

## Foreword and Summary of Key QTAC Information

The 2008-09 year heralded significant process changes at QTAC. Each of these changes aimed to enhance service flexibility for institutions and applicants. The changes introduced through Year Round Admissions, Progressive Assessment and Reporting and 'eligibility' reporting, and greater offer round flexibility through frequency and early offer rounds, will form the key elements of the year in review.

### ***The Role of QTAC***

QTAC provides centralised admissions services on behalf of participating institutions (18 in 2008-2009). The service streamlines application and assessment processes to efficiently deliver tertiary offers to applicants. QTAC administers institution policies and rules through codified processes and trained assessment services. QTAC is a public, not-for-profit company funded through institution contributions and applicant charges. The institutions serviced by QTAC were:

#### ■ **Queensland Universities:**

- Australian Catholic University
- Central Queensland University
- Griffith University
- James Cook University
- Queensland University of Technology
- The University of Queensland
- University of the Sunshine Coast
- University of Southern Queensland
- Bond University

#### ■ **Interstate Universities:**

- Southern Cross University
- University of New England

#### ■ **Colleges and Institutes:**

- TAFE Queensland
- Christian Heritage College
- QANTM College
- Australian College of Natural Medicine
- Australian Maritime College (*part of the University of Tasmania*)
- Queensland Institute of Business and Technology
- SAE Institute

The QTAC Board is comprised of Queensland member institutions and a representative of the Director-General, Department of Education, Training and the Arts (DETA). Directors over the last year have been:

- Professor Deborah Terry – current Chair, and Mr Douglas Porter (*The University of Queensland*)
- Mr Colin McAndrew – immediate past Chair (*Griffith University*)
- Professor John Rickard and Mr Ken Window (*Central Queensland University*)
- Professor Sandra Harding and Professor Scott Bowman (*James Cook University*)
- Dr Carol Dickenson (*Queensland University of Technology*)
- Professor Paul Thomas and Professor Greg Hill (*University of the Sunshine Coast*)
- Professor Bill Lovegrove (*University of Southern Queensland*)
- Mr Ian Hawke (*Department of Education, Training and the Arts*).

This *Statistical Report* represents the outcome of the work delivered by QTAC, that is, tertiary applications and offers to suitably qualified applicants (eligible and competitive according to institution requirements). This report covers the 2008-2009 Year Round Admissions year – extending from 1 July 2008 to 30 June 2009 - with an emphasis on first semester 2009, which remains the largest intake for undergraduate admissions.

## Key Statistics for Semester 1 2009 Admissions

In a year round database applicants continue to apply and change preferences throughout the admissions period. Semester 1 2009 data reported here is as at 31 March 2009.

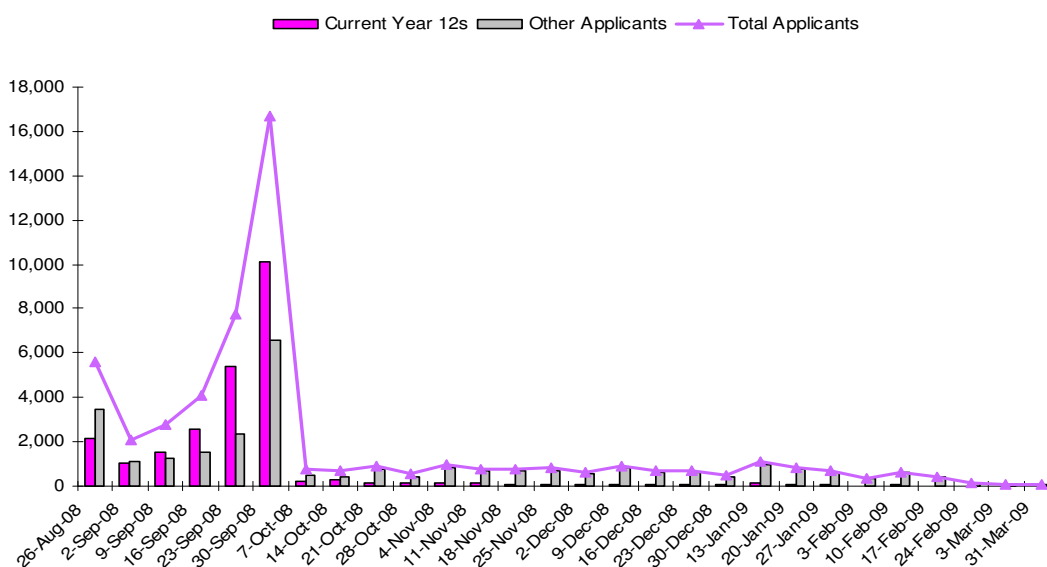
The significant trends apparent from the *Statistical Report Semester 1 2009* are outlined below.

