



ANNUAL REPORT

JULY 2018 – JUNE 2019



Tertiary Institutions Service Centre Ltd

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Fortieth Annual Report

Prepared and printed by TISC staff

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FOREWORD

It is with much pleasure that we present the Fortieth Annual Report of the Tertiary Institutions Service Centre (TISC).

This report contains information about the various functions of the Centre and its operational structure, together with financial reports and statistical information on the 2018/2019 applications cycle. Detailed statistical tables relating to 2018 WA Year 12 results and 2019 application, offer and enrolment information are available at www.tisc.edu.au.

TISC processed a total of 16,457 undergraduate university applications during the 2018/2019 admissions cycle, resulting in 14,101 offers being made for Semester One entry. 1,673 candidates completed the Special Tertiary Admissions Test, and 148 students enrolled in the 2018 WA Universities' Foundation Program.

For the first time, the Main Round of university offers to current Year 12 students was conducted before Christmas. This was only possible thanks to significant flexibility, hard work and cooperation between TISC staff, many university colleagues and the School Curriculum and Standards Authority. This initiative was positively welcomed by students and schools.

Equally significant was TISC's development and seamless implementation of functionality to support the upload, processing and assessment of applicants' supporting documents electronically. Tailored specifically to TISC and member institutions' business processes, this has revolutionised the processing of applications in WA.

TISC also completed other significant IT projects and upgrades again this year to ensure continued reliability and stability of systems and to enhance services provided to member institutions and applicants.

A range of publications and documents were produced by TISC for WA Year 12 students. The 2019 TISC Guide was again distributed free to current WA school leavers, together with a personalised letter instructing them how to apply. TISC also provided over 80 presentations at metropolitan and country schools, to over 6500 people. These presentations explained the ATAR, outlined requirements for university entry, and provided advice on how the preference and offer systems benefit applicants.

TISC worked with other Tertiary Admissions Centres and the Commonwealth Department of Education, to provide consistent national admissions information through the development and deployment of the Course Seeker website (www.courseseecker.edu.au).

Following the successful transition of TISC's legal status from an incorporated association to a company limited by guarantee in 2018, TISC Ltd was registered as a Charity by the Australian Charities and Not-for-profits Commission in 2019.

On behalf of the TISC Management Committee, we express appreciation for the high levels of commitment, efficiency and diligence shown by the Centre's staff. We also wish to thank TISC's Board of Directors, members of the Management Committee and the various committees of TISC for their co-operation and support.



E/Prof Bill Loudon
Chair
TISC Board of Directors



A/Prof Jon Yorke
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.

Member Institutions

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

Associate Member Institutions (2018-2019)

CQUniversity Australia
North Metropolitan TAFE
The University of Notre Dame, Australia
Tabor College of Higher Education

GOVERNANCE

Board of Directors (from 1 February 2018)

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: 16 November 2018, 22 February 2019, 28 June 2019

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: October 2018 (by circulation 2 November 2018), 4 December 2018, 9 March 2019 and 1 June 2019

SPECIFIC PURPOSE COMMITTEES

Applications Committee

The Applications Committee is a forum for university Admissions Officers and TISC staff to discuss issues concerning the applications process. Due to the cyclical nature of its business, in 2017-2018, information and issues for the Applications Committee have been managed via email circulation 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.

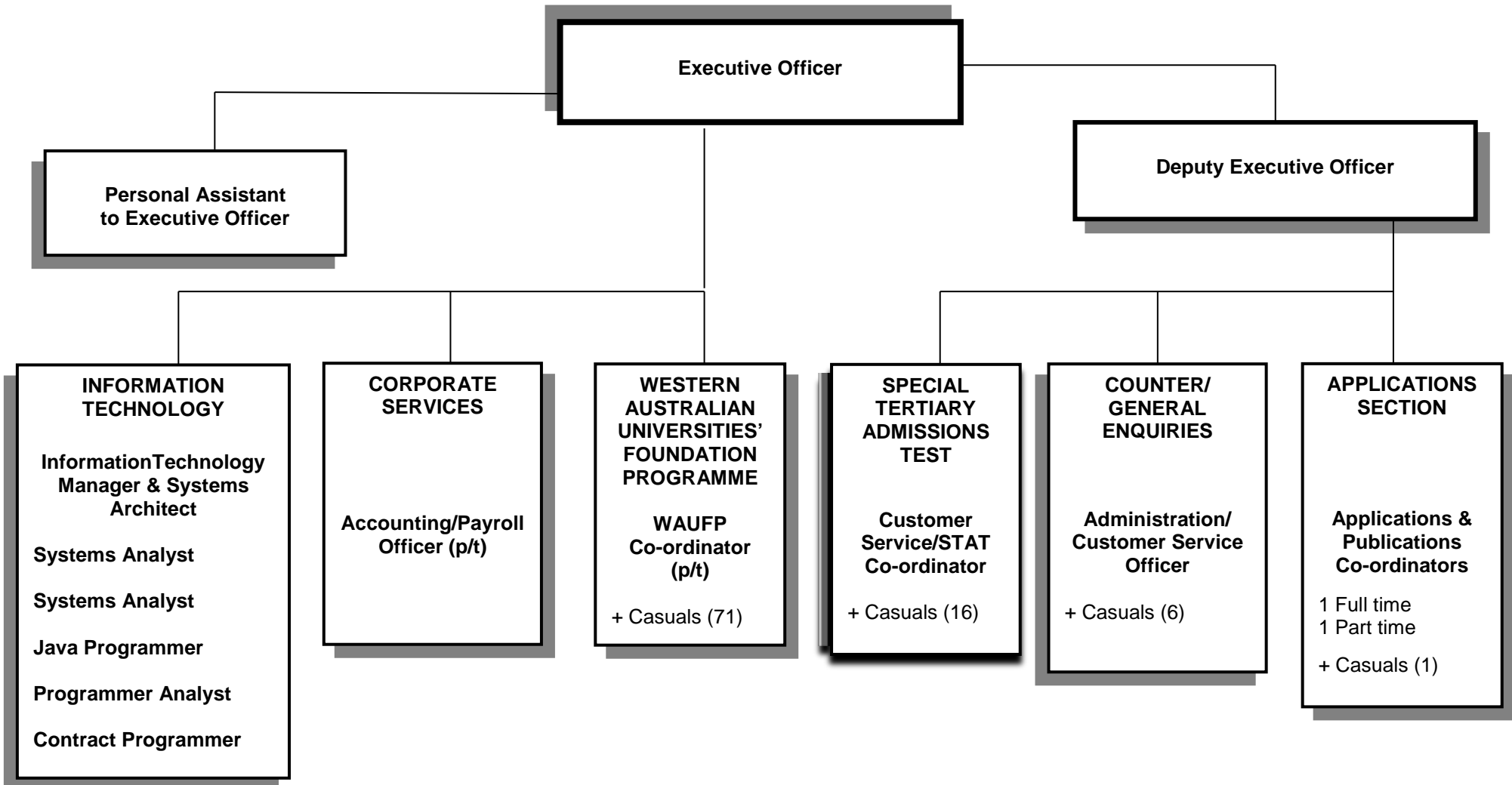
Joint TISC/SCSA Scaling Implementation Committee

The Joint TISC/School Curriculum and Standards Authority (SCSA) Scaling Implementation Committee, which is attended by TISC, SCSA and university representatives, is held annually. At this session, the Scaling Report was presented along with proposed scaling points for small candidature language subjects. The Committee confirms the scaling outcomes which are circulated to SCSA and the TISC Management Committee.

Meeting Date: 11 December 2018

CENTRE ADMINISTRATION

TISC STAFFING STRUCTURE



Staff Development/Activities

All members of the IT section, ie Mr Terry Bhatti, Mr Mauro Vennitti, Mr Greg Zablocki and Mr Rodney Paul, are members of the Oracle Users Group.

External Representation

TISC is a member of the Australasian Conference of Tertiary Admission Centres (ACTAC). Mr Wayne Betts, Executive Officer, is a member of the ACTAC Directors' group. Ms Airlie Williams, Deputy Executive Officer, is a member of the ACTAC Operations Group. Ms Williams is also a member of the ACTAC Year 12 Results Equivalence Group (REG).

Mr Betts was a member of two sub-working groups within the federal government's admissions transparency implementation plan, considering common admissions terminology and streamlining of interstate admissions processes.

Accommodation

TISC is located at Level 1, 100 Royal Street, East Perth and occupies two floors of commercial building office space totalling 540sqm.

In April 2019 the lease was renewed for a further three years (until April 2021).

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.

A net contribution was charged to the member universities for the period 1 July 2018 to 30 June 2019, which included a set fee for each direct entry applicant.

Each university pays a fixed component, plus a pro-rata component based on the number of student enrolments that were, or should have been, processed through the TISC joint system.

INITIATIVES & DEVELOPMENTS

General Developments

The past year has continued a period of transformation and transition for TISC, initiating significant service developments and process changes to benefit university applicants and our member institutions.

The 2018/2019 applications cycle saw a slight decline in the number of applications processed. While WA Year 12 application numbers were similar to the previous year, the number of non-Year 12 applications declined again, due to member institutions processing non-Year 12 applications directly, instead of through TISC.

