



Australian Government

Tertiary Education Quality and Standards Agency

Annual Report

2023-24



TEQSA

TEQSA Annual Report 2023–24

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The electronic version of this report can be found on the Transparency Portal and at:

teqsa.gov.au/about-us/reporting-and-accountability/annual-report.

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Hon Jason Clare MP
Minister for Education
Parliament House
CANBERRA ACT 2600

Dear Minister,

Subject: Tertiary Education Quality and Standards Agency Annual Report 2023-24

As the accountable authority of the Tertiary Education Quality and Standards Agency (TEQSA), we have pleasure in presenting to you the Agency's annual report and annual performance statements for the year ended 30 June 2024.

TEQSA's annual report and annual performance statements have been prepared in accordance with the following requirements:

- Subsection 46(1) of the *Public Governance, Performance and Accountability Act 2013* (the PGPA Act) requires the accountable authority provide the responsible Minister with an annual report for presentation to Parliament.
- Paragraph 39(1)(a) of the PGPA Act requires the preparation and presentation of annual performance statements.

As the accountable authority of TEQSA, it is our opinion that the annual report and performance statements are based on properly maintained records, accurately reflect the performance of the entity, and are compliant with the requirements.

Furthermore, we certify that TEQSA:

- has prepared fraud risk assessments and fraud control plans;
- has in place appropriate fraud prevention, detection, investigation and reporting mechanisms that meet the specific needs of the Agency; and
- has taken all reasonable measures to appropriately deal with fraud relating to the Agency.

This report describes the progress made over the course of 2023-24 to advance national action to assure the quality of higher education in Australia. This work continues through the staff of TEQSA and a range of stakeholders in the higher education sector.

Yours sincerely,

Adrienne Nieuwenhuis
Acting Chief Commissioner

Stephen Somogyi
Commissioner

11 September 2024

Contents

Introduction	1
Highlights of 2023-24	2
THE YEAR IN REVIEW	3
Sector integrity	4
Compliance	4
Student wellbeing	5
Registration and accreditation	6
Education Services for Overseas Students Framework	7
Engagement	8
TEQSA changes	9
PART 1: OVERVIEW	11
What we do	12
Our portfolio	13
Accountable authority	13
Our Commissioners	14
Our organisation	17
Our people	17
Functional groups	18
People and Capability	18
Legal, Risk and Quality Assurance	19
Corporate Services	19
Regulatory Operations	19
Policy, Research and Engagement	20
Case study: TEQSA conference attracts record student numbers	21
Higher Education Integrity Unit	22
Case study: Assessment reform for the age of artificial intelligence	23

PART 2: PERFORMANCE REVIEW	25
Statement of compliance	26
The annual reporting cycle	27
Outcome – contribute to a high-quality higher education sector	27
Program – regulation and quality assurance	28
Operating environment	29
Challenges	29
Priorities	30
Our stakeholders	30
Performance analysis	31
List of performance measures	33
Objective 1	
Promote and support good practice and effective self-assurance across the sector	36
Objective 2	
Identify, analyse and respond to risks in the sector	49
Objective 3	
Ensure compliance with applicable legislation through effective regulation	56
TEQSA’s performance against legislative timeframes in the TEQSA Act	66
Financial review	67
PART 3: MANAGEMENT AND ACCOUNTABILITY	69
Corporate governance	70
TEQSA experts	70
Legal services	71
Planning and management	71
Fraud and corruption control	72
Audit and Risk Committee	72
External scrutiny	75
Information technology	75
Information Publication Scheme	75
Management of human resources	76
Flexible working arrangements	76

Workplace consultative arrangements	76
Our Culture Plan	76
Professional development	77
Performance assessment	78
Workplace health and safety	78
Staffing statistics	78
Remuneration and other terms and conditions	79
Payroll services	79
e-Recruitment	79
Disability reporting	80
Notes on competitive tendering and contracting	81
Purchasing	81
Advertising and market research	83
Grants	83
Small business	83
Ecologically sustainable development and environmental performance	84
Australian Public Service Net Zero 2030	84
PART 4: FINANCIAL REPORT	87
<hr/>	
Independent auditors report	88
Statement by accountable authority and CFO	90
Financial statements	91
Statement of comprehensive income	91
Statement of financial position	93
Statement of changes in equity	95
Cash flow statement	97
Administered cash flow statement	102
Notes to and forming part of the financial statements	103

PART 5: APPENDICES

127

Appendix A: Summary of resources	128
Appendix B: Employee profiles	130
Appendix C: Australian Public Service classification and gender	134
Appendix D: Employment type by full-time and part-time status	138
Appendix E: Employment type by location	140
Appendix F: Indigenous employment	141
Appendix G: Employment arrangements of SES and non-SES employees	142
Appendix H: Salary ranges by classification level	142
Appendix I: Executive remuneration	143
Glossary of abbreviations, acronyms and definitions	145
Compliance index	147
Alphabetical index	157

List of tables

Table 1. Details of accountable authority during 2023–24	14
Table 2: Summary of TEQSA’s overall performance	31
Table 3. Audit and Risk Committee membership 2023–24	73
Table 4. Expenditure on reportable consultancy contracts 2023–24	81
Table 5. Expenditure on reportable non-consultancy contracts 2023–24	82
Table 6. Organisations receiving a share of reportable consultancy contract expenditure 2023–24	82
Table 7. Organisations receiving a share of reportable non-consultancy contract expenditure 2023–24	82
Table 8. Greenhouse gas emissions inventory – location-based method 2023–24	85
Table 9. Electricity greenhouse gas emissions 2023–24	86
Table 10. Entity resource statement 2023–24	128
Table 11. Expenses by outcome 2023–24	129
Table 12. Ongoing employees 2023–24	130
Table 13. Non-ongoing employees 2023–24	131
Table 14. Ongoing employees 2022–23	132
Table 15. Non-ongoing employees 2022–23	133
Table 16. APS Act ongoing employees 2023–24	134
Table 17. APS Act non-ongoing employees 2023–24	135
Table 18. APS Act ongoing employees 2022–23	136
Table 19. APS Act non-ongoing employees 2022–23	137
Table 20. APS Act employees by full-time and part-time status 2023–24	138
Table 21. APS Act employees by full-time and part-time status 2022–23	139
Table 22. APS Act employment type by location 2023–24	140
Table 23. APS Act employment type by location 2022–23	141
Table 24. APS Indigenous employment 2023–24 and 2022–23	141
Table 25. APS Act employment arrangements 2023–24	142

Table 26. APS Act employment salary ranges by classification level (minimum/maximum) 2023-24	142
Table 27. Information about remuneration for key management personnel	143
Table 28. Information about remuneration for Senior Executive Service officer	144

List of figures

Figure 1. TEQSA organisation chart (as at 30 June 2024)	18
Figure 2. The reporting cycle	27

Acknowledgement of Country



In the spirit of reconciliation, TEQSA acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Introduction

 TEQSA's vision is public confidence in the excellence of Australian higher education.

The Tertiary Education Quality and Standards Agency (TEQSA) is responsible for the regulation and quality assurance of all providers offering higher education courses.

It was established under the *Tertiary Education Quality and Standards Agency Act 2011* (TEQSA Act) in response to recommendations of the Bradley Review of higher education in Australia.

Higher education consists of awards spanning the Australian Qualifications Framework (AQF) levels 5-10, which include: diplomas, advanced diplomas, associate degrees, bachelor degrees (including honours), graduate certificates, graduate diplomas, masters degrees, doctoral degrees and higher doctoral degrees.

For more information about higher education AQF levels, visit the Australian Qualifications Framework website.

This report is an account of TEQSA's performance for the past year against measures and targets set out in its 2023-24 Portfolio Budget Statements and 2023-27 Corporate Plan.

Highlights of 2023-24



119

illegal academic cheating
websites blocked



244,992

visits to TEQSA provider guidance and
educative materials



2.07 million

page views of the TEQSA website



270,521

searches of the National Register



122,509

visits to online student resources



993

number of attendees at
TEQSA 2023 Conference

The year in review

Australia's higher education sector has entered a period of transition in the past 12 months, with major reforms underway following the Australian Universities Accord. The objective of the Accord is to improve the quality, accessibility, affordability and sustainability of higher education in order to achieve long-term security and prosperity for the sector and the nation.

TEQSA has supported and contributed to the work of the Australian Universities Accord Panel that led the review and continues to work collaboratively with the Australian Government to support its implementation.

The past 12 months has also been marked by integrity threats to the sector, in particular from the nature and scale of academic cheating, non-genuine overseas student enrolments, and the rapid emergence of generative artificial intelligence (gen AI). We also observed continuing challenges to the quality of higher education, the student experience and providers' financial viability as each navigated the post-pandemic environment.

An emerging challenge for universities was student and staff safety and wellbeing associated with the Middle East conflict and protest activities in Australia. TEQSA established a Regulatory Response Group to monitor how Australian registered higher education providers are assuring the safety and wellbeing of students and staff in this environment. As part of this continuing work, TEQSA also provided advice around provider obligations, including about academic freedom, freedom of speech and student wellbeing and safety.

TEQSA remains focused on delivering an effective regulatory approach in this changing environment to ensure our continued capacity to protect and enhance the integrity, quality and reputation of Australian higher education into the future. In addition to reforms to our regulatory approach, we're continuing work on a new Provider Information Management System (PIMS), which will support us to further streamline processes and reduce the regulatory burden on providers.

During 2023-24, TEQSA also commenced a review of our service charter. Input was sought from stakeholders in August 2023 and again in February 2024 to inform the development of an updated service charter and service standards. Alongside this work, we commenced procurement of new systems to support improved enquiry management, which once implemented, will support TEQSA to better measure and identify areas for service improvement.

Sector integrity

TEQSA's Higher Education Integrity Unit (HEIU) leads the agency's work to identify emerging and increasing threats to the integrity of Australian higher education awards.

The HEIU works in partnership with areas of TEQSA, Australian Government agencies and institutions to identify practical strategies to mitigate these threats. Current areas of focus for the HEIU include the impacts of gen AI on award integrity, commercial academic cheating services, work-integrated learning, research integrity, cyber security and third-party offshore delivery.

A key focus during the past 12 months has been working with the sector to respond to the risks posed by the increased sophistication of gen AI on award integrity and student learning outcomes. TEQSA issued a request for information (RFI) on 3 June 2024 to ensure registered higher education providers are reflecting meaningfully on the impact of gen AI. The RFI asked each registered provider to submit a credible institutional action plan, oversighted by appropriate governance mechanisms, outlining how their institution will address the risk gen AI poses to award integrity.

Additionally, to support the sector in managing the risks and opportunities of gen AI to course offerings, TEQSA:

- > developed the paper *Assessment Reform in the Age of Artificial Intelligence*, which has received more than 10,000 views
- > published the *Request for Information: Addressing the Risk of Artificial Intelligence* webpage, which includes resources outlining key considerations and frequently asked questions
- > delivered 2 RFI-related webinars, one for providers and another for accrediting bodies.

Since August 2022, TEQSA has blocked 369 websites (119 in 2023–24 alone) and removed more than 850 social media posts and accounts offering or advertising commercial academic cheating services. Internet users trying to access blocked websites are redirected to TEQSA's *Protect yourself from illegal commercial cheating services* webpage, which during 2023–24 received more than 69,000 page visits.

Compliance

Throughout the year, TEQSA's compliance efforts were focused on our identified compliance priorities: ensuring academic quality, strengthening corporate governance, upholding student wellbeing and safety, protecting sector integrity, maintaining information security and monitoring financial standing.

As occurred the previous year, most material changes reported to TEQSA by providers were about changes in senior leadership and changes in ownership. These changes present potential risks to the quality of students' educational experiences and will continue to be monitored by the agency.

TEQSA commenced a proactive sector compliance monitoring project focused on the prevention of, and response to, gender-based violence, with specific regard to providers' policies, procedures and programs. The purpose of this project is to review information and evidence from sampled providers in relation to their action and progress in implementing prevention, response and wellbeing support measures and how they monitor effectiveness and the extent of reporting to governing bodies. It is anticipated that this project will be completed in September 2024.

Publication of the *TEQSA Compliance Report 2023* was delayed several months to ensure it appropriately considered outcomes arising from the Australian Universities Accord final report. The compliance report provides details of TEQSA's compliance activities in 2023 and key learnings for providers as well as outlining the compliance priorities for the coming year. The report also includes compliance in-focus studies to support sector uplift.

To support compliance with the Threshold Standards, TEQSA also continued updating our suite of guidance notes using a new, simpler template which will ultimately reduce the number of guidance notes and ensure that each one aligns with a section of the HES Framework. During the period, 7 guidance notes were updated:

- > Academic governance (30 November 2023)
- > Academic and research integrity (2 February 2024)
- > Academic monitoring, review and improvement (19 March 2024)
- > Credit and recognition of prior learning (7 July 2023)
- > Delivery with other parties (7 July 2023)
- > Facilities and infrastructure (30 November 2023)
- > Research requirements for Australian universities (30 April 2024).

Student wellbeing

In 2023–24, TEQSA continued to prioritise issues related to student wellbeing. Of particular focus has been the prevention and response to gender-based violence and sexual harm, as well as issues relating to racism and student safety resulting from the conflict in the Middle East and protest activity on Australian university campuses.

TEQSA supports the Australian Government's *Action Plan Addressing Gender-Based Violence in Higher Education* and the establishment of the National Student Ombudsman. The Department of Education and the Commonwealth Ombudsman have consulted with TEQSA on the ombudsman's function and the implementation of other initiatives.

Our online seminar, *Education for equality: Taking a whole-of-institution approach to preventing gender-based violence* on 20 September 2023, attracted 276 higher education participants. This included 104 representatives from Australian Universities, 20 representatives from University Colleges and 85 representatives from Institutes of

Higher Education. A further 58 representatives attended from other organisations, including Our Watch.

Racism in higher education has been highlighted by the Australian Universities Accord and, more recently, by increased threats to broader social cohesion being reflected in higher education settings following the outbreak of conflict in the Middle East. TEQSA supports the independent study into racism at Australian universities, which is being led by the Australian Human Rights Commission (AHRC).

While the AHRC undertakes this study, we'll continue to assure that higher education providers are meeting their obligations and will take appropriate action to address any emerging risks. Alongside our Regulatory Response Group, which leads our response to issues arising from increased campus protest activity, we have also provided advice, engaged directly with providers and students, and will continue to monitor provider responses to assure student wellbeing and safety.

Registration and accreditation

TEQSA is currently reviewing its regulatory risk framework to inform the evolution of our approach to assessing registration and accreditation applications. The intent is to ensure regulatory efforts are aligned with the most critical risks that require intervention, allowing TEQSA to effectively prioritise resources and activities.

Since 2022, TEQSA has continued to introduce a range of process improvement measures designed to mature the management of risk, focused on requesting evidence of internal risk management and quality assurance activities from providers.

TEQSA regulates 222 providers (including 206 higher education providers) and is responsible for accrediting 1,720 courses of study for institutions that do not have self-accrediting authority.

Registration and initial course accreditation (new providers)

In 2023-24, TEQSA made 12 registration and initial course accreditation decisions with a median processing time of 267 days. This is consistent with median processing times for 2022-23.

The annual number of regulatory assessments managed by TEQSA has more than doubled, post COVID-19 and since 2018-19 (i.e. the last full year of regulatory activity not impacted by the COVID-19 pandemic). Regulatory flexibility applied through the pandemic, especially extensions to re-registration and re-accreditation due dates, has contributed to peaks in the number of assessments.

Course accreditation decisions for existing providers

In 2023-24, TEQSA made 111 course accreditation decisions, with a median processing time of 223 days. As expected, the median processing times remained high during this period given the large volume of applications received immediately prior to the introduction of cost recovery on 1 January 2023.

Many providers sought to expedite their applications to avoid the increased fee and, in some instances, compromised the quality of applications. This led to increased assessment timeframes that impacted TEQSA's median processing times in 2023-24.

Course reaccreditation for existing providers

In 2023–24, TEQSA made 96 course reaccreditation decisions with a median processing time of 230 days.

Due to the influx of accreditation applications received prior to the implementation of cost recovery, the median processing times for both accreditation and reaccreditation applications increased in 2023–24.

Reaccreditation applications are not subject to time sensitivities, whereas TEQSA must prioritise course accreditation applications to meet legislative deadlines.

Overall, TEQSA expects median processing times to reduce in 2024–25.

Education Services for Overseas Students Framework

The Education Services for Overseas Students (ESOS) Framework is a body of legislation that provides protection for international students studying in Australia.

TEQSA is the ESOS agency for all registered higher education providers, as well as providers delivering English Language Intensive Courses for Overseas Students (ELICOS) courses, in entry arrangements with a higher education provider, and all providers of Foundation Programs.

In 2023–24, TEQSA received 10 applications for initial registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and 31 applications to renew CRICOS registration. In addition, TEQSA received 1,115 applications for changes to CRICOS registration, including registering courses and locations. In the same period, TEQSA completed 11 assessments for CRICOS registration, 23 assessments for renewal of CRICOS registration and 1,059 assessments for changes to CRICOS registration.

TEQSA's CRICOS team primarily focuses its regulatory activities on the following key aspects of provider performance:

- > recruitment and admissions practices
- > management of education agent performance
- > the adequacy of student support services and information for prospective students.

In 2023–24, the CRICOS team's regulatory assessments focused on provider compliance with the ESOS Framework, as reflected by the adequacy of risk management and internal quality assurance practices.

TEQSA continues to be concerned with ongoing risks arising from the recruitment of large numbers of non-genuine overseas students who do not commence studies, transfer immediately into a VET course or cease studies altogether. In 2023–24, there were indications some higher education providers had been targeted for exploitation by non-genuine students and unscrupulous education agents.

During this period, TEQSA's CRICOS team also paid particularly close attention to applications (including registration and changes to registration) made by providers who have significantly increased recruitment from new and high-risk markets, recruited high numbers of students whose visas are refused, and/or have persistently high volumes of students who do not commence or complete their studies.

In a small number of instances, TEQSA identified serious risks to non-compliance with the ESOS Framework that were not being appropriately managed by the provider and took regulatory actions. This action included imposing registration conditions, shortening registration periods and limiting the number of overseas students the provider is allowed to recruit and admit.

In August 2023, TEQSA issued a sector alert reminding providers of the importance of having robust recruitment and admissions processes, oversights by effective governance, including mechanisms to ensure their education agents abide by Australian law and meet the Threshold Standards. We continue to focus our regulatory activity where our monitoring identifies risks of non-compliance with the ESOS Act and the Threshold Standards.

Engagement

During 2023–24, TEQSA consulted with the sector on the development of a Stakeholder Engagement Strategy. The new strategy outlines the principles informing TEQSA's approach to stakeholder engagement to support us to deliver the objectives outlined in TEQSA's Corporate Plan.

The agency held its first TEQSA Talks webinar on 17 April 2024, with 416 people in attendance. The new webinar series aims to help inform the sector about our regulatory work, quality assurance matters and sector risk. These free webinars also provide opportunities for providers and other stakeholders to ask us questions during interactive Q&A sessions.

TEQSA held annual meetings with higher education peak bodies including:

- > Australian Technology Network of Universities
- > English Australia
- > Group of Eight
- > Independent Higher Education Australia
- > Independent Tertiary Education Council Australia
- > Innovative Research Universities
- > Regional Universities Network
- > TAFE Directors Australia
- > Universities Australia.

These conversations provide us with feedback on emerging issues across the sector and help us set our strategic priorities for the year.

TEQSA also engaged with peak student and advocacy bodies including:

- > National Union of Students
- > Council of Australian Postgraduate Associations
- > Australasian Union of Jewish Students
- > Student Experience Network
- > Student Voice Australasia.

The 7th annual TEQSA Conference was held at the Melbourne Convention and Exhibition Centre on Wednesday 22 and Thursday 23 November 2023. The conference theme, Reshaping Higher Education, focused on current issues and risks facing the sector.

A total of 993 higher education providers, academics and students from Australia and overseas registered for the conference, with 745 attending in-person and a further 248 registered to attend virtually. See the case study on page 21 for more about the 2023 TEQSA Conference.

International engagement

TEQSA protects the international reputation of Australia's higher education sector through our regulatory and assurance work and engagement with international quality assurance partners. It is a vital activity that protects this economically important sector while supporting and enhancing our international competitiveness and safeguarding the student experience.

The principal objectives of TEQSA's international engagement are:


- > quality assuring Australian transnational higher education
- > supporting Australian transnational higher education activity and innovation
- > building networks and collaborating to ensure quality.

During the past financial year, TEQSA has engaged with international regulatory and quality assurance agencies that provide us with valuable insight into global trends and risks. Many of our international counterparts have been interested in TEQSA's work to combat commercial academic cheating services and Australia's response to the emerging integrity risk posed by artificial intelligence.

TEQSA has also continued to support the Global Academic Integrity Network (GAIN). Launched in October 2022 by TEQSA and Quality and Qualifications Ireland (QQI) to share intelligence and knowledge, GAIN's initial membership of 16 members (including UNESCO) has since expanded. By the end of June 2024, there were 27 countries represented on GAIN through a total of 33 members.

TEQSA changes

Dr Mary Russell was appointed TEQSA CEO on 3 May 2024, having been appointed Acting CEO in June 2023. Chief Commissioner Emeritus Professor Peter Coaldrake AO resigned, effective 10 May 2024. Commissioner Adrienne Nieuwenhuis was appointed Acting Chief Commissioner effective 11 May 2024.



In 2023, TEQSA brought together 17 leading Australian experts in AI, assessment and higher education in Australia for a 2-day forum. The *TEQSA Assessment Experts Forum: Rethinking assessment in the age of AI* sought to develop a set of guiding principles and propositions to support institutions in mitigating the risk gen AI poses to their assessments, while exploring opportunities to incorporate these rapidly evolving tools into their educational programs.


1

Overview

- ▲ What we do
- ▲ Our portfolio
- ▲ Accountable authority
- ▲ Our organisation
- ▲ Case study: TEQSA conference attracts record student numbers
- ▲ Case study: Assessment reform for the age of artificial intelligence

What we do



 Our purpose is to protect and enhance the integrity, quality and reputation of Australian higher education.

The TEQSA Act outlines TEQSA's responsibilities for the regulation and quality assurance of all providers offering higher education courses.

Our key activities include:

- > registering regulated entities as higher education providers and accrediting courses of study
- > conducting compliance and quality assessments
- > conducting accreditation assessments of courses developed by providers without self-accrediting authority
- > providing advice and making recommendations to the Minister responsible for higher education on matters relating to the quality and regulation of higher education providers
- > cooperating with similar agencies in other countries
- > collecting, analysing, interpreting and disseminating information relating to quality assurance practice and quality improvement in higher education.

TEQSA's core legislated role is to register all providers offering higher education qualifications in, or from, Australia. We accredit their courses of study, except for those providers (mostly universities) that have an authority to accredit courses themselves.

TEQSA also has responsibilities under the ESOS Act for providers offering courses to overseas students; Foundation Programs (except those delivered by schools); and English Language Intensive Courses for Overseas Students (ELICOS) programs delivered by higher education providers.

The *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code) was also established under the ESOS Act to provide nationally consistent standards and procedures for registered providers of education and training.

TEQSA conducts risk and compliance and other assessments of individual providers, as well as the sector more generally, against the Threshold Standards.

Our portfolio



TEQSA is a portfolio agency attached to the Department of Education.

The Minister for Education is the Hon Jason Clare MP.

Key priorities of the Department are:

Early childhood – prepare children for school

- > Quality early learning and childcare supports and prepares children for their future
- > Access to subsidised childcare supports parents and carers to work, study or volunteer.

Schooling – prepare children and young people for further study or work

- > Access to quality schooling provides the knowledge, skills and values for every child to achieve their potential.

Higher education – support participation in work and society

- > Higher education maximises employment opportunities and participation in the workforce, community and society.

Accountable authority



TEQSA's governance is overseen by Commissioners appointed by the Minister for Education based on their expertise in higher education quality assurance and regulatory practice.

Commissioners are responsible for making regulatory decisions, setting strategic directions, monitoring risk in the sector and deciding on matters relating to the development of our quality assurance and regulatory functions.

The Commissioners are TEQSA's accountable authority and inform the higher education sector about our work and the responsibilities of higher education providers under the Australian Government's regulatory system.

Table 1. Details of accountable authority during 2023–24

Name	Position title	Date of commencement	Date of cessation
Adrienne Nieuwenhuis	Acting Chief Commissioner	6 August 2021	Current, Acting Chief Commissioner from 11 May 2024
Emeritus Professor Joan Cooper	Commissioner	15 April 2019	Current
Stephen Somogyi	Commissioner	1 November 2021	Current
Emeritus Professor Peter Coaldrake AO	Chief Commissioner	1 March 2021	10 May 2024

Our Commissioners

Adrienne Nieuwenhuis



Adrienne Nieuwenhuis was appointed Acting Chief Commissioner of TEQSA on 11 May 2024.

Prior to her appointment to TEQSA, Adrienne held senior positions at the University of South Australia, most recently as the Director of the Office of Vice Chancellor, and in state government as the Director Quality, Tertiary Education, Science and Research in the South Australian Department of Further Education, Employment, Science and Technology.

Adrienne has provided strategic leadership, policy advice and investment direction to support tertiary education, science and research in South Australia. She was also responsible for the regulation of both

higher education and vocational education and training (VET) and worked closely with the Australian Government in the establishment of the national regulatory systems for both higher education and VET.