- Applications:** A total of 51,775 applications were received and processed for 2009 first semester entry. This was slightly down (0.14%) from the 51,849 applications for first semester 2008. 39.2% of applicants were current Queensland Year 12 students. Table 1 shows the summary application figures for the semester 1 2009 admissions period and Table 2 gives a comparative analysis of applications 1976-2009 (including the previous mid-year admissions). This year Table 2 also has summary data for semester 3 2008 and semester 1 2009.

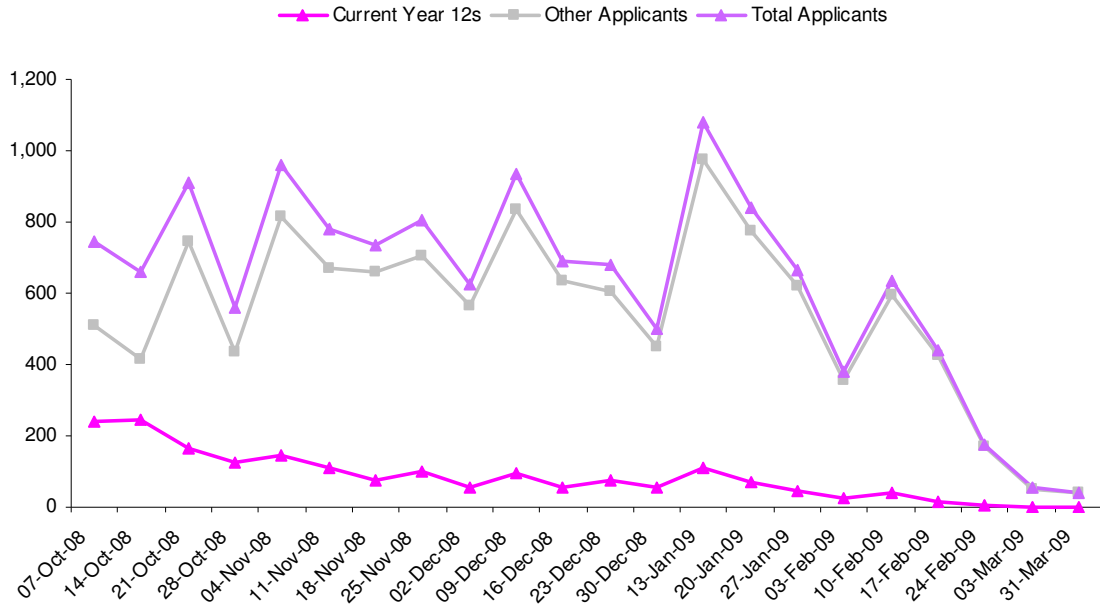
In semester 1 2009 both the acceptance rate and enrolment rate increased. The acceptance rate was 79.6% while the enrolment rate was 70.5%. This compared with an acceptance rate of 77.1% and an enrolment rate of 69.1% in 2008, and an acceptance rate of 76.7% and an enrolment rate of 68.3% in 2007.

- Pattern of Applications:** 74% of all applications were received by the on-time application date of 30 September 2008, with 16,705 applications received in the last week of September. More than 93% of total current Queensland Year 12 applications had been received by this date, compared with 57.3% of the "other applicant" group, as shown in Charts 1 and 2.

**Chart 1: Pattern of QTAC Applications by Applicant Type 2008-2009**



**Chart 2: QTAC Applications, by Applicant Type, from October 2008**



The *Standby Mode* service allows applicants to continue to apply until shortly before each offer round. There were 202 applications received in this mode before the December Offer Round, 963 before the major January Offer Round and another 647 before the February Offer Round. These applications were assessed as resources became available before the offer round. Those not assessed before the offer round were assessed immediately after it and considered in the next round.