Thanks to the expertise and dedication of TISC IT staff, sophisticated functionality to enable applicant upload, TISC processing and university assessment of supporting documentation to be handled electronically. Developed by TISC in-house, to specifically accommodate internal and stakeholder business processes, this initiative has transformed the processing of applications and moved TISC to a completely paperless workflow. Accompanying the background technology is a revised interface for institutions, providing dashboard reporting of application processing progress.

Throughout the year, TISC staff have also been heavily involved - with other Tertiary Admissions Centres and the Commonwealth Department of Education - in collating information, building infrastructure and publishing the Course Seeker website (www.courseseeker.edu.au), which provides admissions information from across the country in a more consistent manner than has been possible previously.

Following the successful earlier release of Year 12 results/ATAR results in 2017, TISC worked closely with member institutions and SCSA once again, to also release the first major round of offers to school leavers before Christmas. This was another historic development for TISC, requiring major re-thinking of timelines and processes to manage increased risk, maintain quality and meet the new deadlines. Thanks to exceptional work from the TISC team and cooperation from admissions colleagues across all institutions, the new timeline was implemented successfully, and warmly received by students and schools.

Building on the change of legal status from an incorporated association to a company limited by guarantee, completed in 2017-2018, TISC successfully registered as a charity with the Australian Charities and Not-for-Profits Commission in early 2019.

Once again, an extensive survey of recent senior secondary graduates provided valuable feedback to TISC on student perceptions of the university application process. A follow-up survey to respondents who expressed interest, focussed on how students and school staff made use of the printed TISC Guide and information on the TISC website. This feedback has fed into work to redesign the printed Guide for the 2020 applications cycle.

The University of Notre Dame, Australia joined TISC as an Associate Member for the forthcoming 2019/2020 admissions cycle, joining existing Associate Members, CQUniversity Australia and Tabor College of Higher Education. Associate Members have been able to list their WA course details on the Course Seeker website through the functionality provided within the TISCOOnline Course System.

IT DEVELOPMENTS

It was a busy year from the start due to the introduction of a new TISC system for electronic assessment of admission applications, and the first-time release of main round offers in December rather than the usual mid-January. The document summarises some of the completed and ongoing projects during the reported period.

A new IT solution for Electronic Documents and Applications Assessment Workflow mechanism was commissioned in time for the 2018/2019 admissions cycle. The solution is a strategic initiative which replaced the paper-based business process that had been in place since the inception of TISC. It provides an end-to-end paperless environment and an integrated workflow mechanism encapsulating admission applications lifecycle to enable a streamlined appraisal process for TISC and universities. The solution auto detects ongoing changes to applications throughout their lifecycle and generates predefined workflow events which trigger appraisal actions. The appraisals process is further simplified by automatic assessment of a specific cohort of applicants, and instant release of electronic applications to universities which require manual assessment. It provides a fully end-user-driven mechanism for identifying applications of interest which enables on-demand appraisals without any intervention from TISC. The solution has proven to be very efficient for both TISC and member universities, all of whom successfully adapted it to perform their yearly applications appraisals effectively.

The xQTISC, which is TISC's new web-based systems platform, was inducted for the 2018/2019 admissions cycle. The platform is part of the strategic objective of replacing an existing application processing system to decommission an outdated technology framework. The initial phase of xQTISC has been very reliable and successfully utilised throughout the applications cycle by TISC and member universities. The platform is under ongoing development; over the last twelve months, several new modules were introduced, which include maintenance of schools and colleges, WAUFP administration, STAT bookings and subject prerequisites.

This year, for the first time, the main round offers were moved from usual around mid-January to 3rd week of December, which brought two primary events of TISC calendar just four days apart. It involved changes to operational and technical mission-critical procedures, early readiness of core systems and processes, adjustments to failure recovery plans and comprehensive dry runs. Those comprehensive, proactive measures helped in eventless delivery of the two events.

Several existing core programs also underwent enhancements for dynamic integration and validation of various assessment and administrative indicators, which included the basis of admission categories and prerequisites. The improvements are intended to further boost data accuracy by allowing early detection of possible discrepancies and their timely resolutions.

The HEIMS data requirements for the current applications cycle required changes to the basis of admission and higher education participation data sets to align it with the government's TCSI project for data collection. The changes spanned several core programs and pathway schemes, for all universities, to automatically calculate related data sets based on secondary level qualifications.

The ongoing HEIAP's Course Seeker project is currently in Phase 2, which includes capturing of transparency related profiles data from institutes within the jurisdiction of the tertiary admission centre, and provision of data to the Course Seeker. TISC manages this data via its courses management system which was extended to capture data and submit it through integrated web services mechanism while also ensuring that courses among different systems remain in complete sync.

TISC's courses management and the online applications systems were further enhanced to take-in direct entry courses for member organisations. These courses are available via TISC's website, but they cannot be used in applications for admission via TISC.

Technology Upgrades

The JBoss Middleware Framework and the new applications development platform, which TISC adopted in the recent past, underwent major upgrades which also entailed significant compatibility changes to associated applications suites.

Different server virtualisation environments were merged into a single situation; similarly, the storage was consolidated into a single vendor offering. The reduced hardware and technology footprint has helped in reducing administrative overhead.

The end of life network security appliances were replaced with the new line of devices. The network infrastructure and configuration were also amended to support deployment of select services to the Cloud.

In readiness for the future phased migration of select services to the Cloud, the work was undertaken to set up and test a secure Cloud network environment.

CUSTOMER SERVICE

During the 2018-19 processing period, Customer Service experienced a lower level of activity with telephone and counter enquiries compared to the previous year.

This year, the total number of counter enquiries from customers was 1009, telephone enquiries were 5989, and emails 3527. This represented a decrease in counter, email and telephone enquiries, reflecting some changes in customer service and application processing procedures which were clearly enthusiastically received by applicants.

As in the previous year, some of the decrease can be attributed to the early release of Year 12 results on 17 December, which meant that many candidates (including country candidates) had the opportunity and time to email their STAT bookings to TISC and did not have to telephone (in the case of country candidates) or come into the office to book. This can be seen in the large volume - 791 (587) emailed STAT bookings received in December and January.

For the first time in 2018 applicants were able to upload their supporting documentation directly to their university application. This proved very popular and can be seen in the significant decrease in the number of documents lodged over the counter.

University offers were also released earlier, in December following shortly after the release of the Year 12 results. On the Monday and Tuesday after the Year 12 results were released the counter and telephones remained open for an extended period (8.30am – 5.30pm).

Staffing

All six of our Customer Service Officers (CSO) returned in August 2018, with 2 casual staff members being rostered each day. During September, November, December and January the CSOs were rostered more frequently than one day per week due to the increasing work load during these months. In the two weeks following the release of the Year 12 results and the earlier release of offers in December all staff were rostered to work each day.

One training session was held in August 2018. 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 3527 email enquiries this year compared to 3965 in the previous year. This is a decrease of 11%. The busiest month was December, with 893 emails (25.3% of all emails received during July to February).

The acceptance of emailed STAT Booking Forms again proved very popular. We received 1660 (1424) STAT Booking Forms. This is an increase of 14.2%. We also received 671 (673) Record of Results requests (March 2018 and February 2019) and 55 (126) sets of university application supporting documentation. The decrease in supporting documents was due to applicants being able to upload documents directly to their university application.

Telephone

Customer Service answered 5989 (6971) telephone enquiries from July 2018 to February 2019. This is a decrease of 14.1%. The busiest month was December 2018 with 1389 enquiries (23.2% of all calls answered during the busy period) followed by January 2019 with 1110 enquiries (18.5% of enquiries answered).

Enquiries about STAT 1416 (1358) increased slightly by 4.1%, enquiries about university applications decreased by 13.6% (from 2989 to 2582).

Counter

Counter activity decreased from 1588 customers the previous year to 1009 customers this year. This is a decrease of 36.5%. This can be attributed to applicants being able to upload their supporting documentation and the increase in emailed STAT bookings. The majority of our customers were requesting a record of their past results and STAT bookings in December and January.

It is clear that the introduction of uploading supporting documentation and the increase in emailed STAT booking forms had a considerable effect on counter activity, in particular, but also on telephone calls and emails received.

The tables in Appendix A summarise the nature of the telephone, counter and email enquiries received by Customer Service during the seven month busy period.

SCHOOL CURRICULUM AND STANDARDS AUTHORITY LIAISON

Thanks to ongoing cooperation between TISC and SCSA, Year 12 results and ATARs were again released before Christmas in 2018. This development has been warmly welcomed by the senior secondary school community.

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

A new unacceptable combination rule (for Mathematics Applications and Mathematics Methods, or Mathematics Applications and Mathematics Specialist) was implemented in the ATAR calculation for 2018.

SCSA and TISC staff also worked together to produce an explanatory paper for students completing WACE offshore, to explain the relationship between SCSA and TISC results certification. This will assist those students who elect to apply to universities outside Western Australia.

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 co-operation between the two bodies to achieve the best results for WA students.

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.

