



ANNUAL REPORT

JULY 2021 – JUNE 2022



Tertiary Institutions Service Centre Ltd

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Forty-second Annual Report

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FOREWORD

It is a pleasure and a privilege as new Chairs of the TISC Board and Management Committee that we present the 2021/22 Annual Report of the Tertiary Institutions Service Centre (TISC).

This year was notable for the ongoing challenges of living and working with COVID-19 and the continuous improvements and innovations TISC and its members initiated as a result. TISC responded to the systemic and bespoke adjustments required to continue to serve our various stakeholders with commitment, professionalism, and integrity.

In early 2022, E/Prof Bill Loudon resigned as Chair of the TISC Board after many years of exemplary service. Prof Loudon conducted a Strategic Review of TISC in 2016 and, following TISC's transition to a not-for profit company limited by guarantee, accepted the Board's invitation to become the first independent Chair of the TISC Board. We wish Prof Loudon well and thank him for his insights, diplomacy, and commitment to TISC and its mission.

E/Prof Andrew Taggart was invited by the Board to replace Prof Loudon as Chair and commenced in this role in March 2022. Prof Taggart brings to TISC a long and distinguished career as an academic and WA university senior executive. Prof Taggart has prior experience on the TISC Board, and also has a passion for enhancing participation in higher education in Western Australia. On behalf of the Board and TISC staff, we welcome Prof Taggart as TISC's new Board Chair.

This report contains information about the various functions and operations of the Centre together with financial statements and statistical information on the 2021/22 applications cycle. Detailed statistical tables relating to 2021 WA Year 12 results and 2022 application, offer and enrolment information are available at www.tisc.edu.au.

During the 2021/22 admissions cycle, TISC processed a total of 16,082 undergraduate university applications, resulting in 12,461 offers being made for Semester One 2022 entry. During this period, 1,367 candidates completed the Special Tertiary Admissions Test, and 117 students completed the 2021 WA Universities' Foundation Program.

This year, TISC continued working with The University of Notre Dame Australia as a participating member institution. As reported last year, this was a major initiative involving significant planning, cooperation and commitment which resulted in the first cohort of applicants to UNDA receiving offers through TISC in December 2021.

TISC's on-going commitment to ensure schools and students are equipped with all the information for processes leading to university admissions is evident from some 100 school visits that TISC provided to an estimated audience of over 7,000 students and parents.

On behalf of the TISC Board and the Management Committee, we thank TISC staff for everything they do to support TISC's member universities and higher education institutions and who demonstrate great care for, and commitment to, WA's higher education applicants. We also wish to thank TISC's Board of Directors, members of the Management Committee and the various committees of TISC for their continued, commitment, cooperation, and support.

E/Prof Andrew Taggart
Chair, TISC Board of Directors

Mr Matthew Evans
Chair, TISC Management Committee

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Note: Detailed statistics on applications, offer and enrolments by course within a university for Undergraduate courses are on www.tisc.edu.au (see Publications, Reports and Statistics).

TERTIARY INSTITUTIONS SERVICE CENTRE LTD

The Tertiary Institutions Service Centre (TISC) was established on 10 December 1975 by an agreement of the participating tertiary institutions. A new constitution was subsequently drawn up in June 1984 to establish the Tertiary Institutions Service Centre (Incorporated) (TISC Inc) under the Associations Incorporations Act 1895-1982. The constitution was revised in April 1995, and again in June 2001.

In 2017, as a result of a strategic review conducted the previous year, a new constitution was adopted, and TISC registered as a not-for-profit company, limited by guarantee, on 1 February 2018. TISC Ltd is also registered as a charity with the Australian Charities and Not-for-profits Commission.

Objects of the Tertiary Institutions Service Centre Ltd

The objects of the Centre are as follows:

- (i) to process the applications for admissions to the Institutions;
- (ii) to enhance and facilitate interest and participation in higher education in the state of Western Australia;
- (iii) to do all such acts, matters and things and carry out such other functions as the Members deem desirable to further the objects of the Centre and the common interests of the Institutions.

Major Activities of the Centre

- (i) Processing of all applications for admission to the participating member universities for undergraduate programs of study (including those with graduate entry) and other courses as agreed from time to time;
- (ii) Conduct of specially designed tests such as the Special Tertiary Admissions Test (STAT);
- (iii) Administration of the Western Australian Universities Foundation Program (WAUFP);
- (iv) Publication of information in relation to admission in Western Australian public universities.

Shareholder Member Institutions

Curtin University
Edith Cowan University
Murdoch University
The University of Western Australia

Participating Member Institutions

The University of Notre Dame, Australia (Since 26 May 2021)

Associate Member Institutions (2020-2021)

CQUniversity Australia
Tabor College of Higher Education
Engineering Institute of Technology

GOVERNANCE

Board of Directors

The TISC Board is made up of five Directors; one from each of the four primary members, nominated by the Vice-Chancellor of each university, and an independent Chair.

The Board is responsible for setting strategic direction for TISC and approving the annual operating budget.

Meeting Dates: 3 September, 19 November 2021, 25 February, 1 April (2 meetings) 2022 (videoconference).

Management Committee

The Management Committee is responsible for operational oversight of the Centre. This committee comprises two representatives from each member university. The Secretary to the committee is a representative from the Tertiary Institutions Service Centre.

Meeting Dates: 31 August, 10 December 2021, 18 March 2022 and 3 June 2022 (by video conference)

SPECIFIC PURPOSE COMMITTEES

Applications Committee

The Applications Committee is a forum for university Admissions Officers and TISC staff to discuss the application process issues. Due to the cyclical nature of its business, and in the interests of efficiency, information and issues for the Applications Committee have been managed via email circulation during 2021-2022 rather than in-person meetings.

Scaling Policy Committee

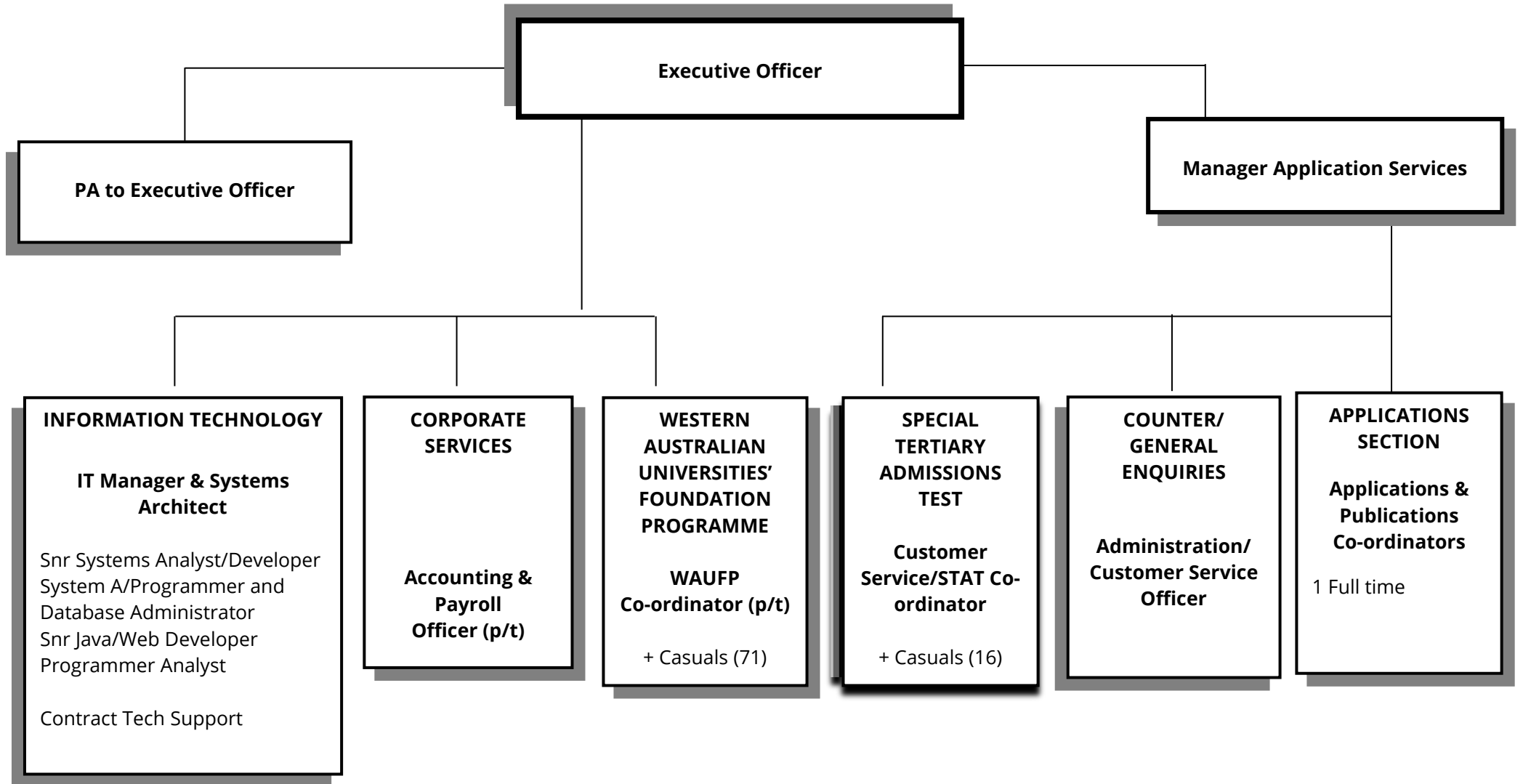
The Joint School Curriculum and Standards Authority (SCSA)/TISC Scaling Policy Committee reviews and determines scaling policy and procedures for WACE courses. No meetings were held in this reporting period.

Joint Working Group on Tertiary Admission

The Joint Working Group on Tertiary Admission is a forum for the universities and TISC to discuss common issues that relate to TISC and/or admission policy issues. No meetings were held in this reporting period.

CENTRE ADMINISTRATION

TISC STAFFING STRUCTURE



Staff Development/Activities

All members of the IT section are members of various information technology groups and attend various online and in-person conferences to stay abreast with technology trends.

External Representation

TISC is a member of the Australasian Conference of Tertiary Admission Centres (ACTAC). The TISC Executive Officer is a member of the ACTAC Directors' group.

Accommodation

TISC is located at Level 1, 100 Royal Street, East Perth, and occupies one floor of commercial building office space totalling 453sqm.

Funding

TISC is a not-for-profit company, limited by guarantee, that is funded by fees charged for its services. The universities pay a contribution fee for the services they receive from TISC.

INITIATIVES & DEVELOPMENTS

General Developments

In 2021-22 TISC continued to respond successfully to changes in the tertiary admission environment in Western Australia. Responses included introducing new services to benefit university applicants as well as new services requested by TISC's member institutions.

TISC responded to increased demand from universities for opening applications earlier in the year. In 2022 applications opened in early April, requiring a prompt and timely 2020-21 cycle wrap-up prior to the 2021-22 cycle commencement.

The TISC Information Technology team continued to assure critical IT infrastructure, systems, and its application framework were maintained and upgraded where required. This work included a significant upgrade to the bespoke system for processing and assessing TISC applications; development of a comprehensive online Express Payment facility which was integrated with the TISOnline system; incorporation of Year 11 units' school assessment results to supplement Year 12 students' data imports; the commencement of a project to calculate projected ATARs based on Year 11 subject results; developing an on-demand offer generation facility which facilitates institutions to self-manage the making of offers throughout the admissions cycle; and redeveloping the automated submission of applications and offers data to the Federal Government via the TCSI interface.

The completion of the onboarding of the University of Notre Dame Australia (UNDA) was another significant accomplishment for TISC, and UNDA, during 2021-22. This process involved exploration and refinement of systems and processes at TISC and UNDA and resulted in TISC beginning to receive UNDA applications on the target date of 2 August 2021. TISC and UNDA also completed a collaboration to provide UNDA results electronically via the national Automated Results Transfer System (ARTS).

The 2021-22 admissions cycle was notable for an increase in applications to pre Covid-19 levels. In 2021-22 some 16,082 students made applications through TISC. This is an increase of 3,204 (24.8%) over the 2020-21 cycle. This increase was impacted by the waiving of the application fee for this year, which saw a higher than usual number of non-Year 12 applicants, and a higher number of interstate applications submitted.

The issuing of early offers to applicants either directly by universities, or via TISC continued in 2021-22. TISC made 4,090 early offers to TISC applicants, with some 75% of these for Curtin University. Many more early offers were made by institutions directly.