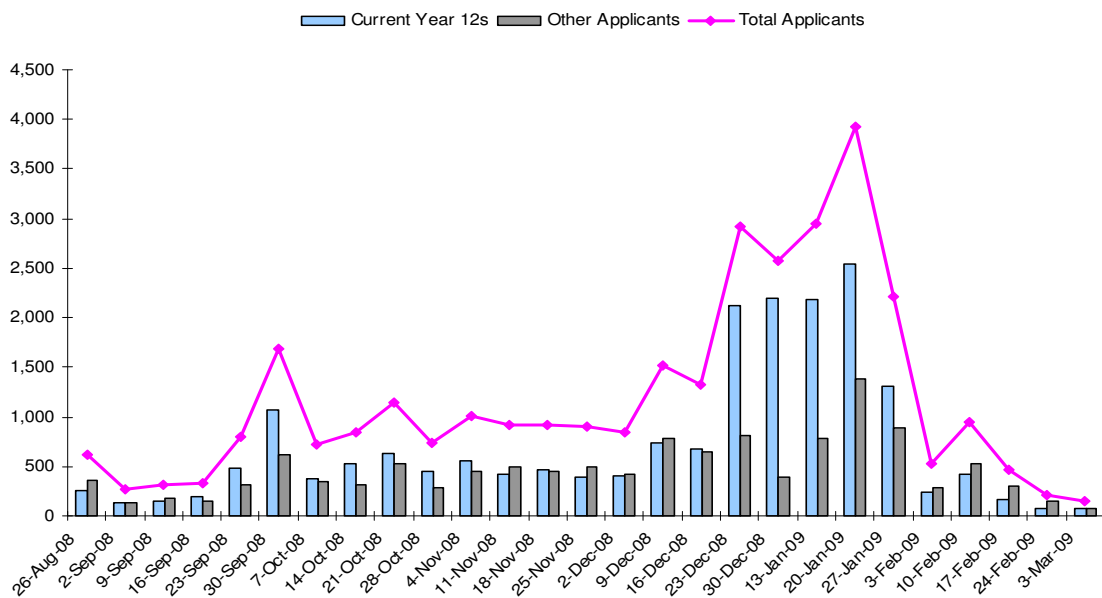
During the *Continuing Offers for a Targeted Group of Applicants (COTA)* process, daily offer rounds were conducted for new applicants, or applicants changing preferences, for courses that still had available places after the February Offer Round. Sixteen institutions participated in the *Continuous Offer Round* process. Initially there were 1,105 courses open for new applications and changes of preference, with the final offer round in mid March.

3,506 applicants participated in COTA. Of these 1,382 were new applications and the remainder either changed preferences or requested to be considered again for higher preferences.

2,319 applicants received at least one COTA offer, with an acceptance rate of 93.7%.

- **Changes of Preference:** There were 31,787 changes of preference recorded by 19,358 applicants. The bulk of these were after the release of Year 12 results in December and just before the major January Offer Round, with 8,463 changes in the 3 weeks before the January offer round and 6,661 between the January and February offer rounds.. Chart 3 shows the pattern of changes of preference by applicant type.

**Chart 3: Pattern of Changes of Preference by Applicant Type 2008-2009**



■ **Queensland Year 12 Students:** The number of Queensland Year 12 students applying through QTAC continued to decline with 49.3% of Year 12 students applying for semester 1 2009. Chart 4 compares the 17 year old Queensland population, with the number of Queensland Year 12 students and applicants, from 1992-1993 admissions to 2008-2009.

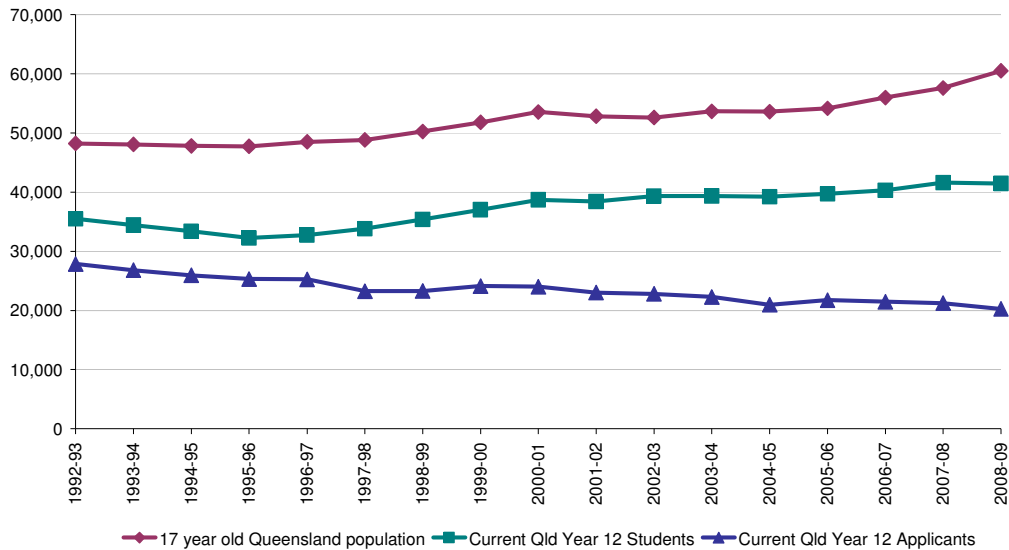
Queensland maintained a comparable figure in the Year 12 student population of 41,459 compared with 41,599 in the previous year (including Visa students). However, there has been a continued trend in the decline in the number of those applying.