		2019	2018	2017
<i>Total Requests</i>		452	610	324
<i>Total Applicants</i>		426	579	310
<i>% of all applicants</i>		2.6%	3.3%	1.7%
<i>Year 12 applicants</i>		292	NA	NA
<i>Other applicants</i>		134	NA	NA
<i>% of Year 12 applicants</i>		2.4%	NA	NA
<i>% of Other applicants</i>		3.1%	NA	NA
<i>Year 12 applicant offers</i>	<i>December Round</i>	211	NA	NA
	<i>January Round</i>	46*	NA	NA
<i>Other applicant offers</i>	<i>December Round</i>	94 (incl 16 prelim offers)	NA	NA
	<i>January Round</i>	14*	NA	NA

*Re-offers not included.

There was a decrease in the number of WA VET collections compared to the spike in 2018, when TISC retrieved results from Fremantle Education Centre (FEC) for the first time. Although there was an increase in the number of FEC requests this year (260 requests, all for Year 12 applicants), the numbers of requests at the TAFE colleges decreased and this meant an overall decrease. Many more Year 12 applicants were included in the retrievals than in previous years, mostly due to the large number of retrievals from FEC.

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 by the end of November. Certificate IIIs were collected for applicants with an OnTrack preference.

The TAFE colleges and FEC provided the majority of their results before they closed for their Christmas break and this meant that the majority of TAFE and FEC students received offers in the December 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.

INTERSTATE LIAISON

Australian Law Schools Entrance Test

During October, TISC continues to offer one Australian Law Schools Entrance Test (ALSET) session on behalf of VTAC, for students who apply for admission to the law course at Deakin University. This session is usually run concurrently with a STAT session at Canning College. TISC charges an additional fee to each applicant to cover the cost of running the session.

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 on five occasions from October 2018 to May 2019, on dates 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 issues such as web development, customer services, etc and to confirm joint arrangements such as the Special Tertiary Admissions Test and Automated Results Transfer System (ARTS). The Executive Officer and Deputy Executive Officer attended meetings in November 2018 and May 2019. The Executive Officer also attended meetings between ACTAC and the federal Department of Education and Training in June 2019.

APPLICATION PROCESSING

Applications

For 2019 admission, a total of 16,457 applications were processed (12,107 from WA Year 12 students). There was an overall decrease of 7.1% in the number of applicants compared with last year (as against a decrease of 3.6% in 2017/2018 and an increase of 0.1% in 2016/2017). The number of WA Year 12 applicants decreased by 2.4% (as compared with decreases of 0.7% in each of the past two applications cycles). The number of Other applicants decreased by 18.0% compared with last year, following a decrease of 9.6% in 2017/2018 and an increase of 2.1% in 2016/2017.

Table A: Main Round and Total Applications, 2017-2019

	2019		2018		2017	
	Main Round	Total	Main Round	Total	Main Round	Total
WA Year 12*	12,014	12,107	12,327	12,406	12,420	12,498
Other (incl current IS Yr 12)	3,986	4,350 (1,007)	4,965	5,302 (881)	5,566	5,863 (578)
TOTAL	16,000	16,457	17,292	17,708	17,986	18,361
% of all WA Yr 12 students who applied to university		47.4%		48.6%		50.1%

Preferences, Offers and Enrolments

The joint admissions procedure offers applicants the choice of submitting up to six preferences. Over a third of all applicants made use of all six preferences.

Table B: Applications by Preference, 2016-2019**

Applications (% of all apps)	Preference					
	First	Second	Third	Fourth	Fifth	Sixth
2019	16,457	14,170	12,497	10,391	8,265	5,970
2018	17,708 (100%)	14,979 (84.6%)	13,135 (74.2%)	11,014 (62.2%)	8,749 (49.4%)	6,453 (36.4%)
2017	18,361 (100%)	15,474 (84.2%)	13,633 (74.2%)	11,457 (62.4%)	9,099 (49.5%)	6,686 (36.4%)
2016	18,336 (100%)	15,433 (84.2%)	13,367 (72.9%)	11,175 (60.9%)	8,721 (47.6%)	6,407 (34.9%)

Table C below shows a 6.6% decrease in the total number of enrolments (this figure includes deferrals) from 2018 to 2019; however, the overall acceptance rate is comparable to previous years.

Table C: Preferences, Offers & Enrolments (Including Deferrals) by Institution, 2017-2019**

	Year	Total Preferences	First Preferences	Total Offers	Enrolments*	
					Total	% of offers
Curtin	2019	31,269	8,730	6,821	5,864	86.0
	2018	32,503	11,889	7,230	6,261	86.6
	2017	34,277	9,285	7,268	6,293	86.6
ECU	2019	10,226	1,766	1,877	1,526	81.3
	2018	10,725	1,886	1,926	1,501	77.9
	2017	11,429	2,044	2,044	1,687	82.5
Murdoch	2019	12,443	2,378	2,294	1,982	86.4
	2018	13,871	3,118	2,796	2,380	85.1
	2017	14,057	2,831	2,472	2,103	85.1
UWA	2019	13,812	3,583	3,170	2,615	82.5
	2018	14,939	3,674	3,205	2,695	84.1
	2017	14,938	4,235	3,606	3,075	85.3
TOTAL	2019	67,750	16,457	14,162	11,987	84.6
	2018	72,038	17,708	15,157	12,837	84.6
	2017	77,239	18,352	15,390	13,158	85.5

*Includes deferrals.

**Please refer to 'Final application, offer and enrolment data for 2019 admissions' on www.tisc.edu.au under 'Application and Offer Statistics – 2018/2019' for full institutional details.

Table D below shows the percentage of enrolments from first preference offers in 2019.

Table D: First Preference Enrolments* as % of First Preference Offers, 2017-2019

	2019	2018	2017
Curtin	88.9	90.1	89.6
ECU	86.1	87.2	87.2
Murdoch	90.8	89.5	89.6
UWA	87.2	86.7	87.8

*Includes deferrals

Table E: Main Round, New Second Round and Total Offers, 2017-2019

This table compares offers made over the past three admissions periods.

(Note: The table below is as at 8 February 2019 and does not include all post-January round manual offers)

N° Receiving an Offer	2019			2018			2017			% Change	
	Dec Round	New Jan Round	Total*	Dec Round	New Jan Round	Total*	Dec Round	New Jan Round	Total*	2018-2019	2017-2018
WA Year 12**	10,756	1,632	11,264	11,192	1,158	11,513	11,036	1,083	11,349	+1.4%	-3.9%
Other (Incl. Current I/S Year 12)	2,277	657	2,837 (345)	3,170	569	3,629 (345)	3,647	491	4,041 (345)	+11.4% (+23.7%)	-13.0% (+23.7%)
TOTAL	13,033	2,289	14,101	14,683	1,574	15,390	15,740	1,586	16,465	-1.6%	-6.5%
% Receiving an Offer	Dec Round	New Jan Round	Total*	Dec Round	New Jan Round	Total*	Dec Round	New Jan Round	Total*		
% of All Applicants	81.4%		86%	83.1%		85.5%	81.6%		83.8%		
% of WA Year 12 Applicants	89.5%		93%	90.8%		92.8%	88.9%		90.8%		
% of 1 st Pref Offers	72%		75%	74.3%		75.8%	74.7%		75.6%		

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

The universities made 15,142 offers over the two rounds, with 75.8% of all applicants who were made an offer receiving their first preference. Offers were made to 11, 513 WA Year 12 students, or 92.8% of all WA Year 12 applicants. The total number of applicants decreased by 3.6% compared with last year. The number of offers made decreased by 1.6% compared with last year. The number of offers to interstate Year 12 applicants was 299 compared with 345 last year, representing a decrease of 13.3%, following an increase of 23.7% the previous year.

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, 15,034 changes of preferences were made (an increase of 4.8% compared with the previous year, after a decrease of 12.3% the previous year).

The table below shows the number of preference changes.

	2019		2018	2017	% Change		
	to 16/12*	Total	Total	Total	2018-2019	2017-2018	2016-2017
Online	7,561	14,117	13,893	15,586	+1.6%	-10.9%	+17.7%
TISC	763	917	449	768	+104.2%	-12.0%	+68.4%
TOTAL	8,324	15,034	14,341	16,354	+4.8%	-12.3%	+19.4%

*Note: Release of WACE results

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. The number of manual changes was more than double that of the previous cycle (an increase of 104.2%), however this was due to far more courses being withdrawn by the universities than in the 2018 process year. TISC is able to provide this service to the universities, however it does require a number of manual processes including these preference changes. The number of error corrections was down, decreasing from 348 to 222, which could be due to streamlining of the outcomes files processes.

WA Year 12 Population

The percentage of all Year 12 students (including mature age) applying for university for admission in 2019 again decreased slightly. The percentage offered a place in 2019 who accepted their offer, either by enrolling or deferring, increased.