Adrienne was an inaugural member of the Higher Education Standards Panel (2011–14) and the National Skills Standards Council (2011–13). She was reappointed to the Higher Education Standards Panel for a further 3-year term in 2018.

Adrienne has been a member of the South Australian Skills Commission since 2013 and has held several roles within the Commission, including Deputy Chair of the Commission (2013–14; 2019–20) and Chair of the Commission’s Traineeship and Apprenticeship sub-committee since 2013. She was also a member of the Australian Industry and Skills Committee. In 2022 she was appointed to the National Vocational

Education and Training Regulator Advisory Council and in 2024 was appointed to the Initial Teacher Quality Assurance Oversight Board.

Adrienne has over 30 years' experience in tertiary education, regulation and in public administration, management and governance. She has been a member of various state and federal committees and working parties associated with both VET and higher education and public policy.

Adrienne holds an honours degree in science and a master's degree in tertiary education policy and administration.

Emeritus Professor Joan Cooper



Emeritus Professor Joan Cooper was previously a higher education consultant, a position she took on after retiring as Pro Vice-Chancellor (Students) at the University of New South Wales (UNSW). Her other executive academic positions include Deputy Vice-Chancellor (Academic) at Flinders University and Dean of Informatics at the University of Wollongong where she served as Chair of the University Senate (Academic Board). She has also held senior positions at 2 other Australian universities.

Prior to joining TEQSA Professor Cooper was involved in delivering a variety of higher education consultancy services to higher education private providers in Australia. This

included chairing governance committees, reviews of operational areas, and reviews for TEQSA registration, re-registration and accreditation.

She has chaired several governing councils and academic boards for private providers, including TAFE NSW. She was also a member of the TAFE NSW Commission Board.

Professor Cooper has wide-ranging experience both nationally and internationally in tertiary education accreditation and quality audits. In the last 10 years she has served on accreditation/quality panels including chairing many panels in Australia, Asia and the Middle East. Professor Cooper also has experience in managing quality audits.

Professor Cooper completed her Bachelor of Mathematics (Honours) and Doctor of Philosophy at the University of Newcastle. She was the foundation Professor of Information Technology at Wollongong University and the first female professor of IT in Australia.

In 2003, she was appointed an Emeritus Professor of Wollongong, a title conferred in recognition of her contribution to the university, and in 2004 was awarded the University of Newcastle's Convocation Medal for Professional Excellence. In April 2012, UNSW appointed her as an Emeritus Professor.

Stephen Somogyi



Steve Somogyi was appointed a TEQSA Commissioner in November 2021. He has extensive global experience in the financial services, health care, higher education and prudential regulation sectors and has chaired boards and audit and risk committees.

Steve served as the Chief Operating Officer at RMIT University for 10 years from July 2006 until July 2016. He then became a Strategic Adviser to Monash University, Victoria University, the University of Melbourne, the University of Adelaide, Siemens, Queensland Investment Corporation and Energy Trade.

He has chaired complex projects including the Queen Street Precinct project to improve the student experience for Victoria University. He also helped create the Net Zero Program for Monash to achieve energy savings and zero net carbon emissions by 2030 and developed a strategic approach to the Higher Education and Health Care sectors for the Siemens Smart Cities Business Unit.

He was a member of the Expert Review Group for the Australian Council for Educational Research.

Steve has held a range of senior roles in government and industry at the Australian Prudential Regulation Authority, Trowbridge Consulting, Mayne Nickless, Bonlac Foods, IOOF and the CPI Group. He worked at National Mutual for 27 years and ended his career there as Chief Finance Executive and Chief Actuary.

His work on boards includes serving as a Commission Member of the Safety, Rehabilitation and Compensation Commission, former Chair of Guild Group, former Director of UniSuper including Chair of the Audit, Risk and Compliance Committee, former Chair of Higher Ed Services (now known as HES), Chair of CourseLoop and Chair of Net Zero Design and Execution.

Earning a Master of Science in High Energy Physics from the University of Melbourne and a Master of Science in Management (Sloan Fellow) from Massachusetts Institute of Technology, Steve is a Fellow of the Institute of Actuaries of Australia, the Australian Institute of Company Directors and the Financial Services Institute of Australia.

Our organisation

Dr Mary Russell, Chief Executive Officer



Dr Mary Russell is CEO at TEQSA. She was appointed to the role in May 2024, having led TEQSA as acting CEO since June 2023.

Mary joined TEQSA as the Executive Director of Regulatory Operations in 2022. In this role she led the regulatory teams which manage higher education provider registration, course accreditation, compliance and regulatory risk assessments.

Before joining TEQSA, Mary was Assistant Ombudsman for Dispute Resolution at the Telecommunications Industry Ombudsman. She held executive roles at the Australian Health Practitioner Regulation Agency (AHPRA)

for 6 years, including as State Manager for Victoria, National Manager of Notifications and National Manager of Regulatory Risk Strategy. While at AHPRA, she led the development and implementation of a risk-based approach to managing concerns about the performance and conduct of health practitioners.

Mary has served as chair and member of regulatory boards, concurrently with roles as a health practitioner and a tertiary educator. She has extensive experience in university teaching, curriculum development and delivery, and has completed her PhD in Health Sciences.

Our people

The TEQSA Commission is supported by an Executive Leadership Team (ELT) composed of the CEO, Executive Director, Regulatory Operations, General Counsel, Director, Corporate Services, Director, Policy, Research and Engagement, Chief People Officer and the Director, Higher Education Integrity Unit.

The ELT provides operational leadership for TEQSA and informs decisions in relation to our operational requirements and priorities, including staffing, business planning and the management of resources. The ELT also develops our corporate plan, annual report and annual budget for the consideration and approval of the accountable authority.

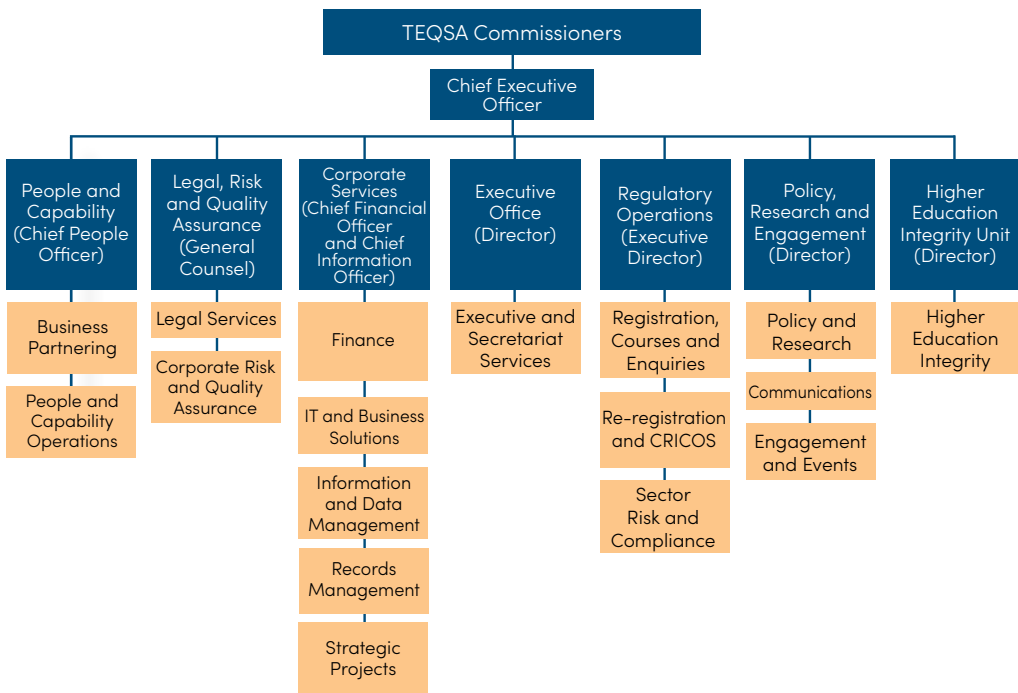
TEQSA's staff bring knowledge and expertise in regulation, quality assurance, risk management, the public sector and higher education. Staff members build on their knowledge and experience through regular interactions with providers, professional accreditation bodies, TEQSA experts and overseas quality assurance bodies.

TEQSA’s staff come from diverse backgrounds, including regulation and government, higher education delivery, data collection, data analysis, risk management and financial analysis. They apply their specialist skills in assessing complex qualitative and quantitative information, with a focus on protecting the interests of students and the reputation of the higher education sector.

Functional groups

TEQSA’s functional groups comprise Legal, Risk and Quality Assurance, People and Capability, Corporate Services, Regulatory Operations, Policy, Research and Engagement and the Higher Education Integrity Unit.

Figure 1. TEQSA organisation chart (as at 30 June 2024)



People and Capability

People and Capability is led by the Chief People Officer and is responsible for delivering strategic and operational human resources (HR) strategy, services and expert advice across all employee lifecycle activities.

These include workforce planning, recruitment and selection, learning and development, performance management, culture and engagement, workplace relations and work, health and safety.

Legal, Risk and Quality Assurance

Legal, Risk and Quality Assurance is led by the General Counsel, and comprises Corporate Risk and Quality Assurance and Legal Services.

The Corporate Risk and Quality Assurance team is responsible for TEQSA's internal quality assurance, enterprise risk management and protective security frameworks. It also coordinates procurement and oversight of the agency's (outsourced) internal audit function and provides secretariat support to the Audit and Risk Committee (ARC).

The Legal Services team is responsible for providing TEQSA staff with strategic legal advice and training on legal issues, managing claims by or against TEQSA and drafting and managing legislative instruments and delegations relevant to TEQSA's regulatory and enabling functions.

Corporate Services

Corporate Services provides TEQSA with key enabling services that help the agency achieve our priorities and align our approach with policy objectives.

In particular, Corporate Services supports TEQSA's:

- > financial management and reporting
- > information systems, technology support and records management.

Corporate Services also supports TEQSA's project and property management, which are key to providing specialised advice and operational support.

Regulatory Operations

Regulatory Operations conducts all regulatory assessments and investigations of providers, including:

- > accreditations and renewals of courses
- > initial registrations and re-registrations of providers
- > assessments under the ESOS legislative framework
- > compliance assessments and investigations.

Regulatory Operations comprises Registration, Courses and Enquiries, Re-registration and CRICOS, and Risk and Compliance.

Registration, Courses and Enquiries

Registration, Courses and Enquiries is responsible for delivering TEQSA's core business of regulatory assessment under the TEQSA Act in relation to initial provider registration, course accreditation and renewal of course accreditation.

The Initial Registration team assesses applications for initial provider registration and accreditation of new courses, and prepares assessment information and

recommendations on initial registration applications for the decision of the TEQSA Commission.

The Courses team assesses applications from registered non-self-accrediting providers for the accreditation of new courses and the renewal of accreditation of existing courses.

Re-registration and CRICOS

The Re-registration team assesses applications made under the TEQSA Act to renew registration as a higher education provider, gain authority to self-accredit courses of study and change provider category.

TEQSA has regulatory responsibility as an ESOS agency for the higher education sector, Foundation Programs and ELICOS courses delivered by providers that have an entry arrangement with at least one registered higher education provider.

The ESOS Framework is a body of legislation that provides protection for international students studying in Australia, protects and enhances Australia's reputation for quality education and supports the integrity of Australia's student visa program. CRICOS, the Commonwealth Register of Institutions and Courses for Overseas Students, records the registration of all Australian education providers approved to recruit, enrol and deliver education and training services to overseas students.

TEQSA's ESOS/CRICOS team assesses applications for initial registration, renewal of registration on CRICOS and a range of other regulatory assessments under the ESOS legislative framework.

Sector Risk and Compliance

Sector Risk and Compliance comprises the Compliance and Investigations team and the Financial Advisory and Risk team.

The Compliance and Investigations team is responsible for assessing and managing concerns about provider compliance with regulatory requirements, including the Threshold Standards.

The team undertakes non-cyclical compliance assessments and investigations, based on identified risks and sector-wide thematic analyses. It monitors and manages complaints about providers and monitors assurance action imposed on providers.

The Financial Advisory and Risk team is responsible for sourcing information and intelligence related to risk and undertaking quantitative and qualitative analyses to inform TEQSA's regulatory assessment and compliance activity. The work of the team is key to ensuring that TEQSA's regulatory and compliance activities are proportionate and reflect risk and regulatory necessity.

Policy, Research and Engagement

Policy, Research and Engagement provides strategic policy and sector engagement advice that supports TEQSA's outcomes and informs its future directions.

The Communications team is responsible for providing strategic advice about communications with TEQSA's diverse range of internal and external audiences. This includes media relations, issues management, communications strategy, website

management, graphic design, intranet management, production of digital content, such as event videos and webinars, and internal communications support.

The Engagement and Events team ensures TEQSA's events, such as the annual TEQSA conference and other stakeholder engagements, support the achievement of TEQSA's strategic goals. They also ensure TEQSA's register of experts is reviewed and managed.

The Policy and Research team supports the enhancement of TEQSA's outcomes and future direction through ongoing improvements to regulatory policy and quantitative and qualitative analysis. This work helps to identify emerging risks and trends to inform guidance to the sector and TEQSA's regulatory function. The team also coordinates strategic projects, resources for the sector, policy development and submissions on behalf of the agency.



Case study: TEQSA conference attracts record student numbers

The 2023 TEQSA Conference welcomed higher education representatives, sector stakeholders and a record number of students to the Melbourne Convention and Exhibition Centre on 22-23 November. For this 7th annual event, 745 people gathered in-person for the main conference, uniting under the theme of *Reshaping Higher Education*. An additional 248 people attended virtually.

The main conference day consisted of 4 sessions, each chaired by a TEQSA Commissioner. The key themes addressed included safeguarding student wellbeing, the creation of relevant student support programs, the future of education and the quality of international education.

Speakers included Australian Universities Accord Panel Chair Professor Mary O'Kane AC and Tayla Roberts, a second-year medicine student from Flinders University.

We were excited to welcome the highest ever number of students to a TEQSA conference – 147, representing 14% of all delegates. Students also added great value by contributing as speakers and were part of every discussion panel during the main conference.

Other student-focused topics were covered in the seminar sessions held the day before the main conference, such as protecting international students, and the importance of cultural, physical and emotional safety for First Nations students.

First Nations students face a range of barriers to entering and progressing through higher education, including cultural safety. Our panel discussed the cultural, physical and emotional safety of First Nations students in higher education and explored practical ways to support these students throughout the student lifecycle.

Similarly, attendees also heard from a panel discussing current research on good practice in international student engagement and how support and engagement ensures quality in international education.

Higher Education Integrity Unit

TEQSA's Higher Education Integrity Unit (HEIU) aims to identify and address issues likely to impact the integrity of Australia's higher education sector. Areas of focus for the HEIU are developed and updated in response to sector trends and data analysis.

Since the launch of ChatGPT, the HEIU has worked with the sector to provide guidance and support on the impact gen AI poses to assurances of student learning outcomes and award integrity. In the 2023-24 financial year, the HEIU has delivered a body of work to support Australia's higher education providers in reflecting on both the opportunities and risks of gen AI.

To ensure the sector is engaging meaningfully with the impact of gen AI, on 3 June 2024 TEQSA issued a request for information (RFI) to all registered higher education providers. The RFI asked providers for a credible action plan that set out an institutional strategy for addressing the risk gen AI poses to the integrity of awards, across the breadth of the provider's course offerings. Submissions were due on 3 July 2024.

TEQSA intends to use the information received in response to this RFI to, initially, understand the differing approaches in the sector to harness the opportunities and mitigate the risk that gen AI poses to teaching, learning and assessment, and then develop resources to improve the quality of higher education.

An ongoing priority of the HEIU is to use TEQSA's legislative authority to continue to disrupt commercial academic cheating services that target students enrolled with Australian higher education providers.

TEQSA's enforcement activities are complemented by a program of educational activities that:

- > inform students about the risks of engaging with cheating services
- > deliver in-person workshops for professional and academic staff on deterring and detecting contract cheating
- > ensure providers have access to up-to-date information about the commercial cheating industry through regular intelligence gathering and sharing exercises
- > offer providers best practice examples of how to enhance the integrity of their awards, such as through the *TEQSA Masterclass: Contract cheating detection and deterrence*.

The HEIU has also worked with other government agencies to support Institutes of Higher Education to enhance their cyber security awareness and maturity, with a suite of resources to be released in August 2024.

Other areas likely to impact the integrity of the higher education sector are being examined and acted upon as needed and when the opportunity arises. For example, the increase in online learning and offshore delivery through third-party arrangements, English language standards, research integrity and admissions practices.



Case study: Assessment reform for the age of artificial intelligence

Throughout 2023–24 TEQSA continued to partner with the higher education sector to consider the risks and opportunities of gen AI to teaching, learning and assessment.


In August 2023, TEQSA brought together 17 leading Australian experts in artificial intelligence, assessment and higher education for a 2-day forum. The *TEQSA Assessment Experts Forum: Rethinking assessment in the age of artificial intelligence* sought to develop a set of guiding principles and propositions to support institutions in addressing the risk gen AI poses to their assessments, while exploring opportunities to incorporate these rapidly evolving tools into their educational programs.

Through expert collaboration and insight, the document *Assessment Reform for the Age of Artificial Intelligence* was developed. This paper presents 2 guiding principles and 5 propositions which align with the Threshold Standards.

The paper provides guidance to Australia's higher education sector. It was offered to help inform decision-making and action into the future and was not intended to be prescriptive. The paper recognises that gen AI technology is developing at an unprecedented rate and poses a risk to many forms of traditional assessment. But equally this technology is becoming commonplace in workplaces and students must therefore develop the skills to ethically and effectively use these tools.

Following its initial drafting at the forum, *Assessment Reform for the Age of Artificial Intelligence* was shared with a broader group of experts and sector leaders, for consultation. It was then made available for a public consultation in October 2023. The feedback provided was carefully reviewed by the steering group of forum experts and the final paper was launched by a panel of the lead authors at the TEQSA Conference in November 2023.

Assessment Reform for the Age of Artificial Intelligence has been well received by the sector. The paper is available to download from TEQSA's website and has received more than 10,000 page views (to 30 June 2024).



The past 12 months have been marked by integrity threats to the sector, in particular from the nature and scale of academic cheating, non-genuine overseas student enrolments, and the rapid emergence of generative artificial intelligence. We also observed continuing challenges to the quality of higher education, the student experience and providers' financial viability as each navigated the post-pandemic environment.

2

Performance review

- ▲ Statement of compliance
- ▲ Performance analysis
- ▲ Objective 1: Promote and support good practice and effective self-assurance across the sector
- ▲ Objective 2: Identify, analyse and respond to risks in the sector
- ▲ Objective 3: Ensure compliance with applicable legislation through effective and efficient regulation

Statement of compliance



We, the TEQSA Commissioners, as the accountable authority of the Tertiary Education Quality and Standards Agency (TEQSA), present the 2023-24 annual performance statements for TEQSA, as required under paragraph 39(1)(a) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

In our opinion, these annual performance statements are based on properly maintained records, accurately present the performance of TEQSA, and comply with subsection 39(2) of the PGPA Act.

Adrienne Nieuwenhuis
Acting Chief Commissioner

Stephen Somogyi
Commissioner

The annual reporting cycle

TEQSA is required to include annual performance statements that review our non-financial performance in achieving our vision and purpose. The Annual Report and annual performance statements complete the cycle that commenced with the Portfolio Budget Statements (PBS) and Corporate Plan. The performance statements report the actual results achieved against the performance measures and targets set out in our Corporate Plan and PBS.

Figure 2. The reporting cycle



TEQSA's overarching vision and purpose is aligned under the following outcome and program that are supported by 3 objectives. These are described below.

Outcome – contribute to a high-quality higher education sector

TEQSA contributes to a high-quality higher education sector through:

- > streamlined and nationally consistent higher education regulatory arrangements
- > registration of higher education providers
- > accreditation of higher education courses
- > investigation, quality assurance, and dissemination of higher education standards and performance.

Program – regulation and quality assurance

TEQSA provides higher education regulation and quality assurance with reference to standards established under the TEQSA Act and the *Education Services for Overseas Students Act 2000* (ESOS Act):

Objective 1 – promote and support good practice and effective self-assurance across the sector

Objective 2 – identify, analyse and respond to risks in the sector

Objective 3 – ensure compliance with applicable legislation through effective and efficient regulation

Key activities include:

- > registering regulated entities as higher education providers and accrediting courses of study
- > conducting compliance assessments
- > conducting accreditation assessments of courses developed by providers who do not have self-accrediting authority
- > providing advice and making recommendations to the responsible Minister on matters relating to the quality and regulation of higher education providers
- > cooperating with similar agencies in other countries
- > collecting, analysing, interpreting, and disseminating information relating to quality assurance practice and quality improvement in higher education.

These activities are underpinned by performance measures and qualitative and quantitative targets. The measures and targets help us to monitor our progress and determine whether we are effective in delivering on our purpose.

TEQSA aligns key performance measures against the *Australian Government Regulator Performance Resource Management Guide (RMG-128)*, which requires regulatory agencies to annually assess their performance and report in an annual report.

The principles are:

1 – continuous improvement and building trust

TEQSA adopts a ‘whole-of-system’ perspective continuously improving performance, capability and culture to build the trust and confidence of the higher education sector and other stakeholders in our regulatory settings.

2 – risk-based and data driven

TEQSA responds to risks proportionately and maintains essential safeguards while minimising regulatory burden and leveraging data and digital technology to support higher education providers to comply and grow.

3 – collaboration and engagement

TEQSA is a transparent and responsive communicator, regulating against the higher education standards in a modern and collaborative way.

Operating environment

TEQSA's operating environment consists of 206 higher education providers across 4 provider registration categories:

- > Australian University
- > University College
- > Institute of Higher Education
- > Overseas University.

These providers offer a diverse range of study courses to more than 1.55 million higher education students. About 95% of providers are registered to deliver higher education courses to international students. Almost half of all registered higher education providers also deliver VET courses (dual-sector providers).

At 30 June 2024, Australia's higher education sector comprised 43 Australian Universities, 7 University Colleges and 156 Institutes of Higher Education. The universities, mostly large and comprehensive in scope, account for about 90% of Australia's higher education students.

TEQSA authorises universities, and a small number of providers in other categories, to self-accredit courses of study. Providers without self-accrediting authority are required to have their courses of study accredited by TEQSA. At 30 June 2024, TEQSA had 1,650 active courses accredited across 12 broad fields of study, principally in management and commerce, society and culture, health, and education.

TEQSA's monitoring and regulatory activity has focused on the financial viability of providers and any impacts this may have on the quality of their service provision.

Challenges

Australia's higher education sector is in a period of transition, driven by Australian Government reform and changes in the domestic and global environment as the world has emerged from the COVID-19 pandemic.

The evolution of delivery formats, gen AI and overseas student enrolments have each brought threats to the integrity of Australia's higher education. Student safety and wellbeing is also in focus, particularly gender-based violence and racism on campus, reflecting domestic and international events.

TEQSA's challenge is to continue to adapt our regulatory approach to ensure it aligns with legislative changes, while also monitoring and responding to existing and emerging risks.

An important priority for TEQSA is supporting innovation, while ensuring quality and integrity are maintained and enhanced and the interests of students are protected as the sector continues to transform.

This requires TEQSA to evolve our regulatory approach, improve capacity for data management to inform our work, respond to both legislative changes and promote and support effective self-assurance, while maintaining and building trust with stakeholders.

Priorities

TEQSA has identified priorities to respond to the operating environment and address opportunities and challenges:

- > reviewing and adapting TEQSA's regulatory model and practice, in keeping with established principles of regulatory best practice and reform (outlined in *Regulator Performance RMG-128* guidance provided by the Department of Finance), in consultation with stakeholders
- > implementing strategies to improve the timeliness and responsiveness of regulatory assessments and decisions, managing workloads in a manner that reflects risk and ensuring cost recovery arrangements are in place
- > maintaining a risk assessment focus on the financial viability of providers, particularly in relation to providers heavily reliant on overseas students
- > building the HEIU program on academic or contract cheating and artificial intelligence and collaboration with other agencies in relation to issues such as cyber security and foreign interference
- > further developing TEQSA's risk and compliance focus in relation to student wellbeing
- > continuing to update TEQSA's guidance materials, including updating our higher education good practice hub with the inclusion of artificial intelligence resources
- > ongoing outreach to combat contract cheating, including online masterclasses and workshops
- > working closely with the Department of Education and the Higher Education Standards Panel on priority projects such as admissions transparency
- > continued collaboration with ASQA to seek opportunities to align and modernise processes, to reduce regulatory burden and support dual-sector providers
- > investing in our workforce and enabling systems to build and maintain TEQSA's regulatory practices and organisational capacity.

Our stakeholders

TEQSA engages with a range of stakeholders from the national and international higher education sector, government and related professions to achieve our purpose. During 2023–24, TEQSA began work to develop a new stakeholder engagement strategy in consultation with the sector.

TEQSA's key stakeholders include:

- > Department of Education
- > Higher Education Standards Panel
- > Australian Skills Quality Authority
- > educators
- > regulators
- > immigration committees
- > students and student bodies
- > providers and provider peak bodies
- > industry professional bodies.