The universities made offers to 12,461 TISC applicants in total, with 72% of all applicants who were made an offer receiving their first preference. Offers were made to 8,520 WA Year 12 students, or 91% of all WA Year 12 applicants. The total number of offers made increased by around 16%, compared with a total increase in application numbers of more than 24%, although it is noted the percentage of offers made to WA Year 12 students remained steady. This may be because a large percentage of the 'excess' applications, were made for quota courses which will offer the same number of places regardless of the number of applicants. However, the number of offers made to interstate Year 12 students increased sharply, at an even higher rate than the increase in applications from that cohort.

The Educational Access Scheme continued to allow applicants to have disadvantage considered as part of their application for university study. Some 732 students requested consideration through this scheme and 436 offers were made to students who applied for the EAS, although these applicants may have received an offer irrespective of their EAS application.

The Special Tertiary Admissions Test (STAT) accommodated 1367 candidates in the 2021 STAT year. This compares to 1770 in 2020 and 1760 in 2019. In 2021, 85.2% of candidates who sat both components of the STAT met the minimum entry requirements for Curtin, ECU and Murdoch universities, and 62.7% met the entry requirements for UWA.

Enrolments in the WA Universities' Foundation Program (WAUFP) were 104 for 2021, as compared to 75 for 2020, and increase of 39%. In addition, 30 students enrolled in the mid-year entry WAUFP compared the 20 in 2020 and 9 in 2019. Out of those enrolments 90 students completed the full year program and 27 completed the mid-year version. Most of these students over 2020 and 2021 were studying overseas

Andrew Crevald
Chief Executive Officer

IT DEVELOPMENTS

Terry Bhatti
Manager, Information Technology

TISC IT provides a range of services for the continuity of TISC's business operations and to the sector for facilitating undergraduate tertiary admissions, including member universities, applicants, schools, and private and government organisations.

In the 2021/22 financial year, IT continued maintaining its infrastructure and systems and building upon its application framework to extend and enhance its systems to facilitate university admissions processes involving processing and assessment of applications, and redevelopment of other key components, including:

- Reaching a significant milestone to migrate TISC and universities to the new custom-built system for the processing and assessment of TISC applications.
- Developing STAT and WAUFP candidate maintenance and test/examination administering interfaces on the new system.
- Developing on-demand offers generation facility to allow universities to self-manage making of offers via TISC throughout the applications cycle; also enabling universities to flag unconditional/firm early offers for the main round.
- Incorporating aggregation of Year 11 Units school assessment to subjects as part of the automated Year 12 students' data imports process to aid in consideration for early offers.
- Implementing workflow lifecycle events mechanism for the Educational Access Scheme (EAS) to enable tracking processing and assessment progress of EAS applications.
- Implementing automated eligibility assessment of applicants for early offers based on Year 12 and Cert IV pathways for one of the member universities.
- Commencing a project to calculate predicted ATAR based on Year 11 school results.
- Commencing work to redevelop further core components, including remittances handling, data matching and duplicate resolutions.

This year, the applications for the next cycle opened on 4 April 2022; with the application fee reinstated, a decision was taken that an option is provided for direct early offer applicants to pay the TISC fee via the TISC interface. IT implemented a comprehensive online Express Payment facility, integrated with TISOnline, at short notice and made it live with the opening of applications on 4 April.

One of the significant developments this year was the onboarding of the University of Notre Dame Australia (UNDA). This involved changes across all systems and processes to incorporate UNDA courses in TISC preferences and inclusion in the offer rounds. TISC commenced receiving applications for UNDA on 2 August 2021 as planned. Later this cycle, TISC also commenced a project in collaboration with UNDA to make the tertiary applicants' results electronically available via the Automated Results Transfer System (ARTS).

Another key development was the implementation of automated retrieval of past Interstate Year 12 and IB results for TISC applicants. This comprised an API-based solution in collaboration with an interstate centre to retrieve results instantly for speedy assessment of admission applications.

Western Australia had its first mid-year Year 12 cohort graduate in May 2022. TISC extended its systems and processes to calculate ATARs and issued University Admissions Advice Letters (UAAL) and ATAR Certificates on 17 May 2022 as planned.

The scaling of Year 12 results for Interstate languages utilises the National Distribution data, which in 2021 was delayed due to the COVID-19 related implications in NSW. TISC developed an alternative best-fit linear scaled method based on past data providing the required accuracy and reliability.

TISC submits Applications & Offers data to the Federal Government every year. With the migration of this information from HEIMS to the TCSI project in 2022, TISC redeveloped the data transfer program for automated submissions via the TCSI API to minimise administrative overhead.

IT Infrastructure

Several projects were undertaken to strengthen the core infrastructure and continued resilience and to enhance data protection and service reliability, including:

- Unification and migration of internet service and fibre to a new vendor over a redundant internet connection with BGP.
- Replacement of infrastructure backup service involving hardware and software components, with backup transferred to the offsite DR and the Cloud archive.
- Continuation of migration of Windows Servers to more recent version, staff workstation replacements, and provision of teleconference facility.
- Core backend Oracle RMDBS and applications framework upgradation to current versions for improved reliability and compatibility.
- Data protection services replacement with new cloud-based services for improved mitigation of threats and lower administrative overhead.
- Migration of the phones to VoIP over SIP.
- Change of data structure of all core data files from historic fixed length to JSON for transfers between all WA and interstate organisations.

CUSTOMER SERVICE

The universities opened applications early on 19 April, with some universities again accepting direct applications and, early offers being made to Year 12 students based on their Year 11 results. Notre Dame University became a member university of TISC in August, at which time applications were accepted through TISC for courses at Notre Dame.

Over the normal applications cycle (August to February), the total number of counter enquiries from customers was 782, telephone enquiries were 5725, and emails 2860. This represented a slight decrease for the same period last year.

However, for the period of April (when applications opened this year) to February, we received a total of 995 (999) counter enquiries, 6589 (6765) telephone enquiries and 3498 (3954) email enquiries.

The busiest time for Customer Service staff is over the Christmas and New Year period, following the release of Year 12 results on 19 December and the main round of university offers on 23 December and STAT sessions on 5 and 8 January. We received 1444 telephone enquiries, 97 in-person STAT bookings and 609 emailed STAT bookings during the period 19 December to 7 January.

Staffing

Two new Customer Service Officers (CSO) joined our counter staff in August to make up the team of 5 Customer Service Officers, with 1 casual staff member being rostered each day. During September, November, and January the CSOs were rostered more frequently than one day per week due to the increased workload during these months. In the two weeks following the release of the Year 12 results and the December university offer round all staff were rostered to work each day.

One training session was held in August 2021. During the session our CSOs are given comprehensive information to answer enquiries from our customers. Our CSOs are knowledgeable, responsive, and have delivered excellent service to our customers over the past year.

Emails

We received 2860 email enquiries this year compared to 3223 in the previous year (August to February). This is a decrease of 11.2%. The busiest month was December, with 712 emails (24.9% of all emails received during July to February).

However, as applications opened on 19 April this year, we did receive 638 emails during April and June.

We received 1573 STAT Booking Forms (May 2021 to February 2022). We also received 573 Record of Results requests (March 2021 and February 2022).

Telephone

Customer Service answered 5725 (5827) telephone enquiries from July 2021 to February 2022. This is a decrease of 1.7%. The busiest month was December 2021 with 1487 enquiries (25.9% of all calls answered during the busy period) followed by January 2022 with 1308 enquiries (22.8% of enquiries answered).

Due to the early opening of applications, the number of telephone enquires received during April and June was 864.

Counter

Counter activity decreased from 879 customers the previous year to 782 customers this year. This is a decrease of 11%. This can be attributed to less in-person enquiries due to COVID-19. The majority of customers were booking for the STAT (242).

The tables in Appendix A summarise the nature of the telephone, counter and email enquiries received by Customer Service during July to February.

SCHOOL CURRICULUM AND STANDARDS AUTHORITY LIAISON

Thanks to ongoing co-operation between TISC and SCSA, Year 12 results and ATARs were again released before Christmas in 2021.

Results were released satisfactorily on the nominated date, thanks to the dedicated work of TISC and SCSA staff.

TISC again provided information on median ATARs to SCSA for inclusion in Year 12 Student Achievement Data.

TISC and SCSA continue to work closely on all issues of common interest, with strong cooperation between the two bodies to achieve the best results for WA students.

INTERSTATE LIAISON

National Data Collection of Applications and Offers

TISC again participated in the federal government's national data collection of applications and offers for undergraduate university places for which applications are made through Tertiary Admission Centres (TACs). Data was transferred to the federal Department of Education and Training in May 2022, on a date negotiated between ACTAC and the Department.

Australasian Conference of Tertiary Admission Centres (ACTAC)

Staff from each of the state's Tertiary Admission Centres meet throughout the year to discuss common challenges and issues. Of note this year was the preparation for providing a finer-grained conversion process for Australian on-shore International Baccalaureate (IB) students, known as the International Baccalaureate Admissions Score (IBAS). ACTAC continued to work collaboratively with the Federal Department of Education, Skills and Employment on the CourseSeeker website project.

APPLICATION PROCESSING

2021/2022 APPLICATIONS PROCESSING REPORT

The following is a summary of applications processing for 2022 admission. Full statistics for the 2022 admissions exercise will be published on TISC's website once the Annual Report is complete.

When interpreting these statistics and looking at any trends, the significant changes of this cycle and the previous one must be accounted for. The global COVID-19 pandemic and the changing higher education admissions landscape mean one year's data may not be comparable to previous years. Early offer schemes have become increasingly popular, TISC applications have opened earlier in the year, and in this cycle the application fee was waived for all applicants.

This applications cycle is also the first time TISC accepted applications for The University of Notre Dame Australia (Fremantle campus).

1.0 Applications

	2022		2021		2020		% Change		
	Main Round*	Total	Main Round*	Total	Main Round*	Total	2021-2022	2020-2021	2019-2020
WA Year 12	8,946	9,357	7,971	8,041	11,532	11,630	16.37%	-30.90%	-3.90%
Other (incl curr IS Yr 12**)	6,159	6,725 (1,820)	4,709	4,837 (1,264)	4,167	4,488 (1,065)	39.03% (+29.35%)	7.80% (+18.69%)	3.20% (+5.8%)
TOTAL	15,105	16,082	12,680	12,878	15,699	16,118	24.88%	-20.10%	-2.10%
% of all WA Yr 12 students who applied to university through TISC		63.06%		31.50%		45.40%			

* Terminology has varied across application cycles, for consistency 'Main Round' is used here for the first all-preference TISC offer round.

** Current IS Yr 12 figure includes IB students, who may reside in WA

For 2022 admission, a total of 16,082 applications were processed (9,357 from WA Year 12 students). Total application numbers have rebounded to pre-COVID-19 levels of 2020. The WA Year 12 application numbers have increased marginally with significant increase in Other applications (6,725 in 2022, 4,837 in 2021 and 4,488 in 2019)

The rate of decrease for WA Year 12 applicants, particularly as it relates to the ATAR participation rate, is an issue that has been discussed between TISC, SCSA and the universities over the years. Information on direct applications is made available to TISC by individual universities later in the year and is not included in these figures.