Table G: WA Year 12 Population (Including Mature Age and Overseas), 2017-2018 Admissions

	Total	Applications <i>(% of Year 12)</i>		Offers <i>(% of Applications)</i>		Enrolments* <i>(% of Offers)</i>	
2019	25,543	12,112	<i>(47.4)</i>	11,312	<i>(93.4)</i>	9,800	<i>(86.6)</i>
2018	25,509	12,411	<i>(48.7)</i>	11,516	<i>(92.8)</i>	9,875	<i>(85.8)</i>
2017	24,950	12,501	<i>(50.1)</i>	11,363	<i>(90.9)</i>	9,847	<i>(86.7)</i>

*Includes deferrals

Applicants with Interstate Year 12

Table H shows the number of applications and offers and subsequent enrolments, deferrals and lapses for interstate applicants. The number of offers to current year Interstate Year 12s was 375 compared with 299 last year, representing an increase of 25.4%. Enrolments as a percentage of offers for applicants with current Year 12 interstate school results remained around 20%.

Table H: 2019 Applicants with Interstate School Leaving Qualifications (All Years & Current Year 12)

		TOTAL	ACT	NSW	NT	QLD	SA	TAS	VIC
<i>Applications</i>	<i>All Yrs</i>	1,400	38	437	65	205	176	47	432
	<i>Current Yr 12</i>	1,008	31	290	51	139	136	32	329
<i>Offers</i>	<i>All Yrs</i>	551	19	134	51	102	73	26	146
	<i>Current Yr 12</i>	375	16	90	40	60	52	18	99
<i>Offers as % of applications</i>	<i>All Yrs</i>	39.4	50	30.7	78.5	49.8	41.5	55.3	33.8
	<i>Current Yr 12</i>	37.2	51.6	31	78.4	43.2	38.2	56.3	30.1
<i>Enrolments</i>	<i>All Yrs</i>	188	4	55	15	41	18	5	50
	<i>Current Yr 12</i>	78	1	24	7	15	9	0	22
<i>Enrolments as % of offers</i>	<i>All Yrs</i>	34.1	21.1	41	29.4	40.2	24.7	19.2	34.2
	<i>Current Yr 12</i>	20.8	6.3	26.7	17.5	25	17.3	0	22.2
<i>Deferrals</i>	<i>All Yrs</i>	55	1	5	10	11	5	7	16
	<i>Current Yr 12</i>	44	1	4	9	8	3	7	12
<i>Deferrals as % of offers</i>	<i>All Yrs</i>	10	5.3	3.7	19.6	10.8	6.8	26.9	11
	<i>Current Yr 12</i>	11.7	6.3	4.4	22.5	13.3	5.8	38.9	12.1
<i>Lapses</i>	<i>All Yrs</i>	308	14	74	26	50	50	14	80
	<i>Current Yr 12</i>	253	14	62	24	37	40	11	65
<i>Lapses as % of offers</i>	<i>All Yrs</i>	55.9	73.7	55.2	51	49	68.5	53.8	54.8
	<i>Current Yr 12</i>	67.5	87.5	68.9	60	61.7	76.9	61.1	65.7

Other Applicants

Mature Age WA Year 12 consists of those applicants who were over 20 years of age before 1 March 2019, applying on the basis of an ATAR obtained in the current year (2018). Non-WA Year 12 includes all applicants who did not complete WA Year 12 in the current year and includes interstate school leavers.

Mature Age WA Year 12 applicants received a higher percentage of offers to applications (87.5%) compared to non-WA Year 12 applicants (65.7%).

Table I: Applications, Offers and Enrolments for Mature Age WA Year 12 and Non-WA Year 12 Applicants, 2018-2019.

	Mature Age WA Yr 12		Non-WA Yr 12	
	2019	2018	2019	2018
<i>Applications</i>	48	53	4,350	5,301
<i>Total Offers</i>	42	48	2,858	3,637
<i>(% of applications)</i>	87.5	90.6	65.7	68.6
<i>Total Enrolments</i>	24	40	2,004	2,748
<i>(% of offers)</i>	57.1	83.3	70.1	75.6
<i>1st Pref Offers</i>	26	39	2,224	3,001
<i>(% of applications)</i>	54.2	73.6	51.1	56.6
<i>1st Pref Enrolments</i>	18	32	1,766	2,464
<i>(% of 1st Pref offers)</i>	69.2	82.1	79.4	82.1
<i>Deferrals</i>	5	2	183	212
<i>(% of offers)</i>	11.9	4.2	6.4	5.8
<i>Lapses</i>	13	6	671	677
<i>(% of offers)</i>	31	12.5	23.5	18.6

The data in Table J below includes all applicants who declared New Zealand or other overseas school leaving qualifications, the International Baccalaureate (IB) or the STAT. Note that an applicant who completed high school overseas and then sat the STAT prior to application would be counted in both the STAT and Overseas data.

Table J: Applications, Offers and Enrolments for those declaring New Zealand School Leaving, STAT, International Baccalaureate or Other Overseas School Leaving, 2018-2019.

	New Zealand		STAT		IB		Overseas	
	2019	2018	2019	2018	2019	2018	2019	2018
<i>Applications</i>	56	67	314	496	177	148	214	293
<i>(% of total applications)</i>	0.3	0.4	1.9	2.8	1.1	0.8	1.3	1.7
<i>Offers</i>	21	21	259	416	99	88	154	202
<i>(% of applications)</i>	37.5	31.3	82.5	83.9	55.9	59.5	72	68.9
<i>Enrolments</i>	9	8	208	357	45	39.0	99	136
<i>(% of offers)</i>	42.9	38.1	80.3	85.8	45.5	44.3	64.3	67.3
<i>Deferrals</i>	2	2	16	19	5	5	11	21
<i>(% of offers)</i>	9.5	9.05	6.2	4.6	5.1	5.7	7.1	10.4
<i>Lapses</i>	10	11	35	40	49	44	44	45
<i>(% of offers)</i>	47.6	52.4	13.5	9.6	49.5	50	28.6	22.3

Flow Pattern of Non-WA Year 12 Applications

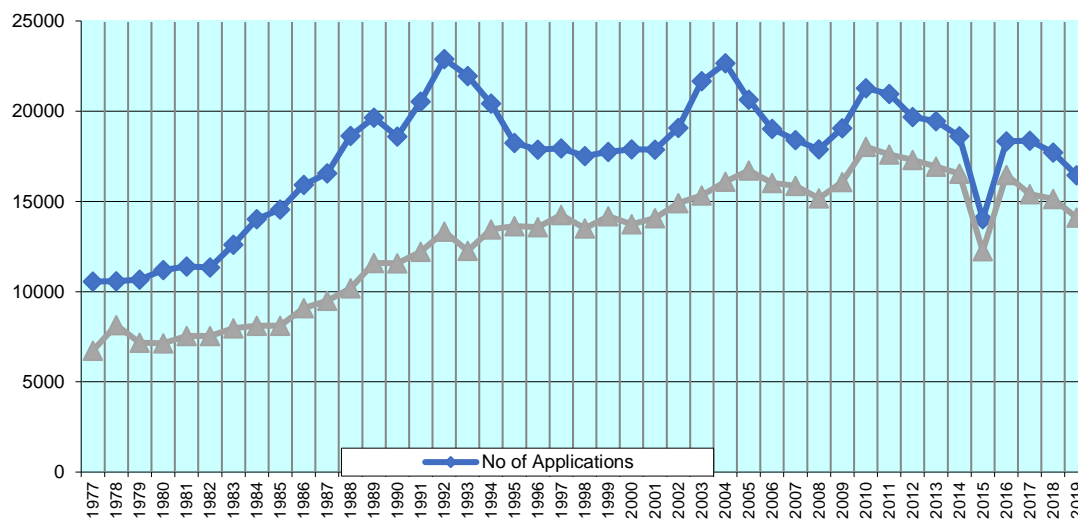
The table below shows the number of non-WA Year 12 applications received and the total number that had been fully processed at the given dates.

Table K: Flow of Non-WA Year 12 Applications Processing, 2017/2018 – 2018/2019

	2018/2019			2017/2018		
	Total Received	Total Processed	% Processed	Total Received	Total Processed	% Processed
17 August				496	212	42.7
22 August	696	466	66.9	785	553	70.4
29 August	916	630	68.7	1,040	842	81.0
5 September	1,147	830	72.3	1,309	1,122	85.7
12 September	1,468	1,306	88.9	1,648	1,437	87.2
19 September	1,827	1,670	91.4	2,027	1,727	85.2
26 September	2,328	2,096	90.0	2,543	2,153	84.6
3 October	2,859	2,672	93.4	3,163	2,689	85.0
10 October	2,929	2,803	95.6	3,271	2,928	89.5
17 October	2,993	2,922	97.6	3,383	3,179	94.0
24 October	3,079	3,024	98.2	3,499	3,361	96.0
31 October	3,182	3,145	98.8	3,639	3,480	95.6
7 November	3,273	3,231	98.7	3,792	3,681	97.0
14 November	3,401	3,346	98.3	3,926	3,817	97.2
21 November	3,502	3,452	98.5	4,070	3,970	97.5
28 November	3,601	3,562	98.9	4,205	4,104	97.6
5 December	3,700	3,662	98.9	4,333	4,223	97.5
12 December	3,857	3,820	99.0	4,458	4,331	97.1
19 December	3,989	3,954	99.1	4,589	4,487	97.8
27 December	4,043	4,017	99.3	4,698	4,630	98.5
2 January	4,088	4,039	98.8	4,831	4,782	99.0
9 January	4,183	4,148	99.1	4,968	4,968	100
16 January	4,348	4,287	98.5	5,299	5,299	100
23 January	4,350	4,350	100			
FINAL	4,350	4,350	100%	5,299	5,299	100%