Performance analysis

During 2023–24, TEQSA navigated a challenging regulatory and operational landscape, which the agency continuing to carry a larger than average application load. Despite this, the 2023–24 Stakeholder Survey (conducted annually) showed 76% of providers rated TEQSA's overall performance as either 'excellent' or 'good' – a 10-percentage point increase from last year. TEQSA also achieved or mostly achieved 20 of the 26 targets by which our performance is assessed.

Table 2: Summary of TEQSA's overall performance

Rating	Number of performance measures
Achieved (100% or qualitatively fulfilled)	15
Mostly achieved (70% or more, or qualitatively substantial progress)	5
Partly achieved (69% or less, or qualitatively only partial progress)	3
Not achieved (0% (zero) or no progress made)	3

While TEQSA's surveyed stakeholders mostly reported improved or stabilised satisfaction with our performance compared to last year, we note a continued focus is needed in ensuring our regulatory requirements are not unnecessarily burdensome. This was reflected by a decline in the number of surveyed providers rating the 'usefulness of advice and support in relation to the reduction of administrative regulatory burden' as 'excellent' or 'good'. This represented a 9-percentage point drop on the same metric from last year's survey, and was below TEQSA's performance target of a 50% 'excellent' or 'good' rating.

Analysis of this result shows it is tied to feedback on applications, and time taken for TEQSA to make a decision. In 2023–24, TEQSA saw increased median processing times for course accreditation and reaccreditation applications due to the higher than average application load. A high volume of applications was received in the months prior to the implementation of the cost recovery model in January 2023. This, combined with the COVID-19 fee relief measures for accreditation and reaccreditation applications that ended in December 2022, incentivised providers to expedite their applications to avoid the fee and led to an increase in the volume of assessments in 2023–24. This haste compromised the quality of some applications and led to delays in assessment times. In addition, regulatory flexibility applied through the COVID-19 pandemic, especially extensions to re-registration and reaccreditation due dates, contributed to further peaks in the number of these assessments.

TEQSA expects to see a reduction in median processing times over the financial year 2024–25 due to process and systems improvements, including the new PIMS. As part of this work, we are undertaking a continuous improvement activity to ensure our processes are fit for purpose. Additionally, we are reviewing TEQSA's processes to ensure there are no internal delays in meeting legislative deadlines as part of the transition to the new PIMS and implementation of the revised regulatory risk framework. This quality assurance work is ongoing, and it will inform how TEQSA continues to meet its legislative deadlines.

Providers continued to rate TEQSA's guidance materials highly, with 84% of those surveyed regarding 'Usefulness of the information on the Threshold Standards in the form of the guidance notes' as 'excellent' or 'good'. Total page views of TEQSA-developed education and guidance materials increased 19.65% to 244,992 in 2023-24 compared to the previous year. While the number of providers linking to TEQSA's website resources increased on the previous year, traffic to the student section declined during the period resulting in this performance target not being achieved. TEQSA is developing a new stakeholder engagement strategy for implementation in 2024-25 to support stronger engagement students to address this.

List of performance measures

Objective 1: Promote and support good practice and effective self-assurance across the sector		
Performance measure	Result	Reference
Key activity 1.1: Develop and publish education and guidance materials, in consultation with the sector, to support good practice and provider self-assurance		
Number of website visits on TEQSA-developed resources	Achieved	#1
Website-based guidance is current and relevant to providers	Achieved	#2
Extent of stakeholder satisfaction with TEQSA-developed resources	Achieved	#3
Key activity 1.2: Engage with higher education peak bodies, registered providers and students to uphold student interests and support effective regulation and quality assurance		
Extent of satisfaction with TEQSA's engagement with peak bodies and providers, including in relation to:	Achieved	#4
(i) sector trends, risks and challenges	Achieved	#5
(ii) applications for registration and accreditation	Achieved	#6
(iii) implementation of cost recovery	Achieved	#7
(iv) the annual conference and other events	Achieved	#8
(v) engage high-risk providers in free online events to promote and support good practice	Mostly achieved	#9
(vi) number of visits to the <i>Students</i> section of TEQSA's website	Not achieved	#10
Key activity 1.3: Work closely with the Department of Education and the Higher Education Standards Panel on joint projects regarding the Higher Education Standards Framework 2021 (Threshold Standards)		
Participation and substantive contribution to joint projects	Achieved	#11

Performance measure	Result	Reference
Key activity 1.4: Advise and make recommendations to the Minister on matters relating to the quality and regulation of higher education providers		
Provide advice to the Minister with regard to key trends, risks and issues across the sector and regarding high-risk providers	Achieved	#12

Objective 2: Identify, analyse and respond to risks in the sector

Performance measure	Result	Reference
Key activity 2.1: Monitor the performance of registered providers, identify risks, assess provider responses and, where necessary, take regulatory or other action		
Complete and report on the annual risk assessment of providers and share key themes with the sector	Partly achieved	#13
TEQSA's sector risk monitoring activity contributes to the setting of its risk priorities and is shared with the sector – emphasising opportunities for improvement	Not achieved	#14
Key activity 2.2: Maintain a risk assessment focus on the financial viability of providers, particularly in relation to providers heavily reliant on overseas students		
Assess provider financial risk as part of the annual risk assessments	Achieved	#15
Key activity 2.3: Develop TEQSA's risk and compliance focus in relation to student wellbeing, such as mental health and the issues raised by sexual assault and sexual harassment		
Sector compliance activity involving student wellbeing	Partly achieved	#16
Key activity 2.4: Further develop the activity of the TEQSA Higher Education Integrity Unit in relation to contract cheating, cyber security and foreign interference		
Demonstrated improvements in sector awareness, identification, analysis and response to integrity risks	Mostly achieved	#17

Objective 3: Ensure compliance with applicable legislation through effective and efficient regulation

Performance measure	Result	Reference
Key activity 3.1: Review and adapt TEQSA's regulatory model and practice, in keeping with established principles of regulatory best practice and reform, in close consultation with stakeholders		
Stakeholder acceptance of process and outcomes for regulatory reform	Partly achieved	#18
Key activity 3.2: Align risk and compliance approach with legislated requirements and principles of regulatory necessity, risk and proportionality		
Proportion of compliance assessments undertaken to address non-compliance and restore compliance (registered and non-registered) providers	Achieved	#19
TEQSA reviews cases in which its decisions are externally reviewed, identifies any opportunities for improvement in TEQSA's regulatory approach and implements improvements	Achieved	#20
Extent to which TEQSA meets relevant legislated and/or statutory freedom of information, privacy or information security obligations	Achieved	#21
Key activity 3.3: Ensure regulatory assessments are streamlined and coordinated to ensure regulatory activity is undertaken efficiently		
Yearly trend in processing times	Achieved	#22
Percentage of providers satisfied TEQSA is reducing administrative burden	Not achieved	#23
Percentage of assessments completed within legislative deadlines as required under the TEQSA Act	Mostly achieved	#24
Key activity 3.4: Recover regulatory costs consistent with Cost Recovery Implementation Statement (CRIS) and relevant framework/guidelines		
Recovery consistent with approved CRIS and with support of providers	Mostly achieved	#25
Key activity 3.5: Implement key strategic projects in relation to organisation capability		
Strategic projects progressively implemented, on time and on budget	Mostly achieved	#26

Objective 1

Promote and support good practice and effective self-assurance across the sector



TEQSA offers education and guidance to assist providers in meeting their obligations and to promote quality enhancement.

This education and guidance includes:

- > application guides
- > guidance notes
- > good practice notes
- > seminars
- > workshops
- > digital and other tools.

TEQSA's annual conference and the TEQSA Talks webinar series, launched in April 2024, bring these different strands together in an open and robust engagement with the sector. The conference and webinar agenda varies in response to identified needs.

TEQSA uses feedback from a range of sources such as providers, the Higher Education Standards Panel, peak bodies and students. We also use observations from cyclical and compliance assessments and the annual risk cycle to establish the areas and forms of support to be developed. TEQSA also provides advice and makes recommendations to the Minister responsible for higher education on matters relating to the quality and regulation of higher education providers.

Of the impacts, challenges and priorities identified in Section 2 of the 2023–27 TEQSA Corporate Plan, the following priority activity is relevant to promoting and supporting good practice and effective self-assurance across the sector:

- > Work closely with the Department of Education and the Higher Education Standards Panel on joint projects such as modes of delivery, admissions transparency and research quality (see key activity 1.3 in the table below).

#1	Number of website visits on TEQSA-developed resources
Target	10% increase in website visits to TEQSA-developed education and guidance materials compared to previous years
Result	Achieved
Analysis	<ul style="list-style-type: none"> > Total page views of TEQSA-developed education and guidance materials increased 19.65% to 244,992 in FY 2023-24, compared with FY 2022-23 > The <i>Assessment Reform in the Age of Artificial Intelligence</i> resource launched in November 2023 was accessed 10,783 times > Guidance materials related to TEQSA's request for information on addressing the risk of artificial intelligence, published from March onwards, were viewed 5,909 times
Methodology	Total website visits for all TEQSA developed education and guidance materials are 110% of 2022-23
Source	Google Analytics on TEQSA website
Key activity	1.1: Develop and publish education and guidance materials, in consultation with the sector, to support good practice and provider self-assurance
Responsible	Policy, Research and Engagement

#2

Website-based guidance is current and relevant to providers

Target Publication of 3 to 4 sector guidance notes or resource packs annually

100% of the website pages visited most frequently (top 30% visits) have been reviewed and (if required) updated within the last 12 months

Result Achieved

- Analysis**
- > 7 guidance notes updated: Academic Governance, Academic monitoring review and improvement, Credit and Recognition of Prior Learning, Delivery with other parties, Facilities and infrastructure, Research Requirements for Australian Universities, and Academic and Research Integrity
 - > 12 guidance notes concluded external consultations: Student Grievance and Complaints, Wellbeing and Safety, Diversity and Equity, Corporate Governance, Corporate Monitoring and Accountability, Staffing, Course Design, Learning Outcomes and Assessment, Learning Resources and Educational Support, Academic and Research Integrity, Academic Monitoring, Review and Improvement, Facilities and Infrastructure
 - > Zero guidance notes recently released for external consultation

Throughout 2023-24, TEQSA has achieved our target of reviewing and updating, where required, content on 30% of the most accessed pages on the website. Additionally, TEQSA developed other resource materials such as the *Assessment Reform in the Age of Artificial Intelligence* resource and guidance materials to support providers to respond to TEQSA's request for information to address the risk of artificial intelligence

Methodology Count of number of guidance notes and resource packs published in 2023-24

Percentage of top 30% of all web pages by total visits for each month have been reviewed or updated within the last 12 months

Source TEQSA website guidance note publications

Google Analytics on TEQSA website

Key activity 1.1: Develop and publish education and guidance materials, in consultation with the sector, to support good practice and provider self-assurance

Responsible Policy, Research and Engagement

#3

Extent of stakeholder satisfaction with TEQSA-developed resources

Target	Peak bodies and providers report substantive contribution to TEQSA's good practice materials and guidance
Result	Achieved
Analysis	<p>TEQSA has developed a range of guidance and support materials based on identified need and promoted these broadly through our website, social media, webinars and other activities during 2023-24. Examples include:</p> <ul style="list-style-type: none">> Updated 7 guidance notes and conducted consultation on a further 12 with the sector, with information about these shared via social media, TEQSA's website and e-News> Following sector consultation, the <i>Assessment Reform in the Age of Artificial Intelligence</i> resource was launched at the TEQSA Conference in November 2023 and shared via TEQSA's website, e-News and social media channels> Guidance materials to support the request for information to address the risk of artificial intelligence were developed and shared via TEQSA's website, e-news and social media. In addition, a Q+A webinar was held in March 2024 for providers and feedback was used to refine these materials. The RFI was also discussed at the April TEQSA Talks webinar> Our regular Good Practice Monday series across LinkedIn and Twitter/X promotes TEQSA's education and guidance resources to our audiences
Methodology	<p>Count of support materials developed, shared and/or promoted with external stakeholders</p> <p>Count of stakeholders engaged in education or training events</p> <p>A majority of both providers report that they have substantially contributed to TEQSA good practice materials</p>
Source	<p>Guidance notes as published on TEQSA website</p> <p>Records of attendance at TEQSA education events</p> <p>2023-24 Stakeholder Survey</p>
Key activity	1.1: Develop and publish education and guidance materials, in consultation with the sector, to support good practice and provider self-assurance
Responsible	Policy, Research and Engagement

#4**Extent of satisfaction with TEQSA's engagement with peak bodies and providers**

Target	Peak bodies and providers generally report constructive and effective engagement with TEQSA
Result	Achieved
Analysis	<p>The 2023-24 Stakeholder Survey showed that those who responded and provided ratings, the following gave TEQSA a rating of 'excellent' or 'good':</p> <ul style="list-style-type: none">> 84% regarding 'Usefulness of the information on the Threshold Standards in the form of the guidance notes'> 88% regarding 'Usefulness of the information contained within the good practice notes'> 82% regarding the usefulness of TEQSA-facilitated workshops and webinars to discuss regulatory requirements and issues <p>This shows that peak bodies have reported constructive and effective engagement with TEQSA</p>
Methodology	A majority of providers and peak bodies report positive responses to questions provided
Source	2023-24 Stakeholder Survey
Key activity	1.2: Engage with higher education peak bodies, registered providers and students to uphold student interests and support effective regulation and quality assurance
Responsible	Policy, Research and Engagement

#5

Extent of satisfaction with TEQSA's engagement with peak bodies and providers, including in relation to: (i) sector trends, risks and challenges

Target	Peak bodies and providers report substantive contribution to TEQSA's identification and response of sector trends and risks
Result	Achieved
Analysis	<p>Annual dialogue meetings with peak bodies took place from mid-March to late April 2024</p> <p>The 2023–24 Stakeholder Survey showed of those who responded and provided ratings, the following gave TEQSA a rating of 'excellent' or 'good':</p> <ul style="list-style-type: none">> 69% regarding 'Usefulness of information provided on the National Register (showing the results of regulatory decisions)'> 75% regarding 'Using a variety of media and channels to communicate sector-wide updates' <p>This shows that peak bodies and providers understand and accept TEQSA's published priorities</p>
Methodology	A majority of providers and peak bodies report positive responses to questions provided
Source	2023–24 Stakeholder Survey
Key activity	1.2: Engage with higher education peak bodies, registered providers and students to uphold student interests and support effective regulation and quality assurance
Responsible	Policy, Research and Engagement

#6

Extent of satisfaction with TEQSA's engagement with peak bodies and providers, including in relation to: (ii) applications for registration and accreditation

Target	Peak bodies and providers report substantive contribution to reformed TEQSA regulatory model and practice
Result	Achieved
Analysis	<p>81% of providers who responded to our annual survey rated TEQSA 'excellent' or 'good' in response to the prompt 'Usefulness of information on TEQSA's regulatory policies and processes – provided through TEQSA's website and newsletters'</p> <p>This indicates a high level of satisfaction with the information published on TEQSA's website regarding its regulatory policies and processes</p>
Methodology	A majority of providers and peak bodies report positive responses to questions provided
Source	2023-24 Stakeholder Survey
Key activity	1.2: Engage with higher education peak bodies, registered providers and students to uphold student interests and support effective regulation and quality assurance
Responsible	Policy, Research and Engagement

#7

Extent of satisfaction with TEQSA's engagement with peak bodies and providers, including in relation to: (iii) implementation of cost recovery

Target	Peak bodies register satisfaction with engagement on, and further development of, the cost recovery model
Result	Achieved
Analysis	<p>The 2023–24 Stakeholder Survey showed of those who responded and provided ratings, the following gave TEQSA a rating of 'excellent' or 'good':</p> <ul style="list-style-type: none">> 66% regarding 'Usefulness of the information on our website about TEQSA's fees and charges'> 63% regarding 'Usefulness of materials explaining how your registered higher education provider charge was calculated'> 59% 'Transparency of TEQSA's cost recovery processes in relation to fees and charges'> 52% regarding 'Usefulness of advice and support when using updated forms within the Provider Portal' <p>This shows that while all peak bodies and many providers supplied feedback, there are opportunities to improve our engagement on cost recovery</p>
Methodology	A majority of providers and peak bodies report positive responses to questions provided
Source	2023–24 Stakeholder Survey
Key activity	1.2: Engage with higher education peak bodies, registered providers and students to uphold student interests and support effective regulation and quality assurance
Responsible	Policy, Research and Engagement

#8 **Extent of satisfaction with TEQSA’s engagement with peak bodies and providers, including in relation to: (iv) the annual conference and other events**

Target	<p>80% of stakeholders are satisfied as per conference survey, webinar feedback and provider survey results</p> <p>Increase of student attendance at the conference compared to previous years</p>
Result	Achieved
Analysis	<p>87% of respondents to the 2023 Conference Survey were satisfied ('excellent' 30%, 'very good' 35%, 'good' 22%)</p> <p>73% of providers who provided a rating in the 2023-24 Stakeholder Survey about the usefulness of the TEQSA 2023 Conference rated it as 'excellent' or 'good'</p> <p>TEQSA 2023 Conference delivered to 993 delegates via a hybrid format, with the highest ever number of student delegates (147, approximately 14% of all delegates)</p> <p>As in previous years, the overwhelmingly positive feedback received from 67% of delegates was for the program to include more opportunities to hear directly from TEQSA regarding current issues within the sector</p> <p>These results indicate a high level of satisfaction with TEQSA’s 2023 annual conference</p>
Methodology	<p>A majority of providers report positive responses to questions provided</p> <p>Count of attendance at TEQSA events</p> <p>Comparison of student attendance numbers from the Conference compared to previous year results</p>
Source	<p>TEQSA 2023 Conference Survey</p> <p>2023-24 Stakeholder Survey</p>
Key activity	1.2: Engage with higher education peak bodies, registered providers and students to uphold student interests and support effective regulation and quality assurance
Responsible	Policy, Research and Engagement

#9

Engage high-risk providers in free online events to promote and support good practice

Target 10% year-on-year increase in participation of high-risk providers in online provider information events

Result Mostly achieved

Analysis TEQSA Masterclass in-person workshops for deterring and detecting contract cheating were held in all Australian capital cities between June to October 2023. The workshops attracted 495 attendees in total and representation from 39 Australian universities, 56 Institutes of Higher Education (IHEs) (including 3 TAFEs), 1 University College and 7 non-TEQSA registered providers

The final ChatGPT webinar (part of a series of 4) was delivered in conjunction with Deakin University on 9 July 2023. 732 people attended the live streamed event and the recorded session had 553 YouTube views

TEQSA delivered an online 'Education for Equality: Taking a whole-of-institution approach to preventing gender-based violence' seminar on 20 September 2023, with 267 registered participants from the higher education sector. In total, there were 104 representatives from Australian universities, 20 from University Colleges and 85 attendees representing IHEs, together with 58 participants from other organisations, including the Department of Education and Our Watch

TEQSA delivered 2 webinars in March 2024 ahead of the request for information to address the risk of gen AI on the integrity of Australian higher education awards that was issued by TEQSA in June 2024. The provider-focused webinar was held on 21 March 2024 and attracted 614 attendees. The professional accrediting bodies-focused webinar was held on 25 March with 113 attendees

Annual dialogue meetings with peak bodies took place from mid-March to late April 2024 with all 9 peak bodies

The TEQSA Talks webinar series was launched in 2024 to help inform the sector about TEQSA's regulatory work, quality assurance matters and sector risk. The first webinar was broadcast on 17 April 2024 with 416 attendees and 129 providers represented

This shows TEQSA mostly achieved our engagement targets

Methodology Attendance of events in 2023-24 is at least 110% of 2022-23 attendance from the same risk category of providers

Source	Participation numbers in free online provider information events from high-risk providers
Key activity	1.2: Engage with higher education peak bodies, registered providers and students to uphold student interests and support effective regulation and quality assurance
Responsible	Policy, Research and Engagement

#10 **Number of visits to the *Students* section of TEQSA's website**

Target	50% of providers include information and links to the <i>Students</i> section of TEQSA's website on their own website
Result	Not achieved
Analysis	<p>Between 1 July 2023 and 30 June 2024, 44.87% of providers have linked to the <i>Students</i> section of TEQSA's website, up from 35% in the previous financial year</p> <p>For the year ended 30 June 2024, the <i>Students</i> section of TEQSA's website was accessed 122,509 times. This a 1.52% decrease on the previous year</p> <p>TEQSA cannot obligate providers to place links to resources on their websites, but this demonstrates a positive increase on the previous year showing that providers are finding TEQSA's website resources valuable</p>
Methodology	Total number of visits to <i>Students</i> section for 2023–24 is at least 110% of 2022–23 visits
Source	Google Analytics on website
Key activity	1.2: Engage with higher education peak bodies, registered providers and students to uphold student interests and support effective regulation and quality assurance
Responsible	Policy, Research and Engagement

#11

Participation and substantive contribution to joint projects

Target TEQSA participates in project teams and provides written advice on at least 3 projects across the Department of Education and the Higher Education Standards Panel (HESP) each year

Result Achieved

Analysis The Director, Policy, Research and Engagement, was a participating member of the National Skills Passport Cross-Working Group

The Assistant Director, Policy and Research, is a participating member of the Support for Students Working Group and the Commonwealth, States and Territories discussions around Australia's International Education and Skills Strategic Framework

TEQSA provided written feedback to the Department of Education on the following:

- > the Australian Universities Accord Interim Report
- > Support for Students policy
- > ACER's discussion paper on support for students in the Higher Education Standards Framework
- > implementing suburban university study hubs
- > establishing a National Student Ombudsman
- > the draft Action Plan Addressing Gender-based Violence in Higher Education
- > National Skills Passport consultation paper

The Chief Commissioner also engaged with the Universities Accord panel to provide insights

This shows that TEQSA surpassed its participation and contribution targets on joint projects for 2023-24

Methodology Count of TEQSA memberships in Department of Education/HESP project working groups

Count of pieces of substantive feedback provided to Department of Education/HESP on projects and consultations

Source Record of TEQSA membership and attendance in working groups and taskforces

Record of written feedback provided to Department of Education/HESP

Key activity	1.3: Work closely with the Department of Education and the Higher Education Standards Panel on joint projects regarding the Threshold Standards
Responsible	Policy, Research and Engagement

#12 Provide advice to the Minister regarding key trends, risks and issues across the sector and high-risk providers

Target	Provide advice and recommendations to 4 to 5 policy initiatives relevant to key trends, risks and issues across the sector
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Result	Achieved
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Analysis	<p>Below are the topics on which TEQSA briefed the Minister:</p> <ul style="list-style-type: none"> > Cost recovery implementation and associated communications to the sector > Academic cheating actions and prospective action, including litigation > TEQSA's compliance activities in relation to international education > Risks and opportunities for higher education posed by artificial intelligence > Risks posed by third-party arrangements in higher education <p>Additionally, TEQSA representatives met with the Minister of Education to provide advice on student wellbeing and freedom of speech matters</p> <p>This shows that TEQSA surpassed its target numbers for advice provided to the Minister regarding key trends, risks and issues across the sector and high-risk providers</p>
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Methodology	Count of number of advice and recommendations in record
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Source	Record of TEQSA advice and recommendation to policy initiatives
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Key activity	1.4: Advise and make recommendations to the Minister on matters relating to the quality and regulation of higher education providers
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Responsible	Policy, Research and Engagement
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Objective 2

Identify, analyse and respond to risks in the sector



TEQSA collects, analyses, interprets, and disseminates information relating to quality assurance practice and quality improvement in higher education.

TEQSA undertakes an annual cycle of risk assessment for all registered higher education providers as a fundamental regulatory tool that informs our policy work and regulatory operations. We use the outcomes to engage the sector, and in certain instances individual providers, as well as other stakeholders, in particular the Australian Government, on key trends and risks.

In recent years, TEQSA has worked with sector stakeholders to respond to sector risks such as academic integrity, transparency of admission processes, English language proficiency and gender-based violence and sexual harm. TEQSA's Higher Education Integrity Unit (HEIU) makes a leading contribution to identifying and supporting responses to threats to integrity in the sector. The annual compliance program and regulatory assessments also highlight risk areas. As well, TEQSA engages with international quality assurance agencies on issues of common interest.

TEQSA publishes an annual compliance report that sets out compliance priorities – based on a compliance monitoring framework that identifies particular trends and risks across the sector.

TEQSA's 2023–24 priorities include ensuring academic quality, upholding student wellbeing and safety, protecting sector integrity, maintaining information security and monitoring the financial standing of providers.

Of the impacts, challenges and priorities identified in the TEQSA Corporate Plan 2023–27, the following activities are most relevant to identifying, analysing and responding to risks in the sector:

- > maintaining a risk assessment focus on the financial viability of providers, particularly in relation to providers heavily reliant on overseas students
- > further developing TEQSA's risk and compliance focus in relation to student wellbeing, such as mental health and the issues raised by sexual assault and sexual harassment
- > further developing the activity of the TEQSA HEIU in relation to issues such as commercial academic cheating, cyber security, and foreign interference.