1.1 WACE Applicants

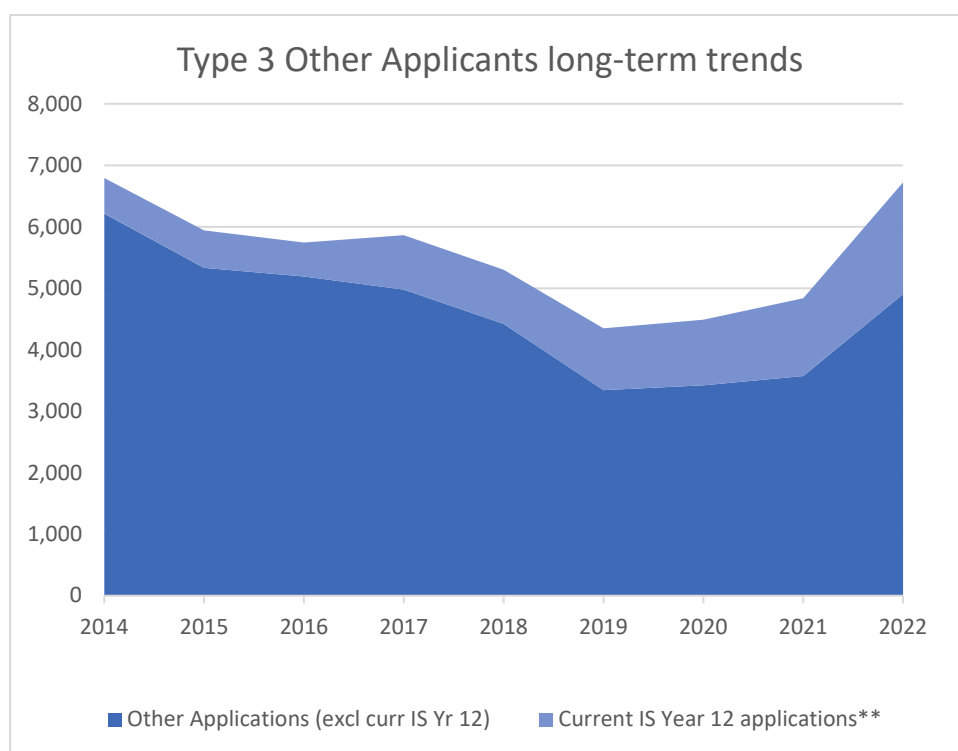
10,572 students attained an ATAR in 2021, compared with 10,677 in 2020 and 11,156 in 2019. As a proportion of the number of Year 12 students, the percentage of students attaining an ATAR has continued to gradually decline from 2018. The participation rate may now have stabilised: 41.46% gained an ATAR in 2021 compared with 40.8% 2020, and 45.8% in 2019.

ECU offered an Experience Based Entry Scheme pathway into university again, and TISC accepted these applications for WA Year 12 students who expected to obtain an ATAR (i.e. were doing examinations in at least four ATAR courses). Supporting documents (similar to a

portfolio) were submitted directly to ECU. WA Year 12 students who would not obtain an ATAR (and Other applicants applying for the Experience Based Entry Scheme) applied direct to ECU. WA Year 12 students applying for Portfolio pathway entry at Curtin University were required to apply through TISC, with portfolio documents submitted directly to Curtin. WA Year 12 students applying for Portfolio pathway entry at Murdoch University could apply directly to Murdoch.

1.2 OTHER APPLICANTS

Year	2014	2015	2016	2017	2018	2019	2020	2021	2022
Other Applications (excl curr IS Yr 12)	6,215	5,333	5,193	4,976	4,421	3,343	3,423	3,573	4,905
Current IS Year 12 applications**	578	607	551	887	881	1,007	1,065	1,264	1,820
Total Other applications	6,793	5,940	5,744	5,863	5,302	4,350	4,488	4,837	6,725



Year	2018-2019	2019-2020	2020-2021	2021-2022
Other Applications (excl curr IS Yr 12)	-24.40%	+2.40%	+4.40%	+37.28%
Current IS Year 12 applications**	+14.30%	+6.00%	+18.69%	+43.99%
Total Other applications	-18.00%	+3.20%	+7.80%	+39.03%

Historically, this group of applicants has decreased markedly in the last ten years as more non-Year 12 applicants have been encouraged to apply directly to universities. Previously, small increases were seen when Curtin University introduced their undergraduate Medicine course, and for 2021 admission, but the increase in this cycle brings the number of Other applications back to 2014 levels. TISC suggests that this increase may be attributable to the waiving of the application fee and will be interested to note from member institutions whether there was actually an increase in interstate Year 12s who accepted their offer and enrolled.

With the rolling preliminary offers made by TISC and the use of e-documents, ensuring there is now very little delay between application and offer, TISC is committed to improving the experience for non-Year 12 applicants to apply through TISC, as this enables retrieval of results automatically for Australian, IB and New Zealand Year 12 studies and Australian tertiary studies, and the use of TISC's programming for literacy and prerequisites, thus reducing the need for manual assessment at the universities. It also reduces the risk of fraudulent documents being provided or accepted. TISC identified a small number of applicants of interest this cycle, one of whom produced an Australian university record that was inconsistent with the ARTS return, and another producing an Australian Year 12 record that was inconsistent with the historical database.

2.0 Application Processing

TISC applications opened on 18 April 2021. In previous years, applications have typically opened in early August, moving forward to 18 May in 2020. Applications for Notre Dame were enabled after the general opening date, on 1 August. Universities were able to commence processing and making offers when they wished using the xQTISC interface.

2.1 Communication with Applicants

The main method of communication with applicants is by email. These emails take various forms:

- Bulk emails manually sent by TISC staff to request extra submissions
- Emails sent manually by TISC staff to follow up on incomplete or missing documents
- Replies to applicant queries
- Bulk mailing list emails
 - USI not provided
 - School email address provided
 - PO Box as permanent address
 - STAT invitation

TISC also uses SMS to communicate with applicants where they provide an invalid email address or where the matter is urgent. Contact by telephone call is used as a last resort. A total of 89 SMS messages were sent during the cycle.

SMS messages are more cost-effective and quicker to arrive than posted letters. No quantitative data on responses or actions taken in response to SMS messages was collated.

More than 6,000 emails were sent individually by TISC processing staff to applicants requesting outstanding documents or clarifying queries. This figure does not include large number of daily emails sent to applicants for certain courses at the universities' request. Daily emails were sent daily to applicants for Curtin Education, Medicine and Nursing courses, ECU Education, Nursing and WAAPA courses, and Murdoch Veterinary Science (Non-School Leaver). Multiple bulk reminder emails were also generated for many of these courses. A bulk reminder email was also sent in early December to WA Year 12 applicants who had declared that they were completing a Certificate IV.

The number and scope of these request and reminder emails has increased significantly in the past few years, and now comprises a significant part of the application processing workload.

Twice in October, and once in November after WACE examinations had finished, TISC emailed WACE student applicants who had a school email address as their application email address, asking them to change to a personal email address. Many schools discontinue email access once the student leaves school, so emails which TISC or the universities send after November are not received. By the time of offers being made, 256 school email addresses remained uncorrected by applicants.

After the WACE results release, TISC emailed WACE applicants who had been invited via their Universities Admission Advice Letter (UAAL) to sit STAT to satisfy university competence in English. The email was an alert to ensure that students were aware of the STAT invitation and needed to take prompt action if they wished to book.

Logs of the numbers of bulk emails sent are not kept.

2.2 *Early Offers to Year 12 Applicants*

Following the widespread adoption of early offers to Year 12s as part of responses to the COVID-19 pandemic, the five universities again each offered some sort of scheme for Early Offers to WA Year 12 students. In many cases, these were administered outside of the TISC system and did not require a TISC application. Applicants may therefore have received multiple offers to different universities.

All universities did make early offers to Year 12 students who had applied through TISC, where these applicants supplied the correct documents and applied by the closing date. Curtin University was the only university who administered early offers entirely through TISC, reflected in the numbers below. Some applicants will also have received multiple early offers through TISC, if they changed their preferences. Early offers were only made to first preferences.

	2020/2021	2021/2022
Curtin University	2477	3130
Edith Cowan University	359	441
Murdoch University	262	387
The University of Western Australia	124	132
TOTAL	3222	4090

2.3 *Rolling Pre-Main Round Offers to Type 3 Applicants*

Universities were able to make weekly offers through the TISC system in selected courses to qualified non-Year 12 applicants. The numbers of offers made through this process were as follows:

	2021/2022	2020/2021	2019/2020
Curtin University	820	1284	718
Edith Cowan University	24	74	33
Murdoch University	23	4	42
The University of Western Australia	27	34	68

Notre Dame	5	N/A	N/A
TOTAL	895	1396	861

2.4 Late Applications

The table below shows the number of applications received after the September closing date until the Main offer round, and also between the two offer rounds, for 2020-2021. 'Other' refers to those applicants who are not current WACE students. TISC and the universities have moved away from the terminology 'late' applications when it comes to publications and fees, however for the purpose of the report the term is still in use.

	2022 Admission			2021 Admission			2020 Admission		
	WA Year 12	Other	Total	WA Year 12	Other	Total	WA Year 12	Other	Total
After September closing date until first round	2,125	2,402	4,527	1,794	1,935	3,699	1,453	1,488	2,941
Between rounds	411	566	977	70	128	198	98	321	419
Total	2,536	2,968	5,504	1,864	2,063	3,927	1,551	1,809	3,360

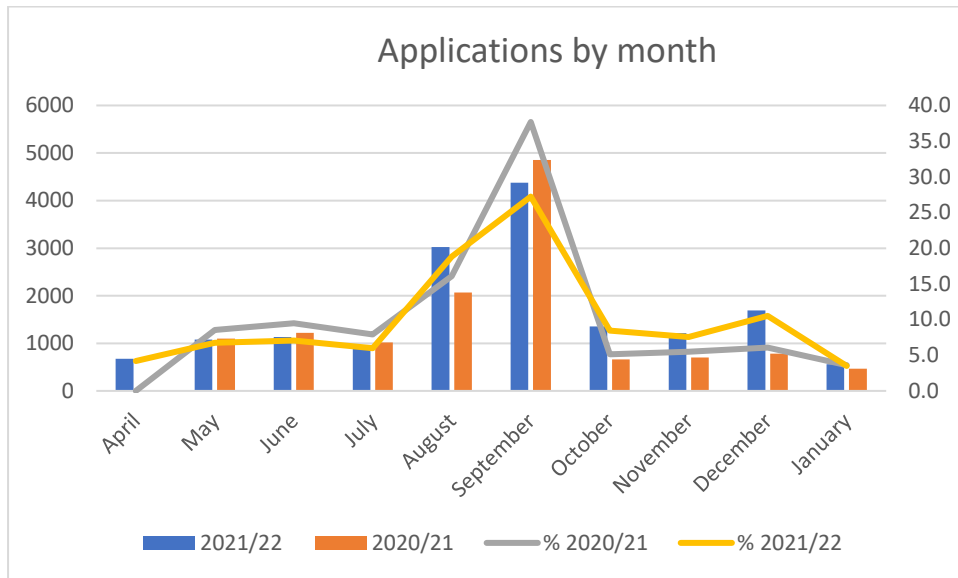
NB: Timing of both offer rounds has shifted significantly across these three cycles.

Five courses – Medicine at Curtin, and Medicine, Pharmacy, Podiatry and Dentistry Direct Pathways at UWA – closed on 30 September. Only the Curtin Nursing Conversion Program (Australian Registration Nurse stream) closed absolutely in November. Murdoch closed applications for its Veterinary Science Non School Leavers Stream in mid-December.

Interpretation of these numbers must be made with caution, however TISC notes the following significant changes in the pattern of applications for this cycle:

1. a 40.1 per cent increase in all 'late' applications (those submitted after 30 September). This can probably be attributed to the waiving of all application fees meaning there is no financial disincentive to applying after 30 September.
2. a 393 per cent increase in applications submitted between TISC offer rounds. It must be noted here that in the previous cycle, both offer rounds were in January, however it is still a 133 per cent increase on the 2019/20 cycle, where the timing of the offer rounds was similar to 2021/22. Of note here is that for the 2021/22 cycle students only had around 24 hours after accessing their results, to lodge an application in time for the main round.

With the removal of the late fee, it's worth investigating what difference this makes to the pattern of applications.



The removal of a late fee disincentive (or earlybird incentive) reduces the peak at the end of September, and another, smaller, peak is noted in December around the time of results release and main round closing. The additional workload in December was manageable for TISC staff.

2.5 UAALs

Universities Admission Advice Letters (UAALs) are issued to all students who achieve at least one scaled score in the current year. 10,572 (excluding mature age and international students) achieved an ATAR (compared to 10,677 school leavers in 2020 and 11,156 school leavers in 2019).

Hard copy UAALs were sent to students who had ordered and paid for them. Orders were placed by 84 students for 92 UAALs (638 students ordered 707 UAALs in 2020 and 1,180 students ordered 1,301 UAALs in 2019). This shows a continued decline as one would expect with fewer students requesting hard copies. The scale of the decline would also be affected by the waiver of the application fee, as previously those could be paid for in one transaction. Refunds were also issued for UAALs that were ordered for students who did not achieve any scaled scores. TISC issued offshore WACE students with an ATAR Certificate instead of the UAAL, with the UAAL an optional extra at an additional cost. Offshore schools ordered 694 UAALs on behalf of their students (954 in 2020 and 920 in 2019). Year 12 results were available online and UAALs were posted on 28 December.