APPLICATION AND OFFER STATISTICS 1977-2019*

APPLICATIONS AND OFFER STATISTICS 1977-2019*



*Note 'half-year cohort' effect in 2015

WEB SITE STATISTICS

Overview

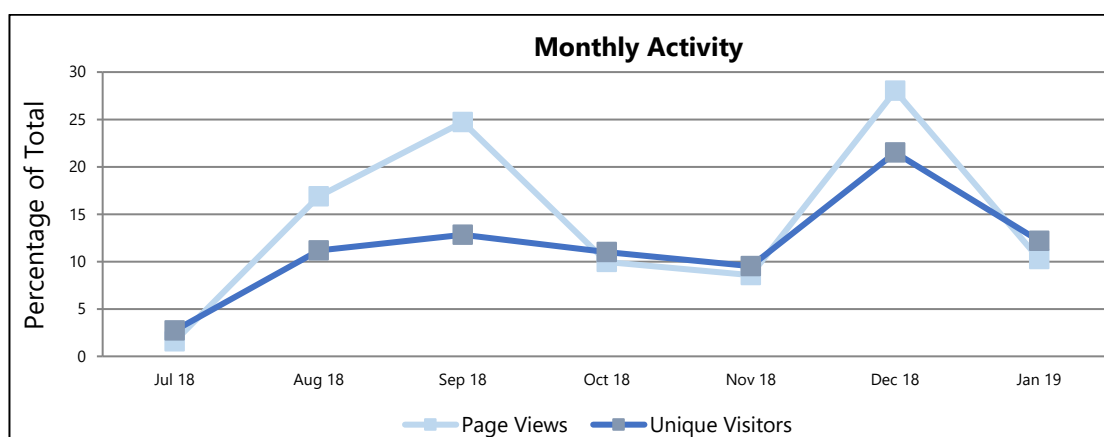
These statistics relate to TISC's public website (www.tisc.edu.au) for a period from 1 July 2018 to 31 January 2019. During this period over 206 thousand unique visitors¹ accessed TISC website registering around 12 million views of contents pages.

This year release of the major round of offers was shifted from usual around mid-January to before Christmas in December, only four days after the release of Year 12 Results.

The two busiest period this year were a week in December during release of results and offers and a week leading to the deadline for on-time applications. These two periods recorded over 20% 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 overall monthly activity as percentage of unique visitors and contents page views.



University Admissions Applications

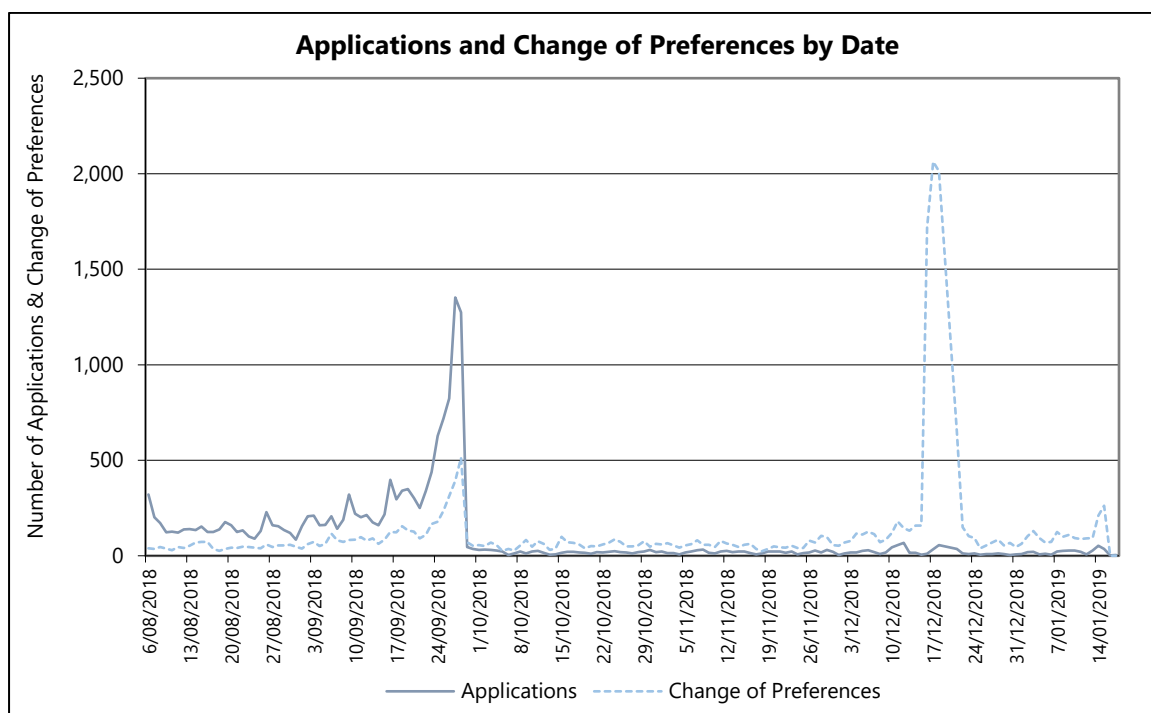
This year applications opened on 6 August 2018. For the year, a total of 16,412 web applications (12,062 WA Year 12 and 4,350 Non-WA Year 12) were submitted; of which over 99% were paid online.

Over 95% of the change of preferences took place online and round 5% were performed by TISC staff to address withdrawals and late corrections.

The graph below shows daily activity for the number of applications submitted and changes of preferences committed online. A very high jump in applications towards end of September 2018 reflects a rush to beat the on-time application deadline at 11:00pm 28 September.

¹ Unique visitor denotes internet address. A group of users accessing TISConline from the same IP address, eg from a School, would be recorded as a 1 unique visitor.

The change of preferences shows increased activity from the release of WA Year 12 results (17 December 2018) until closing date for main round offers preparation (18 December 2018), and from opening date for second round offers preparation (21 December 2019) until the final closing date (15 January 2019).



Results Online

The **WA Year 12 results** for 14,361 students, with at least one scaled score, were released on 16 December 2018. Over 96% (13,797) of students viewed their results online.

The December round **offers** were released on 20 December 2018 and January round offers on 21 January 2019. Over 79% (7,648) of applicants with December round offers, and over 84% (3,110) of applicants with January round offers viewed their offers online.

The **WAUFP** Standard Results were released on 3 December 2018. Over 94% of WAUFP candidates viewed their results online.

Online Purchases and Subscriptions

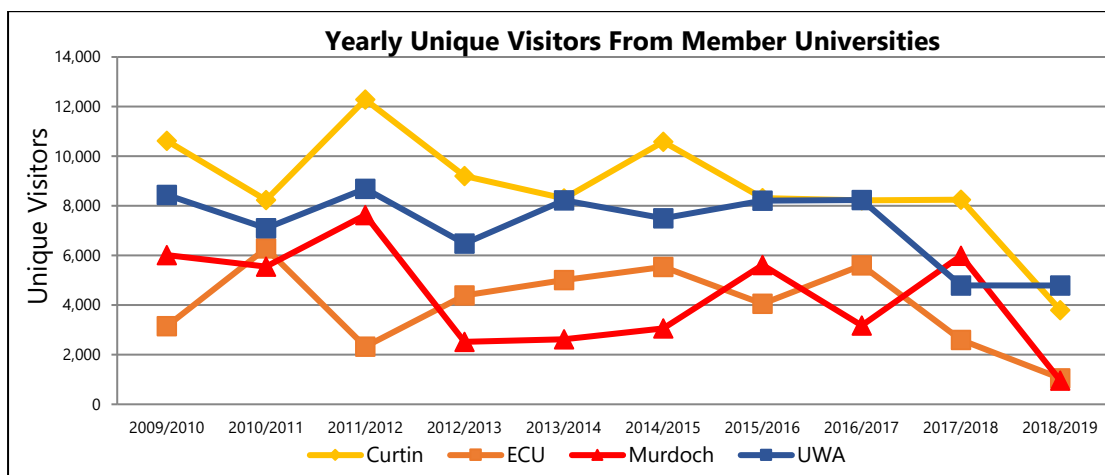
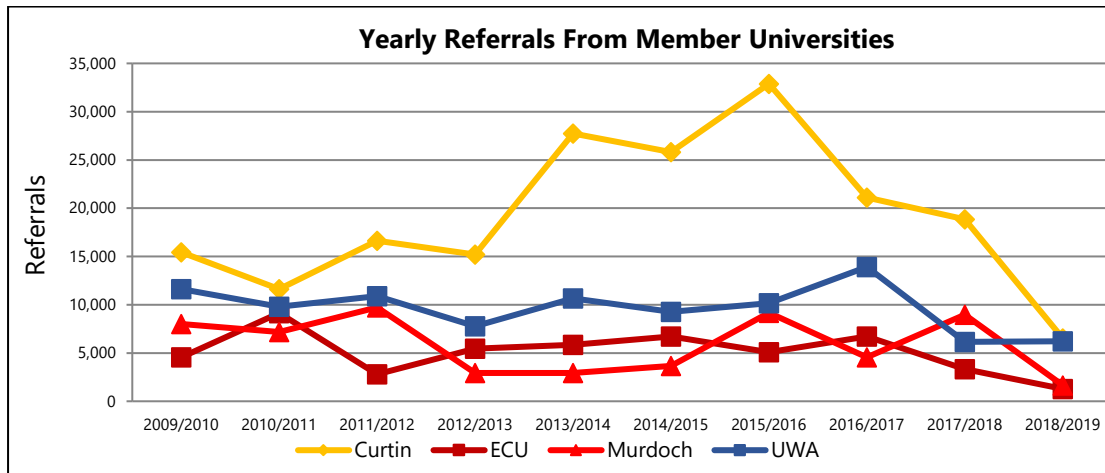
This year 1,534 students purchased 1,713 officially printed copies of the Universities Admission Advice Letter (UAAL).