#13

Complete and report on the annual risk assessment of providers and share key themes with the sector

Target	Publishing of TEQSA's annual (CY) Compliance Report by 30 March and Annual Report by 30 September
Result	Partly achieved
Analysis	<p>The TEQSA Annual Compliance report is expected to be published by the end of August 2024 and was delayed to ensure it appropriately considered outcomes arising from the Universities Accord report</p> <p>The Annual Report is on target to be published by mid-October 2024</p>
Methodology	<p>Publication of TEQSA Annual Report via relevant website</p> <p>Publication of TEQSA's Annual Compliance Report on the TEQSA website</p>
Source	<p>TEQSA Annual Compliance Report (to be published)</p> <p>TEQSA Annual Report 2023-24</p>
Key activity	2.1: Monitor the performance of registered providers, identify risks, assess provider responses, and where necessary, take regulatory or other action
Responsible	Regulatory Operations

#14

TEQSA's sector risk monitoring activity contributes to the setting of our risk priorities and is shared with the sector – emphasising opportunities for improvement

Target	<p>Complete 2 annual compliance program sector risk monitoring or compliance activities</p> <p>Findings of the annual sector risk monitoring activities are shared with the sector in written and seminar format by end of the financial year</p>
Result	<p>Not achieved</p>
Analysis	<p>TEQSA's 2022–23 annual compliance program involved a sample of 8 providers, focusing on the quality of course review and support services. Specifically, how providers used available data to inform continuous improvement of courses delivered in full online mode. Information about this program will be included as part of the annual Compliance Report to be released later this calendar year</p> <p>The 2023–24 annual compliance program focuses on the prevention of, and response to, gender-based violence, specifically with regards to providers' policies, procedures and programs. It is expected that this will be concluded by end of September 2024</p>
Methodology	<p>Count the number of activities completed</p> <p>Key findings from compliance activities shared with the sector</p>
Source	<p>Risk monitoring and compliance activities completed</p> <p>Seminar agenda and participation record</p>
Key activity	<p>2.1: Monitor the performance of registered providers, identify risks, assess provider responses and where necessary, take regulatory or other action</p>
Responsible	<p>Regulatory Operations</p>

#15	Assess provider financial risk as part of the annual risk assessments
Target	Financial risk assessment will be completed for providers who have been in operation for more than 3 years, as part of the annual risk assessment
Result	Achieved
Analysis	<p>By 27 June 2024, all registered higher education providers were notified of TEQSA's initial assessment of their overall risks to students and their overall risk to financial position. Providers have been given an opportunity to respond to this assessment before it is finalised</p> <p>Once finalised, reports will be shared with TEQSA's Commission</p>
Methodology	Providers sent individual financial risk assessment reports before the end of financial year. Consolidated findings reported to TEQSA's Commission
Source	TEQSA program administrative data, including individual provider risk assessments
Key activity	2.2: Maintain a risk assessment focus on the financial viability of providers, particularly in relation to providers heavily reliant on overseas students
Responsible	Regulatory Operations

#16

Sector compliance activity involving student wellbeing

Target Annual compliance program will be modified each year to target relevant priority issues

Result Partly achieved

Analysis The 2023–24 annual compliance program focuses on the prevention of, and response to, gender-based violence, specifically with regards to providers’ policies, procedures and programs

The program’s purpose is to review information and evidence from sampled providers on:

- > their action and progress in implementing prevention, response and wellbeing support measures
- > how they monitor for effectiveness
- > the extent of reporting to the governing body

The scope is to ensure providers continue to comply with the requirements of the Threshold Standards, notably (but not limited to) Sections 2.3, 2.4, 6.1 and 6.2

TEQSA expects to deliver the outcomes of this compliance program by end of September 2024 and will share its insights thereafter

Methodology Annual compliance program completed. Key findings reported to Commission and shared with the sector

Source Annual compliance program

Key activity 2.3: Develop TEQSA’s risk and compliance focus in relation to student wellbeing, such as mental health, and the issues raised by sexual assault and sexual harassment

Responsible Regulatory Operations

#17

Demonstrated improvements in sector awareness, identification, analysis and response to integrity risks

Target	<ul style="list-style-type: none">> First successful proceedings under section 114A or 114B of the TEQSA Act> 100 websites that advertise or offer contract cheating blocked> 500 posts and accounts removed from social media platforms for offering or advertising cheating services> Online course for deterring and detecting contract cheating launched> Half-day workshops to enhance cyber security awareness in Institutes of Higher Education delivered> Resources to enhance cyber security maturity at Institutes of Higher Education in development
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Result	Mostly achieved
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Analysis	<ul style="list-style-type: none">> Not undertaken due to evidentiary constraints> Complete – as of 30 June 2024, 369 websites that advertise or offer contract cheating websites have been blocked> Complete – to date over 850 posts and accounts have been removed from social media platforms for offering or advertising cheating services> Complete – an online course for deterring and detecting contract cheating launched in April 2023. Accompanying in-person workshops were held in all capital cities from June to October 2023 with almost 500 professional and academic staff from all provider categories in attendance> Complete – a half-day workshop to enhance cyber security awareness in Institutes of Higher Education was held on 23 November 2022> On track – resources to enhance cyber security maturity at Institutes of Higher Education are in development and will be launched in August 2024
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TEQSA achieved most of its targets for 2023–24 and in some cases exceeded its targets, notably the number of blocked websites and social media accounts

Methodology	<ul style="list-style-type: none"> > Prosecutions under Section 114 > Data as per TEQSA website blocking information: teqsa.gov.au/blocked-illegal-cheating-websites > HEIU dashboards for monitoring and reporting of social media activity > Web analytics software to triage suspected contract cheating sites to investigate and block > Program data collected for seminar/masterclass enrolments records
Source	<p>TEQSA program administrative data: masterclass online course enrolments, in-person masterclass attendance records and post-event summary</p> <p>TEQSA 2022 and 2023 Annual Conference program</p>
Key activity	2.4: Further develop the activity of the HEIU in relation to contract cheating, cyber security, and foreign interference
Responsible	Higher Education Integrity Unit (HEIU)

Objective 3

Ensure compliance with applicable legislation through effective regulation



TEQSA's core functions are to register all providers that offer higher education qualifications in or from Australia and to accredit their courses, with the exception of those offered by universities and select providers who have partial or full authority to self-accredit their own courses of study.

TEQSA's core regulatory work includes:

- > registering and re-registering providers delivering higher education courses, Foundation Programs and ELICOS to overseas students
- > accrediting and re-accrediting courses offered by higher education providers, for those providers without self-accrediting authority
- > compliance monitoring and assessments, including in response to material change notifications received by, and complaints about, higher education providers
- > assessing providers for partial or full self-accrediting authority
- > ensuring that regulated academic awards are not offered by unregistered providers.

In 2023-24, TEQSA continued with our aim to reduce the administrative burden of regulation for higher education providers while focusing on monitoring providers' compliance.

Of the impacts, challenges and priorities identified in the TEQSA Corporate Plan 2023-27 the following are most relevant to ensuring compliance with applicable legislation through effective and efficient regulation:

- > reviewing and adapting TEQSA's regulatory model and practice, in keeping with established principles of regulatory best practice and reform, in close consultation with stakeholders (see key activity 3.1 in the following table)
- > implementing strategies to improve the timeliness and responsiveness of regulatory assessments and decisions (see key activity 3.3 in the following table)
- > investing in our workforce and enabling systems to rebuild and then maintain a sustainable basis to TEQSA's regulatory practice and organisational capacity (see key activity 3.5 in the following table)
- > the performance measures and targets for Objective 3 also include organisational capacity initiatives and strategic projects (see key activity 3.5 in the following table) which, it should be noted, also apply across TEQSA's other objectives and priorities.

#18

Stakeholder acceptance of process and outcomes for regulatory reform

Target	Revised regulatory model and practice accepted by range of stakeholders as effective and reflective of modern regulatory practice, in particular by encouraging and facilitating sector innovation
Result	Partly achieved
Analysis	<p>Initial review and streamlining of existing processes to improve risk tiering and promote provider self-assurance is going and further developments are being informed by stakeholder feedback during regulatory assessments. The regulatory risk framework project included concept testing with a small group of providers in 2023 before finalisation of the draft and further stakeholder feedback in late 2024</p> <p>The 2023–24 Stakeholder Survey indicates that ‘excellent’ or ‘good’ performance ratings on some sector-wide regulatory activities are declining over time. The exception is ‘helping the sector as a whole to manage risks’ (up 9-percentage points to 66%). Fewer providers (46%) rate the ‘usefulness of advice and support in relation to the reduction of administrative regulatory burden’ as ‘excellent’ or ‘good’. TEQSA’s ‘excellent’ or ‘good’ performance on half of the regulatory approach metrics increased from last year, with perceptions on the other half declining. Importantly, 81% of providers rate TEQSA as ‘excellent’ or ‘good’ when it comes to ‘treating you with politeness and respect’ and 68% consider TEQSA to be ‘fair and reasonable’</p>
Methodology	More than 80% of responses indicate they agree when asked if the revised regulatory model and practice is more modern and encourages sector innovation
Source	2023–24 Stakeholder Survey
Key activity	3.1: Review and adapt TEQSA’s regulatory model and practice, in keeping with established principles of regulatory best practice and reform, in close consultation with stakeholders
Responsible	Regulatory Operations

#19	Proportion of compliance assessments undertaken to address non-compliance and restore compliance (registered and non-registered) providers
Target	90% of compliance assessments conclude with provider compliance (by regulatory action, provider education, court or tribunal order)
Result	Achieved
Analysis	Using data from compliance assessments completed between 1 July 2021 and 30 June 2023, a baseline was established of 90% compliance assessments resulting in restored compliance with the TEQSA Act TEQSA met its target for 2023-24 by 90% of compliance assessments resulting in a restoration of provider compliance
Methodology	At 30 June 2024, 90% of all compliance assessments between 1 July 2023 and 20 June 2024 have concluded with provider compliance
Source	Compliance assessment records
Key activity	3.2: Align risk and compliance approach with legislated requirements and principles of regulatory necessity, risk and proportionality
Responsible	Regulatory Operations

#20	TEQSA reviews cases in which our decisions are externally reviewed, identifies any opportunities for improvement in TEQSA's regulatory approach and implements improvements
Target	TEQSA's Annual Report includes details of improvement opportunities and the steps taken by TEQSA to implement identified improvements
Result	Achieved
Analysis	TEQSA staff have undertaken reviews of each case in which TEQSA's decisions have been externally reviewed. TEQSA's Commission was briefed on improvements to be made as a result of these reviews and relevant details are recorded in the 2023-24 Annual Report

Methodology	The annual report contains details of improvement opportunities for the regulatory approach and a record of the review and improvement process
Source	TEQSA Annual Report
Key activity	3.2: Align risk and compliance approach with legislated requirements and principles of regulatory necessity, risk and proportionality
Responsible	Regulatory Operations

#21 Extent to which TEQSA meets relevant legislated and/or statutory freedom of information, privacy or information security obligations

Target	100% compliance and no adverse findings with respect to relevant obligations, requirements or requests
Result	Achieved
Analysis	<p>TEQSA has complied with its relevant obligations under the <i>Freedom of Information Act 1982</i>, with 13 requests received in FY 2023–24. Five events were assessed as potential eligible data breaches for the purposes of the <i>Privacy Act 1988</i> in FY 23–24</p> <p>However, in each instance, TEQSA’s further analysis led to the conclusion that (a), the event did not involve the sharing of personal information or (b), the event was not an eligible data breach because it was not likely to involve a risk of serious harm to the identified individuals</p> <p>TEQSA continues to work to improve our cyber security maturity (and capacity to appropriately secure any personal information we hold)</p>
Methodology	Freedom of information requests, privacy obligations and security obligations
Source	Legal Team records of FOI requests and data breaches relevant to the <i>Privacy Act 1988</i> , self-assessment against the Protective Security Policy Framework, and Information Security Manual
Key activity	3.2: Align risk and compliance approach with legislated requirements and principles of regulatory necessity, risk and proportionality
Responsible	Legal, Risk and Quality Assurance

#22	Yearly trend in processing times
Target	Median assessment times within legislative deadline in TEQSA Act
Result	Achieved
Analysis	<p>Course accreditation decisions for existing providers: TEQSA has made 111 decisions, with a median processing time of 223 days. TEQSA observed a significant increase in course accreditation applications in the months prior to the implementation of the new cost recovery model in January 2023. The introduction of cost recovery incentivised some providers to expedite their applications to avoid the fee. This compromised the quality of applications and led to increased assessment timeframes in some instances</p> <p>Course reaccreditation for existing providers: TEQSA has made 96 decisions with a median processing time of 230 days. As identified above, due to the implementation of the new cost recovery model in January 2023, this compromised quality and led to delays in assessing the renewal of accreditation applications</p> <p>Overall, median processing times for accreditation and reaccreditation applications have increased due to the implementation of the new cost recovery model and an influx of applications; however, we expect to see reduction in median processing times over the financial year 2024-25</p> <p>Registration and initial course accreditation (new providers): TEQSA has made 12 decisions with a median processing time of 267 days. This is consistent with median processing times for the previous financial year</p>
Methodology	Median assessment times compared to legislative deadlines in TEQSA Act
Source	Power BI Dashboard
Key activity	3.3: Ensure regulatory assessments are streamlined and coordinated to ensure regulatory activity is undertaken efficiently
Responsible	Regulatory Operations

#23 Percentage of providers satisfied TEQSA is reducing administrative burden

Target In 2024, a 30% increase in positive ratings from providers for 'regulation by TEQSA does not necessarily impede efficient operation of higher education providers' in the stakeholder survey

Result Not achieved

Analysis The 2023-24 Stakeholder Survey indicates that under half of providers rated TEQSA's performance as 'excellent' or 'good' (46%) for 'usefulness of advice and support in relation to the reduction of administrative regulatory burden'. This represents a 9-percentage point drop on the same metric from last year's survey (57%)

Methodology Question in 2023-24 Stakeholder Survey year-on-year increase in positive ratings

Source 2023-24 Stakeholder Survey

Key activity 3.3: Ensure regulatory assessments are streamlined and coordinated to ensure regulatory activity is undertaken efficiently

Responsible Regulatory Operations

#24	Percentage of assessments completed within legislative deadlines as required under the TEQSA Act
Target	90% of registration and courses assessments are concluded within legislated timeframes, and 10% concluded within extension period where this relates to issues outside TEQSA's control
Result	Mostly achieved
Analysis	<p>More than 90% of assessments were completed within legislative deadlines for the period for the following activities:</p> <ul style="list-style-type: none"> > Preliminary assessment of registration application (TEQSA Act s19) > Preliminary assessment of course accreditation application (s47) > Decision on course accreditation application (s49) > Decision on review of reviewable decision (s186) <p>Less than 90% of assessments were completed within legislative deadlines for:</p> <ul style="list-style-type: none"> > Decision on registration application (s21) <ul style="list-style-type: none"> > 12 substantive registration assessments were completed for decision: 8 within the legislative timeframe
Methodology	Median assessment times compared to Legislative deadlines in TEQSA Act
Source	Power BI Dashboard
Key activity	3.3: Ensure regulatory assessments are streamlined and coordinated to ensure regulatory activity is undertaken efficiently
Responsible	Regulatory Operations

#25

Recovery consistent with approved CRIS and with support of providers

Target	<ul style="list-style-type: none">> Full implementation of CRIS, as amended through consultation framework> 70% provider ratings in annual survey rate the process as transparent and information or consultation as good> TEQSA systems mature and efficient
Result	Mostly achieved
Analysis	<p>TEQSA implemented its updated cost recovery implementation statement in November 2023, following consultation with stakeholders</p> <p>Two in 3 providers rate the usefulness of information available on TEQSA's website relating to fees and charges as 'excellent' or 'good' (66%). A further 30% of providers rate the usefulness of the website information as 'fair'. The usefulness of materials explaining how the registered higher education provider charge was calculated is rated in a similar manner (63% rate this as 'excellent' or 'good')</p>
Methodology	<p>CRIS amended through consultation process (consultation plan, revised CRIS Statement)</p> <p>2023-24 Stakeholder Survey</p>
Source	<p>Consultation plan</p> <p>2023-24 Stakeholder Survey</p>
Key activity	3.4: Recover regulatory costs consistent with CRIS and relevant framework/guidelines
Responsible	Corporate Services

#26

Strategic projects progressively implemented, on time and on budget

Target	<ul style="list-style-type: none">> PIMS fully implemented and mature, with full consideration of further updates> Records management fully digitised and consistent with archival and other requirements> Student records for provider closures complete and available on demand> HRMIS effectively utilised and further modules considered and implemented> TEQSA's external facing communications tools reflect best practice, including accessibility> TEQSA employees report strong and positive organisational culture reflecting APS best practice
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Result	Mostly achieved
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Analysis	<ul style="list-style-type: none">> TEQSA continues to work with its vendor for the development of the PIMS, with 'go live' for the first phase of the system expected in March 2025> TEQSA manages new records digitally, in accordance with requirements of the Archives Act> TEQSA continues to work to finalise the production of its system for the management of student records and responds to requests for such records when they are in TEQSA's custody> HRMIS (Aurion) planned upgrades have been implemented, including additional functionality and modules> External-facing communication managed by People and Capability (recruitment and job advertisements) have been updated against best principles to adhere to accessibility standards for plain English, positive and inclusive language that is culturally sensitive and bias-free> TEQSA APS Census 2024 survey was conducted successfully in May 2024 with 89% of eligible staff participating in the survey. Census results will be released in early August 2024 and will be compared to APS Census 2023 results to measure satisfaction with organisational culture
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Methodology	<ul style="list-style-type: none"> > System is in production and used by TEQSA for provider management on its planned completion date > System is in production and in-use on its planned completion date > System is in operation with data readily available on its planned completion date > System is in operation and used by TEQSA on its planned completion date. Additional module project is underway > External facing communications tools mapped against best practice principles by end of 2023-24 > Increased satisfaction with organisation culture as per question in the APS Census compared to the previous year
Source	<ul style="list-style-type: none"> > PIMS and implementation project plan > Records management system and implementation project plan > Student records system and implementation project plan > HRMIS system, implementation project plan, additional module implementation project plan > List of communications tools and defined best practice principles > APS Census results for 2023-24 for TEQSA
Key activity	3.5: Implement key strategic projects in relation to organisational capability
Responsible	Corporate Services


TEQSA's performance against legislative timeframes in the TEQSA Act

Section and target	Results 2023-24
Section 19: TEQSA must undertake a preliminary assessment of an application for registration within 30 days after an application is made	13 out of 13 preliminary registration assessments were completed within the legislative timeframe
Section 21: TEQSA must make a decision on an application for registration within 9 months of receiving it or, if TEQSA is satisfied for reasons beyond its control that a decision cannot be made within the 9 months, TEQSA may determine a longer period not exceeding a further 9 months, within which it must make a decision on the application	12 substantive registration assessments were completed for decision: 8 within the legislative timeframe
Section 47: TEQSA must make a preliminary assessment of an application for a course of study to be accredited within 30 days after an application is made	130 out of 130 preliminary course accreditation assessments were completed within the legislative timeframe
Section 49: TEQSA must make a decision on an application for accreditation of a course of study within 9 months of receiving it or, if TEQSA is satisfied for reasons beyond its control that a decision cannot be made within 9 months, TEQSA may determine a longer period not exceeding a further 9 months, within which it must make a decision on the application	139 substantive course accreditation assessments were completed for decision, 130 within the legislative timeframe
Section 186: TEQSA must make a decision on a reviewable decision within 90 days after receiving the application for review	All reviewable decisions were made within the required legislative timeframe (4 in 2023-24)

Financial review

In 2023-24, TEQSA recorded a deficit of \$0.64 million, compared with the forecast in the 2023-24 Portfolio Budget Statements of an operating deficit of \$0.76 million. TEQSA recorded higher than forecast employee expenses, driven primarily by the conversion of labour hire personnel to APS employee positions, and lower than expected expenses on consultants and contractors.


See Appendix A: Table 10 Entity resource statement 2023-24.



In 2023-24, TEQSA continued to prioritise issues related to student wellbeing. Of particular focus has been the prevention and response to gender-based violence and sexual harm, as well as issues relating to racism and student safety resulting from the conflict in the Middle East and protest activity on Australian university campuses.

3

Management and accountability

- ▲ Corporate governance
 - ▲ Management of human resources
 - ▲ Purchasing
- 

Corporate governance



TEQSA's *Governance, Performance and Compliance Framework* outlines the internal governance arrangements for the leadership and management of TEQSA including the responsibilities of the accountable authority, the CEO, and the Executive Leadership Team. The accountable authority's high-level functions include:

- > setting the strategic direction for the performance of TEQSA's functions including oversight of strategic projects
- > approval of policies and procedures necessary for the performance of TEQSA's functions
- > engagement in strategic relationships with key stakeholder groups, including international counterparts
- > input into the reporting of performance in accordance with the principles of regulator best practice
- > oversight of corporate planning and financial management, including annual reports, annual financial statements, and annual performance statements
- > approval of the charter of the Audit and Risk Committee (ARC) and appointment of its members
- > oversight and monitoring of TEQSA's regulatory functions and risk management.

During 2023-24, the accountable authority met 7 times.

The TEQSA Service Charter outlines our commitment to everyone who deals with us. This includes higher education providers, current and prospective students at Australian higher education providers, members of the public, employers, government agencies, experts, and peak bodies with responsibility for representing the sector we regulate. In August 2023, TEQSA commenced a review of our service charter. This included formal consultation with sector stakeholders in April-May 2024 to inform the development of updated service standards and supports work by the agency to invest in systems to improve service delivery and support greater transparency in reporting results.

TEQSA experts

Expert advice helps us perform our regulatory functions and TEQSA maintains a register of external experts that can be called upon for specific tasks. While they do not make decisions, their independent advice contributes to assessments of applications for:

- > registration as a higher education provider
- > renewal of registration as a higher education provider
- > accreditation of a course of study.

TEQSA may seek external discipline advice to help inform our regulatory assessments, and we maintain a 'Register of Experts' that can be called upon for assistance with specific tasks. While experts do not make regulatory decisions or recommendations, independent advice can contribute to TEQSA's assessment of applications for:

- > course accreditation application assessments from both existing and prospective providers
- > renewal of course accreditation application assessments
- > ELICOS and Foundation Studies Program application assessments
- > special ad-hoc governance advice, for example, regarding provider category change assessments or re-registration assessments.

Legal services

Our Legal Services team provides or arranges for legal services for all TEQSA's operations. The Legal Services team ensures that TEQSA complies with all directions, policies or rules relevant to the provision of legal services. Where necessary, the Legal Services team engages external legal services providers.

Planning and management

The functions of the CEO are derived from the TEQSA Act and the *Public Service Act 1999* (PS Act) and delegations from the Commission. The CEO is responsible for overall management and administration of TEQSA, overseeing agency performance, financial management, risk management, people management, security management, legislative compliance and the operational relationship with the Commission.

The ELT members have individual responsibilities and are jointly responsible for leadership and management of the agency's operational performance including:

- > recommending TEQSA strategic directions, priorities and objectives
- > monitoring, reviewing and making recommendations on the agency's operational performance and risk management
- > reviewing and making recommendations regarding TEQSA's governance and assurance arrangements and frameworks
- > staffing, business planning and the management of resources
- > developing our corporate plan, annual report and annual budget for approval by the TEQSA Commission in its role as the accountable authority.

The elements of the annual planning process for TEQSA groups are as follows:

- > budget planning
- > business planning
- > group workforce planning
- > risk management planning.

Fraud and corruption control

TEQSA complies with the legislative requirements of section 10 of the *Public Governance, Performance and Accountability Rule 2014* relating to fraud.

The TEQSA Fraud and Anti-Corruption Policy, Fraud and Anti-Corruption Plan, and Fraud and Anti-Corruption Risk Assessment are regularly reviewed and describe TEQSA's approach to fraud and corruption risk management and internal controls. TEQSA also complies with the Commonwealth Fraud Control Framework and contributes towards the collection of information by the Australian Institute of Criminology. A particular focus of the most recent review of TEQSA's fraud and corruption control framework was to reflect the commencement of the National Anti-Corruption Commission.

TEQSA's approach to preventing fraud and corrupt conduct is based on promoting ethical behaviour in the workplace, developing staff awareness of appropriate responses to fraud and corruption, and identifying and mitigating risks of fraud and corrupt conduct.

TEQSA did not become aware of any incidents of fraud or corruption within the organisation in 2023-24.