New UAALs resulting from corrections received from SCSA, name corrections submitted by Year 12s, or changes to the English competency message, were created immediately and available to students online. 506 of these were created, the majority of which were generated after December/January STAT results were loaded. Emails advised such students that amendments had been made and that new UAALs were now accessible to them. Three replacement hard copy UAALs were mailed to those who had ordered them.

3.0 Tertiary Enabling Courses

The number of applicants for these courses has stabilised after significant decreases in previous years. 3,302 in the total number of applicants for these courses, after a smaller decrease the previous year (2,977 in 2021 and 5,640 in 2020). The number of offers also stabilised to 1,783 (1,599 in 2021 and 2,177 in 2020). There are a number of possible explanations for these fluctuating figures, including:

- applicants applying directly to universities
- overall decrease in application numbers between 2019/20 and 2021/22
- Year 12 applicants having more pathways to directly enter Bachelor's degree programs
- an increasing number of Year 12 applicants have already completed university enabling programs as part of their Year 12 studies.

In 2021, 544 WA Year 12 applicants, who applied for university through TISC, completed or were completing a university enabling program as part of their Year 12 studies:

441 completing Curtin's UniReady in Schools program

23 completing ECU's UniPrep Schools or Undergraduate Certificate in Higher Education program

80 completing Murdoch's FlexiTrack High or TLC Learning for Tomorrow program

TISC relies on applicants self-declaring these enrolments, or in some cases advice from the university. Results for Curtin and ECU's programs are available through ARTS, including completion, however applicants enrolled in Murdoch's programs and wanting to be considered for courses at other universities, needed to upload completion letters.

3.1 UniReady

TISC processed applications for Curtin's UniReady Enabling Program, which remained popular. Of the 2,155 applicants for the UniReady Enabling Program (2,084 in 2021 and 2,978 in 2020), a total of 1,478 offers were made (1,471 in 2021 and 1,237 in 2020). Offers to Other applicants increased to 608 (555 in 2021 and 388 in 2020), WACE student offers remained stable (870 in this cycle, 916 in 2021).

3.2 UniPrep

TISC processed applications for ECU's University Preparation Courses. Of the 797 listed preferences from 661 applicants for UniPrep (569 preferences from 489 applicants in 2021 and 1,383 preferences from 1,219 applicants in 2020), a total of 189 offers were made (112 in 2021 and 439 in 2020). Of these offers, 175 (93.6%) went to WACE applicants, compared with 105 offers (93.7%) in 2021 and 413 offers (94%) in 2020. These figures include ECU's UniPrep (Education) course (EPEA) and EPEAM). Of the 165 listed preferences for this course, a total of 48 offers were made, 44 to WACE applicants.

3.3 OnTrack

Murdoch offered its OnTrack course through TISC for 2021 entry. Of the 509 listed preferences from 486 applicants for these course codes (419 preferences from 404 applicants in 2021 and 1,568 preferences from 1,443 applicants in 2020), 116 offers were made, (74 in 2021 and 502 in 2020), 98 to WACE students (72 in 2021 and 489 in 2020) and 18 to Other applicants (2 in 2021 and 13 in 2020). This reflects the fact that non-Year 12 applicants are encouraged to apply directly to Murdoch. A completed Certificate III gave applicants automatic eligibility for OnTrack, and 41 of these were requested manually by TISC staff (49 in 2021 and 90 in 2020), as Certificate IIIs are not requested by the programming.

4.0 Offers

N° Receiving an Offer	2021			2020			2019			% Change	
	Main Round	Second Round	Total*	Main Round	Second Round	Total*	Main Round	Second Round	Total*	2021-2022	2020-2021

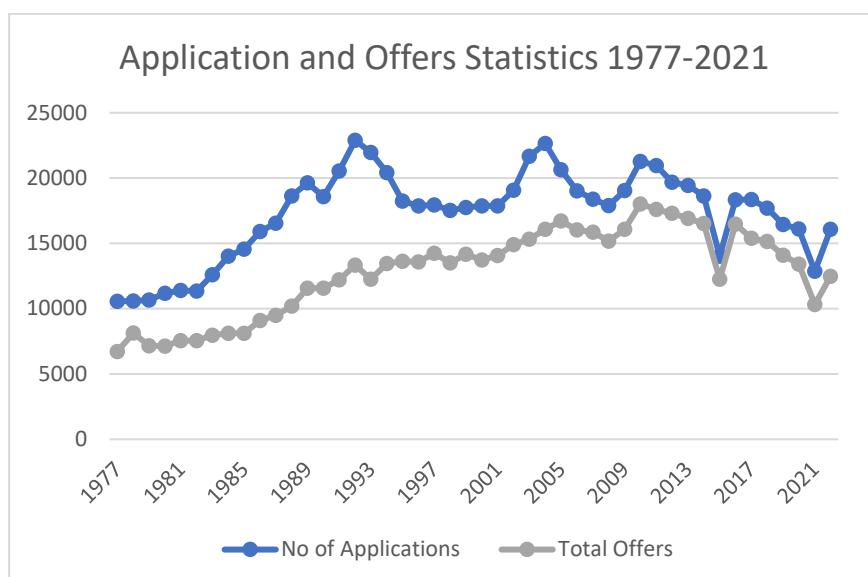
WA Year 12	7,788	1,541	8,520	7,140	1,443	7,336	10,232	1,443	10,768	+16.1%	-31.9%
Other (Incl. Current I/S Year 12**)	3,027	1,068	3,941 (823**)	2,788	533	2,980 (481**)	2,183	533	2,650 (481**)	+32.2% (+71%)	+12.5% (0%)
TOTAL	10,815	2,609	12,461	9,928	1,976	10,315	12,415	1,976	13,418	+20.8%	-23.1%
% Receiving an Offer	<i>Main Round</i>		Total*	<i>Main Round</i>		Total*	<i>Main Round</i>		Total*		
% of All Applicantss	67%		77%	79%		81%	79.1%		83%		
% of WA Yr 12 Applicants	83%		91%	89%		91%	88.7%		93%		
% of 1 st Pref Offers	70%		72%	71%		75%	71%		73%		

*Double counting of December round offer and replacement new January round offer to the same person has been removed from this total.

** Interstate Year 12 figure includes IB students, who may reside in WA

The universities made offers to 12,461 applicants in total, with 72% of all applicants who were made an offer receiving their first preference. Offers were made to 8,520 WA Year 12 students, or 91% of all WA Year 12 applicants. The total number of offers made increased by around 16%, compared with a total increase in application numbers of more than 24%, but the percentage of offers made to WA Year 12 students remained steady – this may be because a large percentage of the ‘excess’ applications, were made for quota courses which will offer the same number of places regardless of the number of applicants. However the number of offers made to interstate Year 12 students increased sharply, at an even higher rate than the increase in applications from that cohort.

The percentage of applicants made offers in the main round was significantly lower than previous years. This may be due to some quota courses holding back the majority of their offers until the second round, in recognition of late results for current NSW Year 12 students.



*Note ‘half-year cohort’ effect in 2015.

5.0 Adjustment Factors and Entry Pathways

5.1 *Curtin StepUp to Curtin Schemes*

StepUp is an entry pathway directly into degree courses which have cut-offs at Curtin's minimum. Eligibility is dependent on ATAR, WACE (for WACE students), competence in English and socio-economic factors based on school code or ATSI status.

There were 188 offers to applicants eligible for Curtin via StepUp in this cycle (222 last year): 158 to WACE students and 30 to Other applicants (191 to WACE students and 31 to Other applicants last year).

An extension of this pathway for courses with cut-offs above Curtin's minimum, for WACE students and Other applicants is also available. Eligibility is again dependent on ATAR, WACE (for WACE students), competence in English and socio-economic factors based on school code or ATSI status, and results in a Selection Rank 5 points higher than an applicant's ATAR, to a maximum of 99.95. There were 1042 offers to applicants eligible for this extension of the StepUp program (975 offers last year): 848 to WACE students and 194 to Other applicants (last year 804 to WACE students and 171 to Other applicants).

5.2 *Curtin Portfolio Entry Pathway*

Curtin's Portfolio Entry Pathway was available for a certain selection of Curtin's courses, and was not available to international students. Normal school leavers required WACE, and all students were required to satisfy the standard competency in English or achieve prescribed letter grades. A C grade average over four WACE courses, at least one of which was an ATAR course, was also required. A portfolio was to be submitted direct to Curtin.

There were 114 offers made to applicants eligible for the Portfolio Entry Pathway (78 to WACE applicants), from 436 applications with 511 Portfolio preferences (last year 106 offers made, 73 to WACE applicants from 430 applicants with 514 Portfolio preferences), noting no significant change.

5.3 *ECU Access*

There were two pathways for ECU's ECU Access pathway: one targeting students who had WACE, an ATAR between 60.00 and 69.95, competence in English and had attended a school from a list provided by ECU. Eligible students received a Selection Rank of 70.00, enabling them to enter undergraduate courses. The second pathway targeted students who had WACE, an ATAR between 70.00 and 89.95, competence in English and had attended a school from a list provided by ECU. Eligible students received a Selection Rank equal to their ATAR plus 5.00, to a maximum of 90.00, giving them the possibility of offers in competitive undergraduate courses.

There were 423 offers to applicants eligible for ECU via ECU Access: 407 to WACE students and 16 to Other applicants (last year 342 offers, 322 to WACE students and 20 to Other applicants).

5.4 *ECU Experience Based Entry Scheme*

ECU's Experience Based Entry Scheme pathway was also in place for current WACE students who had satisfied a competence in English requirement, achieved WACE if school leaver age, and had sufficient points calculated from grades in WACE courses (ATAR or General). Additional supporting documents were required to be submitted direct to ECU, and any ATAR obtained needed to be below the ECU minimum. Some courses were not available for the Experience Based Entry Scheme. There were 56 offers made through TISC: 56 to WACE students and 0 to Other applicants (last year 49 offers, 48 to WACE students and 1 to Other applicants). Applicants using this Scheme could apply directly to ECU, bypassing the TISC process.

5.5 *Murdoch RISE*

Murdoch's RISE pathway is an entry pathway directly into degree courses. Eligibility is dependent on ATAR, WACE, competence in English and socio-economic factors based on school code. Eligibility results in a Selection Rank 10.00 points higher than an applicant's ATAR, to a maximum of 90.00. There were 263 offers to applicants eligible for Murdoch via RISE, compared with 198 offers last year. Offers were made to 262 WACE students and 1 Other applicant, compared with 197 WACE student offers and 1 Other offer last year.

5.6 *Broadway UWA*

UWA's Broadway Scheme is an entry pathway directly into degree courses with cut-off ranks at UWA's minimum (75 or 80 for 2022 Admissions). Eligibility is based on ATAR, WACE, competence in English and school code. Eligible students were assigned a Selection Rank for UWA on a sliding scale from 80.00 to 98.00. There were 401 offers via Broadway, with 391 to WACE students and 10 to Other applicants, compared with 371 offers last year, with 364 to WACE students and 7 to Other applicants.

5.7 *Educational Access Scheme*

For the second year, TISC managed a common scheme to address disadvantaged applicants, the Educational Access Scheme. This worked alongside existing university schemes such as Educational Disadvantage Entry, Special Consideration and UWay, which were still in place for direct applicants. TISC applicants were able to indicate on their application that they wished to be considered under the EAS, and in which categories. They were also able to add an EAS category later on, after their application was complete. In order to be considered applicants were required to upload certain documentation to a confidential area of their application.

A total of 732 TISC applicants requested to be considered for the EAS. Of these, 471 submitted at least one supporting document (of 735 applicants 442 submitted at least one document in 2021). This is consistent with feedback from other states' TACs whereby a significant number of applicants select a category but then take no action. In total 2,981 EAS documents were submitted (1,664 in 2021), 2,046 uploaded by applicants and 190 uploaded by TISC (compared to 1,664 uploaded by applicants and 96 uploaded by TISC in 2021). Documents may have been uploaded by TISC because they were emailed directly by medical practitioners or schools.

Offers to EAS applicants	Curtin	ECU	Murdoch	Notre Dame	UWA
	247	32	42	23	92

A total of 436 offers were made to EAS applicants, however this does not necessarily mean the offers were made on the basis of their EAS application.

