



ANNUAL REPORT

JULY 2020 – JUNE 2021



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Forty-second Annual Report

Prepared and printed by TISC staff
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FOREWORD

We are pleased to present the 2020/21 Annual Report of the Tertiary Institutions Service Centre (TISC). In its 42nd year, TISC has shown that it is an innovative company that can meet the challenges and actively seeks out new and better ways of doing things.

Many organisations have felt the impact of COVID-19, and TISC was no exception. Despite a challenging and uncertain time, the team at TISC stayed focused to maintain a successful track record of completing yearly events on the agreed schedule. We have continued to be inspired by the team's resilience in many ways, including opening applications months earlier than usual, introducing on-demand Early offers' mechanism and taking on strategic new projects – mostly on short notice.

As you read this report, you will see examples of how a small team at TISC uses its capabilities to deliver and serve its stakeholders. This report also contains information about the various functions of the Centre and its operational structure, together with financial statements and statistical information on the 2020/21 applications cycle. Detailed statistical tables relating to 2020 WA Year 12 results and 2021 application, offer and enrolment information are available at www.tisc.edu.au.

During the 2020/21 admissions cycle, TISC processed a total of 12,878 undergraduate university applications, resulting in 10,302 offers being made for Semester One entry. During this period, 1,770 candidates completed the Special Tertiary Admissions Test, and 56 students completed the 2020 WA Universities' Foundation Program.

Due to the late availability of Year 12 results affected by the COVID-19, TISC moved the Main Round of university offers from before Christmas to mid-January and consequently the Second Round of offers to the last week of January to allow applicants sufficient time between the rounds.

One of the key developments of the year was the implementation of the Education Access Scheme. The scheme enables students who have experienced significant educational disadvantages during their senior high school years to apply for special consideration to all universities via a single portal. The eligible students are assigned a selection rank increment added to their TISC application, placing them on a competitive footing with all applicants.

This year, TISC commenced work on another major project on short notice to include The University of Notre Dame Australia as a participating member institution. The project had wide-ranging implications on all IT systems; to mitigate the risk of interruption to services for other member institutions, TISC set up a complete parallel environment of systems. The project's first phase, to include Notre Dame in TISC application preferences, is progressing on schedule for a planned implementation in August 2021.

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

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



E/Prof Bill Louden
Chair, TISC Board of Directors



Mr Peter Corbett
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
Endeavour College of Natural Health
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: 6 July 2020, 20 November 2020, 26 February 2021, 19 March 2021 (videocon).

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: 23 October 2020, 6 December 2020, 24 March 2021 and 25 June 2021 (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 2020-2021 rather than in-person meetings.

Scaling Policy Committee

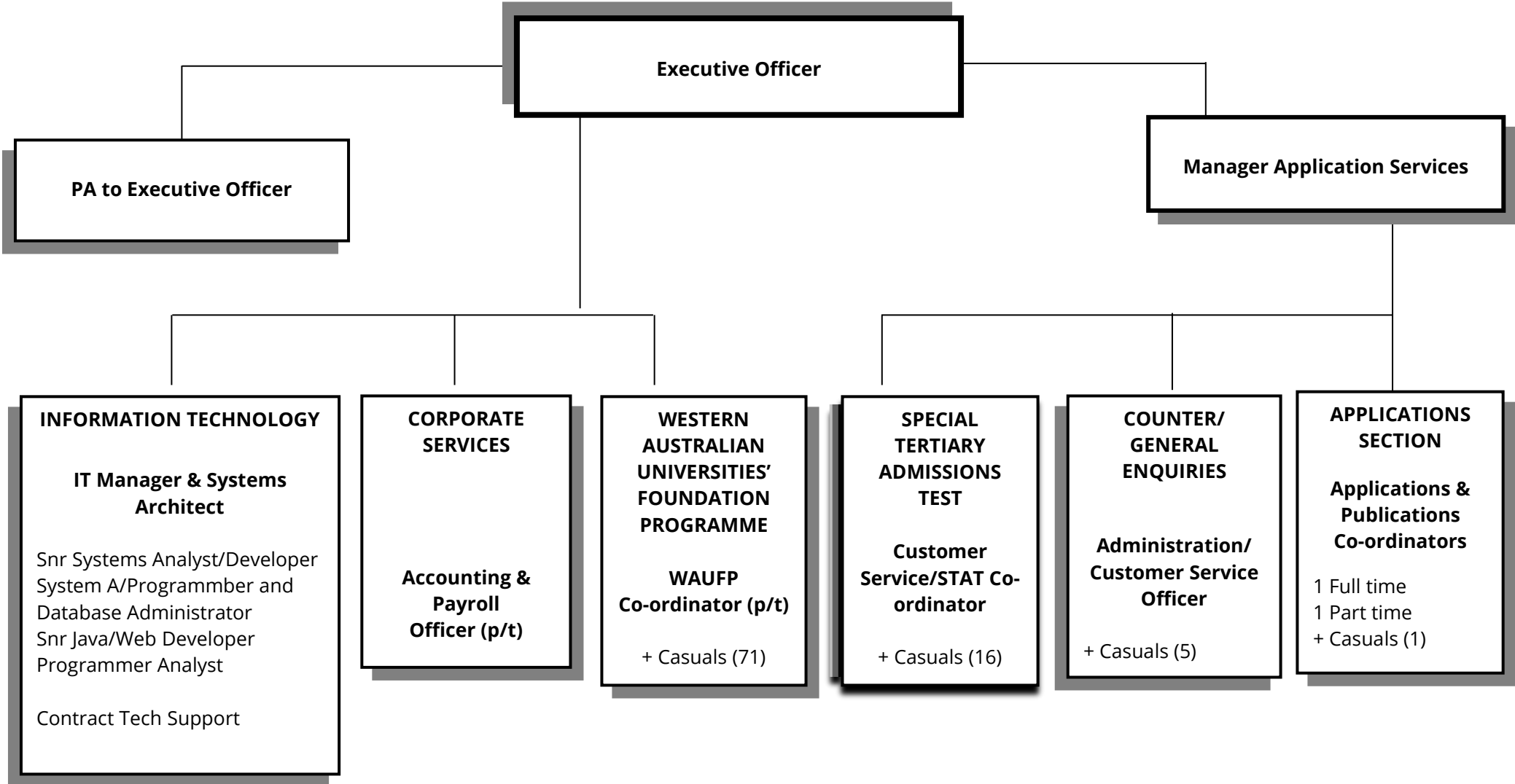
The Joint School Curriculum and Standards Authority (SCSA)/TISC Scaling Policy Committee reviews and determines scaling policy and procedures for WACE courses. No meetings were held in this reporting period.

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 two floors of commercial building office space totalling 540sqm.

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

This year, once again, TISC successfully responded to challenges and introduced several new services for university applicants' benefit and to meet the needs of the member institutions.

In response to the uncertainty of the COVID-19 pandemic, TISC opened applications for this cycle a few months earlier than usual to facilitate applicants and support member institutions. Coupled with that, TISC also introduced an on-demand Early Offers service to allow member institutions to offer Year-12 students through TISC from opening until the Main Round. To support the Early Offers process based on Year 11 results, TISC commenced loading these results into the TISC database from May 2020.

The University of Western Australia and Murdoch University decided to accept direct applications for Early Offers to current WA Year 12 students for many of their courses. This impacted TISC application numbers from WA Year 12 students, which dropped by 31% from last year. On a positive note, the application numbers from non-WA Year 12 students rose notably; this partially offset the losses in WA Year 12 student applications and helped reduce the overall drop in applications for the 2020/21 cycle to 20%.

The University of Notre Dame Australia became a TISC participating member institution in May 2021. TISC commenced this major project on short notice for enabling applicants to include Notre Dame in their preferences from August 2021. The project involves significant IT resources, which the team is managing along with other ongoing work. Once completed, TISC Online will become the portal for a single application for admission to all five universities in the state of Western Australia.

The Education Access Scheme (EAS) project that TISC initiated last year was completed and put into production in August 2020 – on time and developed in-house. Over 700 applicants applied for special consideration and uploaded over 1,600 supporting documents. TISC staff successfully managed to incorporate this additional workload into existing processes.

TISC has programmed several Tertiary Enabling and Entry Pathway schemes for the member institutions. This year again, TISC completed all the change requests raised by institutions to these and various other programs – on time and meeting institutions' requirements. Additionally, TISC completed several ongoing projects and commenced new ones.

The University of Western Australia started accepting Special Tertiary Admissions Test (STAT) for entry into some of their courses. Mainly due to this, STAT bookings rose by 54% for candidates sitting both components of the test. At the same time, the numbers for the candidates sitting only the Written English component dropped by 31%, which was partially due to Murdoch University's changes to their literacy requirements.

The WAUFP program was significantly affected by the COVID-19 pandemic, mainly due to travel restrictions from overseas. This year saw a drop of 73% in students numbers who completed the program. Most of these students completed STAT and the WAUFP programs offshore through online learning.

TISC continued to collaborate with colleagues from interstate and DESE to support extensions to the National Course Seeker website. It involved significant extensions to TISC's course management interface in becoming a complete and automated information collection and transfer gateway between Course Seeker and the fourteen institutions from Western Australia.

