While a majority of providers consider TEQSA's performance on most feedback opportunities and processes as 'excellent' or 'good', this year there are an increased proportion of 'not applicable' or 'poor' ratings on many consultation items. Some providers do not recall their feedback being sought • Performance in reducing administrative burden continues to rate lower: Again, this year the only consultation measure where less than half of providers (48%) rate TEQSA's performance as either 'excellent' or 'good' is the measure of 'listening to your organisation's views on ways to reduce regulatory administrative burden'. That said, perceptions of TEQSA's performance in this area has improved over the last 12 months 	<p>TEQSA is pleased by the positive provider response to the Provider Category Standards.</p> <p>TEQSA notes the mixed response regarding opportunities to provide feedback, acknowledging that some providers do not recall consultation. TEQSA will continue to improve its feedback processes to ensure providers are given consistent scope to deliver feedback to the agency.</p> <p>The agency acknowledges the lower rating for reducing providers' administrative burden, noting TEQSA's improvement in this category compared with last year's survey.</p> <p>Work being undertaken to revise TEQSA's risk approach will inform process redesign. A key feature of this work will be to reduce the intensity and requirement of processes, where provider risk is lower. This will always need to be balanced with TEQSA's obligations to ensure providers are complying with the Higher Education Standards Framework 2021.</p>
<p>Regulatory processes and activities</p> <ul style="list-style-type: none"> • TEQSA's conduct in relation to its regulatory activities remains a strong point and is the highest rated metric of all evaluated: <ul style="list-style-type: none"> ○ 89% of providers rate TEQSA's performance on treating them with politeness and respect as 'excellent' or 'good' • Consistent with 2021, TEQSA's regulatory performance is perceived to be stronger on a sector-wide basis, as opposed to helping and strengthening an individual organisation's capacity <p>Considerations and Opportunities:</p> <p>Ensure regulation does not impede providers: The perceived threat of 'regulatory barriers to innovation' is increasing. The role of TEQSA is appreciated, though providers want to feel supported as well as regulated. There is a view that innovation in education needs to be discussed (and embraced) and considered in the regulatory framework.</p>	<p>TEQSA's work to reduce regulatory burden is focusing increasingly on the importance of providers demonstrating strong programs of self-assurance and academic governance. This approach will support innovation, placing greater emphasis on evidence of effective assurance and governance as part of innovation and developing practice. We look forward to engaging with providers as we develop this approach.</p>

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<p>Monitoring quality</p> <ul style="list-style-type: none"> • The timeliness of TEQSA feedback on whether an organisation is meeting expected standards remain poorly rated This has been the case for several years. • Perceptions of the quality of TEQSA’s feedback on this matter continues to fare better: though a downward trend may be emerging (60% rated performance here as either ‘excellent’ or ‘good’ in 2019, 58% in 2021, and 54% in 2022). 	<p>TEQSA acknowledges the importance of ongoing work to improve timeliness of our processes. TEQSA is also managing an unprecedented number of regulatory assessments. A combination of short term and more substantive measures are being put in place to manage this demand and ensure processing is as timely as possible. We will advise individual providers about how this will impact their assessments and update the sector on the progress of this work.</p>
<p>Case management</p> <ul style="list-style-type: none"> • Fewer providers have had a change to their case manager in the past 12 months (47%), compared to 2021 (63%): Despite this, ratings of case management aspects relating to understanding the needs of individual organisation's continue to rate lower (51% ‘excellent’ or ‘good’) • Communication with case managers remains highly valued: The annual health check phone call is appreciated (66% rate this as ‘excellent’ or ‘good’). 	<p>TEQSA recognises that providers appreciate having a single point of contact within TEQSA and that proactive communication between case managers and providers is highly-valued.</p> <p>TEQSA is currently onboarding new staff, to help respond to increased demand. This may result in some changes to case managers. Where case managers do change, TEQSA endeavours to ensure there is an adequate transition. It is critical that providers feel able to speak openly with their case manager, or any other member of the TEQSA team.</p>

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<p>Sector risks</p> <ul style="list-style-type: none"> • Cyber security considered the greatest sector threat in 2022: <ul style="list-style-type: none"> ○ Two thirds of providers (66%) rate cyber security as a 'high threat' • Contract cheating remains a threat: <ul style="list-style-type: none"> ○ Half of providers consider contract cheating to be a 'high threat' to the sector (55%). The proportion of providers who consider this issue a high threat has been incrementally increasing since 2019 ○ TEQSA's work on combatting the issue and the introduction of the Integrity Unit is applauded by providers • Threat of regulation impeding innovation also increasing: <ul style="list-style-type: none"> ○ Just over four in ten providers (44%) rate regulatory barriers to innovation as a high threat to the sector. In 2019, 33% said the same and in 2021, 40% did • Perceived threat of international border closures halved: <ul style="list-style-type: none"> ○ In 2022, 39% of providers consider international border closures to be a 'high threat' to the sector compared to 85% in 2021 	<p>TEQSA acknowledges the continued challenges faced by the sector as it transitions to a post-COVID operating environment. The agency is pleased that the sector applauds the Higher Education Integrity Unit's work on combatting the threat of contract cheating.</p> <p>Initiatives to respond to sector risks continue to be developed, and this year's TEQSA Conference will feature seminars specifically developed to address academic integrity/contract cheating and cyber security, in addition to student wellbeing.</p> <p>As mentioned above in the response to regulatory processes and activities, TEQSA's work to reduce regulatory burden is focusing increasingly on the importance of providers demonstrating strong programs of self-assurance and academic governance. This approach will support innovation, placing greater emphasis on evidence of effective assurance and governance as part of innovation and developing practice.</p>