Category	Count
Family circumstances	252
Financial circumstances	169
Health issues	263
Other	78
School circumstances	189

6.0 Preferences

The table below shows numbers and percentages of both WA Year 12 and Other applicants applying for each preference number, as well as the percentage of total applicants applying for each preference.

Preference No.	WA Year 12 Applicants		Other Applicants		Total Applications	
	No.	%	No.	%	No. per pref	% per pref
1	9,357	100.0%	6,725	100.0%	16,082	100.0%
2	8,388	89.6%	4,039	60.1%	12,427	77.3%
3	7,289	77.9%	2,737	40.7%	10,026	62.3%
4	5,875	62.8%	1,638	24.4%	7,513	46.7%
5	4,358	46.6%	1,081	16.1%	5,439	33.8%
6	2,914	31.1%	634	9.4%	3,548	22.1%

Compared with last year's data, the number of applicants listing multiple preferences has increased across the board. This indicates the value of a TISC application enabling applicants to list up to six preferences in a single application.

The table below shows the numbers and percentages of applicants receiving offers for each preference number.

Preference No.	Successful		
	No.	% of applicants	% of offers
1	8,985	55.87%	71.99%
2	1,765	10.98%	14.14%
3	859	5.34%	6.88%
4	457	2.84%	3.66%
5	215	1.34%	1.72%
6	185	1.15%	1.48%
Preference removed after offer made	15	0.09%	0.12%
Total	12,481	77.61%	100.00%

There is a drop in the overall percentage of applicants who received an offer compared to the previous year. This is most heavily weighted for first preference offers.

6.1 Changes of Preference

Applicants were required to change preferences online, with TISC staff making manual changes to correct errors and for other reasons. In total, 12,093 changes of preferences were made, 11,364 of which were made by applicants through TISOnline. The increase of 22.5% brings this number back on par with 2020 levels.

	2022	2021	2020	% Change	
				2021-2022	2020-2021
Online	11,364	9,276	11,977	+22.5%	-22.6%
TISC	729	568	362	+28.3%	56.9%
TOTAL	12,093	9,844	12,339	+22.8%	-20.2%

685 changes of preference were made in the short period (less than 24 hours) between Year 12 results being released and the system being closed for the main round of offers.

The 'TISC' category covers manual changes by TISC staff and reflects not only correction of re-enrolment and category errors, but also any deletion of preferences due to the withdrawal of courses during the admission period. It also reflects manual rectification by TISC of outcomes files discrepancies between December and January round offers, after contact with applicants

6.2 Withdrawn Applications

	2022	2021	2020
Duplicate	184	92	48
Voluntary Withdrawal	55	19	12
Cancelled by TISC			
<i>Curtin re-enroller</i>	141	65	52
<i>Direct deferrals</i>	1	0	4
<i>Other</i>	8	4	11
TOTAL	389	180	127

As predicted, the total number of withdrawn applications increased significantly without the disincentive of an application fee. Previously, duplicate applications have almost always been a result of Year 12 students not applying correctly, however in this cycle there were also a significant number of applicants genuinely applying twice.

TISC cancelled two applications due to believing they were not genuine applicants. This was only done after repeated attempts at contacting the applicants. Therefore, removing the application fee does not seem to have resulted in any significant workload from 'dummy' applications.

The number of Curtin re-enrollers that have to be manually cancelled by TISC staff continues to grow.

7.0 Results Retrievals

7.1 ARTS Retrievals

The Academic Records Transfer System (ARTS) is an electronic system for obtaining academic record information from most Australian universities, and also accessing interstate Year 12 results. The table below shows the number of successful ARTS retrievals from Western Australian and interstate institutions.

	2022	2021	2020
WA Institutions	2,767	1,665	1,287
Interstate Institutions	1,157	848	693
Interstate Year 12 (current year)	2,887 (1,820)	1,977 (1,264)	1,972 (1,305)
TOTAL	6,811	4,490	3,952

This is a significant increase in the number of results retrievals via the ARTS system. Some of the increase is attributable to the overall increase in applications, as well as the increase in WA

Year 12s completing university enabling programs. The high number of ARTS retrievals shows the value of the ARTS system and the centralised TISC processing system.

Current year November IB results were retrieved direct from the IB website on 4 January; 24 sets of May results were also retrieved directly earlier in the year. The number of applicants with current-year IB results remained steady at 174 in 2022 (160 in 2021, 167 in 2020). In Western Australia, the number of IB Scotch College applicants in 2021 was 13, compared to 18 in 2021 and 30 in 2020. There were 12 IB applicants from Presbyterian Ladies' College in 2022 (14 in 2021). IB applicants from these schools traditionally choose UWA and may have applied directly instead.

7.2 Current WA VET (TAFE and FEC) Results Collection

The table below shows the number and percentage of applicants for whom TISC collected current WA TAFE and Fremantle Education Centre results.

	2022	2021	2020
Total Requests	318	438	552
Total Applicants	316	420	526
Year 12 applicants	232	312	410
Other applicants	84	108	116

Statements of academic records (SARs) and proof of completion (if applicable) for Certificate IV and above were provided by WA TAFEs and FEC for all applicants who indicated they were currently enrolled in WA TAFE or FEC courses and who had applied through TISC by the end of November. Certificate IIIs were collected for applicants with an OnTrack preference.

This year, as the number of Year 12 applicants with Certificate IVs remains high, TISC emailed a reminder to currently enrolled FEC and TAFE students that they may wish to upload the certificate themselves, which will have resulted in a lower number of results collected from the TAFEs directly.

Due to the timing of the offer rounds in this cycle the majority of TAFE and FEC students received offers in the Main round. TISC received updated completion confirmations for applicants' courses as they were finalised at the institutions, and these results were passed on to the universities as they were made available.

7.3 Other

Results were retrieved from the New Zealand Qualifications Authority as usual for both current and past NCEA students at both Level 3 and Level 2. These were retrieved in January so were not considered for the Main offer round. The NZQA provides these to TISC prior to the official release for students, so that they may be included in at least one all-preference offer round. TISC then converts these into a results document for the universities and transfers the ITI. Twenty-five current results were retrieved in 2022 (compared with 20 in 2021) and 50 past years' results were retrieved (39 in 2021).

Results were also retrieved for current Cambridge International Examinations (CIE) A Levels applicants from New Zealand, as well as some from other countries. TISC retrieved 21 CIE Levels results for current students (6 last year). TISC was also able to retrieve some past CIE A Level, A-subsidary and GCSE results, although it is still TISC policy to request these from applicants.

TISC has electronic access to IELTS and PTE results and verified all results documents that were submitted.

TISC also participated in electronic score retrieval for both SAT and AP results. In the past these have taken many weeks to arrive by post when ordered by applicants from CollegeBoard, so this has saved some time, although they are time-consuming to put in a results format that can be used by the universities. Seven sets of CollegeBoard results were retrieved electronically by TISC.

A number of interstate Year 12 results were retrieved on request from the universities for the processing of direct applications. TISC does this ad hoc to assist universities' admissions teams.

8.0 Washup Meetings

TISC applications and IT staff conducted reviews of the 2022 applications exercise in February via teleconference. Items of common interest will be circulated to members.

Georgina Ker	<i>Acting Deputy Executive Officer / Manager, Application Services</i>
Sarah Hamilton	<i>Applications & Publications Coordinator</i>
Sullivan Foster	<i>Applications & Publications Coordinator</i>

March 2022

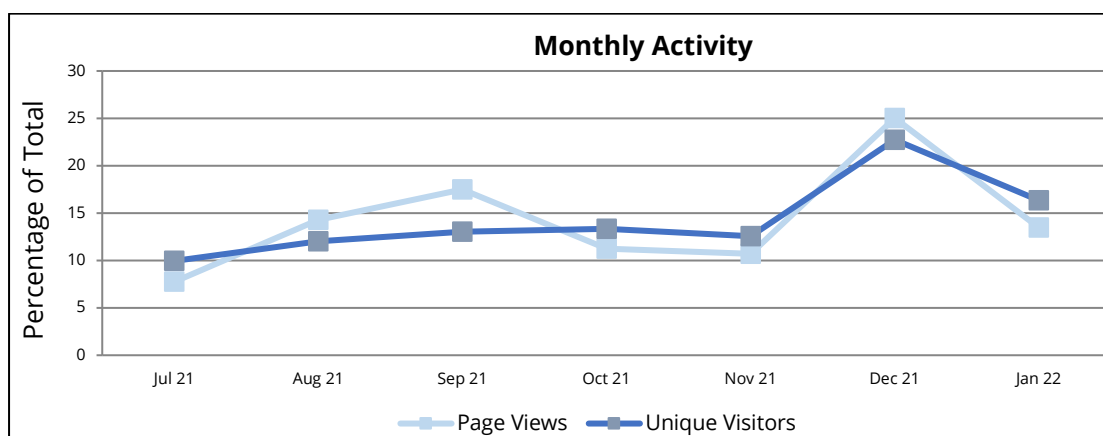
TISCONLINE STATISTICS 2021/2022

These statistics relate to TISC public website (www.tisc.edu.au) from 1 July 2021 to 6 February 2022. Over 226 thousand unique visitors accessed the TISC website during this period, registering around 9 million views of contents pages.

The two busiest periods were a week in December during Year 12 results release and the last week in September due to the closing date for Medicine. These two periods recorded over 45% of overall traffic.

The most utilised three primary services in order of usage were the Course Search & course-related information, ATAR Calculator & ATAR related information and Information about requirements and preparation for applying online.

The graph below shows an overall monthly activity as a percentage of unique visitors and content page views.

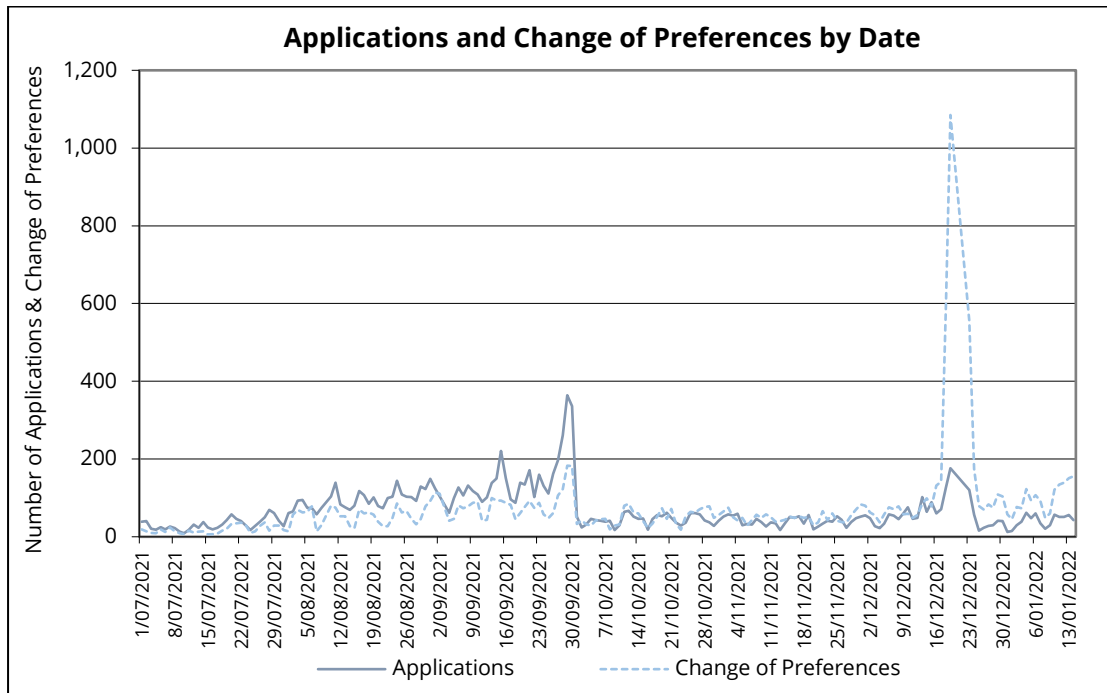


University Admissions Applications

This year, applications opened on 19 April 2020. TISC received a total of 16,033 online applications, which included 9,308 from Year 12 students and 6,725 others.

About 95.5% of the change of preferences were received online, and about 4.5% were adjusted by TISC staff to address withdrawals and late changes.

The graph below shows daily activity for the number of applications received and changes of preferences committed online. The change of preferences shows increased activity from the release of WA Year 12 results on 18 December 2021 until the closing date of 19 December 2021 for the main round offers and then from 23 December 2021 to 14 January 2022 for the second round of offers.