Considering the ongoing needs of the stakeholders and emerging opportunities, TISC aims to forge ahead in building on its capabilities to extend services and reduce operating costs while further improving the quality of services it provides.

Terry Bhatti
Executive Officer (Acting)

IT DEVELOPMENTS

IT has continued to build upon the systems and applications architecture and technology frameworks that it has put in place over the last several years for a strategic objective to achieve resilience, added security, reliability, and year-round development for faster turnaround.

During this cycle, one of the key developments was completing and commissioning the Educational Access Scheme (EAS) project, enabling undergraduate admission applicants to submit their special consideration applications via TISCOOnline. The scheme is for students who experience disadvantages, adversely affecting their academic performance at Year 11/12 level studies. Previously, students applied for special consideration directly to individual universities. This solution provides a mechanism for applicants to submit a single EAS application for all member universities and universities to access EAS application support material together with the application for admission via a unified interface. The EAS allows lodging and updating the EAS application or attaching support documents at any time during the admission application lifecycle. Integrating EAS into the admission application workflow mechanism enables authorised staff to track the EAS submissions and appraisal progress. The solution incorporates a custom-developed role-based security model to ensure that only the authorised personnel can view confidential information.

The inclusion of Notre Dame as a participating TISC member institution is a major strategic project that IT initiated this cycle. Due to broad implications on all existing services, IT set up a complete parallel environment of systems and databases to implement changes and testing in isolation. Changes are progressing as planned to commence accepting applications from early August. Further changes will continue in the next period to incorporate UNDA requirements into the end of the year processes, including results and offers.

From the 2020 applications cycle, Murdoch University commenced accepting two years of VET or Australian Senior School study for domestic students as evidence of meeting English competence for undergraduate courses. TISC extended WA and Interstate Year 12 results collection processes to record additional parameters required for literacy calculation based on HSC certificate achievement. The implementation computes different statuses for literacy achieved based on WA and Interstate/IB qualification used in the automated and manual assessment of applications for eligibility into Murdoch courses.

From this cycle, The University of Western Australia lowered entry rank to 75 and commenced accepting STAT results for entry into undergraduate courses. TISC implemented changes for eligibility calculation of applications based on current and past WA Year 12 results and STAT rank calculation for automated and manual assessment of applications for entry into UWA courses. The Broadway scheme merged into a single program with a consolidated listing of schools and changes to ATAR ranges for bonus calculations.

Edith Cowan University had several changes to assessment requirements, including automated assessment of applicants whose highest qualification is below Cert IV or the only qualification is Interstate Year 12 or IB. Interstate high school and IB certificate achievements are now also factored in the automated calculation of eligibility for ECU courses. Further enhancements involved changes to IELTS based literacy rules and UniPrep offer restrictions for non-Year12 applicants.

TISC introduced Early offers services that the universities operate on-demand. This enables authorised university staff to issue Early offers to current Year-12 students from the start of the applications cycle until the main round. The process instantly generates offers in the TISC

systems and securely transfers data to the university. The applicants are not locked to the Early offer and can continue to change preferences to be in the pool for a better offer in the main round.

The new web-based applications appraisal system, xQTISC, had several modules commissioned into production, including maintenance of university courses, applications and preferences administrative features, access to non-applicants WA Year 12 student records for assisting universities with direct applications and access to applications audit logs.

TISOnline public Course Search was completely redeveloped using the Elasticsearch Search Engine and successfully commissioned before the applications opened. New search provides a simplified interface for filtering courses through pre-defined facets of course attributes, including campus location, entry ATAR/Rank, level of qualification and many more. The Course Management system was enhanced to auto-detect changes and rebuild the Elasticsearch database when necessary to keep the indexes up to date.

TISC now prints a unique serial number and a QR code on all current and past results certificates it issues on the official paper, including WAUFP and STAT statements. It allows verifying the information against the most recent TISC record via the TISOnline Results Verification Service.

TISC Course Management system underwent further enhancements for a fully integrated one-step interface for universities to maintain their courses for TISOnline and Course Seeker and for TISC to review and automatically sync with TISC and Course Seeker websites. The additions included several new data requirements, support for short courses and a larger contents size for TISOnline. A new rich-text editing feature is now fully embedded to enable visual formatting for authoring content. Direct entry courses can now be hosted in TISC and published on the TISC website; TISOnline directs potential applicants to the university apply direct website.

The COBOL based scaling process was migrated to the next generation Visual COBOL platform and successfully used for the production run. It extends the process life and brings the productivity of a modern integrated development environment.

The primary Oracle database environments at the primary and disaster recovery sites upgraded to the latest release with enhanced features for strategic projects. A comprehensive independent health check of both settings verified systems reliability and made some recommendations that were implemented.

The primary web applications environment, Red Hat JBoss Enterprises Application Platform, also underwent a major upgrade to the latest release at primary and disaster recovery sites. The upgrade provides essential security updates and enables maintaining compatibility with the latest interdependent technology frameworks.

Windows Server Platform hosts several vital TISC services. IT commenced a project to set up a parallel new environment of servers to keep service interruption at a minimum. Several key servers were replaced, offering better availability, security, and new features for strategic services.

Terry Bhatti

Manager, Information Technology

CUSTOMER SERVICE

Due to the COVID-19 pandemic in 2020, the TISC office closed for 8 weeks and reopened on 18 May. The universities also opened applications early on 18 May because of the pandemic. Some universities accepted direct applications and made early offers to Year 12 students based on their Year 11 results.

Over the normal applications cycle (August to February), the total number of counter enquiries from customers was 879, telephone enquiries were 5827, and emails 3223. This represented a slight decrease in counter and email enquiries and, an increase in telephone enquiries for the same period last year. The increase in telephone enquiries may be attributed to the confusion among parents, students and schools regarding the changing university admission process due to COVID-19.

However, for the period of May (when applications opened this year) to February, we received a total of 999 (1180) counter enquiries, 6765 (6203) telephone enquiries and, 3954 (3949) email enquiries.

As always, the busiest time for Customer Service staff is over the Christmas and New Year period, following the release of Year 12 results on 21 December and with STAT bookings for the December and January sessions. We received 739 telephone enquiries, 132 in-person STAT bookings and 652 emailed STAT bookings during the period 21 December to 31 December.

Staffing

This year, two of our experienced counter staff did not return due to study commitments. We did not employ any new staff to replace them. Our remaining five experienced Customer Service Officers (CSO) returned in August 2020, 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.

Our CSOs are knowledgeable, responsive and have delivered excellent service to our customers over the past year.

Emails

We received 3223 email enquiries this year compared to 3629 in the previous year (August to February). This is a decrease of 11.2%. December was the busiest month, with 719 emails (22.3% of all emails received from July to February).

However, as applications opened on 18 May this year, we did receive an additional 731 emails during May and June, compared to 320 for the same period the previous year.

We received 2253 STAT Booking Forms (May 2020 to February 2021). We also received 711 Record of Results requests (March 2020 and February 2021).

Telephone

Customer Service answered 5827 (5622) telephone enquiries from July 2020 to February 2021. This is an increase of 3.5%. The busiest month was December 2020 with 1247 enquiries (21.4% of all calls answered during the busy period), followed by January 2021 with 1142 enquiries (19.6% of enquiries answered).

Due to the early opening of applications, the number of telephone inquiries received during May and June was 938 compared to 581 for the previous year.

Enquiries about STAT increased (1326 to 1580). This increase may be due to one university offering the STAT pathway to Year 12 students because of the pandemic.

Counter

Counter activity decreased from 975 customers the previous year to 879 customers this year. This is a decrease of 9.8%. This can be attributed to fewer in-person enquiries due to COVID-19. The majority of customers were booking for the STAT (288).

The tables in Appendix A summarise the nature of the telephone, counter and email enquiries received by Customer Service from 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 2020.

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, including discussions on responses to the disruption caused by the COVID-19 pandemic during 2020.

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 2021, 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. ACTAC continued to work collaboratively with the Federal Department of Education, Skills and Employment on the CourseSeeker website project. It contributed to the government's response to the educational impact of the COVID-19 pandemic through a working group comprised of ACTAC members, state-based examining bodies (Australasian Curriculum, Assessment and Certification Authorities, ACACA) and representatives of DESE. The Executive Officer of TISC was the Chair of ACTAC from July 2020 to June 2021.

APPLICATION PROCESSING

2020/2021 APPLICATIONS PROCESSING REPORT

The following is a brief summary of applications processing for 2021 admission. Full statistics for the 2021 admissions exercise are published on TISC's website.

This year, statistics need to be interpreted with caution. TISC and the universities were impacted by the global COVID-19 pandemic. In response, the universities launched various early entry schemes and other policies aimed at reducing the impact of the pandemic on 2020 Year 12 students. While Curtin University still required 2020 Year 12 students to apply through TISC, Murdoch University and The University of Western Australia allowed them to apply directly for many courses. ECU maintained similar policies to previous years where Year 12 students should apply through TISC if they were expecting to achieve an ATAR but could apply directly to ECU if not. These policy changes affected TISC application numbers.