The Subscription to TISC Updates is a free service. This year 145 new subscribers signed up bringing the current active total to 2,780.

Web Traffic Source

The website draws a significant traffic from direct visits to the site and this year recorded over 1 million direct visits.

The referrals from 3rd parties contribute significantly. The four TISC member universities recorded over 8.2 thousand unique visitor referrals comprising of 3.8 thousand from Curtin, over 1 thousand from ECU, over 1 thousand from Murdoch and over 4.7 thousand from UWA. Graphs below show referrals traffic from member universities over the last nine years.



The non-member referring websites of interest are Facebook and Course Seeker. This year Facebook registered 10 thousand referrals (40% decrease from last year) by over 6.5 thousand unique visitors (26% decrease). The Course Seeker website, an Australian Government initiative for a centralised repository of higher education courses across Australia, was commissioned during 2018 applications cycle. TISOnline registered 346 referrals from Course Seeker by 23 unique visitors.

Referrals from major Search Engines are other major contributors with Google registering 49.7% (4.5 thousand) and Bing 50.2% (4.6 thousand) across all Search Engines referrals.

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.

TISC uses 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 the Australian Council for Educational Research (ACER) in Victoria. Each year a number of questions in the test papers are changed so that all questions are replaced over a five-year period.

All interstate and overseas results are sent to TISC by ACER and the respective Tertiary Admissions Centre which places them into a national database.

STAT Enrolments

In the 2018 STAT year 1673 candidates attended STAT (this includes 595 school leaver candidates who sat in November, December and January). This is a decrease on the previous year when 1836 candidates sat STAT.

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

	2016		2017		2018	
	Booked	Attended	Booked	Attended	Booked	Attended
Written English & Multiple Choice	1018	970	1035	993	824	788
Multiple Choice only*	176	186	197	200	193	196
Written English only*	577	581	637	643	694	689
Multiple Choice Total	1194	1156	1232	1193	1017	984
Written English Total	1595	1551	1672	1636	1518	1477
Total Number of Candidates	1771	1737	1869	1836	1711	1673

* From the table, it can be seen that the numbers booked to sit only the Multiple Choice test and only the Written English 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 2019 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 Only)	160
Competence in English	140 (Verbal Only)	140

In 2018, 637 (80.8%) of the 788 candidates who sat both STAT WE and STAT MC met the minimum requirement for admission to Curtin, ECU and Murdoch universities.

Of the 788 candidates who sat STAT MC and STAT WE, 252 (32%) obtained the minimum marks of 140 in STAT MC (Verbal) and 160 in STAT WE required by UWA.

There is the possibility that there may be scores slightly below 100 and slightly above 200.

The results are shown below in table form:

	Minimum Score	Maximum Score	Mean	Standard Deviation
STAT MC	121	184	150.17	10.92
STAT WE	100	200	153.42	14.86

Testing sessions in the metropolitan area

There were twelve metropolitan sessions run throughout the year at Canning College in Bentley. The dates for these are shown below:

5 May 2018	3 November 2018
26 May 2018	24 November 2018
23 June 2018	28 December 2018
18 August 2018	5 January 2019
15 September 2018	19 January 2019
13 October 2018	2 February 2019

There were two special sessions (one in May, the other in November) held on a Friday morning 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. The first of these sessions was held on 18 May 2018 and 3 candidates sat both sections of the STAT (2 in May 2017). The second session was held on 16 November 2018 and 6 candidates sat (7 in November 2017).

Sessions were also organised for 16 candidates with special needs where a disability was involved:

- 7 candidates who only required extra time sat their test at TISC in January. They were school leavers invited to sit STAT in order to meet the competence in English requirement of the universities.
- The remaining 9 candidates sat the test at TISC from May to January.

No additional charge was raised by TISC for organising and running the sessions for these 16 candidates.

Scheduled testing sessions in regional areas

Tests in regional areas were held during a specified week in both May and November 2018. This week is advertised every year on the STAT booking form. Venues and supervisors are organised by the STAT Coordinator.

In May 2018, 4 sessions were held in 4 regional centres, and in November 2018, 8 sessions were held in 8 centres including 4 of the centres where a session was held in May 2018.

There were a similar number of country STAT sessions held as in the previous year. There were 42 candidates who enrolled to sit the STAT in regional areas in 2018 compared to 54 in 2017. Enrolments for the 2018 country testing sessions were as follows:

Centres	Numbers Booked	Centres	Numbers Booked
Albany	11	Kalgoorlie	3
Bunbury	19	Karratha	1
Geraldton	5	Newman	1
Esperance	1	Wyndham	1
		Total	42

Below is a comparison of the total number of enrolments for the country STAT from 2016 through to 2018.

	2016	2017	2018
STAT Multiple Choice	40	35	31
STAT Written English	46	43	40

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. However, there have been no prison sittings since 2015, when two sessions were held.

Special use of STAT

A large number of candidates sitting 24 November, 28 December 2018 and 5 January 2019 sessions were Year 12 ATAR English courses students who had achieved a competitive ATAR but had not met competence in English or, were Year 12 General English course students given permission to sit the STAT in order to meet the university English competency requirement.

The University of Western Australia requires Year 12 students to take both STAT Written English and STAT Multiple Choice tests 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.

There were 595 Year 12 students sitting the STAT, of whom 421 sat STAT WE only. The number of students sitting only STAT WE increased by 12.4% on the 369 who sat in the previous year.

88.1% of those who used only STAT WE to meet literacy actually met this requirement. 64.4% of those using both STAT MC and STAT WE met competence in English for UWA. This is a decrease on previous years' and may be attributed to the increased number of Year 12 General English students being allowed to sit the STAT to meet the university English competency requirement.

The figures for 2018 (2017) are shown in the table below.

Attended	STAT MC + WE		STAT WE only	
	174 (221)		421 (369)	
	Population	%	Population	%
Met UWA requirement of WE mark and MC verbal mark ≥ 140	112 (157)	64.4 (71.0)	-	-
Met Curtin, ECU and Murdoch requirement of WE mark ≥ 140	152 (199)	87.4 (90.0)	371 (339)	88.1 (91.9)

**NB: Among the 35.6% who did not meet the literacy requirement for UWA via STAT MC and STAT WE, a number of candidates may have met the requirement via STAT WE (for 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
2016	563	181	563	507	90.1%	129	71.3%
2017	590	221	590	538	91.2%	157	71.0%
2018	595	174	595	523	87.9%	112	64.4%

STAT 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.

The interstate Tertiary Admissions Centres and ACER send results files electronically after each STAT sitting in their state and overseas.

Changes that occurred in 2018

1. At the request of the universities 2 extra STAT sessions were held – 28 December and 19 January. The 28 December was scheduled to give Year 12 students the option of having two sitting dates to choose from. The 19 January session was scheduled after the January round of university offers to give late direct university applicants a second option to the 2 February session. 429 attended the 28 December testing session and 41 attended the 19 January session.
2. Bookings for the STAT were accepted via email for the first time in 2016. This has again proved very popular. TISC received 1659 bookings by email compared to 1424 in 2017. Very few booking forms were received through the post.
3. In 2017 ACER were asked by UAC to take over the management and administration of running the STAT in NSW and ACT. In 2018 VTAC asked ACER to also take over the management and administration of the STAT in Victoria and Tasmania. This was due to the falling number of candidates sitting the STAT in those states. QTAC, SATAC and TISC continue to administer and manage the STAT in their respective state.

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 or April to November.

The WAUFP Mid-Year Entry stream commenced in 2013 and runs from August to June.

PROVIDER COLLEGES AND STUDENT NUMBERS

Provider Colleges in 2018 were:

- Canning College (WAUFP and Mid-Year WAUFP)
- The Experimental School Affiliated to Nanjing Normal University, China (referred to as Nanjing throughout this report) (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 2018 was 148 (including withdrawals), compared to 161 in 2017, a decrease of 8.1%.

The final number of students who completed the WAUFP examinations in 2018 was 138 as compared to 146 in 2017. This was a decrease of 5.5%.

WAUFP enrolment numbers were greatest in 2003 (368 students).