Results Online

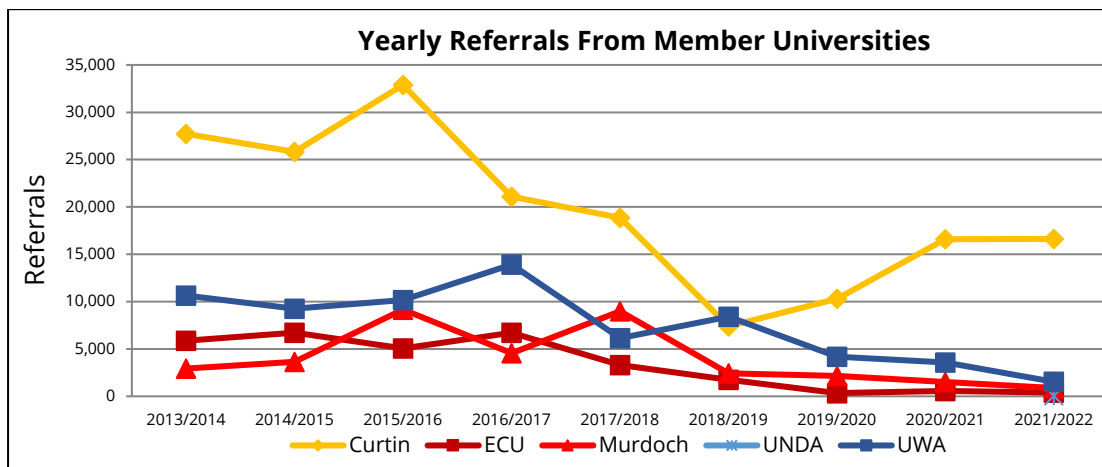
The **WA Year 12 results** for 13,923 students, with at least one scaled score, were released on 18 December 2021. Over 84% of the students viewed their results online.

The main round **offers** were released on 22 December 2021, and the second round on 21 January 2022. Over 61% (4,693) of applicants with main round offers and over 77% (3,211) of applicants with second round offers viewed their offers online.

The **WAUFP** Standard results were released on 6 December 2021. Over 80% of WAUFP candidates viewed their results online.

Web Traffic Source

The primary online traffic source is direct visits, almost 1.4 million this year. The graph below shows referral traffic from member universities over the years.



SPECIAL TERTIARY ADMISSIONS TEST

The Special Tertiary Admissions Test (STAT) is an aptitude test designed to assess a range of competencies considered important for success in tertiary study. Many tertiary institutions in Australia use STAT as part of their admissions procedures for mature-age applicants.

The Australian Tertiary Admissions Centres (TACs) were party to the development and implementation of the STAT test program. However, the intellectual property of all forms of the STAT test is owned by the Australian Council for Educational Research (ACER). Each TAC has exclusive rights to administer the STAT in their own state.

The STAT consists of two tests: a Multiple Choice test (STAT MC) and a Written English test (STAT WE). STAT MC is a two-hour test containing 70 questions, half of which have a verbal emphasis (social science/humanities) while the other half have a quantitative emphasis (mathematical/science). STAT WE is a one-hour written English test, consisting of two short essay questions. Part A is a public affairs issue that invites argument, while Part B asks candidates to write from a more personal point of view. Each section gives a choice of four topics.

Both tests are produced and marked by ACER in Victoria. Every two years half the multiple choice items are replaced with new items and the other half of the items are carried over from the previous test cycle to ensure comparability across years.

The interstate TACs and ACER send results files electronically to TISC after each STAT sitting in their state and overseas for uploading to the national database. The STAT National Database was established in November 1996. It was developed and is administered by TISC. It contains results for all candidates who have sat STAT in Australia from 1996 onwards.

STAT Enrolments

In the 2021 STAT year 1367 candidates attended STAT (this includes 588 school leaver candidates who sat in November, January, and February).

The following table shows the breakdown of enrolments in each test as well as a comparison with previous years:

	2019		2020		2021	
	Booked	Attended	Booked	Attended	Booked	Attended
Written English & Multiple Choice	773	745	1125	1088	799	761
Multiple Choice only*	247	248	99	105	101	98
Written English only*	777	767	587	577	522	508
Multiple Choice Total	1020	993	1224	1193	900	859
Written English Total	1550	1512	1712	1665	1321	1269
Total Number of Candidates	1797	1760	1811	1770	1422	1367

* From the table, it can be seen that for some years the numbers booked to sit only the Multiple Choice test are less than those who actually sat the test. This is because some candidates enrol in

both the Multiple Choice and the Written English tests, but then only sit the one section and do not reapply to sit the other section.

STAT Scores

For 2022 admission the minimum STAT scores required by the universities for candidates are as follows:

	Minimum MC score	Minimum WE Score
Curtin University	135 (Verbal or Quantitative)	140
Edith Cowan University	135 (Verbal or Quantitative)	140
Murdoch University	135 (Verbal or Quantitative)	140
The University of Western Australia:		
STAT alone entry	140 (Verbal or Quantitative)	150
Competence in English	140 (Verbal Only)	140

In 2021, 648 (85.2%) of the 761 candidates who sat both STAT WE and STAT MC met the minimum requirement for admission to Curtin, ECU and Murdoch universities.

Of the 761 candidates who sat STAT MC and STAT WE, 477 (62.7%) obtained the minimum marks of 140 in STAT MC and 150 in STAT WE required by UWA.

The results are shown below in table form:

	Minimum Score	Maximum Score	Average	Standard Deviation
STAT MC	115	191	149.86	10.95
STAT WE	100	200	156.48	15.51

Testing sessions in the metropolitan area

There were ten metropolitan sessions run throughout the year at Canning College in Bentley. Due to a COVID lockdown the session on 3 July was rescheduled to 10 July. The dates for these are shown below:

15 May 2021	23 October 2021
12 June 2021	27 November 2021
10 July 2021	5 January 2022
14 August 2021	8 January 2022
18 September 2021	5 February 2022

There were two special sessions (one in May, the other in November) held on a Friday at TISC for people who, for work or religious reasons, could not sit STAT on a Saturday. These two sessions help minimise the number of individual sittings at TISC for candidates in this category. These sessions were held on 14 May 2021 and 19 November 2021.

Due to the days the public holidays fell over the Christmas/New Year period, a mid-week testing session was held on Wednesday 5 January.

Sessions were also organised for 23 candidates with special needs. These sessions were held in the TISC office.

No additional charge was raised by TISC for organising and running the sessions for these candidates.

Scheduled testing sessions in regional areas

Tests in regional areas are held twice a year – in May and November. The dates are advertised every year on the STAT booking form and the TISC website. Venues and supervisors are organised by the STAT Co-ordinator.

In May 2021, 7 sessions were held in 7 regional centres, and in November 2021, 8 sessions were held in 8 centres including 5 of the centres where a session was held in May 2021.

There were a similar number of country STAT sessions held as in the previous year. There were 41 candidates who enrolled to sit the STAT in regional areas in 2021 compared to 47 in 2020. Enrolments for the 2021 country testing sessions were as follows:

Centres	Numbers Booked	Centres	Numbers Booked
Albany	8	Kalgoorlie	4
Broome	2	Karratha	2
Bunbury	11	Merredin	1
Esperance	2	Narrogin	1
Geraldton	7	Port Hedland	3
		Total	41

Below is a comparison of the total number of enrolments for the country STAT from 2019 through to 2021.

	2019	2020	2021
STAT Multiple Choice	24	34	28
STAT Written English	35	42	33

Scheduled testing sessions in prisons

TISC has a very flexible policy for scheduling testing sessions in prisons as the prisons have Education Officers available to supervise the candidates. Contact is made with the Education Officers each year and sessions can be held on a week day between May and November each year. This year there were no sessions held in prisons.

Special use of STAT

Many of the candidates sitting the 5 and 8 January 2022 sessions were Year 12 English ATAR courses students' who had achieved a competitive ATAR or had completed a Certificate IV but had not met competence in English.

A number of Year 12 English General course students, who had completed a Certificate IV, were also invited to sit STAT WE only in order to meet the university English competency requirement for Curtin, ECU and Murdoch. These students were allowed to sit the STAT from late November onwards, after the completion of the WACE examinations.

The University of Western Australia requires Year 12 students to take both STAT WE and STAT MC test and to achieve a mark of 140 or better in both STAT WE and STAT MC (Verbal component). The other three public universities require Year 12 students to sit STAT WE only and to achieve a mark of 140 or better in this test.

Over the last two years UWA have also allowed (with written permission) Year 12 students who did not achieve a high enough ATAR or had no ATAR to sit the STAT for admission purposes. UWA require a STAT WE mark of 150 and a STAT MC mark of 140 (Verbal component or Quantitative component). Year 12 students using this pathway for admission purposes were allowed to sit the STAT after the completion of the WACE examinations.

There were 588 Year 12 students sitting the STAT, of whom 312 sat STAT WE only. The number of students sitting only STAT WE decreased by 7.7% on the 338 who sat in the previous year.

The number of students sitting both sections of the STAT decreased from 420 to 276, a decrease of 34.3%. This could be a result of the main round of offers being released in December before the January testing sessions. Of the 276 who sat both sections of the STAT, 172 achieved the UWA minimum admission marks of STAT WE 150 and STAT MC 140 (either component). 114 of the 172 had an ATAR below 80 or had no ATAR.

92.9% of those who used only STAT WE to meet literacy, met this requirement.

70.7% of those using both STAT MC and STAT WE met competence in English for UWA.

The figures for 2021 (2020) are shown in the table below.

Attended	STAT MC + WE		STAT WE only	
	276 (420)		312 (338)	
	Population	%	Population	%
Met UWA requirement of WE mark and MC verbal mark ≥ 140	195 (253)	70.7 (60.2)	-	-
Met Curtin, ECU and Murdoch requirement of WE mark ≥ 140	241 (390)	87.3 (92.8)	290 (315)	92.9 (93.2)

**NB: Among the 29.3% who did not meet the literacy requirement for UWA via STAT MC and STAT WE, several may have met the requirement via STAT WE (for Curtin, ECU, Curtin University and Murdoch University) if their English mark was 140 or more.*

A comparison with the past years' figures is shown below:

Year	Total number of candidates	STAT Multiple Choice (MC)	STAT Written English (WE)	Score of ≥ 140 in WE	% Achieving ≥ 140 in WE	Score of ≥ 140 in STAT MC (Verbal) + in STAT WE	% Achieving ≥ 140 in STAT MC (Verbal) + in STAT WE
2019	682	192	682	623	91.3%	132	68.8%
2020	758	420	758	705	93.0%	253	60.2%
2021	588	276	588	531	90.3%	195	70.7%

WESTERN AUSTRALIAN UNIVERSITIES' FOUNDATION PROGRAM

The Western Australian Universities' Foundation Program (WAUFP) is a course of academic study for entry to the four public universities in Western Australia. The program is designed for international students who do not have a strong English language background and whose matriculation level is not sufficient for entry into Western Australian universities. The Standard program commenced in 1993 and runs from February (Intake 1) or April (Intake 2) to November.

The WAUFP Mid-Year Entry stream commenced in 2013 and runs from August to June. The statistics in this report relate to the 2021-2022 cohort.

In 2021-2022 the global COVID-19 pandemic continued to affect the WAUFP student numbers, however the online examination mode meant that higher numbers of students completed the program than the previous year.

PROVIDER COLLEGES AND STUDENT NUMBERS

Provider Colleges in 2021 were:

- Canning College (WAUFP and Mid-Year WAUFP)
- St George's Anglican Grammar School (WAUFP)

Student enrolments by college

a) WAUFP

The total number of students enrolled in the WAUFP (Standard) in 2021 was 104 (including withdrawals), compared to 75 in 2020, an increase of 39%.

The final number of students who completed the WAUFP examinations in 2021 was 90, as compared to 56 in 2020. This was an increase of 61%.

The final number of candidates at each college were as follows for 2021 (compared to 2020):

Canning College	81 (48) students
St George's Anglican Grammar School	9 (8) students
Total	90 (56) students

b) Mid-Year WAUFP

Thirty students enrolled in the Mid-Year Entry program in August 2021 at Canning College, with the majority enrolling online (only 2 onshore students) compared to 20 (1 onshore) in 2020 and 9 (all onshore) in 2019.