1.0 Applications

	2021		2020		2019		% Change		
	Main Round*	Total	Main Round*	Total	Main Round*	Total	2020-2021	2019-2020	2018-2019
WA Year 12	7,971	8,041	11,532	11,630	12,014	12,107	-30.9%	-3.9%	-2.4%
Other (incl curr IS Yr 12**)	4,709	4,837 (1,407)	4,167	4,488 (1,065)	3,986	4,350 (1,007)	+7.8% (+18.7%)	+3.2% (+5.8%)	-18.0% (+15.6%)
TOTAL	12,680	12,878	15,699	16,118	16,000	16,457	-20.1%	-2.1%	-7.1%
% of all WA Yr 12 students who applied to university through TISC		31.5%		45.4%		47.4%			

* 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 2021 admission, a total of 12,878 applications were processed (8,041 from WA Year 12 students). Application numbers have been falling steadily for a number of years – decreases of 2.1% and 7.1% in 2020 and 2019 respectively. The significant decrease of 20.1% between 2020 and 2021 may be in part attributable to COVID-19 responses mentioned earlier in this report.

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. COVID-19 response direct entry schemes will have affected this figure for 2021 admissions.

1.1 WACE APPLICANTS

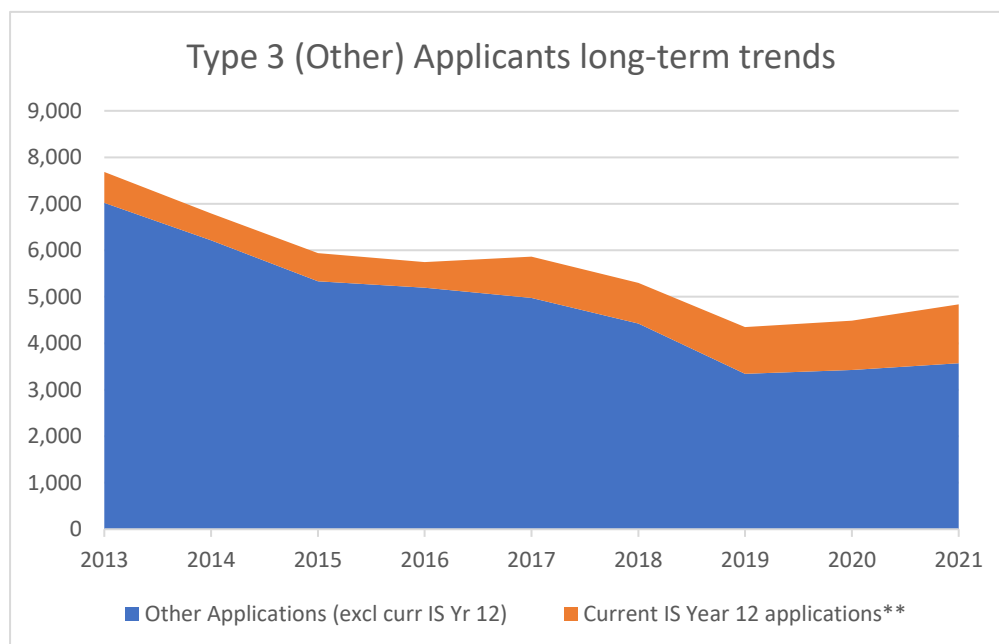
10,677 students attained an ATAR in 2020, compared with 11,156 in 2019 and 11,920 in 2018. As a proportion of the number of Year 12 students, the percentage of students attaining an ATAR has continued to gradually decline over the past three applications cycles: 40.8% gained an ATAR in 2020, compared with 45.8% in 2019, and 46.7% in 2018.

ECU offered an Experience Based Entry Scheme pathway into university again in 2020, 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.

1.2 OTHER APPLICANTS

Year	2013	2014	2015	2016	2017	2018	2019	2020	2021
Other Applications (excl curr IS Yr 12)	7,021	6,215	5,333	5,193	4,976	4,421	3,343	3,423	3,573
Current IS Year 12 applications**	664	578	607	551	887	881	1,007	1,065	1,264
Total Other applications	7,685	6,793	5,940	5,744	5,863	5,302	4,350	4,488	4,837



Year	2017-2018	2018-2019	2019-2020	2020-2021
Other Applications (excl curr IS Yr 12)	-11.2%	-24.4%	2.4%	4.4%
Current IS Year 12 applications**	-0.7%	14.3%	6.0%	18.7%
Total Other applications	-9.6%	-18.0%	3.2%	7.8%

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. In 2017, with the introduction of the new Medicine course at Curtin University, there was a surge in the number of interstate Year 12 applicants, but even that was not enough to arrest the ongoing decline in the group overall. For 2021, there was another significant rise in interstate Year 12 applicants (including IB) which may be reflective of wider factors, for example other states' TACs all experienced overall increases in application numbers, plus Western Australia's net interstate migration has been strong since the beginning of the COVID-19 pandemic. Interstate applicants may be moving with family as a result of WA's strong economy.

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.

2.0 Application Processing

Although the original calendar had intended for applications to open in early August as usual, TISC was able to open applications early, on 18 May, by request of University members who were responding to the COVID-19 pandemic. TISC processing of applications commenced on 19 May; universities were able to commence processing when they wished using the xQTISC interface. Processing staff were able to meet all deadlines as usual.

Most communication with applicants was by email during the 2020/2021 admissions cycle. More than 7,000 emails were sent individually by TISC processing staff to applicants requesting outstanding documents or clarifying queries (3,289 during 2019/2020). 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. At the request of the Federal Government USI Office, and to assist the universities with gathering Unique Student Identifiers to comply with Government requirements, TISC also sent emails to more than 4,000 applicants requesting they create and/or supply their USI to TISC. These USIs had to be entered manually by TISC, resulting in bulk data entry work. The large increase in the number of emails sent individually by TISC processing staff is likely to be related to USI queries or issues, and specific requirements related to some of the required documents such as English declarations for nursing courses.

2.1 EARLY OFFERS TO YEAR 12 APPLICANTS

As part of responses to the COVID-19 pandemic, the four universities 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. This appears to have had a significant impact on TISC application numbers for WA Year 12 applicants.

All four 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.

	2020/2021
Curtin University	2477
Edith Cowan University	359
Murdoch University	262
The University of Western Australia	124
TOTAL	3222

2.2 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:

	2020/2021	2019/2020	2018/2019
Curtin University	1284	718	691
Edith Cowan University	74	33	37
Murdoch University	4	42	110*
The University of Western Australia	34	68	44

TOTAL	1396	861	882
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*57 of these offers were the result of applications assessed by TISC for Murdoch.

2.3 EMAILS TO WACE APPLICANTS WITH SCHOOL EMAIL ADDRESSES

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. With email correspondence being relied on more heavily, this can be a problem.

If these emails bounced, TISC sent an SMS reminder to the applicant asking them to update their email address, rather than by posting a letter as in previous applications cycles. By the time of offers being made, 353 school email addresses remained uncorrected by applicants. This number is a significant increase from 118 in the previous applications cycle, despite the usual reminders being sent.

2.4 WACE STUDENT JANUARY STAT EMAIL

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. These emails are sent through automated templates to all applicants meeting the specified criteria and logs of the numbers sent are not kept.

2.5 SMS Messages

In September TISC began a trial of using SMS to communicate with applicants as a follow-up to email or for matters that require urgent response. Between this commencement and the final 2021 offer round a total of 91 SMS messages were sent while processing applications. The SMS service was also used for urgent bulk communication to STAT candidates when a lockdown was called, and this received positive feedback from candidates.

SMS messages are more cost-effective and quicker to arrive than posted letters, and often harder for recipients to ignore compared to emails. No quantitative data on responses or actions taken in response to SMS messages was collated, however this will become a regular part of TISC process and may be expanded in the future.

2.6 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.

	2021 Admission			2020 Admission			2019 Admission		
	WA Year 12	Other	Total	WA Year 12	Other	Total	WA Year 12	Other	Total
After September closing date until first round	1,794	1,935	3,699	1,453	1,488	2,941	1,620	1,339	2,959

Between rounds	70	128	198	98	321	419	93	364	457
Total	1,864	2,063	3,927	1,551	1,809	3,360	1,713	1,703	3,416

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

Four courses – Medicine at Curtin, and Medicine, Pharmacy 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 on 14 December. The closing date for all other applications and submission of supporting documentation for 2021 entry prior to the Main offer round was 11 January. TISC did advise a 'soft' closing date of 8 January for documents to be submitted, however documents continued to be processed by TISC and the universities after this date.

Due to the changes in the timing of offer rounds that have taken place over these three cycles, comparing the numbers does not perhaps offer much of an insight, however it is interesting that in an application cycle where the number of WA Year 12 applicants dropped significantly, the number paying the 'standard' fee (as opposed to 'earlybird') actually increased markedly.

2.7 UAALS

Universities Admission Advice Letters (UAALs) are issued to all students who achieve at least one scaled score in the current year. 10,677 school leavers (excluding mature age and international students) achieved an ATAR (compared to 11,156 school leavers in 2019, and 11,729 in 2018).