There were 41,151 students (25,028 (60.8%) eligible for an Overall Position (OP) and 16,123 (39.2%) OP ineligible) reported to QTAC by the Queensland Studies Authority, compared with 40,886 students (26,182 (64.0%) OP eligible and 14,704 (36.0%) OP ineligible) in 2008, and 39,579 students (26,230 (66.3%) OP eligible and 13,349 (33.7%) OP ineligible) in 2007. These figures exclude Visa students.

20,270 (49.3%) 2008 Queensland Year 12 students applied for entry in semester 1 2009 compared with 21,228 (51.0% of 2007 Year 12 students) in 2008. The number of OP eligible students applying to QTAC decreased by 6.6% from 19,924 in 2008 to 18,618 in 2009, and the proportion of students applying also decreased from 76.1% of OP eligible students to 74.4%. The number of OP ineligible students increased by 9.7% from 14,704 to 16,123 and the number applying to QTAC also increased from 1,304 to 1,652, an increase of 26.7%, while the proportion of OP ineligible students applying increased to 10.2% in semester 1 2009 compared with 8.9% in 2008.

In addition to the data presented in this report some institutions may also undertake some direct entry admissions. Table 20 shows summary application figures for current Queensland Year 12 students and Table 22 gives a comparative analysis of Queensland Year 12 applications 1976-2009.

**Chart 4: Queensland Year 12 Applications 1992-1993 to 2008-2009 Admissions**



- **Demand for courses:** 1,614 courses were offered through QTAC for Semester 1 2009. Supply and demand for particular courses and areas of interest varies from year to year, however, there continues to be many university and TAFE courses that are highly competitive. Gauging the real demand for a course is not reflected solely by the number of applicants for places but also by the cut-offs and medians for the course. Table 3 gives an analysis of applications by course.
  
- **Offers:** A total of 46,228 applicants received at least one offer of a tertiary place, an offer rate of 89.3%, compared with 46,519 applicants who received offers in 2008 (an offer rate of 89.7%). Applicants may receive additional offers as a result of more places becoming available in preferences higher than the ones originally offered, or as a result of changing preferences for consideration in later offer rounds.
  
- **Enrolments:** 32,605 applicants accepted places and were enrolled at the census date, representing an increase of 450 (or 1.4%) students enrolled compared with the 32,155 enrolled in 2008. The enrolment rate overall was 70.5% in semester 1 2009 compared with 69.1% in 2008.

In 2009 the overall acceptance rate for Queensland Year 12 applicants was 78.6% and the enrolment rate was 73.3%, compared with an acceptance rate of 75.7% and an enrolment rate of 70.7% in 2008.

- *Mode of Attendance and Level of Course:* The number of commencing students attending classes full-time in semester 1 2009 was 27,473 (or 84.3%).

942 students (2.9%) were enrolled in Graduate Diploma (or higher) level courses, with 28,051 (86.0%) in degree level courses and 3,612 (11.1%) in Advanced Diploma and lower level courses. Table 5 provides further information on mode of attendance by level of course and institution.

- *Deferments:* A further 4,756 offered applicants had sought and been granted deferment of their enrolment, a decrease of 119 (or 2.4%) from the previous year. This follows an increase of 8.2% in the number of applicants choosing to defer in 2008. Those applicants not permitted to defer may re-apply through QTAC the following year.