Twenty-seven students completed the 2021/2022 program compared to 18 in 2020/2021 and 9 in 2019/2020. Seven students completed the exams onshore with 22 completing their exams online.

STUDENT SUBJECT ENROLMENTS

Twelve subjects were offered in Standard WAUFP, with Earth and Environmental Science no longer being offered, and eight in the Mid-Year Entry program with the addition of Human Biology. The numbers of students who sat each subject examination are shown in the table below.

SUBJECTS	STANDARD	MID-YEAR 21-22*
Accounting and Finance	18 (11)	8 (3)
Business Management and Enterprise	16 (14)	-
Chemistry	34 (19)	11 (12)
Computer Science	12 (4)	18 (9)
Economics	4 (11)	-
ELACS	90 (56)	27 (19)
Human Biology	56 (35)	12 (7)
Mathematics Applications	55 (29)	17 (8)
Mathematics Methods	31 (25)	10 (11)
Mathematics Specialist	6 (5)	-
Physics	11 (11)	6 (8)
Psychology	46 (16)	-
Special Tertiary Admissions Test (STAT)	80 (55)	27 (19)

*enrolments at time of reporting, exam to be sat in May/June.

NATIONALITY GROUP

a) WAUFP

Over the past ten years over three quarters of all WAUFP students have come from Malaysia, China, Hong Kong and Singapore. The table below shows the changes over these years. The number of students from Vietnam has decreased over these years so the percentage will not be included in this table from 2019. The number of students from Indonesia has increased recently so the percentage was included in this table from 2019. Other students came from India (2), Iran (1), Korea South (2), Philippines (2), United Kingdom (1) and Vietnam (3).

Country	Percentage of students from different countries									
	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Malaysia	34%	38%	47%	43%	38%	26%	20%	18%	23%	11%
China	29%	33%	17%	21%	36%	41%	38%	45%	18%	16%
Hong Kong	10%	2%	4%	1%	4%	6%	10%	5%	16%	23%
Singapore	11%	10%	12%	17%	5%	9%	12%	17%	20%	22%
Vietnam	4%	4%	5%	4%	3%	3%	3%	N/A	N/A	N/A
Indonesia	N/A	N/A	N/A	N/A	N/A	N/A	N/A	6%	7%	15%
Total	84%	83%	85%	86%	86%	85%	83%	91%	84%	88%

b) Mid-Year WAUFP

Mid-Year students come from a greater variety of countries, likely due to the availability of exams online. The thirty students completing the program off-shore are located in China (4), Congo (1), Hong Kong (3), India (1), Indonesia (3), Iran (1), Japan (2), Malaysia (4), Maldives (1), Myanmar (5), Philippines (1) and Singapore (2). The two students completing the program on-shore are from Japan and the Republic of Korea (South).

SETTERS, CHECKERS AND MARKERS

a) WAUFP

Twelve subject examination papers were written in 2021. All subjects, except ELACS, used the School Curriculum and Standards Authority WACE ATAR Year 12 syllabi. All Setters and Checkers were experienced in WAUFP examination setting. The ELACS examination was co-written by an experienced Setter and a new Setter who will take over setting for future examinations.

All papers were marked independently by 2 experienced markers. Marking was completed on-screen, with scans of offshore students' scripts being uploaded and onshore students scripts scanned at TISC. The processes ran smoothly for all subjects.

b) Mid-Year WAUFP

Eight subject examination papers will be written for Mid-Year WAUFP examinations 2021-22. All subjects, except ELACS, use the School Curriculum and Standards Authority WACE ATAR Year 12 syllabi.

Most subject Checkers come from within the Provider Colleges (including retired teachers).

SPECIAL TERTIARY ADMISSIONS TEST (STAT)

Offshore students sat the STAT Multiple Choice Section online through ACER. Many students had problems registering for the test and there were 9 absentees, despite ACER extending the testing window and waiving the session change fee.

Onshore students sat the test at Canning College and there were 2 absentees.

The test results were used to scale students' final subject examinations.

Mid-Year 2022 STAT had no absentees.

FINAL EXAMINATIONS

An examination timetable was prepared by TISC and distributed to the colleges at the beginning of August. The final examinations were held over 2 weeks and coincided with the WACE examinations.

Canning College made all arrangements for the offshore supervision, as the teaching staff had access to Connect and Webex for facilitating this process. TISC monitored the entire examination period from the Canning College online supervision rooms.

TISC organised the supervision of the onshore examinations. The Chief Supervisor attended a training meeting at TISC the week before the commencement of the examinations. At this meeting all examination procedures were reviewed. All supervisors were sent a Supervisor's Manual outlining how to run the examinations and all signed a Supervisor's Agreement that outlined their duties. TISC ensured that all supervisors held a current Working with Children Check card.

There were a number of issues, most notably the internet connection dropouts and suspicious content in a few scripts. There was one student who had written on their Examination Answer Booklet prior to the exam and was penalised for this breach of examination rules.

SUBJECT MODERATION

a) WAUFP

Moderation of each college's assessments was carried out by standardising them to the same mean and standard deviation as the exam results of each college.

SCALING

a) WAUFP

The Scaling Process took place at TISC on 1 December. Members of the Scaling Committee were emailed a summary of the WAUFP Scaling Process prior to results being finalised.

b) Mid-Year WAUFP

The Scaling Process took place at TISC on 7 June 2022.

STATEMENT OF RESULTS

On 6 December all WAUFP results were made available on the TISC website. Results letters and certificates were posted on this date also. TISC uploaded results for the International Centre of each university and also for the Provider Colleges.

RELATIONSHIP BETWEEN ELACS RESULTS AND THE CPS

a) WAUFP

	Number of students		
	with a CPS < 50	with a CPS ≥50	Total
Number of students with an ELACS score < 50	7	4	11
Number of students with an ELACS score ≥50	6	73 (95%)	79
Total	13	77	90

b) Changes over the last 10 years

The variations in the percentage of students with a CPS and ELACS score ≥ 50 (minimum requirement for university admission) reflects the differences in the abilities of the student cohort.

Year	% of students with a CPS and ELACS score ≥ 50
2012	72
2013	70
2014	72
2015	74
2016	78
2017	74
2018	75
2019	73
2020	71
2021	95

CERTIFICATES OF ACHIEVEMENT AND LETTERS OF CONGRATULATIONS

Certificates of Achievement were awarded to 95% of WAUFP and 93% of Mid-Year WAUFP students.

Students received a certificate if they:

- Scored 50 or higher in the subject ELACS and therefore achieved English language competency, and
- Obtained a Combined Percentage Score (CPS) of at least 50.

Letters of congratulations were sent to students who had a CPS in the top 5%, and the top student in each subject with an enrolment of 10 or more students.

FUTURE CHANGES

The examination mode would be available to offshore students until the end of 2022 in order to maintain enrolments. Online processes will be reviewed each cycle to maintain the security and integrity of the WAUFP exams.

SCHOOL VISITS

TISC staff made over 100 visits to metropolitan and country schools to present information to major interest groups:

- Year 12 staff
- Year 12 students (and parents)
- School staff development days

Over 7,000 people are estimated to have attended presentations by TISC over this period.

The information presented centered on the Australian Tertiary Admission Rank (ATAR), requirements for university entry, the marks adjustment processes, preference and offer systems, and the services provided on the web. Presentations varied from 20-45 minutes.

2021

Metropolitan Schools	
July	Mindarie Senior College, Central Midlands High School, Helena College, John Septimus Roe ACS, Guildford Grammar School, John XXIII, John Wollaston ACS
August	John Calvin Catholic College, St Brigid's College, Christ Church Grammar, Kennedy Baptist College, Atwell College, John Forrest SC, Ocean Reef SHS, Thornlie SHS, Churchlands SHS, Living Waters Lutheran College, John Curtin College, Rossmoyne SHS, Shenton College (2), Joseph Banks Sec. School, Mt Lawley SHS (2), St Hilda's ASG, St Mark's ACS,
September	Servite College, Seton Catholic College, Mazenod College, Lynwood SHS, Wanneroo Second. College, Mercedes College

Country Schools	
June	Geraldton SHS, Nagle Catholic College, Geraldton Grammar
July	St Joseph's College, Great Southern Grammar, Great Southern Grammar, Albany SHS, Denmark SHS (3 VISITS), St Joseph's College, Mt Barker Comm. College
August	Cornerstone Christian College, Bunbury Cathedral Grammar (2 visits), Bunbury Catholic College, Bunbury SHS, Margaret River SHS, Collie SHS, Newton Moore SHS, St Mary McKillop, Our Lady of Mercy College, Eaton Comm. College, Australind SHS, Georgiana Molloy AS, Manea Senior College, Esperance SHS, Halls Head College
September	Eastern Goldfields College (2 visits), John Paul College Kalgoorlie

2022

Metropolitan Schools	
February	Harrisdale SHS, The University of Notre Dame, Baldivis Secon. College, Fremantle Christian College, Byford Second. College (2)
March/April	Frederick Irwin AS, Lakeland SHS, Prendiville CC, Joseph Banks SC, Corpus Christi College, St James AS, John XXIII College, Balcatta SHS, Guildford Grammar School, Santa Maria College, John Curtin Coll. of the Arts
May/June	South Coast Baptist Coll., Mazenod College, Central Midlands SHS, All Saints' College, Kelmscott SHS, Prendiville CC, Swan Valley ACS, Westley College, Belmont City College, PLC, Seton Catholic College, Morley SHS, Perth College, Mandurah Baptist College, Penrhos College, Greenwood College, Aranmore CC, Butler College Methodist Ladies College, John Tonkin College, Morley SHS, Perth Modern School, Tom Price SHS, Belridge Secondary College.

SCHEDULE OF DATES 2021-2022

Major Dates for Undergraduate Admissions

Date	Principal event
4 April 2022	Applications for undergraduate admission open
25 July 2022	<i>2023 TISC Guide</i> despatched to all secondary schools with Year 12 students.
30 November 2022	Closing date for Educational Access Scheme (EAS) applications, to be considered for main round of offers.
18 December 2022	Western Australian 2022 Year 12 students' results available on the TISC website.
19 December 2022	Closing date to apply and change preferences for main round of offers.
21 December 2022	Universities Admission Advice Letter posted to WA Year 12 students who had requested and paid for copies.
23 December 2022	Main Round university offers available on the TISC website.
3 January 2023	Closing date for EAS applications, to be considered for second round of offers
15 January 2023	Closing date to apply and change preferences for inclusion in second round of offers.
20 January 2023	Second round offers available on the TISC website.
20 January 2023	TISC to notify all unsuccessful applicants at this time.

TISC PUBLICATIONS

The following TISC publications were distributed/published between July 2021 and June 2022:

- 2022 TISC Guide
- 2021 and 2022 STAT Booking Form
- Western Australian Universities' Foundation Program 2022 Administrative Procedures Manual

Pamphlets/Flyers/Posters

- Guide to the Universities Admission Advice Letter
- Release of Scaled Scores and ATARs (Information sheet)

Online Publications

- Admission Requirements for School Leavers 2025
- International Baccalaureate brochure 2023
- Statistics (2021/2022)
 - Application and Offer Statistics – 2021/2022
- Cut-Off Ranks 2022
- Guaranteed ATARs 2022
- Minimum ATARs 2022
- ATAR Statistics (2021)
 - ATAR Frequency Distribution Table
 - ATAR Gender Breakdown
 - WACE Courses used in ATAR
- Scaling Statistics (2021)
 - Histograms and Scaled Scores Statistics for WACE courses
 - Scaling Populations and Means
 - Scaling Information Sheet 2021
 - Summary Scaling Statistics – Percentages Greater than Specified Score
 - Summary Scaling Statistics – Scaled Scores for Specified Percentiles
- TISC School Circulars 2021 – 2022
- TISC Powerpoint Presentation for WA Year 12 students
- Annual Report 2021/2022

SCHEDULE OF FEES AND CHARGES 2021-2022

Service	Fee*
Application processing fee for WA Year 12 school leaver applicants up to September closing date	N/A
Application processing fee for non-school leaver applicants up to September closing date	N/A
Application processing fee (after September closing date)—all applicants	N/A
Despatch of TISC Guide to:	
Within Australia	\$20
Overseas	\$30
Duplicate Documents (UAAL, STAT or WAUFP results)	\$45
Initial hard copy of current UAAL	\$25
Additional copies (in the same transaction)	\$15
Certification of documents for interstate Admissions Centres	\$12 (plus \$1.50 per page)
Checking ATAR calculation	\$40
STAT	
One test only on one day (includes sample question booklet)	\$160
Both tests on one day (includes sample question booklet)	\$260
Special supervision fee (n/a to special needs candidates)	\$70
Change of session fee	\$70
Cancellation fee (prior to one full working day before test)	\$70
Despatch on behalf of ACER	\$20
WAUFP	
<i>Standard Intake 1, 2 (February/April to November)</i>	
Support up to 13 Subjects	\$1,200/student or \$30,000 per college
Registration Fee	
Additional Subject (written only)	\$4,800
Additional Subject (with a practical)	\$5,900
<i>Mid-Year (August to June)</i>	
Support up to 7 Subjects - One College only	\$1,150/student or \$45,000 per college
Registration Fee	
Additional Subject (written only)	\$4,800
Additional Subject (with a practical)	\$5,900
WAUFP Private Candidate fee	\$90

* GST inclusive

APPENDICES

Appendix A Customer Service Statistics

Table 1 – Customer Service Statistics for Counter Enquiries

Table 2 – Customer Service Statistics for Phone Enquiries

Table 3 – Customer Service Statistics for Email Enquiries

Appendix B Western Australian Universities' Foundation Program Statistics

Table 1 – 2021 WAUFP Subject Statistics

Table 2 – 2021 WAUFP Moderation Statistics

Note: Detailed statistics on applications, offer and enrolments by course within a university for Undergraduate courses are on www.tisc.edu.au

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2021-22 CUSTOMER SERVICE REPORT

The universities opened applications early on 19 April, with some universities again accepting direct applications and, early offers being made to Year 12 students based on their Year 11 results. Notre Dame University became a member university of TISC in August, at which time applications were accepted through TISC for courses at Notre Dame.