Hard copy UAALs were sent to students who had ordered and paid for them. Orders were placed by 638 students for 707 UAALs (1,180 students ordered 1,301 UAALs in 2019 and 1,553 ordered 1,737 UAALs in 2018). This shows a continued decline as one would expect with fewer students requesting hard copies. Refunds were also issued for UAALs that were ordered for students who did not achieve any scaled scores. Offshore schools ordered 954 UAALs on behalf of their students (920 in 2019 and 1,175 UAALs in 2018). Year 12 results were available online and UAALs were posted on 21 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. 452 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. Forty-two replacement hard copy UAALs were mailed to those who had ordered them. TISC issued offshore WACE students with an ATAR Certificate in addition to their UAAL.

3.0 Tertiary Enabling Courses

There was a significant decrease of 47.2% to 2,977 in the total number of applicants for these courses, after a smaller decrease the previous year (5,640 the previous year and 6,052 in 2019). The number of offers made also decreased, by 26.6%, to 1,599 (2,177 in 2020 and 2,311 in 2019). This could be attributed to applicants applying directly to universities, to Year 12 applicants having additional options to enter bachelor's degrees directly, and to the overall decrease in TISC applicant numbers.

3.1 UNIREADY

TISC processed applications for Curtin's UniReady Enabling Program, which remained popular. Of the 2,084 applicants for the UniReady Enabling Program (2,978 in 2020, 3,037 in 2019 and 2,715 in 2018), a total of 1,471 offers were made (1,237 in 2020, and 1,229 in 2019). Offers to

Other applicants increased to 555 (388 in 2020 which had been a 0.5% increase on 2019), WACE student offers also increased (916 in this cycle, 849 in 2020).

3.2 UNIPREP

TISC processed applications for ECU's University Preparation Courses. Of the 569 listed preferences from 489 applicants for UniPrep (1,383 preferences from 1,219 applicants in 2020, and 1,745 preferences from 1,531 applicants in 2019), a total of 112 offers were made (439 in 2020, and 543 in 2019). Of these offers, 105 (93.7%) went to WACE applicants, compared with 413 offers (94%) in 2020, and 515 offers (95.9%) in 2019. These figures include ECU's UniPrep

(Education) course (EPEA) and EPEAM). Of the 95 listed preferences for this course, a total of 25 offers were made, 24 to WACE applicants.

3.3 ONTRACK

Murdoch offered its OnTrack course through TISC for 2021 entry. Of the 419 listed preferences from 404 applicants for these course codes (1,568 preferences from 1,443 applicants in 2020), 74 offers were made, (502 in 2020), 72 to WACE students (489 in 2020) and 2 to Other applicants (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 49 of these were requested manually by TISC staff (90 in the previous year), as Certificate IIIs are not requested by the programming.

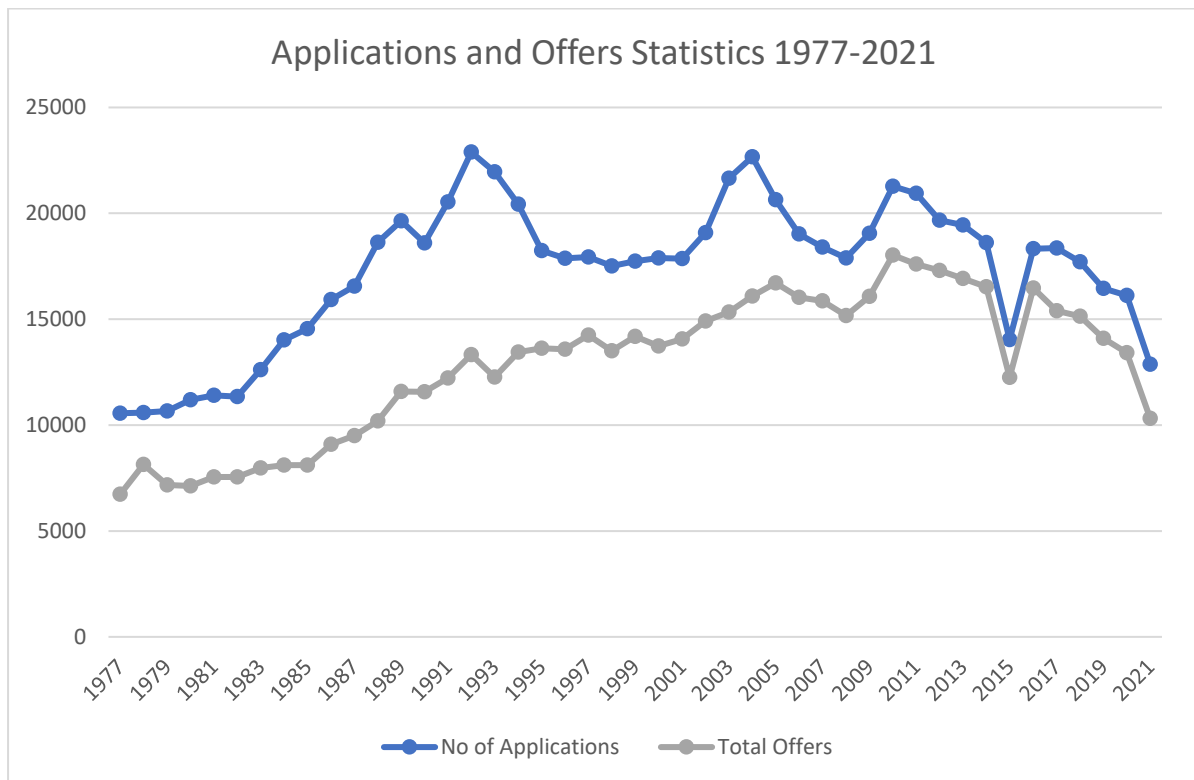
4.0 Offers

N° Receiving Offer	2021			2020			2019			% Change	
	Main Round	Second Round	Total*	Main Round	Second Round	Total*	Main Round	Second Round	Total*	2020-2021	2019-2020
WA Year 12	7,140	1,443	7,336	10,232	1,443	10,768	10,756	1,632	11,264	-31.9%	-4.4%
Other (Incl. Current)	2,788	533	2,980 (481**)	2,183	533	2,650 (481**)	2,277	657	2,837 (375**)	+12.5% (0%)	-6.6% (+28.2%)
TOTAL	9,928	1,976	10,315	12,415	1,976	13,418	13,033	2,289	14,101	-23.1%	-4.8%
% Receiving Offer	Main Round	Second Round	Total*	Main Round	Second Round	Total*	Main Round	Second Round	Total*		
% of All Applicant	79%		81%	79.1%		83%	81.4%		86%		
% of WA Yr 12	89%		91%	88.7%		93%	89.5%		93%		
% of 1 st Pref	71%		75%	71%		73%	72%		75%		

*Includes post-January round manual offers up to 20 February 2021. 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 10,315 applicants in total, with 75% of all applicants who were made an offer receiving their first preference. Offers were made to 7,336 WA Year 12 students, or 91% of all WA Year 12 applicants. The total number of applicants decreased by 20.1% compared with last year, whereas the number of offers made decreased by 23.1%. The number of offers to interstate Year 12 applicants (including IB) was 481.



* 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 222 offers to applicants eligible for Curtin via StepUp in this cycle (189 last year): 191 to WACE students and 31 to Other applicants (170 to WACE students and 19 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 975 offers to applicants eligible for this extension of the StepUp program (914 offers last year): 804 to WACE students and 171 to Other applicants (last year 772 to WACE students and 173 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 106 offers made to applicants eligible for the Portfolio Entry Pathway (73 to WACE applicants), from 430 applicants with 514 Portfolio preferences (last year 162 offers made, 120 to WACE applicants from 552 applicants with 683 Portfolio preferences). This is a statistically significant downturn for the second cycle in a row – possibly it could be linked to a greater uptake of Certificate IV pathways to obtain minimum entry selection ranks.

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 342 offers to applicants eligible for ECU via ECU Access: 322 to WACE students and 20 to Other applicants (last year 781 offers, 756 to WACE students and 25 to Other applicants). The large drop in numbers may be attributable to the fall in WA Year 12 applications overall.

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 49 offers made through TISC: 48 to WACE students and 1 to Other applicants (last year 233 offers, 231 to WACE students and 2 to Other applicants). Applicants using this Scheme could apply directly to ECU.

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 198 offers to applicants eligible for Murdoch via RISE, compared with 725 offers last year. Offers were made to 197 WACE students and 1 Other applicant, compared with 705 WACE student offers and 20 Other offers last year. The large drop in numbers may be attributed to alternative Safety Net/direct entry offers.

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 2021 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 371 offers via Broadway, with 364 to WACE students and 7 to Other applicants, compared with 656 offers last year, with 632 to WACE students and 24 to Other applicants. Reduced numbers may be due to a revision of the minimum entry rank for some of UWA's courses, along with the drop in WA Year 12 applications overall.

5.7 EDUCATIONAL ACCESS SCHEME

For the first time, 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. From August, TISC applicants were able to indicate on their application that they wished to be considered under the EAS, and in which categories. In order to be considered applicants were required to upload certain documentation to a confidential area of their application.