The final number of candidates at each college were as follows for 2018 (compared to 2017):

Canning College	111 (122) students
St George's Anglican Grammar School	8 (8) students
Nanjing	19 (16) students
Total	138 (146) students

b) Mid-Year WAUFP

Twenty-three students enrolled in the Mid-Year Entry program in August 2018 at Canning College, compared to 16 in 2017 and 14 in 2016.

Twenty students completed the 2017/2018 program compared to 14 in 2017/18 and 14 in 2016/17.

STUDENT SUBJECT ENROLMENTS

Thirteen subjects were offered in Standard WAUFP and 7 in the Mid-Year Entry program. The numbers of students who sat each subject examination are shown in the table below.

SUBJECTS	STANDARD	MID-YEAR 18/19
Accounting and Finance	43 (27)	12 (9)
Business Management and Enterprise	37(29)	-
Chemistry	59 (66)	11 (6)
Computer Science	14 (21)	14 (6)
Earth and Environmental Science	7 (11)	-
Economics	22 (20)	-
ELACS	138 (146)	20 (14)

Human Biology	39 (35)	-
Mathematics Applications	58 (76)	12 (13)
Mathematics Methods	79 (100)	8 (10)
Mathematics Specialist	24 (32)	-
Physics	40 (42)	3 (2)
Psychology	26 (25)	-
Special Tertiary Admissions Test (STAT)	138 (146)	20 (14)

NATIONALITY GROUP

a) WAUFP

Over the past ten years over three quarters of all WAUFP students have come from Malaysia, China, Hong Kong, Singapore and Vietnam. The table below shows the changes over these years. Other students came from Brunei (2), Cambodia (1), India (1), Indonesia (10), Iran (2), Japan (1), Oman (1), Poland (1), Korea South (3) and Zambia (1).

Country	Percentage of students from different countries									
	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Malaysia	36%	30%	33%	34%	38%	47%	43%	38%	26%	20%
China	30%	31%	29%	29%	33%	17%	21%	36%	41%	38%
Hong Kong	6%	8%	20%	10%	2%	4%	1%	4%	6%	10%
Singapore	5%	8%	9%	11%	10%	12%	17%	5%	9%	12%
Vietnam	5%	5%	3%	4%	4%	5%	4%	3%	3%	3%
Total	77%	77%	81%	84%	83%	85%	86%	86%	85%	83%

b) Mid-Year WAUFP

Students came from Malaysia (7), China (6), Singapore (3), Zambia (3), Oman (2) Hong Kong (1) and Nepal (1).

SETTERS, CHECKERS AND MARKERS

a) WAUFP

Thirteen subject examination papers were written in 2018. 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.

All papers were marked independently by 2 markers. The marking processes ran smoothly for all subjects.

b) Mid-Year WAUFP

Seven subject examination papers will be written for Mid-Year WAUFP examinations 2018/2019. 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)

The STAT Multiple Choice Section was held during the examination weeks. All tests ran smoothly and the results were used to scale students' final subject examinations.

Each student was sent a STAT Result Letter which was posted to them with their WAUFP Statement of Results.

FINAL EXAMINATIONS

a) WAUFP

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.

TISC organised the supervision of the examinations. The Chief Supervisors appointed to each college 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.

All examinations ran smoothly and there were no complaints concerning the supervisors or any reports of students' cheating.

b) Mid-Year WAUFP

An examination timetable was prepared by TISC and Canning College in March. All examinations were held at the college over a 2 week period in late May/early June. TISC organised the supervision of the examinations and all examinations ran smoothly.

Two examinations (Chemistry and Mathematics Applications) were marked on-screen as a trial for the end of the year. The markers reported no major issues and it allowed a realistic snapshot of the time to be allocated for marking tasks at the end of the year.

EVALUATION OF THE EXAMINATION PAPERS

An evaluation sheet was sent to all colleges to gain feedback from teachers but only a few teachers responded. Those who did respond had specific feedback that was forwarded on to the Setters concerned.

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 Meeting was held on 29 November. Members of the Scaling Committee were emailed the agenda and a summary of the WAUFP Scaling Process before the meeting.

STATEMENT OF RESULTS

a) WAUFP

On 3 December all WAUFP results were made available on the TISC website. Results letters and certificates were posted on 4 December. TISC uploaded results for the International Centre of each university and also for the Provider Colleges.

b) Mid-Year WAUFP

On 13 June all Mid-Year 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 College.

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	14	13	27
Number of students with an ELACS score ≥50	7	103 (75%)	120
Total	21	116	137

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 from year to year.

Year	% of students with a CPS and ELACS score ≥ 50
2009	62
2010	68
2011	67
2012	72
2013	70
2014	72
2015	74
2016	78
2017	74
2018	75

c) Mid-Year WAUFP

	Number of students		
	with a CPS < 50	with a CPS ≥50	Total
Number of students with an ELACS score < 50	3	2	5
Number of students with an ELACS score ≥50	1	14 (87.5%)	15
Total	4	16	20

CERTIFICATES OF ACHIEVEMENT AND LETTERS OF CONGRATULATIONS

Certificates of Achievement were awarded to 75% of WAUFP and 87.5% 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

1. The CPS requirements will be published on the universities' websites alongside the course information as well as on the TISC website from 2019.
2. The ELACS Moderation process will be trialled in 2020, with a common task to be circulated to provider colleges in 2019 for inclusion in their 2020 assessment program.

Marking will be completed on-screen for all subjects from 2019 onward

SCHOOL VISITS

TISC staff made over 80 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 6,000 people are estimated to have attended presentations by TISC over this period.

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

2018

Metropolitan Schools	
July	Wanneroo Secondary College, Montessori School, Carine SHS, Butler College, John Wollaston ACS, John Septimus Roe ACS, Corpus Christi, Trinity College, Penrhos College, Christ Church Grammar School
August	Mindarie Senior College, St Hilda's ASG, John XXIII, John Forrest Secondary College, Shenton College, Kennedy Baptist College, St Brigid's College, Shenton College, Leeming SHS, Churchlands SHS, South Coast Baptist College, Northam SHS, Mt Lawley SHS, St Mary's AGS, Mt Lawley SHS, Living Waters Lutheran College, Governor Stirling SHS, Rossmoyne SHS, Canning Vale College, Rossmoyne SHS, Kelmscott SHS, Servite College, Cyril Jackson Snr. Campus, Thornlie SHS, Atwell College
September	All Saints' College, John Curtin College of the Arts, Cecil Andrews College, Seton Catholic College

Country Schools	
July	Great Southern Grammar, Mt Barker Community College, St Joseph's College, Denmark Senior High School,
August	Australind Senior High School, Newton Moore Senior High School, Cornerstone Christian College, Dalyellup College, Georgiana Molloy Anglican School, Bunbury Senior High School, Bunbury Cathedral Grammar School, St Mary MacKillop Catholic College, Collie Senior High School, Manea Senior College, Bunbury Catholic College, Busselton Senior High School, Eastern Goldfields College, John Paul College
January	Dalyellup College

2019

Metropolitan Schools	
February	Butler College, Shenton College
March/April	Atwell College, Belridge Secondary College, Tranby College
May/June	Wesley College, Kingsway Christian College, Prendiville CC, Presbyterian Ladies College, Irene McCormack CC, John Wollaston ACS, Bullsbrook College, Santa Maria College, Ocean Reef SHS

SCHEDULE OF DATES

Major Dates for Undergraduate Admissions

Date	Principal event
6 August 2018	Applications for undergraduate admission open
25 July 2018	<i>2020 TISC Guide</i> despatched to all secondary schools with Year 12 students.
29 September 2018	Closing date for receipt of undergraduate admission application forms and applications via the web to be eligible for an 'early bird' fee.
28 September 2018	Standard application fee of \$165 applied.
5 October 2018	Final time for TISC payment processing of September closing date applications.
17 December 2018	Western Australian 2018 Year 12 students' results available on the TISC website.
17 December 2018	Universities Admission Advice Letter posted to WA Year 12 students who had requested and paid for copies.
21 December 2018	University offers available on the TISC website. Despatch of December round of offers to undergraduate courses.
4 January 2019	Closing date for change of preference for main round of offers.
4 January 2019	Closing date for applications.
8 January 2019	Closing date for change of preferences for inclusion in second round of offers.
16 January 2019	January round offers available on the TISC website. Despatch of January round offers. TISC notified all unsuccessful applicants at this time.
May 2019	2020 Course Prospectuses from all universities despatched to all secondary schools for distribution to Year 12 students.