Audit and Risk Committee

TEQSA's Audit and Risk Committee is established in compliance with section 45 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) and operates under an ARC Charter, approved by the Commissioners as our accountable authority. TEQSA's ARC Charter is available on our website at: teqsa.gov.au/about-us/teqsa-overview/our-leadership-and-organisation

Table 3. Audit and Risk Committee membership 2023-24

Member name	Relevant qualifications and experience	Number of meetings attended/ total number of meetings	Total annual remuneration (GST inc.)	Additional information
Sally-Anne Pitt, Chair	Sally-Anne Pitt's areas of expertise include internal audit and performance audit, audit quality, risk management and corporate governance, and public policy development and review. She holds a Bachelor of Applied Science, a Master of Public Policy and post-graduate business studies from the Darden Business School, University of Virginia (USA). Ms Pitt is a Professional Fellow of the Institute of Internal Auditors and a Director of its Global Board. She is a Certified Internal Auditor, Certified Government Auditing Professional and is qualified as a Quality Assessment Reviewer by the Institute of Internal Auditors.	4/4	\$20,000	
Brandon Mack, Member	Brandon Mack has previously acted as a senior executive in a large state government department. As a member of its leadership group, he was also the lead executive in risk management, occupational health and safety, and portfolio performance, reporting and oversight. His fields of expertise include influencing organisational performance and outcomes in areas spanning major transport projects, transport and planning policy, social policy, corporate governance, corporate planning, procurement, business systems and processes, IT, and internal audit. Mr Mack holds a Bachelor of Arts (Hons) degree from Monash University.	4/4	\$10,120	



Table 3. Audit and Risk Committee membership 2023-24 (continued)

Member name	Relevant qualifications and experience	Number of meetings attended/ total number of meetings	Total annual remuneration (GST inc.)	Additional information
Claire Hamilton, Member	Claire Hamilton is an experienced leader who has held executive roles in publicly listed and government-owned entities. Her areas of expertise include risk and compliance management, finance, audit, and corporate governance. Ms Hamilton holds a Bachelor of Arts (Hons) degree in Business Studies from the University of Sheffield (UK) and is a Chartered Accountant, Chartered Secretary, Certified Internal Auditor, and Professional Member of the Institute of Internal Auditors.	4/4	\$9,300	
Darren Box, Member	Darren Box is a highly experienced senior executive with over 30 years' experience spanning national social service to national security across the Commonwealth and United Kingdom. Darren has extensive financial management, organisational reform, governance, and audit experience, and is committed to driving organisational change and building capability. Darren holds a Bachelor of Business (Acc) from Charles Sturt University, is a Fellow of CPA Australia and has qualifications in Professional Coaching from IECL.	4/4	\$10,120	

External scrutiny

There were no decisions by courts, tribunals or the Information Commissioner during 2023–24 which had, or may have, a significant effect on TEQSA's operations. No reports on TEQSA's operations by the Auditor-General (other than reports under section 43 of the PGPA Act), a Committee of either or both Houses of the Parliament or the Commonwealth Ombudsman occurred during this period.

The report of the Senate Standing Committee on Legal and Constitutional Affairs inquiry on *Current and Proposed Sexual Consent Laws in Australia* was tabled in September 2023. As part of its assessment of the operation and impact of consent laws, the report addressed TEQSA's approach to issues of gender-based sexual harm. The inquiry's report made recommendations that led to the Australian Government's *Action Plan Addressing Gender-based Violence in Higher Education*. While the Department of Education is leading the implementation of the Action Plan, TEQSA is supporting the Department's work where appropriate.

Information technology

The ICT (Information and Communication Technology) Strategy sets out TEQSA's vision for ICT solutions and services from 2024–28. The ICT vision is to provide ICT solutions that are fit for purpose and the digital age and are delivered while working in partnership with our internal and external stakeholders.

This consists of providing value-added and secure ICT solutions while harnessing the full potential of technology to support TEQSA. The desirable future state of TEQSA is to become a data and intelligence lead regulator. This will be done through the development of data analytics capabilities, maximising the value of information, and providing timely access and appropriate use of data for proactive management of sector risks, quality assurance and regulatory activities performed by TEQSA.

The ICT team contributes to enhancing service delivery by providing ICT solutions that are fit for purpose, user-centred, secure, and scalable enough to keep pace with innovations in technology.

Information Publication Scheme

Pursuant to Part II of the *Freedom of Information Act 1982* (FOI Act), TEQSA is required to publish information as part of the Information Publication Scheme requirements. These requirements impose an obligation on TEQSA to publish a range of information, including information about what we do and how we do it.

Our agency plan indicating published information is accessible from TEQSA's website (*About us > Reporting and accountability* section).

Management of human resources



Flexible working arrangements

TEQSA's *Flexible Work Framework* (the Framework) sets out the flexible work options available to TEQSA employees and aligns to the *Principles of Flexible Work in the Australian Public Service (APS)*.

TEQSA aims to create a high-performance culture that delivers outstanding results and inspires employees, grounded in TEQSA's values of trust, respect, accountability and collaboration. As part of this commitment, TEQSA recognises that supporting employees to perform at their best includes enabling them to balance work and life commitments.

Flexible work promotes workforce participation, employee satisfaction and productivity. Providing flexible work options benefits employees and allows TEQSA to remain a competitive employer by attracting and retaining diverse and talented employees.

Workplace consultative arrangements

The Staff Consultative Committee remains one of the key forums for consulting with employees about proposed changes to policies, procedures and guidelines that are in place to support the *TEQSA Enterprise Agreement*. The committee meets at least twice a year and includes staff, management and union representatives.

In 2023-24, TEQSA continued to consult with staff through regular newsletters, all-staff emails and meetings, providing updates on a range of management and operational matters. Each business group also held regular meetings to raise matters and put forward ideas for improving the culture and work environment.

Our Culture Plan

TEQSA's Culture Plan to shape 'a culture for TEQSA by TEQSA' supports staff to make the agency a better place to work for everyone. As part of this work to build TEQSA's culture, staff developed a set of values and supporting behaviours to complement the APS Values and Code of Conduct.

TEQSA is committed to upholding our values of trust, respect, accountability and collaboration, and embedding these in all we do. These values are detailed in the updated Culture Plan, which was published in April 2023. TEQSA continues to build on the APS Values and Code of Conduct by clarifying how we want to work, the behaviours we expect and how we will deliver our goals and commitments. Workplace behaviour standards are set by TEQSA's respectful workplace policy, performance management policy and reward and recognition policy, and are regularly promoted and practised through leadership development training and recruitment and retention strategies.

Professional development

TEQSA's workforce consists of staff in specialist regulatory operations roles as well as a range of supporting functions. These functions include policy and sector analysis, legal advice, risk analysis, information management, communications, stakeholder liaison, governance, information and communication technology, human resources and finance.

TEQSA recognises the value of a capable and high-performing workforce and continues to provide learning and development opportunities to develop skills and knowledge for current and future roles and responsibilities. TEQSA's Learning Committee promotes and encourages continuous improvement and staff development through our internal and external speaker program. The program focuses on sharing information about strategic and emerging issues in the higher education sector.

In 2023-24, TEQSA also provided staff with various training programs and workshops designed to develop capability. These included:

- > Psychosocial risk training for managers
- > Understanding and managing customer behaviour in high-risk situations
- > Leadership Development Program for leaders and developing leaders
- > Conflict resolution for managers
- > Recruitment and selection training for hiring managers
- > Briefing and responding to APS decision makers
- > Strategic leadership
- > Building and leading high-performing teams
- > Strategic thinking
- > Appearing before parliamentary committees
- > Managing remote teams
- > Coaching and developing others
- > Working in teams
- > Monthly all-staff training sessions focused on mental and physical wellbeing
- > Mental health first aid training for managers/people leaders
- > SharePoint, Excel and Power BI training
- > Work health and safety including health and safety representative, first aid officer and warden training.

As part of our commitment to capability development, TEQSA provides all staff with access to professional development and study assistance. This support includes reimbursement of up to \$3,000 for the cost of relevant professional development and eligible study leave of up to 8 hours per week.

Performance assessment

TEQSA continues to strengthen its annual formal performance management system. This helps to:

- > clarify individual employee work tasks, responsibilities and performance
- > set performance expectations and provide feedback
- > improve communication between managers and their staff (through performance appraisals)
- > provide a basis for determining salary advancement within classifications
- > identify learning and professional development needs and opportunities
- > identify and manage under-performance.

The annual performance management tool (Individual Performance Agreement) was reviewed in 2023 and 2024, with the tool transitioning to a digital platform in 2024. The digital transition aims to enable easier access, use and record keeping, and improve completion rates.

Workplace health and safety

TEQSA remains committed to safeguarding staff and visitor health, safety and welfare, and to preventing occupational injury. TEQSA has a Workplace Health and Safety Committee that includes representatives from management and staff.

TEQSA provides staff with access to an Employee Assistance Program (EAP), annual flu vaccinations, a range of health and wellbeing resources and initiatives and a network of first aid and mental health first aid officers. The EAP provider, TELUS Health, offers confidential support services and is available to all staff.

There has not been any reportable health and safety incidents that occurred during 2023–24 and TEQSA was not required to give any notices under the *Work Health and Safety Act 2011*.

Staffing statistics

As at 30 June 2024, TEQSA employed 4 office holders, one Senior Executive Service (SES) officer, 38 executive level staff and 73 APS staff. TEQSA is continuing to grow its interstate workforce, with 22% of employees located outside of Victoria, an increase of 16% from the previous year.

For more detailed information on TEQSA's staffing profile see:

- > Appendix B: Employee profiles
- > Appendix C: Australian Public Service classification and gender
- > Appendix D: Employment type by full-time and part-time status
- > Appendix E: Employment type by location
- > Appendix F: Indigenous employment
- > Appendix G: Employment arrangements of SES and non-SES employees.

Remuneration and other terms and conditions

TEQSA's Commissioners, including the Chief Commissioner, are appointed by the Minister pursuant to section 138 of the TEQSA Act and are paid the remuneration determined by the Remuneration Tribunal. TEQSA's CEO is also appointed by the Minister and the CEO's remuneration is also determined by the Remuneration Tribunal.

The conditions of employment for APS and executive-level staff are set out in the:

- > *Tertiary Education Quality and Standards Agency Enterprise Agreement 2024–2027*
- > *Public Service (Subsection 24(1)–Tertiary Education Quality and Standards Agency Non-SES Employees) Amendment Determination 2023/1.*

The Enterprise Agreement and Public Service Determination offer competitive terms and conditions of employment.

For information on remuneration, see:

- > Appendix H: Salary ranges by classification level
- > Appendix I: Executive remuneration.

Non-salary benefits

Non-salary benefits provided to employees include superannuation, home-based computer access, professional development and study assistance and flexible work options.

Performance pay

TEQSA's enterprise agreement does not include provision for performance pay.

Payroll services

TEQSA engages Aurion Managed Services to manage payroll services. The system includes staff access to online timesheets, leave applications and balances, and Individual Performance Agreements.

e-Recruitment

In 2023–24, TEQSA implemented an e-recruitment system to streamline and automate recruitment and selection processes. This has made TEQSA's recruitment processes more efficient, effective, streamlined and accurate to better support, attract and retain our workforce and enable organisational performance.

Disability reporting

The *Australian Public Service Disability Employment Strategy 2020–25* is an important part of the Australian Government's ongoing commitment to improving employment outcomes for people with disability. Continuing the momentum from the previous APS disability employment strategy, this strategy sets out a comprehensive plan to improve the employment outcomes for people with disability.

TEQSA reported on measures of success against this strategy by publicly reporting progress in the annual State of the Service Report available at apsc.gov.au.

Purchasing

TEQSA continues to review its procurement framework and approach to identify areas for improvement, and to support improved compliance with the *Commonwealth Procurement Rules*. TEQSA ensures that procurements represent value for money before entering into contracts with suppliers. However, TEQSA is working to improve the timeliness of reporting arrangements for contracts, and on improving staff capabilities in procurement and contract management.

Notes on competitive tendering and contracting

Decisions to engage consultants during 2023-24 were guided by TEQSA's *Accountable Authority Instructions* and *Procurement Manual*, which require compliance with the Commonwealth Procurement Rules. Consultants are engaged through a procurement process, using open tender, limited tender or an established panel arrangement. All consultants are evaluated and selected in accordance with the *Commonwealth Procurement Rules*, various procurement-related legislations and relevant internal policies.

TEQSA uses consultancy services to obtain specialist expertise or independent advice to investigate or diagnose a defined issue or problem, carry out defined reviews or evaluations and provide creative solutions to assist in the Agency's decision-making. During 2023-24, one new consultancy contract was entered into involving total actual expenditure of \$24,668. In addition, 6 ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of \$197,811.

Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website at tenders.gov.au.

Annual reports also contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website at tenders.gov.au.

Table 4. Expenditure on reportable consultancy contracts 2023-24

	Number	Expenditure \$000 (GST inc.)
New contracts entered into during the reporting period	1	25
Ongoing contracts entered into during a previous reporting period	6	198
Total	7	223

Table 5. Expenditure on reportable non-consultancy contracts 2023-24

	Number	Expenditure \$000 (GST inc.)
New contracts entered into during the reporting period	57	3,908
Ongoing contracts entered into during a previous reporting period	33	3,474
Total	90	7,382

Table 6. Organisations receiving a share of reportable consultancy contract expenditure 2023-24

Name of organisation	Expenditure \$000 (GST inc.)
Lisa Healy t/as LMH Creative Change (ABN 96 858 145 274)	96
Brookfast Pty Ltd (ABN 82 008 294 960)	60
Rivor Advisory Pty Ltd (ABN: 62 616 116 888)	37
Matthews Pegg Consulting Pty Ltd (ABN 86 085 443 876)	25

Table 7. Organisations receiving a share of reportable non-consultancy contract expenditure 2023-24

Name of organisation	Expenditure \$000 (GST inc.)
Deka Australia Management Two Pty Ltd (ABN 22 612 336 984)	1,122
Hammond Street Developments Pty Ltd (ABN 32 074 649 595)	960
Genix Ventures Pty Ltd (ABN 84 117 733 696)	631
Data#3 Limited (ABN 31 010 545 267)	620
The Architecture Practice Pty Ltd (ABN 97 169 445 354)	427

Australian National Audit Office Access Clauses

No contracts were let during the year for \$100,000 or more (inclusive of GST) with provisions to exempt Australian National Audit Office access to contractors' premises.

Exempt contracts

TEQSA had no contracts in excess of \$10,000 (inclusive of GST) that were exempted by the CEO from being published on AusTender because it would disclose exempt matters under the FOI Act.

Advertising and market research

During 2023–24, TEQSA spent \$4,416.29 on a social media boosting campaign. The purpose this activity was to build awareness and share information with higher education students about Australia's anti-commercial academic cheating laws and risks to academic integrity (including artificial intelligence) during the September–November assessment period. Advertising was on Meta platforms (Facebook, Instagram and WhatsApp).

TEQSA spent \$60,000 on market research to better understand student attitudes and awareness to academic integrity issues, including contract cheating, gen AI and Australia's anti-academic cheating laws and issues related to student well-being. Insights from this research will support TEQSA's development of guidance materials and communications and engagement with students.

Grants

TEQSA does not administer any discretionary grants programs.

Small business

TEQSA supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SMEs) and Small Enterprise participation statistics are available on the Department of Finance, Statistics on Australian Government Procurement Contracts webpage.

TEQSA uses a number of procurement practices to support SMEs including:

- > use of the Commonwealth Contracting Suite for low-risk procurements valued under \$200,000
- > applying the Small Business Engagement Principles to effectively engage and communicate with small businesses
- > seeking opportunities to engage Aboriginal and Torres Strait Islander businesses
- > use of electronic payment systems to facilitate on-time payments.

TEQSA recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury's website.

Ecologically sustainable development and environmental performance

TEQSA is committed to progressing towards a sustainable future and continued improvement in reducing negative impacts on the environment.

The information provided is in accordance with section 516A of the *Environment Protection and Biodiversity Conservation Act 1999*.

TEQSA's office at 452 Flinders Street Melbourne features a range of environmental performance initiatives put in place during the office fit-out and as part of the overall initiatives provided by building management.

These included:

- > implementing no under-desk bins and the availability of several bin stations with different waste streams
- > an on-site organic waste dehydrator
- > battery recycling
- > e-waste collection
- > light globe recycling
- > adherence to NABERS waste rating.

Australian Public Service Net Zero 2030

APS Net Zero 2030 is the Government's policy for the Australian Public Service (APS) to reduce its greenhouse gas emissions to net zero by 2030, and transparently report on its emissions. As part of this, non-corporate and corporate Commonwealth entities are required to report on their operational greenhouse gas emissions.

The Greenhouse Gas Emissions Inventory presents greenhouse gas emissions over the 2023–24 period. Results are presented on the basis of Carbon Dioxide Equivalent (CO₂-e) emissions. Greenhouse gas emissions reporting has been developed with methodology that is consistent with the Whole-of-Australian Government approach as part of the APS Net Zero 2030 policy. Not all data sources were available at the time of the report and adjustments to baseline data may be required in future reports.

Table 8. Greenhouse gas emissions inventory – location-based method 2023-24

Emission source	Scope 1 t CO ₂ -e	Scope 2 t CO ₂ -e	Scope 3 t CO ₂ -e	Total t CO ₂ -e
Electricity (location-based approach)	N/A	28.632	2.343	30.975
Natural gas	0	N/A	0	0
Solid waste*	N/A	N/A	0	0
Refrigerants*†	0	N/A	N/A	0
Fleet and other vehicles	0	N/A	0	0
Domestic commercial flights	N/A	N/A	75.602	75.602
Domestic hire car*	N/A	N/A	0	0
Domestic travel accommodation*	N/A	N/A	29.815	29.815
Other energy	0	N/A	0	0
Total t CO₂-e	0	28.632	107.759	136.391

Note: The table above presents emissions related to electricity usage using the location-based accounting method. CO₂-e = Carbon Dioxide Equivalent.

* Indicates emission sources collected for the first time in 2023-24. The quality of data is expected to improve over time as emissions reporting matures.

† Indicates optional emission source for 2023-24 emissions reporting.



Table 9. Electricity greenhouse gas emissions 2023-24

Emission source	Scope 2 † CO ₂ -e	Scope 3 † CO ₂ -e	Total † CO ₂ -e	Percentage of electricity use
Electricity (location-based approach)	28,632	2,343	30,975	100%
Market-based electricity emissions	23,801	2,938	26,740	81.28%
Total renewable electricity	-	-	-	18.72%
Mandatory renewables ¹	-	-	-	18.72%
Voluntary renewables ²	-	-	-	0%

Note: The table above presents emissions related to electricity usage using both the location-based and the market-based accounting methods. CO₂-e = Carbon Dioxide Equivalent.

1. Mandatory renewables are the portion of electricity consumed from the grid that is generated by renewable sources. This includes the renewable power percentage.
2. Voluntary renewables reflect the eligible carbon credit units surrendered by the entity. This may include purchased large-scale generation certificates, power purchasing agreements, GreenPower and the jurisdictional renewable power percentage (ACT only).

The electricity consumption figure is 50% of the total consumption on the electricity meter. The other 50% is allocated to the Australian Skills Quality Authority and is included in their emissions reporting figures. The 50/50 split aligns with the financial responsibility arrangement in place.

4

Financial report

- ▲ Independent auditor's report
- ▲ Statement by accountable authority and CFO
- ▲ Financial statements



INDEPENDENT AUDITOR'S REPORT

To the Minister for Education

Opinion

In my opinion, the financial statements of the Tertiary Education Quality Standards Agency (the Entity) for the year ended 30 June 2024:

- (a) comply with Australian Accounting Standards – Simplified Disclosures and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and
- (b) present fairly the financial position of the Entity as at 30 June 2024 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2024 and for the year then ended:

- Statement by the Accountable Authority and Chief Financial Officer;
- Statement of Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Cash Flow Statement;
- Administered Schedule of Comprehensive Income;
- Administered Schedule of Assets and Liabilities;
- Administered Reconciliation Schedule;
- Administered Cash Flow Statement; and
- Notes to and forming part of the financial statements, comprising a summary of significant accounting policies and other explanatory information.

Basis for opinion

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Entity in accordance with the relevant ethical requirements for financial statement audits conducted by the Auditor-General and his delegates. These include the relevant independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Accountable Authority's responsibility for the financial statements

As the Accountable Authority of the Entity, the Commissioners are responsible under the *Public Governance, Performance and Accountability Act 2013* (the Act) for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Simplified Disclosures and the rules made under the Act. The Commissioners are also responsible for such internal control as the Commissioners determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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In preparing the financial statements, the Commissioners are responsible for assessing the ability of the Entity to continue as a going concern, taking into account whether the Entity's operations will cease as a result of an administrative restructure or for any other reason. The Commissioner is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the assessment indicates that it is not appropriate.

Auditor's responsibilities for the audit of the financial statements

My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian National Audit Office Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with the Australian National Audit Office Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;
- conclude on the appropriateness of the Accountable Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern; and
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Accountable Authority regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Australian National Audit Office



Saminda Maddumahewa
Senior Director

Delegate of the Auditor-General

Canberra

2 September 2024

STATEMENT BY THE ACCOUNTABLE AUTHORITY AND CHIEF FINANCIAL OFFICER

In our opinion, the attached financial statements for the year ended 30 June 2024 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act.

In our opinion, at the date of this statement, there are reasonable grounds to believe that the Tertiary Education Quality and Standards Agency will be able to pay its debts as and when they fall due.



Adrienne Nieuwenhuis
Acting Chief Commissioner
on behalf of the Accountable Authority

29 August 2024



Nicholas Riordan
Acting Chief Financial Officer

29 August 2024

Tertiary Education Quality and Standards Agency
STATEMENT OF COMPREHENSIVE INCOME
for the period ended 30 June 2024

	Notes	2024 \$'000	2023 \$'000	Original Budget ¹ \$'000
NET COST OF SERVICES				
Expenses				
Employee benefits	1.1A	14,486	12,610	13,004
Suppliers	1.1B	6,800	9,256	7,418
Depreciation and amortisation	3.2A	1,534	1,476	1,314
Finance costs	1.1C	127	85	192
Impairment loss on financial instruments	7.2B	-	10	-
Losses from asset disposals		-	9	-
Other expenses		-	-	-
Total expenses		22,947	23,446	21,928
Own-source income				
Own-source revenue				
Revenue from contracts with customers	1.2A	588	605	650
Rental income	1.2B	167	-	-
Resources received free of charge	1.2C	47	46	53
Total own-source revenue		802	651	703
Gains				
Gains from sale of assets		4	1	-
Total gains		4	1	-
Total own-source income		806	652	703
Net (cost of)/contribution by services		(22,141)	(22,794)	(21,225)
Revenue from Government	1.2D	21,497	20,009	20,462
(Deficit)/Surplus attributable to the Australian Government		(644)	(2,785)	(763)
OTHER COMPREHENSIVE INCOME				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation reserve		-	-	-
Total comprehensive income/(loss)		(644)	(2,785)	(763)

The above statement should be read in conjunction with the accompanying notes.

¹ Original Budget reflects the figures in the 2023-24 Portfolio Budget Statements (PBS).

Tertiary Education Quality and Standards Agency
STATEMENT OF COMPREHENSIVE INCOME
for the period ended 30 June 2024

Budget Variances Commentary
Statement of Comprehensive Income

Line item	Explanation of major variances
<i>Employee benefits</i>	The increase in employee benefits expense from the budgeted amount can be attributed to several factors, namely the conversion of labour hire positions to APS employment, the increase in ASL numbers arising from budget measures during the 2023-24 financial year, and the timing of recruitment activities.
<i>Suppliers</i>	The decrease in supplier expenses reflects TEQSA's approach to reduce the use of consultants where possible.
<i>Depreciation and amortisation</i>	The variance is attributed to the depreciation and amortisation of the leased ROU assets that was initially underbudgeted.
<i>Revenue from contracts with customers</i>	The revenue earned from customer contracts has fallen short of the budgeted amount because the expected income from the 2023 TEQSA conference did not meet projections.
<i>Rental income</i>	The rental income received from sub-leasing the premises was not anticipated during the 2023-24 budget preparation.
<i>Resources received free of charge</i>	The difference in free-of-charge resources can be attributed to the fact that the costs associated with external audit fees were lower than initially projected.

Tertiary Education Quality and Standards Agency
STATEMENT OF FINANCIAL POSITION
as at 30 June 2024

	Notes	2024 \$'000	2023 \$'000	Original Budget ¹ \$'000
ASSETS				
Financial assets				
Cash and cash equivalents	3.1A	655	563	563
Trade and other receivables	3.1B	10,698	10,464	9,412
Total financial assets		11,353	11,027	9,975
Non-financial assets²				
Buildings	3.2A	5,343	6,206	7,512
Plant and equipment	3.2A	647	849	835
Intangibles - computer software	3.2A	1,334	1,214	1,936
Other non-financial assets	3.2B	538	342	436
Total non-financial assets		7,862	8,611	10,719
Total assets		19,215	19,638	20,694
LIABILITIES				
Payables				
Suppliers	3.3A	945	829	902
Other payables	3.3B	301	317	255
Total payables		1,246	1,146	1,157
Interest bearing liabilities				
Leases	3.4A	4,797	5,416	4,647
Total interest bearing liabilities		4,797	5,416	4,647
Provisions				
Employee provisions	6.1A	2,172	2,348	1,931
Other provisions	3.5A	-	-	595
Total provisions		2,172	2,348	2,526
Total liabilities		8,215	8,910	8,330
Net assets		11,000	10,728	12,364
EQUITY				
Contributed equity		17,331	16,415	17,331
Reserves		17	17	17
Retained surplus/(Accumulated deficit)		(6,348)	(5,704)	(4,984)
Total equity		11,000	10,728	12,364

The above statement should be read in conjunction with the accompanying notes.

¹ Original Budget reflects the figures in the 2023-24 Portfolio Budget Statements (PBS).

² Right-of-use assets are included in "Buildings" line item.