A total of 735 TISC applicants requested to be considered for the EAS. Of these, 442 submitted at least one supporting document. 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 1,664 EAS documents were submitted, 1,568 uploaded by applicants and 96 uploaded by TISC. Documents may have been uploaded by TISC because they were emailed directly by medical practitioners or schools.

Offers to EAS applicants	Curtin	ECU	Murdoch	UWA
	347	47	45	133

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	8,041	100.0%	4,837	100.0%	12,878	100.0%
2	6,959	86.5%	2,774	57.3%	9,733	75.6%
3	5,858	72.9%	1,837	38.0%	7,695	59.8%
4	4,575	56.9%	1,121	23.2%	5,696	44.2%
5	3,113	38.7%	743	15.4%	4,056	31.5%
6	2,190	27.2%	435	9.0%	2,625	20.4%

Compared to last year's data, the percentage of Other applicants listing multiple preferences remained steady. This is consistent with expected behaviour, as non-Year 12 applicants are likely to have a more defined idea of what they want to study and their eligibility. The percentage of WA Year 12 applicants listing multiple preferences dropped significantly – in the previous cycle, 94.7% of WA Year 12 applicants listed a second preference, and 45.1% listed six preferences. This may be because early offers for Year 12 students gave them more certainty, or because they hedged their bets with direct applications for some courses, and a TISC application for others.

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	7,757	60.2%	75.2%
2	1,307	10.1%	12.7%

3	622	4.8%	6.0%
4	353	2.7%	3.4%
5	158	1.2%	1.5%
6	119	0.9%	1.2%
Total	10,316	80.1%	100.00%

These figures do not show significant variance from the previous year, with a slight fall in the percentage of applicants who received offers (83.3% the previous year), but a slight rise in the percentage of offers made that were for the first preference (73.5% last year).

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, 9,844 changes of preferences were made (a decrease of 20.2% compared to 2020, a reflection of lower application numbers overall).

	2021	2020	2019	% Change	
				2020-2021	2019-2020
Online	9,276	11,977	14,117	-22.6%	-15.2%
TISC	568	362	917	56.9%	-60.5%
TOTAL	9,844	12,339	15,034	-20.2%	-17.9%

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. In 2021 the majority of manual preference changes were due to withdrawn courses.

	2021	2020
Error corrections	93	197
Re-enrollers	27	32
Manual change at applicant request*	50	N/A
Withdrawn courses	339	67
Direct deferrals	9	39
Automatic online enrolled/deferred conflict reversals	50	27
TOTAL	568	763

* This category was not previously used

6.2 WITHDRAWN APPLICATIONS

	2021	2020	2019
Duplicate	92	48	48
Voluntary Withdrawal	19	12	22
Cancelled by TISC			
<i>Curtin re-enroller</i>	65	52	37
<i>Direct deferrals</i>	0	4	0
<i>Other</i>	4	11	4
TOTAL	180	127	111

Duplicate applications are usually a result of current-year WACE students not studying ATAR subjects, not applying correctly. These take time to resolve, especially as they may result in incorrect payments being processed. Applications cancelled by TISC have been increasing over the past three years, with the majority of these being Curtin re-enrollers who have incorrectly applied to TISC (a 52% increase in this category compared to last year). These can take significant processing time and usually have to be refunded.

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.

	2021	2020	2019
WA Institutions	1,665	1,287	1,151
Interstate Institutions	848	693	572
Interstate Year 12 (current year)	1,977 (1,264)	1,972 (1,305)	1,537 (1,011)
TOTAL	4,490	3,952	3,260

Current year interstate Year 12 retrievals have risen significantly in two years (47.6% since 2018), however this number does include IB students who may reside in WA or overseas, rather than interstate.

Current year November IB results were retrieved direct from the IB website on 4 January; a small number of May results were also retrieved directly earlier in the year. The number of applicants with current-year IB results remained steady at 160 in 2020 (167 in 2020, 156 in 2019). In Western Australia, the number of IB Scotch College applicants in 2021 was 18, compared to 30 in 2020. There were 14 IB applicants from Presbyterian Ladies' College in 2021 (17 in 2020). IB applicants from these schools traditionally choose UWA and may have applied directly instead. WA Montessori schools accounted for 3 IB applicants (5 in 2020), and the International School of WA had 2 IB applicants, who completed their Diploma in the May session.

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.

	2021	2020	2019
Total Requests	438	552	452
Total Applicants	420	526	426
% of all applicants	3.3%	3.3%	2.6%
Year 12 applicants	312	410	292
Other applicants	108	116	134
% of Year 12 applicants	3.9%	3.5%	2.4%
% of Other applicants	2.2%	2.6%	3.1%
Year 12 applicant offers	271	376	256
Other applicant offers	88	100	108

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.

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 on 15 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 current results were retrieved in 2021 (compared with 22 in 2020, and 16 in 2019), and 39 past years' results were retrieved (38 in 2020 and 27 in 2019).

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 6 CIE Levels results for current students (19 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. One set of TOEFL results was accessed electronically during the admissions cycle.

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. Ten sets of CollegeBoard results were retrieved electronically by TISC.

A total of 133 interstate Year 12 results were retrieved on request from the universities for the processing of direct applications.

8.0 Washup Meetings

Washup meetings were held virtually or by circulation given the short time between applications cycles. These meetings are used to help inform service delivery improvements and items of common interest to members.

Georgina Ker	<i>Manager, Application Services</i>
Elizabeth Owens	<i>Applications & Publications Coordinator</i>
Sullivan Foster	<i>Applications & Publications Coordinator</i>

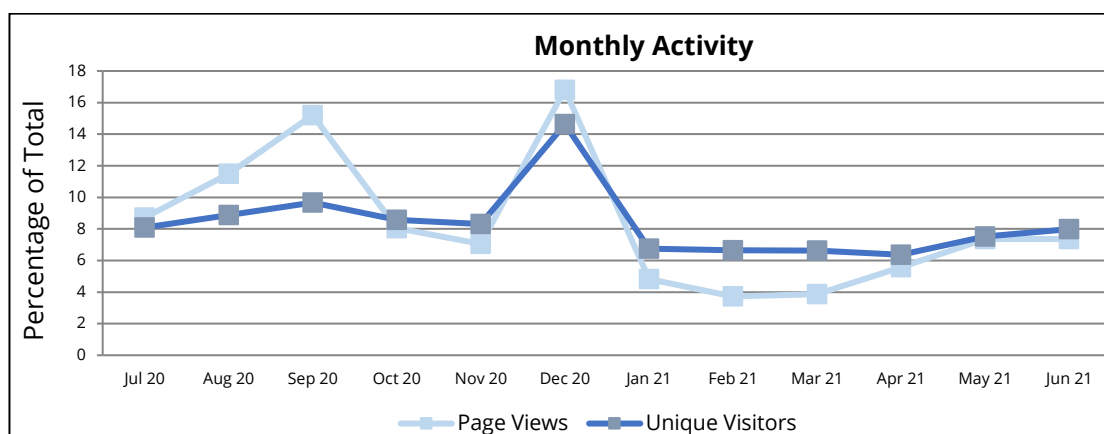
TISCONLINE STATISTICS 2020/2021

These statistics relate to TISC public website (www.tisc.edu.au) from 1 July 2020 to 30 June 2021. Over 259 thousand unique visitors accessed the TISC website during this period, registering around 10.8 million views of contents pages.

The two busiest periods were a week in December during Year 12 results' release and a week leading to a deadline for on-time applications in September. 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 contents page views.



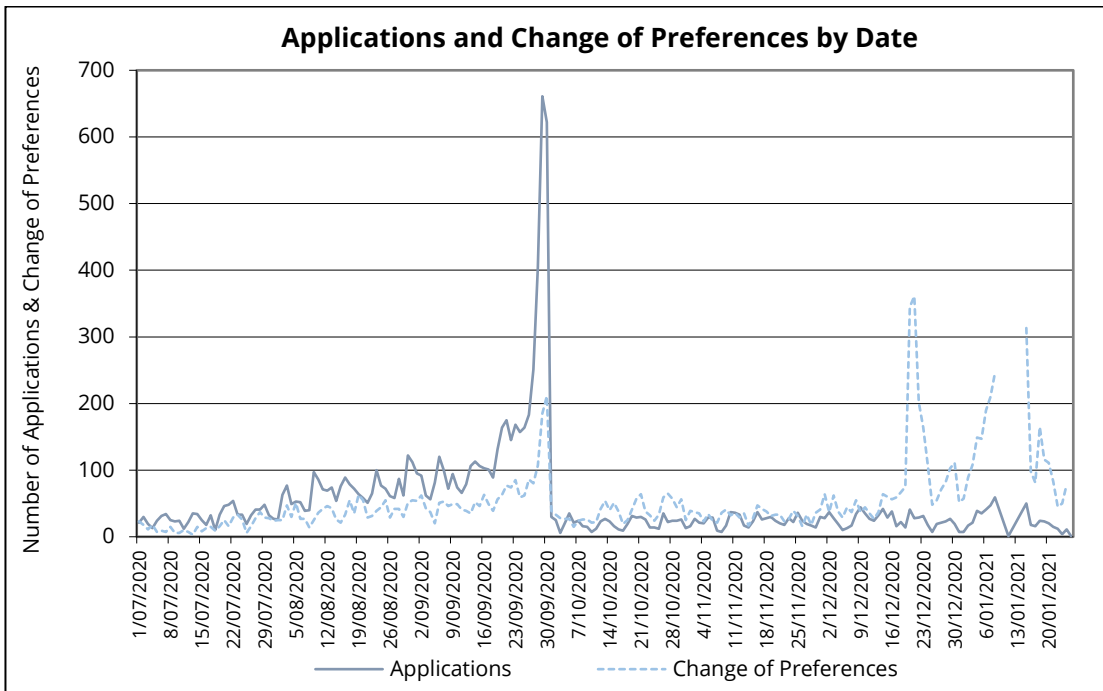
University Admissions Applications

This year applications opened on 18 May 2020. For the year, a total of 12,794 web applications (7,957 WA Year 12 and 4,837 Non-WA Year 12) were submitted, of which over 99% were paid online.