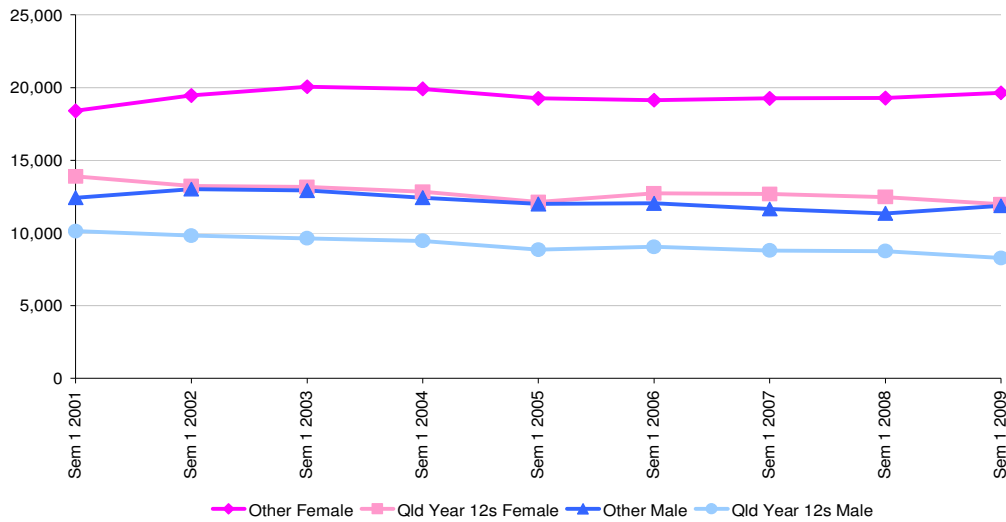
- *Gender and Age Group:* The majority of applicants and enrolments were female, accounting for 31,623 (or 61.1%) of total applications and 19,804 (or 60.7%) of total enrolments. 11,987 (59.1%) current Queensland Year 12 applicants were female, as were 8,392 (58.1%) of those enrolled. Queensland continues to experience a tertiary education gender imbalance.

Table 4 gives an analysis of applications by gender and age group. The decline in applications from the 19 and under age group has continued in this reporting period even though there has been an increase in applications from most of the higher age groups. In 2009:

- 60.8% were 19 and under, compared with 62.2% in 2008;
- 18.2% were between 20 and 24 compared with 17.4% in 2008;
- 7.7% were between 25 and 29 compared with 7.3% in 2008;
- 4.5% were between 30 and 34, compared with 4.6% in 2008;
- 3.5% were between 35 and 39, compared with 3.4% in 2008;
- 5.3% were 40 and over, compared with 5.1% in 2008.

As shown in Chart 5, from 2001 to 2009 the number of current Queensland Year 12 female applicants has decreased from 13,886 (25.3% of total applicants) to 11,987 (23.2%). Current Queensland Year 12 male applicants have decreased at a greater rate, from 10,134 to 8,283 (18.5% compared with 16.0%), while the “other applicant” male group has varied with a high of 13,015 in 2002 and a low of 11,346 in 2008 (23.4% compared with 21.9%). The “other female” applicant category has increased over the years with 18,399 (33.5%) applicants in 2001 and 19,635 (37.9%) in 2009.