Tertiary Education Quality and Standards Agency
STATEMENT OF FINANCIAL POSITION
as at 30 June 2024

Budget Variances Commentary
Statement of Financial Position

Line item	Explanation of major variances
<i>Cash and cash equivalents</i>	The variance is due to timing of cash payments and receipts.
<i>Trade and other receivables</i>	The variance is due to an increase in the appropriation receivable, mainly because of an increase to TEQSA's appropriation from budget measures during the 2023-24 financial year, and because the section 74 retained receipts from TEQSA's lease incentive this year that were not included in the original budget.
<i>Buildings</i>	The variance is due to a review in 2022-23 of TEQSA's lease calculations identifying an incorrect calculation of the incremental borrowing rate (IBR), which was not known when the budget was prepared in May 2023, resulting in the carrying value being initially reported higher.
<i>Plant & equipment</i>	The variance is due to the disposal of excess IT equipment.
<i>Intangibles</i>	The variance is due to delays in finalising the student records management solution, and because software originally anticipated to involve an intangible asset is being procured through Software as a Service arrangements which mean that no such asset is created.
<i>Other non-financial assets</i>	Other non-financial assets relate to prepayments. This is greater than the budget due to higher than anticipated prepayments made at reporting date.
<i>Leases</i>	The variance is due to a review in 2022-23 of TEQSA's lease calculations identifying an incorrect calculation of the incremental borrowing rate (IBR), which was not known when the budget was prepared in May 2023.
<i>Employee provisions</i>	The variance is due to an increase in TEQSA's staffing numbers resulting in higher leave provisions payable.
<i>Other provisions</i>	The variance is due to TEQSA budgeting for a makegood provision that is no longer applicable.

Tertiary Education Quality and Standards Agency
STATEMENT OF CHANGES IN EQUITY
for the period ended 30 June 2024

	2024 \$'000	2023 \$'000	Original Budget ¹ \$'000
CONTRIBUTED EQUITY			
Opening balance			
Balance carried forward from previous period	16,415	14,852	16,415
Transactions with owners			
Contributions by owners			
Departmental capital budget	916	1,563	916
Total transactions with owners	<u>916</u>	<u>1,563</u>	<u>916</u>
Closing balance as at 30 June	<u>17,331</u>	<u>16,415</u>	<u>17,331</u>
RETAINED EARNINGS			
Opening balance			
Balance carried forward from previous period	(5,704)	(2,919)	(4,221)
Comprehensive income			
Surplus/(Deficit) for the period	<u>(644)</u>	<u>(2,785)</u>	<u>(763)</u>
Total comprehensive income	<u>(644)</u>	<u>(2,785)</u>	<u>(763)</u>
Closing balance as at 30 June	<u>(6,348)</u>	<u>(5,704)</u>	<u>(4,984)</u>
ASSET REVALUATION RESERVE			
Opening balance			
Balance carried forward from previous period	17	17	17
Comprehensive income			
Other comprehensive income	<u>-</u>	<u>-</u>	<u>-</u>
Total comprehensive income	<u>-</u>	<u>-</u>	<u>-</u>
Closing balance as at 30 June	<u>17</u>	<u>17</u>	<u>17</u>
TOTAL EQUITY			
Opening balance			
Balance carried forward from previous period	10,728	11,950	12,211
Comprehensive income			
Surplus/(Deficit) for the period	(644)	(2,785)	(763)
Other comprehensive income	<u>-</u>	<u>-</u>	<u>-</u>
Total comprehensive income	<u>(644)</u>	<u>(2,785)</u>	<u>(763)</u>
Transactions with owners			
Contributions by owners			
Departmental capital budget	916	1,563	916
Total transactions with owners	<u>916</u>	<u>1,563</u>	<u>916</u>
Closing balance as at 30 June	<u>11,000</u>	<u>10,728</u>	<u>12,364</u>

The above statement should be read in conjunction with the accompanying notes.

¹ Original Budget reflects the figures in the 2022-23 Portfolio Budget Statements (PBS).

Tertiary Education Quality and Standards Agency
STATEMENT OF CHANGES IN EQUITY
for the period ended 30 June 2024

Accounting Policy

Equity Injections

Amounts appropriated which are designated as 'equity injections' for a year (less any formal reductions) and Departmental Capital Budgets (DCBs) are recognised directly in contributed equity in that year.

Restructuring of Administrative Arrangements

Net assets received from or relinquished to another Government entity under a restructuring of administrative arrangements are adjusted at their book value directly against contributed equity.

Other Distributions to Owners

The FRR require that distributions to owners be debited to contributed equity unless it is in the nature of a dividend.

Budget Variances Commentary

Statement of Changes in Equity

Major budget variances for balances contained in the Statement of Changes in Equity have been included in the budget variances commentary for the Statement of Comprehensive Income and the Statement of Financial Position.

Tertiary Education Quality and Standards Agency

CASH FLOW STATEMENT

for the period ended 30 June 2024

	Notes	2024 \$'000	2023 \$'000	Original Budget ¹ \$'000
OPERATING ACTIVITIES				
Cash received				
Appropriations		22,636	22,870	21,484
Rendering of services		167	-	-
GST received		697	1,243	584
Other		2,270	621	650
Total cash received		25,770	24,734	22,718
Cash used				
Employees		14,677	11,960	13,004
Suppliers		7,529	10,547	8,387
Interest payments on lease liabilities		127	85	192
GST paid		158	3	584
Section 74 receipts transferred to OPA		2,621	1,613	-
Total cash used		25,112	24,208	22,167
Net cash from/(used by) operating activities		658	526	551
INVESTING ACTIVITIES				
Cash received				
Proceeds from sale of property, plant & equipment		4	2	-
Total cash received		4	2	-
Cash used				
Purchase of plant, equipment and intangibles		589	3,609	916
Total cash used		589	3,609	916
Net cash from/(used by) investing activities		(585)	(3,609)	(916)
FINANCING ACTIVITIES				
Cash received				
Contributed equity		640	3,658	916
Total cash received		640	3,658	916
Cash used				
Principal payments of lease liabilities		621	587	551
Total cash used		621	587	551
Net cash from/(used by) financing activities		19	3,071	365

The above statement should be read in conjunction with the accompanying notes.

¹ Original Budget reflects the figures in the 2023-24 Portfolio Budget Statements (PBS).

Tertiary Education Quality and Standards Agency

CASH FLOW STATEMENT

for the period ended 30 June 2024

Budget Variances Commentary

Cash Flow Statement

Line item	Explanation of major variances
<i>Operating activities</i> <i>Appropriations (cash received)</i>	Appropriations received is higher than budget due to timing of supplier payments.
<i>Operating activities</i> <i>Rendering of services</i>	Cash from rendering of services relates to rental income that was not forecasted when the budget was prepared. The original budget included the TEQSA Conference in a combined item for 'sale of goods and rendering of services'. Cash received from the TEQSA Conference is now reported in 'other'.
<i>Operating activities</i> <i>Other</i>	Other relates to miscellaneous receipts. This is higher than budgeted due to the lease incentive receivable which was received in this financial year. It also includes cash received from the TEQSA Conference, previously reported under 'sale of goods and rendering of services', which had lower revenue than anticipated.
<i>Operating activities</i> <i>Employees</i>	Cash paid to employees has exceeded the budget due to the increase in the staffing levels, and increase in salaries from the new enterprise agreement that was underbudgeted.
<i>Operating activities</i> <i>Suppliers</i>	Cash paid to suppliers is less than budgeted due to a decrease in expenses associated with strategic projects. This is reflected in the higher than anticipated appropriation received.
<i>Operating activities</i> <i>Section 74 receipts transferred to OPA</i>	Section 74 receipts is higher than budget primarily due to the lease incentive receivable which was received in this financial year.
<i>Investing activities</i> <i>Purchase of plant, equipment and intangibles</i>	Purchase of plant, equipment and intangibles is below budget due to lower levels of capital expenditure, with some projects being treated as operational expenditure which was not known at the time the budget was prepared.
<i>Financing activities</i> <i>Contributed equity</i>	Cash received was less than budgeted due to a decrease in capital expenditure during the year.
<i>Financing activities</i> <i>Principal payments of lease liabilities</i>	Principal payments of lease liabilities has exceeded the budget due a 2022-23 review of the lease calculations identifying an incorrect calculation of the incremental borrowing rate (IBR), which was not known when the budget was prepared in May 2023.

Tertiary Education Quality and Standards Agency
ADMINISTERED SCHEDULE OF COMPREHENSIVE INCOME
for the period ended 30 June 2024

	Notes	2024 \$'000	2023 \$'000	Original Budget ¹ \$'000
NET COST OF SERVICES				
Expenses				
Impairment loss on financial instruments	2.1A	-	-	-
Total expenses		<u>-</u>	<u>-</u>	<u>-</u>
Income				
Revenue				
Non-taxation revenue				
Fees	2.2A	13,086	3,005	14,937
Total non-taxation revenue		<u>13,086</u>	<u>3,005</u>	<u>14,937</u>
Total revenue		<u>13,086</u>	<u>3,005</u>	<u>14,937</u>
Total income		<u>13,086</u>	<u>3,005</u>	<u>14,937</u>
Net (cost of)/contribution by services		<u>13,086</u>	<u>3,005</u>	<u>14,937</u>
Surplus/(Deficit)		<u>13,086</u>	<u>3,005</u>	<u>14,937</u>

The above schedule should be read in conjunction with the accompanying notes.

¹ Original Budget reflects the figures in the 2023-24 Portfolio Budget Statements (PBS).

Budget Variances Commentary

Administered Schedule of Comprehensive Income

Line item	Explanation of major variances
<i>Fees</i>	Administered fee revenue is lower than budget due to the nature and timing of applications and compliance activities.

Tertiary Education Quality and Standards Agency
ADMINISTERED SCHEDULE OF ASSETS AND LIABILITIES
as at 30 June 2024

	Notes	2024 \$'000	2023 \$'000	Original Budget ¹ \$'000
ASSETS				
Financial assets				
Trade and other receivables	4.1A	157	6	-
Total financial assets		157	6	-
Total assets administered on behalf of Government		157	6	-
Net assets/(liabilities)		157	6	-

The above schedule should be read in conjunction with the accompanying notes.

¹ Original Budget reflects the figures in 2023-24 Portfolio Budget Statements (PBS).

Budget Variances Commentary

Administered Schedule of Comprehensive Income

Line item	Explanation of major variances
<i>Trade and other receivables</i>	Trade and other receivables is greater than budget due to timing of receipts for the annual registered higher education provider charge.

Tertiary Education Quality and Standards Agency
ADMINISTERED RECONCILIATION SCHEDULE
for the period ended 30 June 2024

	Notes	2024 \$'000	2023 \$'000
Opening assets less liabilities as at 1 July		6	-
Net contribution by services			
Income		13,086	3,000
Transfers (to)/from the Australian Government			
Appropriation transfers from Official Public Account			
Special appropriations (unlimited)			
Payments to entities other than corporate Commonwealth entities		3	8
Appropriation transfers to OPA			
Transfers to OPA		<u>(12,938)</u>	<u>(3,002)</u>
Closing assets less liabilities as at 30 June		<u>157</u>	<u>6</u>

The above schedule should be read in conjunction with the accompanying notes.

Accounting Policy

Administered Cash Transfers to and from the Official Public Account

Revenue collected by TEQSA for use by the Government rather than TEQSA is administered revenue. Collections are transferred to the Official Public Account (OPA) maintained by the Department of Finance. Conversely, cash is drawn from the OPA to make payments under Parliamentary appropriation on behalf of Government. These transfers to and from the OPA are adjustments to the administered cash held by TEQSA on behalf of the Government and reported as such in the schedule of administered cash flows and in the administered reconciliation schedule.

Tertiary Education Quality and Standards Agency
ADMINISTERED CASH FLOW STATEMENT
for the period ended 30 June 2024

	2024	2023
	\$'000	\$'000
OPERATING ACTIVITIES		
Cash received		
Fees	<u>12,938</u>	<u>3,002</u>
Total cash received	<u>12,938</u>	<u>3,002</u>
Cash used		
Refunds to higher education providers	<u>3</u>	<u>8</u>
Total cash used	<u>3</u>	<u>8</u>
Net cash from/(used by) operating activities	<u>12,935</u>	<u>2,994</u>
Cash from Official Public Account		
Appropriations	<u>3</u>	<u>8</u>
Total cash from official public account	<u>3</u>	<u>8</u>
Cash to Official Public Account		
Appropriations	<u>(12,938)</u>	<u>(3,002)</u>
Total cash to official public account	<u>(12,938)</u>	<u>(3,002)</u>

This schedule should be read in conjunction with the accompanying notes.

Tertiary Education Quality and Standards Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Overview

Objectives of the Entity

The Tertiary Education Quality and Standards Agency (TEQSA) is an Australian Government controlled not-for-profit entity. TEQSA's primary office is located in Melbourne.

TEQSA is Australia's independent national quality assurance and regulatory agency for higher education. The objective of TEQSA is to protect student interests and the reputation of Australia's higher education sector through a proportionate, risk-reflective approach to quality assurance that supports diversity, innovation and excellence.

The Basis of Preparation

The financial statements are required by section 42 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

The financial statements have been prepared in accordance with:

- a) *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015* (FRR); and
- b) Australian Accounting Standards and Interpretations – including simplified disclosures for Tier 2 Entities under AASB 1060 issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

The financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets and liabilities at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position. The financial statements are presented in Australian dollars.

New Accounting Standards

All new, revised, amending standards and/or interpretations that were issued prior to the sign-off date and are applicable to the current reporting period did not have a material effect on TEQSA's financial statements.

Standard/ Interpretation	Nature of change in accounting policy
AASB 2021-2 <i>Amendments to Australian Accounting Standards – Disclosure of Accounting Policies and Definition of Accounting Estimates</i>	AASB 2021-2 amends AASB 7, AASB 101, AASB 108, AASB 134 and AASB Practice Statement 2. The amending standard requires the disclosure of material, rather than significant, accounting policies, and clarifies what is considered a change in accounting policy compared to a change in accounting estimate.
AASB 2021-6 <i>Amendments to Australian Accounting Standards - Disclosure of Accounting Policies: Tier 2 and Other Australian Accounting Standards</i>	AASB 2021-6 amends the Tier 2 reporting requirements set out in AASB 1049, AASB 1054 and AASB 1060 to reflect the changes made by AASB 2021-2.

Taxation

TEQSA is exempt from all forms of taxation except Fringe Benefits Tax (FBT) and the Goods and Services Tax (GST).

Reporting of Administered activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the administered schedules and related notes.

Except where otherwise stated, administered items are accounted for on the same basis and using the same policies as for departmental items, including the application of Australian Accounting Standards.

Tertiary Education Quality and Standards Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Events After the Reporting Period

Departmental

There were no subsequent events that had the potential to significantly affect the ongoing structure and financial activities of TEQSA.

Administered

There were no subsequent events that had the potential to significantly affect the ongoing structure and financial activities of TEQSA.

Tertiary Education Quality and Standards Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

1. Financial Performance

This section analyses the financial performance of the Tertiary Education Quality and Standards Agency for the year ended 2024.

1.1 Expenses

	2024 \$'000	2023 \$'000
1.1A: Employee benefits		
Wages and salaries	11,479	9,448
Superannuation		
Defined contribution plans	1,777	1,441
Defined benefit plans	108	162
Leave and other entitlements	1,115	1,374
Separation and redundancies	7	185
Total employee benefits	14,486	12,610

Accounting Policy

Accounting policies for employee related expenses is contained in the People and Relationships section.

1.1B: Suppliers

Goods and services supplied or rendered

Consultants	328	1,377
Contractors	903	2,393
Travel	444	296
IT services	1,987	1,564
Expert fees	248	516
Legal fees	333	199
Recruitment and training	514	703
Property operating expenses	340	536
Payroll services	143	61
Event costs	579	383
Other	625	576
Total goods and services supplied or rendered	6,444	8,604
Goods supplied	50	634
Services rendered	6,394	7,970
Total goods and services supplied or rendered	6,444	8,604
Other suppliers		
Workers' compensation expenses	309	192
Short term leases ¹	47	460
Total other suppliers	356	652
Total suppliers	6,800	9,256

¹ TEQSA has no short-term lease commitments as at 30 June 2024 (2023: Nil).

Accounting Policy

Short-term leases and leases of low-value assets

TEQSA has elected not to recognise right-of-use assets and lease liabilities for short-term leases of assets that have a lease term of 12 months or less and leases of low-value assets (less than \$10,000 per asset). TEQSA recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

Tertiary Education Quality and Standards Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2024	2023
	\$'000	\$'000
1.1C: Finance costs		
Interest on lease liabilities	<u>127</u>	<u>85</u>
Total finance costs	<u>127</u>	<u>85</u>

The above lease disclosures should be read in conjunction with the accompanying notes 1.1B, 1.2B, 3.2A and 3.4A.

Accounting Policy

All borrowing costs are expensed as incurred.

Tertiary Education Quality and Standards Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

1.2 Own-Source Revenue and gains

	2024 \$'000	2023 \$'000
Own-Source Revenue		
1.2A: Revenue from contracts with customers		
Rendering of services	588	605
Total revenue from contracts with customers	<u>588</u>	<u>605</u>
Disaggregation of revenue from contracts with customers		
Service category:		
TEQSA Conference	583	515
Miscellaneous / Other	5	90
	<u>588</u>	<u>605</u>
Type of customer:		
Australian Government entities (related parties)	-	-
Non-government entities	588	605
	<u>588</u>	<u>605</u>
Timing of transfer of goods and services:		
Over time	-	-
Point in time	588	605
	<u>588</u>	<u>605</u>

Accounting Policy

Revenue from the sale of goods is recognised when control has been transferred to the buyer.

TEQSA is a not-for-profit, non-corporate Commonwealth entity. TEQSA collects minor miscellaneous fees from freedom of information requests and reimbursements of staff costs to attend sector-based events. TEQSA generates ticket sales revenue associated with the annual TEQSA Conference. Revenue is recognised upon receipt, or at the conclusion of the event.

The transaction price is the total amount of consideration to which the TEQSA expects to be entitled in exchange for transferring promised goods or services to a customer. The consideration promised in a contract with a customer may include fixed amounts, variable amounts, or both.

Receivables for goods and services, which have 30-day terms (2023: 30 days), are recognised at the nominal amounts due less any impairment allowance account. Collectability of debts is reviewed at end of the reporting period. Allowances are made when collectability of the debt is no longer probable.

Tertiary Education Quality and Standards Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2024 \$'000	2023 \$'000
1.2B: Rental income		
Subleasing right-of-use assets	167	-
Total rental income	<u>167</u>	<u>-</u>

The above lease disclosures should be read in conjunction with the accompanying notes 1.1B, 1.1C, 3.2A and 3.4A.

1.2C: Other revenue		
Resources received free of charge		
Remuneration of auditors	47	46
Total other revenue	<u>47</u>	<u>46</u>

Accounting Policy

Resources received free of charge

Resources received free of charge are recognised as revenue when, and only when, a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense. Resources received free of charge are recorded as either revenue or gains depending on their nature.

1.2D: Revenue from Government

Appropriations		
Departmental appropriations	21,497	20,009
Total revenue from Government	<u>21,497</u>	<u>20,009</u>

Accounting Policy

Revenue from Government

Amounts appropriated for departmental appropriations for the year (adjusted for any formal additions and reductions) are recognised as Revenue from Government when TEQSA gains control of the appropriation, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned. Appropriations receivable are recognised at their nominal amounts.

Tertiary Education Quality and Standards Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

2. Income and Expenses Administered on behalf of Government

This section analyses the activities that the Tertiary Education Quality and Standards Agency does not control but administers on behalf of the Government. Unless otherwise noted, the accounting policies adopted are consistent with those applied for departmental reporting.

2.1 Administered - Expenses

	2024	2023
	\$'000	\$'000
2.1A: Impairment loss on financial instruments		
Impairment on trade and other receivables	-	5
Total impairment loss on financial instruments	<u>-</u>	<u>5</u>

2.2 Administered - Income

Revenue

Non-Taxation Revenue

2.2A: Fees

Regulatory fees - Registered Higher Education Provider charge	3,979	1,102
Regulatory fees - applications	9,107	1,903
Total fees	<u>13,086</u>	<u>3,005</u>

Accounting Policy

All administered revenues are revenues relating to ordinary activities performed by TEQSA on behalf of the Australian Government.

From 1 January 2023, TEQSA commenced a transition to 90 per cent cost recovery for its regulatory and quality assurance services and activities, with the following revenue elements:

- annual RHEP charge
- application-based fees

Registered Higher Education Provider (RHEP) charge

TEQSA collects an annual RHEP charge as outlined in the *Tertiary Education Quality and Standards Agency (Charges) Regulations 2022*. The RHEP charge commenced on 1 January 2023 and is the sum of a base component and a compliance component that will cover compliance activities undertaken in relation to the provider in the preceding calendar year.

Revenue of the annual RHEP charge is recognised at time of invoicing. The RHEP charge have 30-day terms and are recognised at the nominal amounts due less any impairment allowance account. Collectability of debts is reviewed at end of the reporting period. Allowances are made when collectability of the debt is no longer probable.

Application-based fees

TEQSA collects application-based revenue from activities such as registration and re-registration of providers, accreditation and re-accreditation of courses, and major variations to registrations and accreditations. Fees are charged in accordance with the *Tertiary Education Quality and Standards Agency Determination of Fees No. 1 of 2020*. Application-based revenue is recognised on receipt.

Administered revenue reported for the period is net of refunds made during the year.

Tertiary Education Quality and Standards Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

3. Financial Position

This section analyses the Tertiary Education Quality and Standards Agency assets used to conduct its operations and the operating liabilities incurred as a result. Employee related information is disclosed in the People and Relationships section.

3.1 Financial Assets

	2024 \$'000	2023 \$'000
3.1A: Cash and cash equivalents		
Cash at bank	655	563
Cash - third party accounts	-	-
Total cash and cash equivalents	<u>655</u>	<u>563</u>

Accounting Policy

Cash and cash equivalents

Cash is recognised at its nominal amount. Cash and cash equivalents include cash on hand and deposits in bank accounts.

3.1B: Trade and other receivables

Goods and services receivables

Goods and services	36	1,715
Total goods and services receivables	<u>36</u>	<u>1,715</u>

Appropriation receivables

Appropriation receivable	10,432	8,674
Total appropriation receivables	<u>10,432</u>	<u>8,674</u>

Other receivables

GST receivable from the Australian Taxation Office	233	78
Other	7	7
Total other receivables	<u>240</u>	<u>85</u>
Total trade and other receivables (gross)	<u>10,708</u>	<u>10,474</u>

Less expected credit loss allowance	(10)	(10)
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Total trade and other receivables (net)	<u>10,698</u>	<u>10,464</u>
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Credit terms for goods and services were within 30 days (2023: 30 days).

Accounting Policy

Financial assets

Trade receivables, loans and other receivables that are held for the purpose of collecting the contractual cash flows where the cash flows are solely payments of principal and interest, that are not provided at below-market interest rates, are subsequently measured at amortised cost using the effective interest method adjusted for any loss allowance.

Tertiary Education Quality and Standards Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

3.2 Non-Financial Assets

3.2A: Reconciliation of the Opening & Closing Balances of Property, Plant & Equipment and Intangibles¹

	Buildings ¹	Plant and equipment	Intangibles - computer software	Total
	\$'000	\$'000	\$'000	\$'000
As at 1 July 2023				
Gross book value	6,925	1,276	5,558	13,759
Accumulated depreciation, amortisation and impairment	(719)	(427)	(4,344)	(5,490)
Total as at 1 July 2023	6,206	849	1,214	8,269
Additions				
Purchase or Internally developed		5	584	589
Depreciation and amortisation	(309)	(42)	(464)	(815)
Depreciation on right-of-use assets	(554)			(554)
Disposals	-	(165)		(165)
Total as at 30 June 2024	5,343	647	1,334	7,324
Total as at 30 June 2024 represented by				
Gross book value	6,925	1,116	6,142	14,183
Accumulated depreciation, amortisation and impairment	(1,582)	(469)	(4,808)	(6,859)
Total as at 30 June 2024	5,343	647	1,334	7,324
Carrying amount of right-of-use assets	3,437	-	-	3,437

¹ Buildings include leasehold improvements.

No property, plant and equipment or intangibles are expected to be sold or disposed of within the next 12 months.

Revaluations of non-financial assets and intangible assets

TEQSA undertakes revaluations on its leasehold improvements and property, plant and equipment asset class. Revaluations are conducted in accordance with the revaluation policy stated in Note 3.2A. TEQSA did not undertake any revaluations as majority of the assets within the asset classes were acquired in the last financial year. Management has assessed that the carrying amounts of the assets did not differ materially from the asset's fair value at 30 June 2024.

Contractual commitments for the acquisition of property, plant, equipment and intangible assets

As at 30 June 2024, TEQSA has no contractual commitment for the acquisition of property, plant, equipment and intangible assets. The capital commitment in the prior year for student records management solution was fully paid during the current financial year (2023: \$562,829 GST inclusive).

Tertiary Education Quality and Standards Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Accounting Policy

Assets are recorded at cost on acquisition except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken. Financial assets are initially measured at their fair value plus transaction costs where appropriate. Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and income at their fair value at the date of acquisition, unless acquired as a consequence of restructuring of administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor's accounts immediately prior to the restructuring.

Asset Recognition Threshold

Purchases of property, plant and equipment are recognised initially at cost in the statement of financial position, except for purchases costing less than \$2,000 which are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total).

The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located. This is particularly relevant to 'make good' provisions in property leases taken up by TEQSA where obligation exists to restore the property to its original condition. These costs are included in the value of TEQSA's leasehold improvements with a corresponding provision for the 'make good' recognised.

Lease Right-of-Use (ROU) Assets

Leased ROU assets are capitalised at the commencement date of the lease and comprise of the initial lease liability amount, initial direct costs incurred when entering into the lease less any lease incentives received. These assets are accounted for by Commonwealth lessees as separate asset classes to corresponding assets owned outright, but included in the same column as where the corresponding underlying assets would be presented if they were owned.