About 96% of the change of preferences took place online, and just over 4% were adjusted 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 the end of September 2020 reflects a rush to beat the early-bird application fee deadline at 11:00 pm 30 September.

The change of preferences shows increased activity from the release of WA Year 12 results (20 December 2020) until the closing date for the main round offers (9 January 2021) and from the opening of main round offers (15 January 2021) until the final closing date (24 January 2021).



Results Online

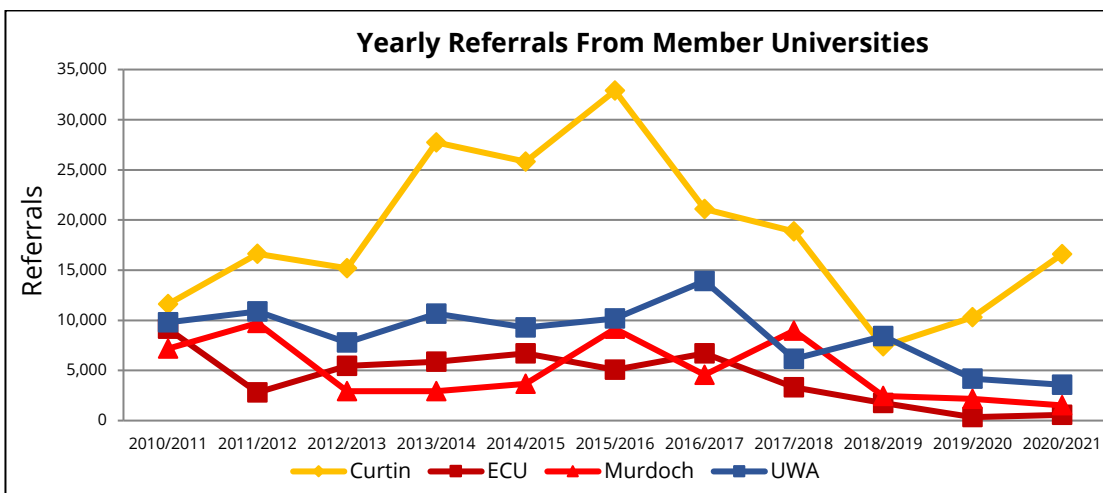
The **WA Year 12 results** for 14,071 students, with at least one scaled score, were released on 20 December 2020. Over 85% of the students viewed their results online.

The main round **offers** were released on 14 January 2021, and the second round on 27 January 2021. Over 39% (2,726) of applicants with main round offers and over 65% (1,445) of applicants with second round offers viewed their offers online.

The **WAUFP** Standard results were released on 4 December 2020. Over 85% of WAUFP candidates viewed their results online.

Web Traffic Source

The primary online traffic source is direct visits to the site, almost 2 million this year. The graph below shows referral traffic from member universities over the years.



Terry Bhatti
 Manager, Information Technology

SPECIAL TERTIARY ADMISSIONS TEST

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

TISC uses 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; TISC places them into a national STAT database.

STAT Enrolments

In the 2020 STAT year 1770 candidates attended STAT (this includes 758 school leaver candidates who sat in November, December, January and February). This is a slight increase on the previous year when 1760 candidates sat STAT.

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

	2018		2019		2020	
	Booked	Attended	Booked	Attended	Booked	Attended
Written English & Multiple Choice	824	788	773	745	1125	1088
Multiple Choice only*	193	196	247	248	99	105
Written English only*	694	689	777	767	587	577
Multiple Choice Total	1017	984	1020	993	1224	1193
Written English Total	1518	1477	1550	1512	1712	1665
Total Number of Candidates	1711	1673	1797	1760	1811	1770

* 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 2021 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)	160
Competence in English	140 (Verbal Only)	140

In 2020, 931 (85.6%) of the 1088 candidates who sat both STAT WE and STAT MC met the minimum requirement for admission to Curtin, ECU and Murdoch universities.

Of the 1088 candidates who sat STAT MC and STAT WE, 493 (45.3%) obtained the minimum marks of 140 in STAT MC 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	179	148.42	9.57
STAT WE	100	200	157.56	15.66

Testing sessions in the metropolitan area

Due to the COVID-19 pandemic, all May testing sessions were cancelled. An extra session was held in June to make up for the cancelled session. There were ten metropolitan sessions run throughout the year at Canning College in Bentley. The dates for these are shown below:

16 May 2020 - cancelled	17 October 2020
13 June 2020	21 November 2020
20 June 2020	30 December 2020
4 July 2020	2 January 2021
15 August 2020	6 February 2021
19 September 2020	

There were two special sessions (one in June, the other in November) held on a Friday at TISC for people who could not sit STAT on a Saturday for work or religious reasons. These two sessions help minimise the number of individual sittings at TISC for candidates in this category. These sessions were held on 12 June 2020 and 13 November 2020.

Due to the days, the public holidays fell over the Christmas/New Year period, a mid-week testing session was held for the first time, on Wednesday 30 December. This proved popular.

Sessions were also organised for 15 candidates with special needs where a disability was involved. These sessions were held in the TISC office.

TISC raised no additional charge for organising and running the sessions for these candidates.

Scheduled testing sessions in regional areas

Tests in regional areas are usually held during a specified week in both May and November. However, due to COVID, the May sessions this year were moved to June. The dates are advertised every year on the STAT booking form and the TISC website. The STAT Co-ordinator organises venues and supervisors.

In June 2020, 5 sessions were held in 5 regional centres; in November 2020, 8 sessions were held in 8 centres, including 2 of the centres where a session was held in June 2020.

There were a similar number of country STAT sessions held as in the previous year. There were 47 candidates who enrolled to sit the STAT in regional areas in 2020 compared to 37 in 2019. Enrolments for the 2020 country testing sessions were as follows:

CENTRES	NUMBERS BOOKED	CENTRES	NUMBERS BOOKED
ALBANY	11	GERALDTON	5
BROOME	1	HALLS CREEK	1
BUNBURY	20	KALGOORLIE	4
DALWALLINU	1	KARRATHA	1
ESPERANCE	1	MERREDIN	1
EXMOUTH	1		
		TOTAL	47

Below is a comparison of the total number of enrolments for the country STAT from 2018 through to 2020.

	2018	2019	2020
STAT Multiple Choice	31	24	34
STAT Written English	40	35	42

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 weekday between May and November each year. This year, two sessions were held at the Boronia Pre-Release Centre for Women in June and August.

Special use of STAT

Many candidates sitting the 30 December 2020 and 2 January 2021 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 completing the WACE examinations.

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

This year Murdoch changed their competence in English requirement to accept students who had completed two years of senior secondary study in English to meet the requirement.

Due to COVID-19, UWA this year also allowed Year 12 students who did not achieve a high enough ATAR or had no ATAR to sit the STAT for admission purposes. UWA also changed the mark required for STAT WE from 160 to 150 for some courses and accepted a STAT MC mark of 140 in either the Verbal component or Quantitative component (Verbal only previously).

There were 758 Year 12 students sitting the STAT, of whom 338 sat STAT WE only. The number of students sitting only STAT WE decreased by 31% on the 490 who sat in the previous year. This could be a result of the change in the competence in the English requirement for Murdoch.

The number of students sitting in both sections of the STAT increased from 192 to 420, an increase of 54.3%. This can be attributed to the change in the UWA requirements. Of the 420 who sat both sections of the STAT, 202 achieved the UWA minimum admission marks of STAT WE 160 and STAT MC 140 (either component), 132 of the 202 had an ATAR below 80 or had no ATAR.

93.2% of those who used only STAT WE to meet literacy met this requirement.
60.2% of those using both STAT MC and STAT WE met competence in English for UWA.

The figures for 2020 (2019) are shown in the table below.

Attended	STAT MC + WE		STAT WE only	
	420 (192)		338 (490)	
	Population	%	Population	%
Met UWA requirement of WE mark and MC verbal mark ≥ 140	253 (132)	60.2 (68.8)	-	-
Met Curtin, ECU and Murdoch requirement of WE mark ≥ 140	390 (171)	92.8 (89.1)	315 (452)	93.2 (92.2)

**NB: Among the 39.8% 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 year's 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
2018	595	174	595	523	87.9%	112	64.4%
2019	682	192	682	623	91.3%	132	68.8%
2020	758	420	758	705	93.0%	253	60.2%

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.