TISC PUBLICATIONS

The following TISC publications were distributed/published between July 2018 and June 2019:

- 2019 TISC Guide
- 2018 and 2019 STAT Booking Form
- Western Australian Universities' Foundation Program 2019 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 2022
- Admission Requirements for Mature Age Students 2020
- International Baccalaureate brochure 2020
- Statistics (2018/2019)
 - Application and Offer Statistics – 2018/2019
- Cut-Off Ranks 2019
- Guaranteed ATARs 2019
- Minimum ATARs 2019
- ATAR Statistics (2018)
 - ATAR Frequency Distribution Table
 - ATAR Gender Breakdown
 - WACE Courses used in ATAR
- Scaling Statistics (2018)
 - Histograms and Scaled Scores Statistics for WACE courses
 - Scaling Populations and Means
 - Scaling Information Sheet 2018
 - Summary Scaling Statistics – Percentages Greater than Specified Score
 - Summary Scaling Statistics – Scaled Scores for Specified Percentiles
- TISC School Circulars 2018 – 2019
- TISC Powerpoint Presentation for WA Year 12 students
- Annual Report 2017/2018

SCHEDULE OF FEES AND CHARGES

Service	Fee*
Application processing fee for WA Year 12 school leaver applicants up to September closing date	\$40.00
Application processing fee for non-school leaver applicants up to September closing date	\$76500
Application processing fee (after September closing date)—all applicants	\$160.00
Despatch of TISC Guide to: Within Australia	\$20.00
Overseas	\$30.00
Duplicate Documents (UAAL, STAT or WAUFP results)	\$40.00
Initial hard copy of current UAAL	\$20.00
additional copies (in the same transaction)	\$12.00
Certification of documents for interstate Admissions Centres	\$8 (plus \$1.00 per page)
Checking ATAR calculation	\$40.00
STAT:	
One test only on one day (includes sample question booklet)	\$105.00
Both tests on one day (includes sample question booklet)	\$220.00
Special supervision fee (n/a to special needs candidates)	\$70.00
Change of session fee	\$65.00
Cancellation fee (prior to one full working day before test)	\$65.00
Despatch on behalf of ACER	\$20.00
WAUFP	
Standard Intake 1, 2 (February/April to November)	
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
Mid-Year (August to June)	
support up to 7 Subjects – One College only	\$1,150/student or \$45,000 per college
Registration Fee	
Additional Subject (written only)	\$4,300
Additional Subject (with a practical)	\$5,600
WAUFP Private Candidate fee	\$90
WAUFP: Withdrawal of student after registration	
Refund of:	\$870 for WAUFP Standard Intake 1 by 13 April
	\$870 for WAUFP Intake 2 by 2 June
	\$820 for WAUFP 21 September
No refund given after set date for program.	

* GST inclusive

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 C Western Australian Universities' Foundation Program Statistics

Table 1 – 2018 WAUFP Subject Statistics

Table 2 – 2018 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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		Page
Table 1	Customer Service Statistics for Counter Enquiries	
Table 2	Customer Service Statistics for Phone Enquiries	
Table 3	Customer Service Statistics for Email Enquiries	

Table 1: Customer Service Statistics for **Counter 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-18	3	0	0	0	1	34	27	1	18	2	6	11	4	107
Aug-18	20	14	24	75	13	33	85	9	185	39	14	27	2	540
Sep-18	18	24	38	129	2	35	64	4	404	0	13	30	0	761
Oct-18	17	18	20	80	1	26	30	7	81	4	19	34	0	337
Nov-18	12	3	13	54	0	23	40	12	75	2	13	51	2	300
Dec-18	132	3	36	83	0	18	34	79	355	3	32	101	17	893
Jan-19	25	3	39	56	6	27	50	87	66	0	30	88	8	485
Feb-19	4	0	0	4	1	41	12	3	10	0	14	14	1	104
Total	231	65	170	481	24	237	342	202	1194	50	141	356	34	3527
Total 2017	202	43	284	527	12	273	411	204	1358	41	169	435	6	3965

** Includes customers with multiple requests for information

Table 2: 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	SCSA	GENERAL INFORMATION INC HECS	TOTAL CALL CODES*	TOTAL CALLS**
Jul-18	66	0	0	48	25	20	41	2	38	0	0	2	3	0	0	0	21	1	2	8	69	346	266
Aug-18	94	3	9	406	20	33	38	13	34	0	9	2	10	3	3	2	12	0	18	12	50	771	715
Sep-18	121	10	23	619	23	1	49	19	24	3	22	1	8	2	8	1	10	0	55	6	28	1033	960
Oct-18	175	1	38	296	17	1	34	21	22	0	5	1	5	3	5	0	21	2	11	14	25	697	656
Nov-18	207	2	1	280	22	1	41	32	11	1	14	3	8	2	6	1	23	1	11	2	23	692	655
Dec-18	377	9	2	511	12	1	34	23	15	4	42	16	60	2	119	2	64	0	15	27	43	1378	1389
Jan-19	315	6	8	372	13	1	50	24	24	2	40	5	34	1	109	3	23	3	10	16	49	1108	1110
Feb-19	61	1	0	50	15	1	49	8	21	0	0	1	6	0	5	1	23	0	2	9	41	294	238
Total	1416	32	81	2582	147	59	336	142	189	10	132	31	134	13	255	10	197	7	124	94	328	6319	5989
Total 2017	1358	56	127	2989	185	58	359	148	197	7	107	44	152	18	314	6	246	5	233	111	328	7048	6971

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

**Calls for particular extensions are not listed

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-18	3	0	0	0	1	34	27	1	18	2	6	11	4	107
Aug-18	20	14	24	75	13	33	85	9	185	39	14	27	2	540
Sep-18	18	24	38	129	2	35	64	4	404	0	13	30	0	761
Oct-18	17	18	20	80	1	26	30	7	81	4	19	34	0	337
Nov-18	12	3	13	54	0	23	40	12	75	2	13	51	2	300
Dec-18	132	3	36	83	0	18	34	79	355	3	32	101	17	893
Jan-19	25	3	39	56	6	27	50	87	66	0	30	88	8	485
Feb-19	4	0	0	4	1	41	12	3	10	0	14	14	1	104
Total	231	65	170	481	24	237	342	202	1194	50	141	356	34	3527
Total 2017	202	43	284	527	12	273	411	204	1358	41	169	435	6	3965

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Table 1	Western Australian University Foundation Program Subject Statistics 2018
Table 2	Western Australian University Foundation Program Moderation Statistics 2018

2018 WAUFP Scaling Statistics							
Subject	Scaling population	Scores	max	min	mean	stddev	% > 50
Accounting and Finance	27	combined	92.74	1.57	45.27	24.79	37.21
		scaled	94.77	2.45	54.00	24.21	75.00
Business Management and Enterprise	29	combined	89.00	0.00	58.35	20.21	66.67
		scaled	89.33	0.00	59.93	20.05	75.00
Chemistry	66	combined	92.28	12.34	54.88	21.58	65.52
		scaled	93.68	18.50	62.48	18.92	72.41
Computer Science	21	combined	69.44	11.85	44.74	15.49	35.71
		scaled	81.39	12.54	53.49	19.38	57.14
Earth and Environmental Science	10	combined	65.02	19.01	46.04	15.15	42.86
		scaled	76.68	25.80	58.79	17.31	71.43
Economics	19	combined	69.70	11.19	38.18	16.07	22.73
		scaled	86.36	15.49	51.91	20.50	50.00
ELACS	145	combined	77.73	6.42	47.28	15.79	43.07
		scaled	87.47	10.50	64.44	13.85	84.67
Human Biology	33	combined	85.13	23.56	62.08	14.64	81.58
		scaled	90.08	36.56	70.79	13.07	92.11
Mathematics Applications	76	combined	96.83	22.37	67.83	18.12	87.93
		scaled	94.29	18.30	61.52	17.48	74.14
Mathematics Methods	100	combined	92.00	21.39	59.54	16.32	74.68
		scaled	94.46	27.50	65.53	15.78	83.54
Mathematics Specialist	32	combined	87.68	11.70	43.30	19.32	37.50
		scaled	94.16	23.40	59.20	19.78	58.33
Physics	42	combined	75.81	4.49	36.26	18.68	20.00
		scaled	88.54	36.84	57.46	14.30	67.50
Psychology	24	combined	70.59	21.78	45.58	14.00	38.46
		scaled	85.69	31.36	57.95	16.02	61.54

Subjects are ATAR Units 3 & 4 (except ELACS).

2018 WAUFP Moderation Statistics					
Subject	Scaling population		Assessment	Exam	Moderated Assessment
Accounting and Finance	27	mean	53.95	45.18	47.58
		stdev	20.37	25.21	23.30
Business Management and Enterprise	29	mean	54.47	58.24	60.13
		stdev	16.28	21.15	18.23
Chemistry	66	mean	56.53	54.88	54.88
		Stdev	18.56	21.77	21.77
Computer Science	21	mean	63.21	44.74	44.74
		stdev	19.31	15.74	15.74
Earth and Environmental Science	10	mean	47.57	46.04	46.04
		stdev	19.40	15.36	15.36
Economics	19	mean	58.14	38.18	38.18
		stdev	16.82	16.89	16.89
ELACS	145	mean	55.49	47.28	47.28
		stdev	13.42	16.23	16.23
Human Biology	33	mean	63.58	62.08	62.08
		stdev	16.30	14.86	14.86
Mathematics Applications	76	mean	58.22	67.88	67.79
		stdev	15.79	18.53	18.34
Mathematics Methods	100	mean	59.62	59.54	59.54
		stdev	16.66	16.64	16.64
Mathematics Specialist	32	mean	48.13	43.30	43.30
		stdev	16.39	19.67	19.67
Physics	42	mean	50.55	36.26	26.26
		stdev	18.99	18.85	18.85
Psychology	24	mean	57.19	45.58	45.58
		stdev	12.12	14.51	14.51

Subjects are ATAR Units 3 & 4 (except ELACS).