On initial adoption of AASB 16, TEQSA has adjusted the ROU assets at the date of initial application by the amount of any provision for onerous leases recognised immediately before the date of initial application. Following initial application, an impairment review is undertaken for any right of use lease asset that shows indicators of impairment and an impairment loss is recognised against any right of use lease asset that is impaired. Lease ROU assets continue to be measured at cost after initial recognition in Commonwealth agency, GGS and Whole of Government financial statements.

Revaluations

Following initial recognition at cost, property, plant and equipment (excluding ROU assets) are carried at fair value less subsequent accumulated depreciation and accumulated impairment losses. Valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets did not differ materially from the assets' fair values as at the reporting date. The regularity of independent valuations depended upon the volatility of movements in market values for the relevant assets.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve except to the extent that it reversed a previous revaluation decrement of the same asset class that was previously recognised in the surplus/deficit. Revaluation decrements for a class of assets are recognised directly in the surplus/deficit except to the extent that they reverse a previous revaluation increment for that class. Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset, and the asset is restated to the revalued amount.

Depreciation

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives to the entity using, in all cases, the straight-line method of depreciation. Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate.

Tertiary Education Quality and Standards Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Accounting Policy (continued)

Depreciation rates applying to each class of depreciable asset are based on the following useful lives:

Asset Class	2024	2023
Buildings	Lease term	Lease term
Plant and equipment	3 to 8 years	3 to 10 years

The depreciation rates for ROU assets are based on the commencement date to the earlier of the end of the useful life of the ROU asset or the end of the lease term.

Impairment

All assets were assessed for impairment at 30 June 2024. Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount.

The recoverable amount of an asset is the higher of its fair value less costs of disposal and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if TEQSA were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

Fair Value

Leasehold improvements and plant and equipment are measured at their estimated fair value in the statement of financial position. Leasehold improvements and plant and equipment held by TEQSA are categorised under Levels 3 and 2 respectively, in accordance with the hierarchies listed in AASB 13. TEQSA's policy is to recognise transfers into and out of the fair value hierarchy levels as at the end of the reporting period.

Level 2 measurements use inputs other than quoted or market prices that are observable for the asset directly or indirectly. Level 3 measurements use inputs to estimate fair value where there are no observable market prices for the assets being valued.

The future economic benefits of TEQSA's leasehold improvements and property, plant and equipment are not primarily dependent on their ability to generate cash flows. TEQSA has not disclosed quantitative information about the significant unobservable inputs for the levels 2 and 3 measurements in these classes.

Derecognition

An item of property, plant and equipment is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

Intangibles

TEQSA's intangibles comprise of internally developed software for internal use. These assets are carried at cost less accumulated amortisation and accumulated impairment losses. Software is amortised on a straight-line basis over its anticipated useful life. The useful lives of TEQSA's software are 3 to 5 years (2023: 3 to 5 years).

All software assets were assessed for indications of impairment as at 30 June 2024.

Accounting Judgements and Estimates

For the period ending 30 June 2024, TEQSA did not undertake a revaluation exercise as majority of the assets within the asset classes were acquired in the last financial year. Management has assessed and determined that the carrying amounts of the assets did not differ materially from the asset's fair value at the reporting date.

Tertiary Education Quality and Standards Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2024	2023
	\$'000	\$'000
<u>3.2B: Other non-financial assets</u>		
Property prepayments	23	22
Goods and services prepayments	515	320
Total other non-financial assets	<u>538</u>	<u>342</u>

No indicators of impairment were found for other non-financial assets.

Accounting Policy

Other non-financial assets

Other non-financial assets consist of prepayments which are expected to be consumed within the next 12 months.

Tertiary Education Quality and Standards Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

3.3 Payables

	2024	2023
	\$'000	\$'000
3.3A: Suppliers		
Trade creditors and accruals	945	829
Total suppliers	945	829

Settlement is usually made within 20 days (2022: 20 days).

3.3B: Other payables

Salaries and wages	242	261
Superannuation	53	49
Other	6	7
Total other payables	301	317

Accounting Policy

Accounting policies for payables is contained in the Managing Uncertainties section.

Tertiary Education Quality and Standards Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

3.4 Interest Bearing Liabilities

	2024	2023
	\$'000	\$'000
3.4A: Leases		
Lease liabilities	4,797	5,416
Total leases	4,797	5,416
Maturity analysis - contractual undiscounted cash flows (GST exclusive)		
Within 1 year	778	748
Between 1 to 5 years	3,440	3,306
More than 5 years	1,010	1,921
Total leases	5,228	5,975

The cash outflow for leases for the year ended 30 June 2024 was \$ 747,549 (2023: \$675,470).

TEQSA in its capacity as a lessee has one lease contract for office accommodation in Melbourne. Lease payments are subject to annual fixed percentage increases in accordance with the lease contract.

The above lease disclosures should be read in conjunction with the accompanying notes 1.1B, 1.1C, 1.2B and 3.2A.

Accounting Policy

For all new contracts entered into, TEQSA considers whether the contract is, or contains a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'.

Once it has been determined that a contract is, or contains a lease, the lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease, if that rate is readily determinable, or the department's incremental borrowing rate.

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification to the lease. When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset or profit and loss depending on the nature of the reassessment or modification.

Tertiary Education Quality and Standards Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

3.5 Other Provisions

3.5A: Other provisions

	Provision for restoration ¹	Total
	\$'000	\$'000
As at 1 July 2023	-	-
Amounts used	-	-
Total as at 30 June 2024	-	-

Accounting Judgements and Estimates

As at 30 June 2024, TEQSA has no makegood obligations. In prior year, the provision balance carried forward from 1 July 2022 was the estimated makegood for TEQSA's accommodation lease at 530 Collins Street, Melbourne, of which the lease ended during 2022-23, with TEQSA utilising the provision to make good the premise before 30 June 2023.

Tertiary Education Quality and Standards Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

4. Assets and Liabilities Administered on behalf of Government

This section analyses assets used to conduct operations and the operating liabilities incurred as a result the Tertiary Education Quality and Standards Agency does not control but administers on behalf of the Government. Unless otherwise noted, the accounting policies adopted are consistent with those applied for departmental reporting.

4.1 Administered - Assets

	2024 \$'000	2023 \$'000
4.1A: Trade and other receivables		
Other receivables		
Fees	157	6
Total other receivables	<u>157</u>	<u>6</u>
Total trade and other receivables (gross)	<u>157</u>	<u>6</u>
Less impairment loss allowance	-	-
Total trade and other receivables (net)	<u>157</u>	<u>6</u>

Credit terms for goods and services were within 30 days.

4.2 Administered - Liabilities

As at 30 June 2024, TEQSA held no administered liabilities (2023: Nil).

Tertiary Education Quality and Standards Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

5. Funding

This section identifies the Tertiary Education Quality and Standards Agency funding structure.

5.1 Appropriations

5.1A: Annual appropriations ('recoverable GST exclusive')

Annual Appropriations for 2024

	Annual Appropriation ¹	Adjustments to appropriation ²	Total appropriation	Appropriation applied in 2024 (current and prior years)	Variance ³
	\$'000	\$'000	\$'000	\$'000	\$'000
Departmental					
Ordinary annual services	21,497	2,621	24,118	22,543	1,574
Capital Budget ⁴	916	-	916	640	276
Other services					
Equity Injections	-	-	-	-	-
Total departmental	22,413	2,621	25,034	23,183	1,850

¹ In prior year 2022-23, an amount of \$364,000 from annual appropriations was withheld under section 51 of the PGPA Act. In 2023-24, there is no additional amount withheld under section 51 of the PGPA Act.

² In 2023-24, adjustments to appropriation comprises of \$2.621 million of PGPA Act Section 74 receipts.

³ In 2023-24, the variance between total appropriation and appropriation applied in 2024 relates to the timing of payment to suppliers for operating transactions, and strategic and capital projects.

⁴ Departmental Capital Budgets are appropriated through Supply and Appropriation Acts (No.1,3,5). They form part of ordinary annual services, and are not separately identified in the Supply and Appropriation Acts.

Annual Appropriations for 2023

	Annual Appropriation ¹	Adjustments to appropriation ²	Total appropriation	Appropriation applied in 2023 (current and prior years)	Variance ³
	\$'000	\$'000	\$'000	\$'000	\$'000
Departmental					
Ordinary annual services	20,373	1,613	21,986	22,870	(884)
Capital Budget ⁴	1,563	-	1,563	3,658	(2,095)
Other services					
Equity Injections	-	-	-	-	-
Total departmental	21,936	1,613	23,549	26,528	(2,979)

¹ In 2022-23, \$364,000 of annual appropriations was withheld under section 51 of the PGPA Act.

² In 2022-23, adjustments to appropriation comprises of \$1.613 million of PGPA Act Section 74 receipts.

³ In 2022-23, the variance between total appropriation and appropriation applied in 2023 relates to the timing of strategic and capital projects.

⁴ Departmental Capital Budgets are appropriated through Supply and Appropriation Acts (No.1,3,5). They form part of ordinary annual services, and are not separately identified in the Supply and Appropriation Acts.

Tertiary Education Quality and Standards Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2024 \$'000	2023 \$'000
5.1B: Unspent annual appropriations ('recoverable GST exclusive')		
Departmental		
Appropriation Act (No. 1) - Operating 2023-2024	8,682	-
Appropriation Act (No. 3) - Operating 2023-2024	1,035	-
Appropriation Act (No. 1) - Capital Budget (DCB) 2023-2024	559	-
Supply Act (No. 3) - Operating 2022-2023 ¹	520	-
Supply Act (No. 1) - Capital Budget (DCB) 2022-2023	-	283
Supply Act (No 2) - Operating 2022-2023	-	8,755
Cash and Cash Equivalents	655	563
Total departmental	11,451	9,601

¹ \$364,000 has been formally withheld since 2022-23 under the direction section 51 of the *Public Governance, Performance and Accountability (PGPA) Act*.

5.1C: Special appropriations ('recoverable GST exclusive')

Authority	Type	Purpose	Appropriation Applied	
			2024 \$'000	2023 \$'000
<i>Public Governance, Performance and Accountability Act 2013</i>	Refund	To provide for payments under s.77 of the PGPA Act. All transactions under this Act are recognised as Administered items.	3	8
Total special appropriations applied			3	8

5.2 Regulatory Charging Summary

Amounts applied

Departmental		
Annual appropriations	13,502	12,734
Total amounts applied	13,502	12,734

Expenses

Departmental	14,540	13,908
Total expenses	14,540	13,908

External revenue

Administered	13,086	3,005
Total external revenue	13,086	3,005

Amounts written off

Departmental	-	-
Administered	-	5
Total amounts written off	-	5

Regulatory charging activities

From 1 January 2023, TEQSA commenced a transition to 90 per cent cost recovery for its regulatory and quality assurance services and activities. Costs are recovered from higher education providers by way of:

- (1) A RHEP charge invoiced annually to all providers. The charge is the sum of a base component and a compliance component.
- (2) Application based fees for regulatory activities related to registrations, course accreditations, major variations to registrations and accreditations, and revocation of conditions.

All fee revenue from regulatory charging activities is administered revenue and is returned to the Consolidated Revenue Fund. Documentation for the above activities is available at teqsa.gov.au/about-us/fees-and-charges

6. People and Relationships

This section describes a range of employment and post employment benefits provided to our people and our relationships with other key people.

6.1 Employee Provisions

	2024	2023
	\$'000	\$'000
6.1A: Employee provisions		
Leave	2,172	2,163
Separations and redundancies	-	185
Total employee provisions	2,172	2,348

Accounting Policy

Liabilities for short-term employee benefits and termination benefits expected within twelve months of the end of reporting period are measured at their nominal amounts. Other long-term employee benefits are measured as net total of the present value of the defined benefit obligation at the end of the reporting period minus the fair value at the end of the reporting period of plan assets (if any) out of which the obligations are to be settled directly.

Leave

The liability for employee benefits includes provision for annual leave and long service leave. The leave liabilities are calculated on the basis of employees' remuneration at the estimated salary rates that will be applied at the time the leave is taken, including TEQSA's employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination.

The liability for long service leave has been determined by reference to the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015* (FRR) 24.1(b) using the shorthand method. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Separation and redundancy

Provision is made for separation and redundancy benefit payments. TEQSA recognises a provision for termination when a formal plan is in place and has informed those employees affected.

Superannuation

TEQSA's staff are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS), or the PSS accumulation plan (PSSap), or other superannuation funds held outside the Australian Government. The CSS and PSS are defined benefit schemes for the Australian Government. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported in the Department of Finance's administered schedules and notes.

TEQSA makes employer contributions to the employees' defined benefit superannuation scheme at rates determined by an actuary to be sufficient to meet the current cost to the Government. TEQSA accounts for the contributions as if they were contributions to defined contribution plans. The liability for superannuation recognised as at 30 June represents outstanding contributions.

Tertiary Education Quality and Standards Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

6.2 Key Management Personnel Remuneration

Key management personnel are those persons having authority and responsibility for planning, directing and controlling the activities of TEQSA, directly or indirectly, including any director (whether executive or otherwise) of TEQSA.

TEQSA has determined the key management personnel to be the Chief Commissioner, Commissioners and the Chief Executive Officer. Key management personnel remuneration is reported in the table below:

	2024	2023
	\$'000	\$'000
Short-term employee benefits	691	642
Post-employment benefits	79	80
Other long-term employee benefits	5	7
Termination benefits	-	185
Total key management personnel remuneration expenses¹	<u>775</u>	<u>914</u>

The total number of key management personnel that are included in the above table is 5 (2023: 6).

¹ The above key management personnel remuneration excludes the remuneration and other benefits of the Portfolio Minister. The Portfolio Minister's remuneration and other benefits are set by the Remuneration Tribunal and are not paid by TEQSA.

6.3 Related Party Disclosures

Related party relationships

The parent entity to TEQSA is the Australian Government. TEQSA is an Australian Government controlled entity. Related parties to TEQSA are those identified as key management personnel including the Portfolio Minister.

Transactions with related parties

Given the breadth of Government activities, related parties may transact with the government sector in the same capacity as ordinary citizens. Such transactions include the payment or refund of taxes, receipt of a Medicare rebate or higher education loans. These transactions have not been separately disclosed in this note.

Giving consideration to relationships with related entities, and transactions entered into during the reporting period by the entity, it has been determined that there are no related party transactions to be separately disclosed (2023: Nil).

7. Managing Uncertainties

This section analyses how the Tertiary Education Quality and Standards Agency manages financial risks within its operating environment.

7.1 Contingent Assets and Liabilities

7.1A: Contingent Assets and Liabilities

TEQSA had no departmental contingent assets at 30 June 2024 (2023: Nil). TEQSA has a contingent liability relating to an ongoing legal matter (2023: Nil).

7.1B: Administered - Contingent Assets and Liabilities

TEQSA had no administered contingent assets or liabilities at 30 June 2024 (2023: Nil).

7.2 Financial Instruments

	2024	2023
	\$'000	\$'000
7.2A: Categories of financial instruments		
Financial assets		
Financial assets at amortised cost		
Cash and cash equivalents	655	563
Trade and other receivables - goods and services	43	1,722
Total financial assets at amortised cost	698	2,285
Total financial assets	698	2,285
Financial liabilities		
Financial liabilities measured at amortised cost		
Trade creditors and accruals	945	829
Total financial liabilities measured at amortised cost	945	829
Total financial liabilities	945	829

Accounting Policy

Financial assets

In accordance with AASB 9 *Financial Instruments*, TEQSA classifies its financial assets in the following category:

- financial assets measured at amortised cost.

The classification depends on both TEQSA's business model for managing the financial assets and contractual cash flow characteristics at the time of initial recognition. Financial assets are recognised when TEQSA becomes a party to the contract and, as a consequence, has a legal right to receive or a legal obligation to pay cash and derecognised when the contractual rights to the cash flows from the financial asset expire or are transferred upon trade date.

Financial Assets at Amortised Cost

Financial assets included in this category need to meet two criteria:

- (1) the financial asset is held in order to collect the contractual cash flows; and
- (2) the cash flows are solely payments of principal and interest (SPPI) on the principal outstanding amount.

Amortised cost is determined using effective interest method.

Effective Interest Method

Income is recognised on an effective interest rate basis for financial assets that are recognised at amortised cost.

Tertiary Education Quality and Standards Agency
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

7.2A: Categories of Financial Instruments - continued

Accounting Policy (continued)

Impairment of Financial Assets

Financial assets are assessed for impairment at the end of each reporting period based on Expected Credit Losses, using the general approach which measures the loss allowance based on an amount equal to *lifetime expected credit losses* where risk has significantly increased, or an amount equal to *12-month expected credit losses* if risk has not increased.

The simplified approach for trade, contract and lease receivables is used. This approach always measures the loss allowance as the amount equal to the lifetime expected credit losses.

A write-off constitutes a derecognition event where the write-off directly reduces the gross carrying amount of the financial asset.

Financial liabilities

Financial liabilities are classified as either financial liabilities 'at fair value through profit or loss' or other financial liabilities. Financial liabilities are recognised and derecognised upon 'trade date'.

Financial Liabilities at Amortised Cost

Financial liabilities, including borrowings, are initially measured at fair value, net of transaction costs. These liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective interest basis.

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

2024	2023
\$'000	\$'000

7.2B: Impairment loss on financial assets

Financial assets at amortised cost

Impairment	-	10
Loss on financial assets at amortised cost	-	10

7.3 Administered - Financial Instruments

7.3A: Categories of financial instruments

Financial assets

Financial assets at amortised cost

Trade and other receivables - goods and services	157	6
Total financial assets at amortised cost	157	6
Total financial assets	157	6

8. Other Information

8.1 Current/non-current distinction for assets and liabilities


	2024 \$'000	2023 \$'000
8.1A: Current/non-current distinction for assets and liabilities		
Assets expected to be recovered in:		
No more than 12 months		
Cash and cash equivalents	655	563
Trade and other receivables	10,698	10,464
Prepayments	538	342
Total no more than 12 months	11,891	11,369
More than 12 months		
Buildings	5,343	6,206
Plant and equipment	647	849
Intangibles - computer software	1,334	1,214
Total more than 12 months	7,324	8,269
Total assets	19,215	19,638
Liabilities expected to be settled in:		
No more than 12 months		
Suppliers	945	829
Other payables	301	317
Leases	778	748
Employee provisions	908	979
Other provisions	-	-
Total no more than 12 months	2,932	2,873
More than 12 months		
Leases	4,019	4,668
Employee provisions	1,264	1,369
Total more than 12 months	5,283	6,037
Total liabilities	8,215	8,910

8.1B: Administered - current/non-current distinction for assets and liabilities

Assets expected to be recovered in:

No more than 12 months

Trade and other receivables	157	6
Total no more than 12 months	157	6
Total assets	157	6



TEQSA's staff come from diverse backgrounds, including regulation and government, higher education delivery, data collection, data analysis, risk management and financial analysis. They apply their specialist skills in assessing complex qualitative and quantitative information, with a focus on protecting the interests of students and the reputation of the higher education sector.

5

Appendices

- ▲ Appendix A: Summary of resources
- ▲ Appendix B: Employee profiles
- ▲ Appendix C: APS classification and gender
- ▲ Appendix D: Employment type by full-time and part-time status
- ▲ Appendix E: Employment type by location
- ▲ Appendix F: Indigenous employment
- ▲ Appendix G: Employment arrangements of SES and non-SES employees
- ▲ Appendix H: Salary ranges by classification level
- ▲ Appendix I: Executive remuneration
- ▲ Glossary of abbreviations, acronyms and definitions
- ▲ Compliance index
- ▲ Alphabetical index

Appendix A: Summary of resources

Table 10. Entity resource statement 2023–24

	Actual available appropriation – current year (a)	Payments made (b)	Balance remaining (a)–(b)
	\$'000	\$'000	\$'000
Departmental			
Annual appropriations – ordinary annual services ³	34,634	23,183	11,451
Total departmental annual appropriations	34,634	23,183	11,451
Total departmental resourcing	34,634	23,183	11,451
Administered			
Special accounts	-	-	-
less payments to corporate entities from annual/special appropriations	-	3	-3
Total administered resourcing	-	3	-3
Total resourcing and payments for TEQSA	34,634	23,186	11,448

3. Appropriation Act (No.1) 2023–24, Appropriation (No.3) 2023–24, Supply Act (No.3) 2022–23, Appropriation Act (No.1 DCB) 2023–24. This also includes prior year departmental appropriations and retained revenue receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

Table 11. Expenses by outcome 2023–24

Outcome 1: Contribute to a high-quality higher education sector through streamlined and nationally consistent higher education regulatory arrangements; registration of higher education providers; accreditation of higher education courses; and investigation, quality assurance and dissemination of higher education standards and performance	Budget 2023–24 \$'000 (a)	Actual expenses 2023–24 \$'000 (b)	Variation 2023–24 \$'000 (a)–(b)
Program 1.1: Regulation and Quality Assurance			
Administered expenses	-	-	-
Administered total			
Departmental expenses	20,561	21,366	-805
Expenses not requiring appropriation in the Budget year ⁴	1,367	1,581	-214
Departmental total			
Total expenses for Program 1.1	21,928	22,947	-1,019

4. Expenses not requiring appropriation in the Budget year are made up of depreciation expenses, amortisation expenses and audit fees.

Appendix B: Employee profiles

Table 12. Ongoing employees 2023-24

Location	Male			Female			Indeterminate			Total
	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total	
NSW	4	-	4	3	-	3	-	-	-	7
Qld	1	-	1	7	-	7	-	-	-	8
SA	-	-	-	1	-	1	-	-	-	1
Tas	-	-	-	-	-	-	-	-	-	-
Vic	31	1	32	41	4	45	-	-	-	77
WA	1	-	1	-	-	-	-	-	-	1
ACT	-	-	-	2	-	2	-	-	-	2
NT	-	-	-	-	-	-	-	-	-	-
External Territories	-	-	-	-	-	-	-	-	-	-
Overseas	-	-	-	-	-	-	-	-	-	-
Total	37	1	38	54	4	58	-	-	-	96

Table 13. Non-ongoing employees 2023-24

Location	Male			Female			Total		
	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total
NSW	-	-	-	2	-	2	-	-	2
Qld	-	-	-	2	-	2	-	-	2
SA	-	-	-	1	-	1	-	-	1
Tas	-	-	-	-	-	-	-	-	-
Vic	5	1	6	5	2	7	-	-	13
WA	-	-	-	-	-	-	-	-	-
ACT	-	-	-	2	-	2	-	-	2
NT	-	-	-	-	-	-	-	-	-
External Territories	-	-	-	-	-	-	-	-	-
Overseas	-	-	-	-	-	-	-	-	-
Total	5	1	6	12	2	14	-	-	20

Table 14. Ongoing employees 2022–23

Location	Male			Female			Total		
	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total
NSW	3	-	3	2	-	2	-	-	5
Qld	-	1	1	3	-	3	-	-	4
SA	-	-	-	-	-	-	-	-	-
Tas	1	-	1	-	-	-	-	-	1
Vic	28	1	29	40	4	44	-	-	73
WA	-	-	-	-	-	-	-	-	-
ACT	-	-	-	2	-	2	-	-	2
NT	-	-	-	-	-	-	-	-	-
External Territories	-	-	-	-	-	-	-	-	-
Overseas	-	-	-	-	-	-	-	-	-
Total	32	2	34	47	4	51	-	-	85

Table 15. Non-ongoing employees 2022-23

Location	Male			Female			Indeterminate			Total
	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total	
NSW	-	-	-	-	1	1	-	-	-	1
Qld	-	1	1	1	2	3	-	-	-	4
SA	-	-	-	-	1	1	-	-	-	1
Tas	-	-	-	-	-	-	-	-	-	-
Vic	6	1	7	7	2	9	-	-	-	16
WA	-	-	-	-	-	-	-	-	-	-
ACT	-	-	-	1	1	2	-	-	-	2
NT	-	-	-	-	-	-	-	-	-	-
External Territories	-	-	-	-	-	-	-	-	-	-
Overseas	-	-	-	-	-	-	-	-	-	-
Total	6	2	8	9	7	16	-	-	-	24

Appendix C: Australian Public Service classification and gender

Table 16. APS Act ongoing employees 2023–24

	Male			Female			Indeterminate			Total
	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total	
SES 3	-	-	-	-	-	-	-	-	-	-
SES 2	-	-	-	-	-	-	-	-	-	-
SES 1	-	-	-	1	-	1	-	-	-	1
EL 2	4	-	4	4	-	4	-	-	-	8
EL 1	15	-	15	12	-	12	-	-	-	27
APS 6	16	1	17	27	1	28	-	-	-	45
APS 5	2	-	2	8	2	10	-	-	-	12
APS 4	-	-	-	1	1	2	-	-	-	2
APS 3	-	-	-	-	-	-	-	-	-	-
APS 2	-	-	-	-	-	-	-	-	-	-
APS 1	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	1	-	1	-	-	-	1
Total	37	1	38	54	4	58	-	-	-	96