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. The statistics in this report relate to the current (2020-2021) cohort, so statistics regarding the final examinations are not included.

In 2020-2021 the global COVID-19 pandemic has affected the WAUFP student numbers and many processes, as detailed in the relevant sections of this report.

Provider Colleges and Student Numbers

Provider Colleges in 2020 were:

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

NB. The Experimental School Affiliated with Nanjing Normal University, China, began offering WACE in 2020 and so did not enrol any students into the WAUFP.

Student enrolments by college

a) WAUFP

The total number of students enrolled in the WAUFP (Standard) in 2020 was 75 (including withdrawals), compared to 236 in 2019, a decrease of 68%.

The final number of students who completed the WAUFP examinations in 2020 was 56 compared to 205 in 2019. This was a decrease of 73%.

The final number of candidates at each college were as follows for 2020 (compared to 2019):

Canning College	48 (132) students
St George's Anglican Grammar School	8 (8) students
Total	56 (205) students

Numbers were greatly affected by the Nanjing school no longer enrolling students in the WAUFP and the global COVID-19 pandemic preventing international students from entering Australia.

b) Mid-Year WAUFP

Twenty students enrolled in the Mid-Year Entry program in August 2020 at Canning College, compared to 9 in 2019 and 23 in 2018. The COVID-19 pandemic has prevented international students from gaining entry to Australia; therefore, most of these students (17) are completing the program offshore through online learning. The external examinations in 2021 will be conducted via an online platform.

Student Subject Enrolments

Twelve subjects were offered in Standard WAUFP, with Earth and Environmental Science not offered in 2020, and eight in the Mid-Year Entry program with the addition of Human Biology in 2020-21. The numbers of students who sat each subject examination are shown in the table below.

SUBJECTS	STANDARD	MID-YEAR 20-21*
Accounting and Finance	11 (74)	3 (3)
Business Management and Enterprise	14 (67)	-
Chemistry	19 (70)	12 (5)
Computer Science	4 (23)	9 (6)
Earth and Environmental Science	- (14)	-
Economics	11 (11)	-
ELACS	56 (205)	19 (9)
Human Biology	35 (64)	7 (-)
Mathematics Applications	29 (109)	8 (3)
Mathematics Methods	25 (94)	11 (6)
Mathematics Specialist	5 (36)	-
Physics	11 (55)	8 (4)
Psychology	16 (38)	-
Special Tertiary Admissions Test (STAT)	55 (205)	19 (9)

*enrolments at time of reporting.

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 Iran (1), Kenya (1), Korea South (1), Myanmar (1), Philippines (1), Vietnam (3) and Zambia (1).

Country	Percentage of students from different countries									
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Malaysia	33%	34%	38%	47%	43%	38%	26%	20%	18%	23%
China	29%	29%	33%	17%	21%	36%	41%	38%	45%	18%
Hong Kong	20%	10%	2%	4%	1%	4%	6%	10%	5%	16%
Singapore	9%	11%	10%	12%	17%	5%	9%	12%	17%	20%
Vietnam	3%	4%	4%	5%	4%	3%	3%	3%	N/A	N/A
Indonesia	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	6%	7%
Total	81%	84%	83%	85%	86%	86%	85%	83%	91%	84%

b) Mid-Year WAUFP

The sixteen students completing the program offshore are located in Brunei Darussalam (1), China (2), Indonesia (5), Malaysia (4) and Singapore (4). The three students completing the program on-shore are from China, Hong Kong and Singapore.

SETTERS, CHECKERS AND MARKERS

a) WAUFP

Twelve subject examination papers were written in 2020. 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. Marking was completed using a combination of on-screen and physical papers, depending on the markers' preferences. The processes ran smoothly for all subjects.

b) Mid-Year WAUFP

Eight subject examination papers will be written for Mid-Year WAUFP examinations 2020-21. 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

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.

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 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.

STATEMENT OF RESULTS

On 7 December, all WAUFP results were made available on the TISC website using a new standardised format and including a QR code for results verification. Results letters and certificates were posted on 8 December. 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	9	1	10

Number of students with an ELACS score ≥ 50	6	40 (71%)	46
Total	15	41	56

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
2011	67
2012	72
2013	70
2014	72
2015	74
2016	78
2017	74
2018	75
2019	73
2020	71

CERTIFICATES OF ACHIEVEMENT AND LETTERS OF CONGRATULATIONS

Certificates of Achievement were awarded to 71% of 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. Due to the ongoing effects of the COVID-19 pandemic, examinations will be conducted online until all students are able to enter Australia and complete the program on-site at the Provider Colleges. For the 2020-21 examinations, all students, even those on-shore, are completing the program online, so the examinations will be conducted online also. However, in 2021, all WAUFP students at St George's Anglican Grammar School are on-shore; approximately one-third of students at Canning College will be conducted in both modes to accommodate the end of year exams needs of all students.

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 centred 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.

2020

Metropolitan Schools	
July	Belmont City College, Mercedes College, Kelmscott SHS, Helena College, John Septimus Roe ACS, Butler College, Prendiville Catholic College, Cyril Jackson Senior Campus, Joseph Banks Secondary College, John Wollaston ACS, St Hilda's ASG
August	Living Waters LC, John Calvin CC, Penrhos College, Christ Church Grammar, Leeming SHS, Mt Lawley SHS, The Montessori School, Kingsway Christian College, St Stephen's School, Duncraig, St Mary's AGS, John Curtin College, Shenton College, Shenton College, Mt Lawley SHS, Churchlands SHS, Halls Head College, John Forrest Sec. College, Scotch College, St Brigid's College, Rossmoyne SHS, Rossmoyne SHS
September	Servite College, Comet Bay College, Atwell College, Perth College, Seton Catholic 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
September	Eastern Goldfields College (2 visits), John Paul College Kalgoorlie

2021

Metropolitan Schools	
February	Fremantle Christian College, The University of Notre Dame, Mercedes College, Shenton College,
March/April	Trinity College, All Saints College, Frederick Irwin AS, Butler College, Irene McCormack CC, Presbyterian Ladies College, Greenwood College (2 visits), South Coast Baptist College
May/June	Rockingham Montessori School, Cyril Jackson Senior Campus, St Stephens School, St James Ang. School, Kelmscott SHS (2 visits), Prendiville CC, Belridge Second. College, Wesley College, Swan Valley ACS, Lumen Christi Coll. South Coast Baptist Coll. Emmanuel CC, Santa Maria Coll. Lakeland SHS, Balcatta SHS, Penrhos College, Ellenbrook Sec. Coll, Comon Sec. Coll., Northam SHS Carine SHS, Fremantle Coll. Belmont City College

SCHEDULE OF DATES 2021-2022

Major Dates for Undergraduate Admissions

Date	Principal event
19 April 2021	Applications for undergraduate admission open
28 July 2021	<i>2022 TISC Guide</i> despatched to all secondary schools with Year 12 students.
19 December 2021	Western Australian 2021 Year 12 students' results available on the TISC website.
19 December 2021	Closing date to apply and change preferences for main round of offers.
21 December 2021	Universities Admission Advice Letter posted to WA Year 12 students who had requested and paid for copies.
23 December 2021	Main Round university offers available on the TISC website.
14 January 2022	Closing date to apply and change preferences for inclusion in second round of offers.
20 January 2022	Second round offers available on the TISC website.
20 January 2022	TISC to notify all unsuccessful applicants at this time.

TISC PUBLICATIONS

The following TISC publications were distributed/published between July 2020 and June 2021:

- 2021 TISC Guide
- 2020 and 2021 STAT Booking Form
- Western Australian Universities' Foundation Program 2021 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 2024
- International Baccalaureate brochure 2022
- Statistics (2020/2021)
 - Application and Offer Statistics – 2020/2021
- Cut-Off Ranks 2021
- Guaranteed ATARs 2021
- Minimum ATARs 2021
- ATAR Statistics (2020)
 - ATAR Frequency Distribution Table
 - ATAR Gender Breakdown
 - WACE Courses used in ATAR
- Scaling Statistics (2020)
 - Histograms and Scaled Scores Statistics for WACE courses
 - Scaling Populations and Means
 - Scaling Information Sheet 2020
 - Summary Scaling Statistics – Percentages Greater than Specified Score
 - Summary Scaling Statistics – Scaled Scores for Specified Percentiles
- TISC School Circulars 2020 – 2021
- TISC Powerpoint Presentation for WA Year 12 students
- Annual Report 2020/2021

SCHEDULE OF FEES AND CHARGES 2020-2021

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	\$10 (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
Registration Fee	\$30,000 per college
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
Registration Fee	\$45,000 per college
Additional Subject (written only)	\$4,300
Additional Subject (with a practical)	\$5,600
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 – 2020 WAUFP Subject Statistics

Table 2 – 2020 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

Table 1 Customer Service Statistics for Counter Enquiries

Table 2 Customer Service Statistics for Phone Enquiries

Table 3 Customer Service Statistics for Email Enquiries

2020-21 CUSTOMER SERVICE REPORT

Due to the COVID-19 pandemic at the start of the year, the TISC office was closed for 8 weeks reopened on 18 May. The universities also opened applications early on 18 May because of the pandemic, with some universities accepting direct applications and, early offers being made to Year 12 students based on their Year 11 results.