**Chart 5: Applications by Applicant Type and Gender 2001 to 2009**



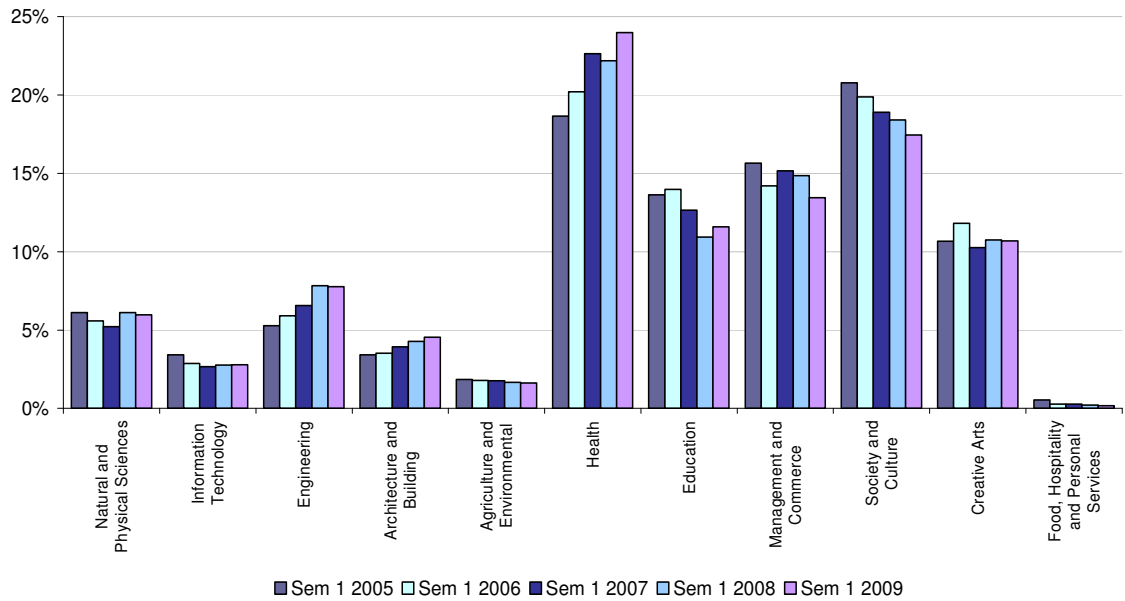
■ **Field of Education – Applications:** The most popular field of education was Health which was the first choice of 24.0% of applicants, followed by Society and Culture which was favoured by 17.4% of applicants.

There were increases in the percentage of applicants listing Health (24.0% in 2009 compared with 22.2% in 2008) and Education (11.6% in 2009 compared with 10.9% in 2008), as their first preference.

The percentage of applicants listing Society and Culture as their first preference continued to decrease (17.4% in 2009 compared with 18.4% in 2008, 18.9% in 2007, 19.9% in 2006 and 20.8% in 2005).

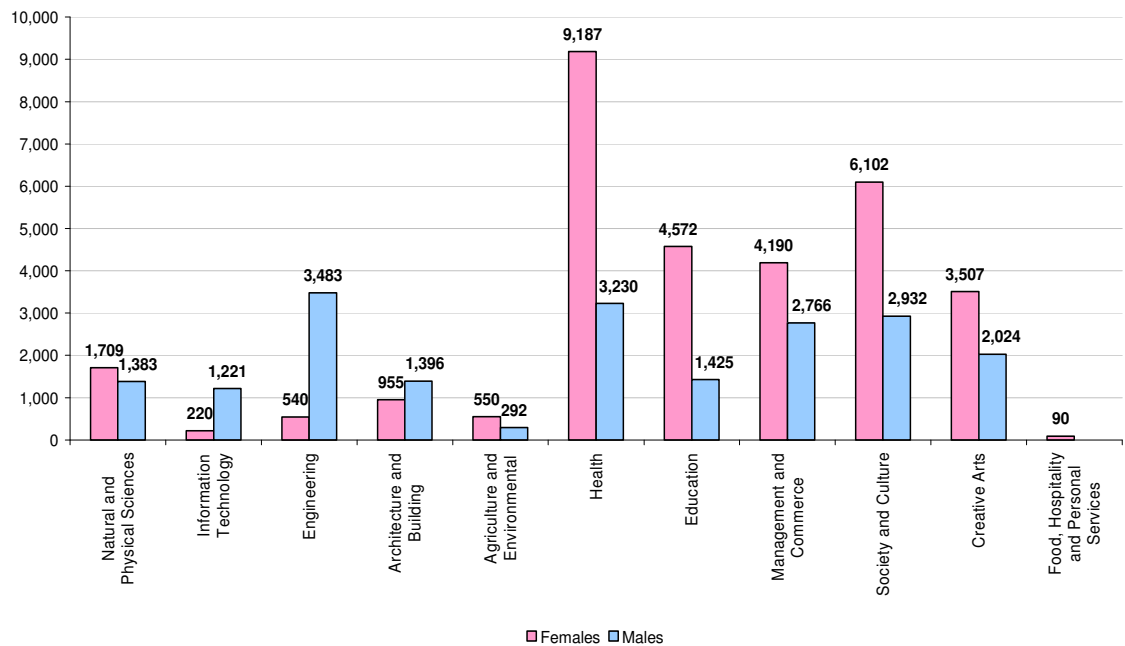
Chart 6 compares the proportion of first preferences for each field of education over the last five years.