Table 17. APS Act non-ongoing employees 2023-24

	Male			Female			Indeterminate			Total
	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total	
SES 3	-	-	-	-	-	-	-	-	-	-
SES 2	-	-	-	-	-	-	-	-	-	-
SES1	-	-	-	-	-	-	-	-	-	-
EL 2	-	-	-	1	-	1	-	-	-	1
EL 1	1	-	1	1	-	1	-	-	-	2
APS 6	1	-	1	6	1	7	-	-	-	8
APS 5	2	1	3	2	-	2	-	-	-	5
APS 4	-	-	-	-	1	1	-	-	-	1
APS 3	-	-	-	-	-	-	-	-	-	-
APS 2	-	-	-	-	-	-	-	-	-	-
APS 1	-	-	-	-	-	-	-	-	-	-
Other	1	-	1	-	2	2	-	-	-	3
Total	5	1	6	10	4	14	-	-	-	20

Table 18. APS Act ongoing employees 2022-23

	Male			Female			Total		
	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total
SES 3	-	-	-	-	-	-	-	-	-
SES 2	-	-	-	-	-	-	-	-	-
SES 1	-	-	-	1	-	1	-	-	1
EL 2	3	-	3	5	-	5	-	-	8
EL 1	10	-	10	9	-	9	-	-	19
APS 6	12	2	14	27	2	29	-	-	43
APS 5	6	-	6	4	1	5	-	-	11
APS 4	1	-	1	1	1	2	-	-	3
APS 3	-	-	-	-	-	-	-	-	-
APS 2	-	-	-	-	-	-	-	-	-
APS 1	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-
Total	32	2	34	47	4	51	-	-	85

Table 19. APS Act non-ongoing employees 2022-23

	Male			Female			Indeterminate			Total
	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total	
SES 3	-	-	-	-	-	-	-	-	-	-
SES 2	-	-	-	-	-	-	-	-	-	-
SES 1	-	-	-	-	-	-	-	-	-	-
EL 2	-	-	-	1	-	1	-	-	-	1
EL 1	1	-	1	2	2	4	-	-	-	5
APS 6	4	-	4	5	2	7	-	-	-	11
APS 5	-	-	-	1	1	2	-	-	-	2
APS 4	-	-	-	-	-	-	-	-	-	-
APS 3	-	-	-	-	-	-	-	-	-	-
APS 2	-	-	-	-	-	-	-	-	-	-
APS 1	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-
Total	5	-	5	9	5	14	-	-	-	19

Appendix D: Employment type by full-time and part-time status

Table 20. APS Act employees by full-time and part-time status 2023-24

	Ongoing			Non-ongoing			Total
	Full-time	Part-time	Total ongoing	Full-time	Part-time	Total non-ongoing	
SES 3	-	-	-	-	-	-	-
SES 2	-	-	-	-	-	-	-
SES 1	1	-	1	-	-	-	1
EL 2	8	-	8	1	-	1	9
EL 1	27	-	27	2	-	2	29
APS 6	43	2	45	7	1	8	53
APS 5	10	2	12	4	1	5	17
APS 4	1	1	2	-	1	1	3
APS 3	-	-	-	-	-	-	-
APS 2	-	-	-	-	-	-	-
APS 1	-	-	-	-	-	-	-
Other	1	-	1	-	3	3	4
Total	91	5	96	14	6	20	116

Table 21. APS Act employees by full-time and part-time status 2022-23

	Ongoing			Non-ongoing			Total
	Full-time	Part-time	Total ongoing	Full-time	Part-time	Total non-ongoing	
SES 3	-	-	-	-	-	-	-
SES 2	-	-	-	-	-	-	-
SES 1	1	-	1	-	-	-	1
EL 2	8	-	8	1	-	1	9
EL 1	19	-	19	3	2	5	24
APS 6	39	4	43	9	2	11	54
APS 5	10	1	11	1	1	2	13
APS 4	2	1	3	-	-	-	3
APS 3	-	-	-	-	-	-	-
APS 2	-	-	-	-	-	-	-
APS 1	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-
Total	79	6	85	14	5	19	104

Appendix E: Employment type by location

Table 22. APS Act employment type by location 2023–24

Location	Ongoing	Non-ongoing	Total
NSW	7	2	9
Qld	8	2	10
SA	1	1	2
Tas	-	-	-
Vic	77	13	90
WA	1	-	1
ACT	2	2	4
NT	-	-	-
External Territories	-	-	-
Overseas	-	-	-
Total	96	20	116

Table 23. APS Act employment type by location 2022-23

Location	Ongoing	Non-ongoing	Total
NSW	5	-	5
Qld	4	3	7
SA	-	-	-
Tas	1	-	1
Vic	73	14	87
WA	-	-	-
ACT	2	2	4
NT	-	-	-
External Territories	-	-	-
Overseas	-	-	-
Total	85	19	104

Appendix F: Indigenous employment

Table 24. APS Indigenous employment 2023-24 and 2022-23

	Total 2023-24	Total 2022-23
Ongoing	0	1
Non-ongoing	0	0
Total	0	1

Appendix G: Employment arrangements of SES and non-SES employees

Table 25. APS Act employment arrangements 2023-24

	SES	Non-SES	Total
Section 24(1) determination	1	4	5
Enterprise Arrangement	-	111	111
Total	1	115	116

Appendix H: Salary ranges by classification level

Table 26. APS Act employment salary ranges by classification level (minimum/maximum) 2023-24

	Minimum Salary	Maximum Salary
SES 3	-	-
SES 2	-	-
SES 1	190,000	235,000
EL 2	136,701	164,093
EL 1	116,167	128,393
APS 6	94,472	103,887
APS 5	84,034	89,839
APS 4	76,104	81,397
APS 3	69,968	72,878
APS 2	62,652	66,764
APS 1	53,342	58,323
Other	30,773	46,677
Minimum/maximum range	30,773	235,000

Appendix I: Executive remuneration

Table 27. Information about remuneration for key management personnel

Name and position title	Short-term benefits			Other benefits and allowances	Superannuation contributions	Other long-term benefits		Termination benefits	Total remuneration
	Base salary	Bonuses				Long service leave	Other long-term benefits		
Peter Coaldrake, Chief Commissioner ^{5,6}	\$118,086	-	-	-	\$12,989	-	-	-	\$131,075
Adrienne Nieuwenhuis, Commissioner ⁵	\$67,089	-	-	-	\$7,379	-	-	-	\$74,468
Stephen Somogyi, Commissioner ⁵	\$44,266	-	-	-	\$4,870	-	-	-	\$49,136
Joan Cooper, Commissioner ⁵	\$76,519	-	-	-	\$8,437	-	-	-	\$84,956
Adrienne Nieuwenhuis, Acting Chief Commissioner ^{5,7}	\$13,966	-	-	-	\$1,560	-	-	-	\$15,526
Mary Russell, Acting CEO ⁸	\$371,304	-	-	-	\$43,888	\$5,353	-	-	\$420,545

The above table has been prepared on an accruals basis.

5. No leave entitlements are paid or accrued for the Chief Commissioner and Commissioners.
6. Resigned as Chief Commissioner from 10 May 2024.
7. Acting Chief Commissioner from 14 May 2024.
8. Acting Chief Executive Officer from 8 June 2023 and promoted to Chief Executive Officer 1 May 2024.

Table 28. Information about remuneration for Senior Executive Service officer

Total remuneration	Short-term benefits					Post-employment benefits			Other long-term benefits		Termination benefits	Total remuneration
	Number of senior executives	Average base salary	Average bonuses	Average other benefits and allowances	Average superannuation contributions	Average long service leave	Average other long-term benefits	Average termination benefits	Average total remuneration			
\$0-\$220,000	0	0	0	0	0	0	0	0	0	0	0	
\$220,001-\$245,000	0	0	0	0	0	0	0	0	0	0	0	
\$245,001-\$265,000	0	0	0	0	0	0	0	0	0	0	0	
\$265,001-\$285,000	1	\$229,636	0	0	\$35,363	0	0	0	0	0	\$264,999	

Information about remuneration for other highly paid staff (OHPS)

OHPS are officials of a Commonwealth entity who are neither key management personnel (KMP) nor senior executives, and whose total remuneration exceeds the threshold remuneration amount of \$240,000 for the reporting period.

TEQSA does not have any remuneration information to disclose under this category for the reporting period 1 July 2023 to 30 June 2024.

Glossary of abbreviations, acronyms and definitions

Item	Definition
AA	Accountable Authority
AFP	Australian Federal Police
AI	Artificial Intelligence
APS	Australian Public Service
AQF	Australian Qualifications Framework
ASL	Average Staffing Level
ASQA	Australian Skills Quality Authority
CEO	Chief Executive Officer
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
ELICOS	English Language Intensive Courses for Overseas Students
ELT	Executive Leadership Team
ESOS	Education Services for Overseas Students
ESOS Act	<i>Education Services for Overseas Students Act 2000</i>
FOI Act	<i>Freedom of Information Act 1982</i>
HEIMS	Higher Education Information Management System
HEIU	Higher Education Integrity Unit
HES Framework	<i>Higher Education Standards Framework (Threshold Standards) 2021</i>
HESP	Higher Education Standards Panel
IBAC	Independent Broad-based Anti-Corruption Commission
IPS	Information Publication Scheme
IRAP	Information Security Registered Assessor Program
MoU	Memorandum of Understanding

Glossary (continued)

PBS	Portfolio Budget Statements
PGPA Act	<i>Public Governance, Performance and Accountability Act 2013</i>
PIMS	Provider Information Management System
RPG	Regulator Performance Guide
SAA	Self-accrediting authority
SES	Senior Executive Service
SME	Small and Medium Enterprises
TAFE	Technical and Further Education
TEQSA	Tertiary Education Quality and Standards Agency
TEQSA Act	<i>Tertiary Education Quality and Standards Agency Act 2011</i>
TPA	Third-party arrangements
VET	Vocational education and training
WHS	Workplace Health and Safety

Compliance index

Section	Page	Description/link	Requirement
17AD(g)	I	Letter of Transmittal	
Enterprise Arrangement	I	A copy of the letter of transmittal signed and dated by accountable authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report	Mandatory
17AD(h)	II	Aids to Access	
17AJ(a)	II	Table of contents (print only)	Mandatory
17AJ(b)	157–158	Alphabetical index (print only)	Mandatory
17AJ(c)	145–146	Glossary of abbreviations and acronyms	Mandatory
17AJ(d)	147–156	List of requirements	Mandatory
17AJ(e)	Inside cover	Details of contact officer	Mandatory
17AJ(f)	Inside cover	Entity's website address	Mandatory
17AJ(g)	Inside cover	Electronic address of report	Mandatory
Review by accountable authority			
17AD(a)	3	A review by the accountable authority of the entity	Mandatory
17AD(b)	12–23	Overview of the Entity	
17AE(1)(a)(i)	12–23	A description of the role and functions of the entity	Mandatory
17AE(1)(a)(ii)	17–23	A description of the organisational structure of the entity	Mandatory
17AE(1)(a)(iii)	27–28	A description of the outcomes and programs administered by the entity	Mandatory

Section	Page	Description/link	Requirement
17AE(1)(a)(iv)	12	A description of the purposes of the entity as included in the corporate plan	Mandatory
17AE(1)(aa)(i)	13–16	Name of the accountable authority or each member of the accountable authority	Mandatory
17AE(1)(aa)(ii)	13–16	Position title of the accountable authority or each member of the accountable authority	Mandatory
17AE(1)(aa)(iii)	14	Period as the accountable authority or member of the accountable authority within the reporting period	Mandatory
17AE(1)(b)	13	An outline of the structure of the portfolio of the entity	Portfolio Departments, Mandatory
17AE(2)	N/A	Where the outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, include details of variation and reasons for change	If applicable, Mandatory
17AD(c)	26–67	Report on the Performance of the Entity	
<i>Annual Performance Statements</i>			
17AD(c)(i); 16F	26–67	Annual Performance Statement in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule	Mandatory
17AD(c)(ii)		<i>Report on Financial Performance</i>	
17AF(1)(a)	67	A discussion and analysis of the entity's financial performance	Mandatory
17AF(1)(b)	128	A table summarising the total resources and total payments of the entity	Mandatory

Section	Page	Description/link	Requirement
17AF(2)	N/A	If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including: the cause of any operating loss of the entity; how the entity has responded to the loss and the actions that have been taken in relation to the loss; and any matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity's future operation or financial results	If applicable, Mandatory
17AD(d)	70–86	Management and Accountability	
		<i>Corporate Governance</i>	Mandatory
17AG(2)(a)	72	Information on compliance with section 10 (fraud systems)	Mandatory
17AG(2)(b)(i)	I	A certification by accountable authority that fraud risk assessments and fraud control plans have been prepared	Mandatory
17AG(2)(b)(ii)	I	A certification by accountable authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud that meet the specific needs of the entity are in place	Mandatory
17AG(2)(b)(iii)	I	A certification by accountable authority that all reasonable measures have been taken to deal appropriately with fraud relating to the entity	Mandatory
17AG(2)(c)	70–75	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance	Mandatory
17AG(2)(d) – (e)	N/A	A statement of significant issues reported to Minister under paragraph 19(1)(e) of the Act that relates to noncompliance with Finance law and action taken to remedy non-compliance	If applicable, Mandatory

Section	Page	Description/link	Requirement
Audit Committee			
17AG(2A)(a)	72	A direct electronic address of the charter determining the functions of the entity's audit committee	Mandatory
17AG(2A)(b)	73–74	The name of each member of the entity's audit committee	Mandatory
17AG(2A)(c)	73–74	The qualifications, knowledge, skills or experience of each member of the entity's audit committee	Mandatory
17AG(2A)(d)	73–74	Information about the attendance of each member of the entity's audit committee at committee meetings	Mandatory
17AG(2A)(e)	73–74	The remuneration of each member of the entity's audit committee	Mandatory
External Scrutiny			
17AG(3)	75	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny	Mandatory
17AG(3)(a)	75	Information on judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner that may have a significant effect on the operations of the entity	If applicable, Mandatory
17AG(3)(b)	N/A	Information on any reports on operations of the entity by the Auditor General (other than report under section 43 of the Act), a Parliamentary Committee or the Commonwealth Ombudsman	If applicable, Mandatory
17AG(3)(c)	N/A	Information on any capability reviews on the entity that were released during the period	If applicable, Mandatory
Management of Human Resources			
17AG(4)(a)	76–80	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives	Mandatory

Section	Page	Description/link	Requirement
17AG(4)(aa)	130–133	<p>Statistics on the entity's employees on an ongoing and non-ongoing basis, including the following:</p> <ul style="list-style-type: none"> > (a) statistics on full-time employees > (b) statistics on part-time employees > (c) statistics on gender > (d) statistics on staff location 	Mandatory
17AG(4)(b)	134–141	<p>Statistics on the entity's APS employees on an ongoing and non-ongoing basis; including the following:</p> <ul style="list-style-type: none"> > Statistics on staffing classification level > Statistics on full-time employees > Statistics on part-time employees > Statistics on gender > Statistics on staff location > statistics on employees who identify as Indigenous 	Mandatory
17AG(4)(c)	79	Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common-law contracts and determinations under subsection 24(1) of the Public Service Act 1999	Mandatory
17AG(4)(c)(i)	142	Information on the number of SES and non-SES employees covered by agreements etc. identified in paragraph 17AG(4)(c)	Mandatory
17AG(4)(c)(ii)	142	The salary ranges available for APS employees by classification level	Mandatory
17AG(4)(c)(iii)	79	A description of non-salary benefits provided to employees	Mandatory

Section	Page	Description/link	Requirement
17AG(4)(d)(i)	N/A	Information on the number of employees at each classification level who received performance pay	If applicable, Mandatory
17AG(4)(d)(ii)	N/A	Information on aggregate amounts of performance pay at each classification level	If applicable, Mandatory
17AG(4)(d)(iii)	N/A	Information on the average amount of performance payment, and range of such payments, at each classification level	If applicable, Mandatory
17AG(4)(d)(iv)	N/A	Information on aggregate amount of performance payments	If applicable, Mandatory
Assets Management			
17AG(5)	N/A	An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities	If applicable, Mandatory
Purchasing			
17AG(6)	81	An assessment of entity performance against the Commonwealth Procurement Rules	Mandatory
Reportable consultancy contracts			
17AG(7)(a)	81–82	A summary statement detailing the number of new reportable consultancy contracts entered into during the period; the total actual expenditure on all such contracts (inclusive of GST); the number of ongoing reportable consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST)	Mandatory

Section	Page	Description/link	Requirement
17AG(7)(b)	81	A statement that <i>“During [reporting period], [specified number] new reportable consultancy contracts were entered into involving total actual expenditure of \$[specified million]. In addition, [specified number] ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of \$[specified million]”</i>	Mandatory
17AG(7)(c)	81	A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged	Mandatory
17AG(7)(d)	81	A statement that <i>“Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website”</i>	Mandatory
Reportable non-consultancy contracts			
17AG(7A)(a)	81–82	A summary statement detailing the number of new reportable non-consultancy contracts entered into during the period; the total actual expenditure on such contracts (inclusive of GST); the number of ongoing reportable non-consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST)	Mandatory
17AG(7A)(b)	81	A statement that <i>“Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website”</i>	Mandatory
17AD(daa)	81–82	Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts	

Section	Page	Description/link	Requirement
17AGA	81-82	Additional information, in accordance with section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts	Mandatory
Australian National Audit Office Access Clauses			
17AG(8)	N/A	If an entity entered into a contract with a value of more than \$100,000 (inclusive of GST) and the contract did not provide the Auditor General with access to the contractor's premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract	If applicable, Mandatory
Exempt contracts			
17AG(9)	83	If an entity entered into a contract or there is a standing offer with a value greater than \$10,000 (inclusive of GST) which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters	If applicable, Mandatory
Small business			
17AG(10)(a)	83-84	A statement that "[Name of entity] supports small business participation in the Commonwealth Government procurement market. SME and Small Enterprise participation statistics are available on the Department of Finance's website"	Mandatory
17AG(10)(b)	83-84	An outline of the ways in which the procurement practices of the entity support SMEs	Mandatory

Section	Page	Description/link	Requirement
17AG(10)(c)	84	If the entity is considered by the Department administered by the Finance Minister as material in nature—a statement that “[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury’s website”	If applicable, Mandatory
Financial Statements			
17AD(e)	88–125	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act	Mandatory
Executive remuneration			
17AD(da)	143–144	Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 2-3 of the Rule	Mandatory
Other Mandatory Information			
17AH(1)(a)(i)	83	If the entity conducted advertising campaigns, a statement that “During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity’s website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance’s website”	If applicable, Mandatory
17AH(1)(a)(ii)	83	If the entity did not conduct advertising campaigns, a statement to that effect	If applicable, Mandatory
17AH(1)(b)	83	A statement that “Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity’s website]”	If applicable, Mandatory
17AH(1)(c)	80	Outline of mechanisms of disability reporting, including reference to website for further information	Mandatory

Section	Page	Description/link	Requirement
17AH(1)(d)	75	Website reference to where the entity's Information Publication Scheme statement pursuant to Part II of FOI Act can be found	Mandatory
17AH(1)(e)	N/A	Correction of material errors in previous annual report	If applicable, Mandatory
17AH(2)	12	Information required by other legislation	Mandatory

Alphabetical index

A

abbreviations, acronyms and definitions 145
academic integrity 9, 83
accountable authority 13, 14, 26, 70, 71, 72, 88-90
 see also Commission
admissions transparency 30, 36
APS Net Zero 2030 84
Artificial Intelligence 4, 23, 37, 38, 39, 83
assessments 6, 7, 12, 19-20, 23, 28, 30, 31, 34, 35, 52, 56, 58, 60, 61, 62, 66, 70-71
Audit and Risk Committee 70, 72-74
AusTender 81, 83
Australian Human Rights Commission 6
Australian National Audit Office 83, 88-89
Australian Skills Quality Authority (ASQA) 30, 86
Australian Universities Accord 3, 6, 47

C

Chief Commissioner 9, 14, 47, 79, 143
Chief Executive Officer 17, 18, 143
 see also Russell, Dr Mary
Coaldrake, Professor Peter (Chief Commissioner) 9, 14, 143
Commission 17, 52, 53, 58, 71
Commissioners 13-14, 18, 26, 72, 79, 88-89, 143
 see also accountable authority
 see also Coaldrake, Professor Peter (Chief Commissioner)
 see also Cooper, Professor Joan (Commissioner)
 see also Nieuwenhuis, Adrienne (Acting Chief Commissioner)
 see also Somogyi, Stephen (Commissioner)
Commonwealth Procurement Rules 81, 152
Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) 7-8, 18, 19-20
compliance 4-5, 7-8, 12, 20, 26, 28, 34, 35, 49, 50, 51, 53, 56, 58
compliance assessments 19, 20, 28, 35, 36, 58
compliance index 147
contract cheating 22, 30, 34, 45, 54-55
 see also academic integrity
contractors 67
Cooper, Professor Joan (Commissioner) 14, 15, 26, 143
corporate governance 70, 149
corporate planning 70
Corporate Services 18, 19
cost recovery 6, 7, 30, 31, 33, 43, 60, 63
course accreditation 6-7, 19, 31, 60, 62, 66, 71
COVID-19 pandemic 4, 6, 29, 31

CRICOS *see* Commonwealth Register of Institutions and Courses for Overseas Students

D

Department of Education 5, 13, 30, 33, 36, 47-48, 75
Disability reporting 80

E

Education Services for Overseas Students Act 2000 7-8, 12, 20, 28
Employee Assistance Program 78
enforcement 4, 22
engagement 8-9, 20-21, 30, 32, 33, 36, 40-44, 45, 70
English Language Intensive Courses for Overseas Students (ELICOS) 7, 12, 20, 56, 71
Enterprise Agreement 76, 79
Entity resource statement 128
Environment Protection and Biodiversity Conservation Act 1999 84
Executive Leadership Team 17, 70
Exempt contracts 83
expenses 67, 129
External scrutiny 75

F

financial management 19, 70, 71
financial performance 27, 91
financial statements 91-125
fraud control 72
Freedom of Information Act 1982 (FOI Act) 59, 75, 83
 see also Information Publication Scheme

G

gender-based violence 5, 29, 45, 47, 49, 51, 53
General Counsel 18, 19
Glossary 145-146
good practice notes 36, 39-40
grants 83
guidance notes 5, 32, 36, 38, 39, 40

H

Higher Education Integrity Unit (HEIU) 4, 18, 22, 30, 34, 49, 55
higher education sector 3, 13, 22, 27, 29, 129

Higher Education Standards Framework (Threshold Standards) 2021 5, 8, 12, 20, 32, 33, 40, 48, 53
human resources 18, 76
management 18, 75, 77, 144
performance pay 79
professional development 77
see also Enterprise Agreement
see also staff

I

improvements 21, 32, 34, 35, 54, 58
Indigenous employment 141
Information Publication Scheme 75
Information technology 75
initial registration 7, 19–20
international engagement 9
international students 7, 20, 29

L

Learning Committee 77
Legal Services 18, 19, 71
legislative framework 19, 20
letter of transmittal 1
List of requirements 147

M

management 3, 6, 7, 17–21, 28, 29, 64–65, 69–86
median processing times 6, 7, 31–32, 60
monitoring 4–5, 8, 13, 29, 34, 38, 49, 51, 55, 56, 70, 71

N

National Register 2, 41
Nieuwenhuis, Adrienne (Acting Chief Commissioner) 9, 14–15, 26, 143
non-salary benefits 79

O

organisational structure 17–22
see also Chief Executive Officer
see also Commissioners
see also Executive Leadership Team
Overview 11

P

pandemic *see* COVID-19 pandemic
Parliamentary Committee 77
payroll services 79
Performance assessment 78
performance pay 79
Performance review 25
Portfolio Budget Statements 1, 27, 67

procurement 3, 19, 81, 83
see also Commonwealth Procurement Rules
professional development 77–79
providers 1, 3–9, 12–13, 17, 19–20, 22, 24, 27–36, 38–46, 48–53, 56–58, 60–61, 63, 70–71
Provider Information Management System (PIMS) 3, 32
provider survey *see* stakeholder survey
Public Governance, Performance and Accountability Act 2013 (PGPA Act) 26, 72, 75, 128

R

re-accreditation 6–7, 31, 60
recycling 84
registered higher education providers
see providers
registration 6–8, 19–20, 29, 31, 33, 42, 60, 62, 66, 70
regulation 1, 12, 28, 34–35, 56
regulatory operations 18–19, 49, 77
remuneration 73, 74, 79, 143–144
request for information 4, 22, 37–39, 45
re-registration 6–7, 20, 31, 56, 71
resourcing 128
risk management 6, 7, 70, 71–73
Russell, Dr Mary (Chief Executive Officer) 9, 17, 143

S

sector engagement 20
sexual harm 5, 49, 68, 75
Small business 83–84
social media 4, 54–55, 83
Somogyi, Stephen (Commissioner) 14, 16, 26, 143
staff (TEQSA) 3, 17–22, 64, 76–79, 126
see also Enterprise Agreement
see also human resources
see also workplace health and safety
Staff Consultative Committee 76
stakeholder engagement strategy 8, 30, 32
stakeholder survey 31, 40, 42–44, 57, 61, 63
student wellbeing 3–6, 29–30, 49, 53
Summary of resources 128

T

TEQSA 1, 3, 9, 12–13, 17–22, 27–31, 36, 49, 56, 66–72, 75–79
TEQSA Conference 9, 21
TEQSA Talks 8, 36
Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act) 1, 12, 66, 71

W

Website 38
website blocking 4, 54
Workplace health and safety (WHS) 78
Work Health and Safety Act 2011 78

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