Over the normal applications cycle (August to February), the total number of counter enquiries from customers was 879, telephone enquiries were 5827, and emails 3223. This represented a slight decrease in counter and email enquiries and, an increase in telephone enquiries for the same period last year. The increase in telephone enquiries may be attributed to the confusion among parents, students and schools regarding the changing university admission process due to COVID-19.

However, for the period of May (when applications opened this year) to February, we received a total of 999 (1180) counter enquiries, 6765 (6203) telephone enquiries and, 3954 (3949) email enquiries.

As always, the busiest time for Customer Service staff is over the Christmas and New Year period, following the release of Year 12 results on 21 December and with STAT bookings for the December and January sessions. We received 739 telephone enquiries, 132 in-person STAT bookings and 652 emailed STAT bookings during the period 21 December to 31 December.

Staffing

This year, two of our experienced counter staff did not return due to study commitments. We did not employ any new staff to replace them. Our remaining five experienced Customer Service Officers (CSO) returned in August 2020, 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.

Our CSOs are knowledgeable, responsive, and have delivered excellent service to our customers over the past year.

Emails

We received 3223 email enquiries this year compared to 3629 in the previous year (August to February). This is a decrease of 11.2%. The busiest month was December, with 719 emails (22.3% of all emails received during July to February).

However, as applications opened on 18 May this year, we did receive an additional 731 emails during May and June, compared to 320 for the same period the previous year.

We received 2253 STAT Booking Forms (May 2020 to February 2021). We also received 711 Record of Results requests (March 2020 and February 2021).

Telephone

Customer Service answered 5827 (5622) telephone enquiries from July 2020 to February 2021. This is an increase of 3.5%. The busiest month was December 2020 with 1247 enquiries (21.4% of all calls answered during the busy period) followed by January 2021 with 1142 enquiries (19.6% of enquiries answered).

Due to the early opening of applications, the number of telephone enquires received during May and June was 938 compared 581 for the previous year.

Enquiries about STAT increased (1326 to 1580). This increase may be due to one university offering the STAT pathway to Year 12 students because of the pandemic.

Counter

Counter activity decreased from 975 customers the previous year to 879 customers this year. This is a decrease of 9.8%. This can be attributed to less in-person enquiries due to COVID-19. The majority of customers were booking for the STAT (288).

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-20	127	2	0	118	24	12	42	6	25	0	0	0	3	0	4	2	6	0	13	0	7	82	473	438
Aug-20	89	3	0	289	9	12	30	6	18	0	1	3	5	3	2	1	2	0	26	1	11	36	547	539
Sep-20	97	4	5	433	8	1	30	10	15	0	5	0	0	2	5	1	4	0	34	24	0	30	708	753
Oct-20	137	0	33	266	12	0	42	5	30	1	8	1	1	0	8	2	10	0	12	15	4	41	628	633
Nov-20	186	4	3	210	14	1	19	9	14	1	5	3	6	1	6	3	13	0	11	24	4	38	575	565
Dec-20	451	16	4	368	27	0	24	8	11	0	22	7	35	3	29	3	13	0	39	14	15	49	1138	1247
Jan-21	231	5	4	484	34	0	37	12	24	7	44	1	15	9	143	0	11	0	31	11	8	36	1147	1142
Feb-21	262	3	0	54	12	1	30	12	9	1	0	0	5	2	16	3	10	0	8	0	10	57	495	510
Total	1580	37	49	2222	140	27	254	68	146	10	85	15	70	20	213	15	69	0	174	89	59	369	5711	5827
Total 2019	1326	12	87	2344	246	33	249	90	138	5	83	17	148	10	317	7	109	2	154	0	42	353	5772	5622

* 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-20	12	11	0	1	0	2	0	0	0	0	0	1	49	14	4	94
Aug-20	11	4	1	1	1	2	0	0	0	0	0	2	40	8	2	72
Sep-20	14	11	0	5	2	2	0	0	0	0	1	2	47	15	1	100
Oct-20	21	11	0	5	2	1	0	0	0	0	0	2	45	2	4	93
Nov-20	35	9	0	1	0	1	0	0	0	0	3	0	66	12	1	128
Dec-20	132	10	0	2	3	3	0	0	0	0	1	2	40	13	2	208
Jan-21	50	14	1	2	3	3	0	1	0	0	0	1	37	10	2	124
Feb-21	13	1	1	0	0	0	0	0	1	0	0	0	31	13	0	60
Total	288	71	3	17	11	14	0	1	1	0	5	10	355	87	16	879
Total 2019	296	90	19	19	35	20	2	2	1	0	1	4	401	92	11	975

** 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-20	1	0	8	48	0	27	22	3	71	0	17	48	0	245
Aug-20	9	1	16	118	3	26	30	16	107	1	20	31	1	379
Sep-20	13	5	24	155	4	28	40	6	212	0	18	53	0	558
Oct-20	16	2	18	113	1	28	15	10	82	0	11	58	0	354
Nov-20	9	4	7	59	3	24	36	12	51	0	18	57	0	280
Dec-20	31	0	19	98	0	28	43	18	298	4	37	140	3	719
Jan-21	12	0	31	69	0	33	28	87	71	0	16	78	0	425
Feb-21	12	0	0	14	1	26	16	21	34	0	30	109	0	263
Total	103	12	123	674	12	220	230	173	926	5	167	574	4	3223
Total 2019	153	40	159	677	11	202	391	215	1182	10	171	399	19	3629

Table 1 Western Australian University Foundation Program Moderation Statistics 2020

Table 2 Western Australian University Foundation Program Subjects Statistics 2020

Western Australian Universities' Foundation Program

Table 1: 2020 Moderation Statistics

Subject	Scaling population		Assesment	Exam	Moderated Assessment
Accounting and Finance	11	mean	57.86	39.57	39.57
		stdev	18.57	20.20	20.20
Business Management and Enterprise	12	mean	60.50	63.61	63.61
		stdev	14.78	15.27	15.27
Chemistry	19	mean	64.26	64.43	64.43
		stdev	18.74	20.60	20.60
Computer Science	3	mean	41.33	33.70	33.70
		stdev	25.04	16.01	16.01
Economics	11	mean	63.91	39.09	39.09
		stdev	15.63	18.47	18.47
English Language and Australian Cultural Studies	55	mean	57.09	47.40	47.40
		Stdev	15.83	17.80	17.80
Human Biology	35	mean	62.11	55.85	55.85
		stdev	18.87	18.63	18.63
Mathematics Applications	27	mean	61.67	61.22	61.22
		stdev	18.83	22.61	22.61
Mathematics Methods	24	mean	63.54	58.29	58.29
		stdev	17.17	22.16	22.16
Mathematics Specialist	5	mean	67.20	60.14	60.14
		stdev	28.76	28.95	28.95
Physics	11	mean	62.09	51.52	51.52
		stdev	21.79	22.82	22.82
Psychology	13	mean	59.31	48.20	48.20
		stdev	16.13	18.86	18.86

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Table 2: 2020 Scaling Statistics

Subject	Scaling population	Scores	max	min	mean	stddev	% > 50
Accounting and Finance	11	combined	76.13	14.85	39.57	19.89	27.27
		scaled	82.10	27.47	53.24	16.12	54.55
Business Management and Enterprise	12	combined	90.68	42.78	63.61	14.65	75.00
		scaled	87.57	35.17	59.00	16.09	75.00
Chemistry	19	combined	94.25	15.85	64.43	20.33	78.95
		scaled	94.88	19.54	68.85	18.33	89.47
Computer Science	3	combined	55.19	16.78	33.70	16.01	33.33
		scaled	67.89	23.91	44.44	18.07	33.33
Economics	11	combined	67.68	6.11	39.09	17.83	36.36
		scaled	78.99	9.83	56.82	20.07	81.82
English Language and Australian Cultural Studies	55	combined	79.01	6.40	47.40	17.41	47.27
		scaled	87.08	11.84	63.59	17.04	81.82
Human Biology	35	combined	81.39	14.97	55.85	18.43	71.43
		scaled	86.60	20.51	64.55	17.60	80.00
Mathematics Applications	27	combined	92.04	19.52	61.22	22.06	66.67
		scaled	89.11	24.07	60.55	17.75	77.78
Mathematics Methods	24	combined	91.74	19.89	58.29	21.86	54.17
		scaled	91.74	33.44	67.23	16.82	83.33
Mathematics Specialist	5	combined	75.30	2.25	60.14	28.95	80.00
		scaled	81.65	2.25	65.36	31.56	80.00
Physics	11	combined	86.97	2.50	51.52	22.48	54.55
		scaled	91.98	4.63	61.47	23.33	81.82
Psychology	13	combined	79.84	23.10	48.20	18.80	46.15
		scaled	87.48	31.65	60.86	19.15	69.23