Over the normal applications cycle (August to February), the total number of counter enquiries from customers was 782, telephone enquiries were 5725, and emails 2860. This represented a slight decrease for the same period last year.

However, for the period of April (when applications opened this year) to February, we received a total of 995 (999) counter enquiries, 6589 (6765) telephone enquiries and 3498 (3954) email enquiries.

The busiest time for Customer Service staff is over the Christmas and New Year period, following the release of Year 12 results on 19 December and the main round of university offers on 23 December and STAT sessions on 5 and 8 January. We received 1444 telephone enquiries, 97 in-person STAT bookings and 609 emailed STAT bookings during the period 19 December to 7 January.

Staffing

Two new Customer Service Officers (CSO) joined our counter staff in August to make up the team of 5 Customer Service Officers, with 1 casual staff member being rostered each day. During September, November, and January the CSOs were rostered more frequently than one day per week due to the increased workload during these months. In the two weeks following the release of the Year 12 results and the December university offer round all staff were rostered to work each day.

One training session was held in August 2021. During the session our CSOs are given comprehensive information to answer enquiries from our customers. Our CSOs are knowledgeable, responsive, and have delivered excellent service to our customers over the past year.

Emails

We received 2860 email enquiries this year compared to 3223 in the previous year (August to February). This is a decrease of 11.2%. The busiest month was December, with 712 emails (24.9% of all emails received during July to February).

However, as applications opened on 19 April this year, we did receive 638 emails during April - June.

We received 1573 STAT Booking Forms (May 2021 to February 2022). We also received 573 Record of Results requests (March 2021 and February 2022).

Telephone

Customer Service answered 5725 (5827) telephone enquiries from July 2021 to February 2022. This is a decrease of 1.7%. The busiest month was December 2021 with 1487 enquiries (25.9% of all calls answered during the busy period) followed by January 2022 with 1308 enquiries (22.8% of enquiries answered).

Due to the early opening of applications, the number of telephone enquires received during April - June was 864.

Counter

Counter activity decreased from 879 customers the previous year to 782 customers this year. This is a decrease of 11%. This can be attributed to less in-person enquiries due to COVID-19. The majority of customers were booking for the STAT (242).

The tables in Appendix A summarise the nature of the telephone, counter and email enquiries received by Customer Service during July to February.

EDWINA BYRNE
Customer Service Co-ordinator

Table 1: Customer Service Statistics for **Telephone Enquiries**

MONTH	STAT	CHANGE OF PASSWORD	UNI APPLICATION PAYMENTS	UNI APPLICATION (WA) ENQUIRY	ADMISSION REQUIREMENTS	TISC GUIDE ENQUIRY	DUPLICATE DOCUMENTS	WRONG NUMBER	PAST RESULTS BY PHONE	CHANGE OF ADDRESS	CHANGE OF PREFERENCE	SCALING	CURRENT YR 12 RESULTS	DEFERRAL ENQUIRIES	OFFERS	WAUFP	EXTENSION TRANSFERS	TAFE	REGISTRATION/LOGIN	EAS	SCSA	GENERAL INFORMATION INC HECS	TOTAL CALL CODES*	TOTAL CALLS**
Jul-21	117	6	0	101	26	4	31	10	22	0	1	0	6	0	7	0	19	0	8	2	7	57	424	393
Aug-21	51	0	3	181	30	7	34	5	12	0	5	1	1	2	13	2	15	0	22	15	3	24	426	412
Sep-21	60	5	10	346	13	1	11	2	14	1	7	4	3	1	8	0	11	0	39	40	3	40	619	672
Oct-21	113	0	0	253	24	0	19	3	21	0	9	0	2	1	11	0	15	0	18	24	11	37	561	530
Nov-21	157	8	0	299	22	3	20	9	15	1	8	3	3	0	28	1	13	0	32	13	10	42	687	652
Dec-21	307	16	2	443	60	5	16	10	15	1	54	10	76	2	279	0	31	0	64	41	15	66	1513	1487
Jan-22	350	1	1	242	49	1	29	16	15	0	77	4	25	1	382	0	12	0	27	31	3	45	1311	1308
Feb-22	97	0	0	46	13	1	28	3	10	2	2	2	9	1	17	1	6	0	5	2	6	30	281	271
Total	1252	36	16	1911	237	22	188	58	124	5	163	24	125	8	745	4	122	0	215	168	58	341	5822	5725
Total 2020	1580	37	49	2222	140	27	254	68	146	10	85	15	70	20	213	15	69	0	174	89	59	369	5711	5827

* This figure can be more than the total calls received as one call can have multiple call codes entered

**Calls for particular extensions are not listed

Table 2: Customer Service Statistics for **Counter Enquiries**

MONTH	STAT	DUPLICATE DOCUMENTS	ADMISSION REQUIREMENTS	UNI APPLICATION PAYMENTS	UNI APPLICATION ENQUIRIES	UNI APPLICATION DOCUMENTS	CERTIFICATION OF DOCUMENTS	CHANGE OF PREFERENCE	UAAL	OFFERS	WAUFP	TERMINAL USE (Counter)	DELIVERIES	VISITORS	MISC	TOTAL CUSTOMERS**
Jul-21	14	11	0	0	0	0	3	0	0	0	0	1	28	20	0	76
Aug-21	10	9	0	0	0	0	0	0	0	0	0	1	52	20	0	88
Sep-21	14	3	0	0	1	2	0	0	0	0	0	0	40	29	0	85
Oct-21	14	5	0	0	2	2	0	0	0	0	0	3	50	19	1	92
Nov-21	37	3	0	0	2	2	1	0	0	0	0	0	52	12	1	108
Dec-21	70	5	1	0	2	3	0	0	1	2	0	2	38	16	2	134
Jan-22	61	12	0	0	3	0	0	1	1	1	0	0	42	3	2	124
Feb-22	22	4	1	1	0	0	0	0	0	0	0	0	38	11	0	75
Total	242	52	2	1	10	9	4	1	2	3	0	7	340	130	6	782
Total 2020	288	71	3	17	11	14	0	1	1	0	5	10	355	87	16	879

** Includes customers with multiple requests for information

Table 3: Customer Service Statistics for **Email Enquiries**

MONTH	ATAR	BROWSER ISSUES	COP - COURSE INFO	CURRENT UNDERGRAD APPS	DEFERMENT	DUPLICATE DOCS	GENERAL INFORMATION	OFFERS	PASSWORD RESET/USER ID	SCALING	SCHOOL/ORGANISATION QUERY	STAT	WAUFP	TOTAL EMAILS
Jul-21	6	0	2	26	0	23	26	12	88	0	18	26	2	229
Aug-21	11	1	9	102	1	29	29	33	131	0	19	25	0	390
Sep-21	3	3	9	110	0	16	28	17	119	0	21	27	0	353
Oct-21	1	4	5	44	1	22	19	6	74	0	14	40	2	232
Nov-21	2	0	12	62	1	31	28	14	84	0	28	61	0	323
Dec-21	34	5	19	78	1	9	33	117	308	6	32	69	1	712
Jan-22	19	1	31	65	2	31	57	72	99	0	20	106	0	503
Feb-22	5	0	0	2	0	9	33	3	23	1	23	17	2	118
Total	81	14	87	489	6	170	253	274	926	7	175	371	7	2860
Total 2020	103	12	123	674	12	220	230	173	926	5	167	574	4	3223

Table 1 Western Australian University Foundation Program Moderation Statistics 2021 51

Table 2 Western Australian University Foundation Program Subjects Statistics 2021 52

Western Australian Universities' Foundation Program

Table 1: 2021 Moderation Statistics

Subject	Scaling population		Assessment	Exam	Moderated Assessment
Accounting and Finance	17	mean	50.47	34.33	34.33
		stdev	18.06	14.51	14.51
Business Management and Enterprise	16	mean	60.63	49.17	49.17
		stdev	14.61	12.51	12.51
Chemistry	34	mean	56.50	38.33	38.33
		stdev	15.20	15.14	15.14
Computer Science	12	mean	57.92	54.96	54.96
		stdev	24.67	20.92	20.92
Economics	4	mean	58.76	32.25	32.25
		stdev	3.90	11.10	11.10
English Language and Australian Cultural Studies	90	mean	60.71	48.24	48.24
		Stdev	11.63	12.96	12.97
Human Biology	56	mean	63.13	57.99	57.87
		stdev	13.44	12.27	12.27
Mathematics Applications	55	mean	61.58	66.47	66.47
		stdev	19.30	19.35	19.35
Mathematics Methods	31	mean	60.48	53.06	53.06
		stdev	18.30	20.98	20.98
Mathematics Specialist	6	mean	61.50	49.50	49.50
		stdev	20.11	17.47	17.47
Physics	10	mean	64.20	45.23	45.23
		stdev	13.97	8.16	8.16
Psychology	45	mean	51.89	48.36	48.36
		stdev	12.29	16.66	16.66

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Table 2: 2021 Scaling Statistics

Subject	Scaling population	Scores	max	min	mean	stddev	% > 50
Accounting and Finance	17	combined	57.26	13.33	34.33	14.07	17.65
		scaled	73.06	24.65	50.70	15.19	58.82
Business Management and Enterprise	16	combined	83.37	32.69	49.17	12.03	43.75
		scaled	88.36	38.95	58.21	12.95	75.00
Chemistry	34	combined	66.10	15.04	38.33	14.65	29.41
		scaled	86.44	30.91	58.25	15.39	67.65
Computer Science	12	combined	82.78	13.27	54.96	20.61	66.67
		scaled	89.52	18.18	62.41	20.74	83.33
Economics	4	combined	47.60	21.44	32.25	10.04	0.00
		scaled	65.35	37.56	50.04	10.75	50.00
English Language and Australian Cultural Studies	90	combined	76.89	12.27	48.24	12.25	41.11
		scaled	88.02	18.91	62.47	12.00	85.56
Human Biology	56	combined	79.84	32.61	57.93	11.97	73.21
		scaled	86.56	46.30	67.20	8.60	98.21
Mathematics Applications	55	combined	96.47	10.37	66.47	18.85	80.00
		scaled	90.10	10.09	61.58	15.87	80.00
Mathematics Methods	31	combined	90.78	12.46	53.06	20.65	54.84
		scaled	94.39	25.61	65.86	17.02	83.87
Mathematics Specialist	6	combined	68.94	19.80	49.50	17.27	50.00
		scaled	87.92	28.69	67.74	21.46	83.33
Physics	10	combined	54.35	32.84	45.23	6.83	30.00
		scaled	75.35	45.85	63.24	9.79	80.00
Psychology	45	combined	83.22	13.89	48.36	15.95	46.67
		scaled	89.78	19.76	62.51	15.01	80.00