**Chart 6: Field of Education First Preferences as a percentage of Total First Preferences 2005 to 2009**



Field of Education – Gender and Age Group: Females were predominant in Food, Hospitality and Personal Services (100%), Education (76.2%), Health (74.0%), Society and Culture (67.5%) and Agriculture and Environmental (65.3%) fields. Males accounted for 86.6% of Engineering first preferences and 84.7% of Information Technology first preferences.

**Chart 7: Field of Education First Preferences by Gender Semester 1 2009**



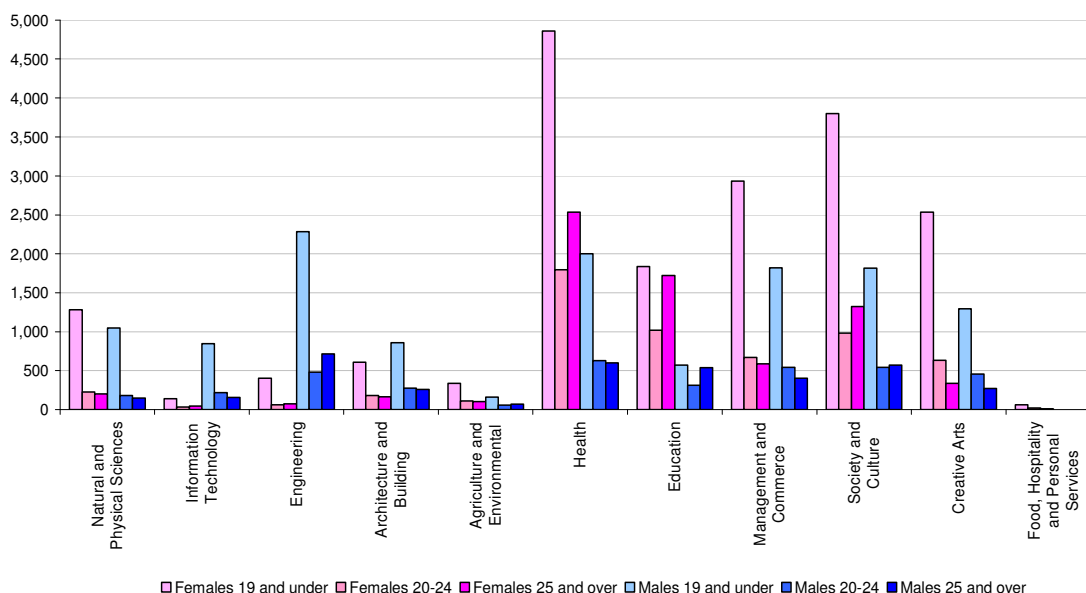


Applicants in all age groups preferred Health as their first preference, with 35.6% of applicants in the 40 and over age group choosing this field of education for their first preference. Education was the next most popular first preference for applicants aged 25-29 (18.8%), 30-34 (24.4%) and 35-39 (23.6%), while Society and Culture was the next most popular first preference for applicants aged 19 and under (17.8%), 20-24 (16.2%) and 40 and over (21.6%). Table 11 gives more details of the distribution of first preferences by field of education by age and gender.

As shown in Chart 9:

- Females 19 and under preferred Health courses (4,858), followed by Society and Culture (3,798) and Management and Commerce (2,933);
- Females 20-24 listed Health (1,794), followed by Education (1,017) and then Society and Culture (980);
- Females 25-29 chose Health (797), Education (563) and Society and Culture (390);
- Females 30-34 preferred Health (512), Education (436) and Society and Culture (268);
- Females 35-39 listed Health (407), Education (340) and Society and Culture (240);
- Females 40 and over chose Health (819), Society and Culture (426) Education (380);
- Males 19 and under chose Engineering (2,285), Health (1,999) and Management and Commerce (1,822) as their most preferred Fields of Education;
- Males 20-24 preferred Health (629), followed by Society and Culture (544) and Management and Commerce (543);
- Males 25-29 listed Engineering (308), Health (236), Society and Culture (207);
- Males 30-34 chose Engineering (163), Education (128), and Health (116);
- Males 35-39 preferred Engineering (118), Health (99), followed by Society and Culture (95);
- Males 40 and over chose Society and Culture (162), Health (151) and Engineering (125).

**Chart 9: Field of Education First Preferences by Gender and Age Group Semester 1 2009**



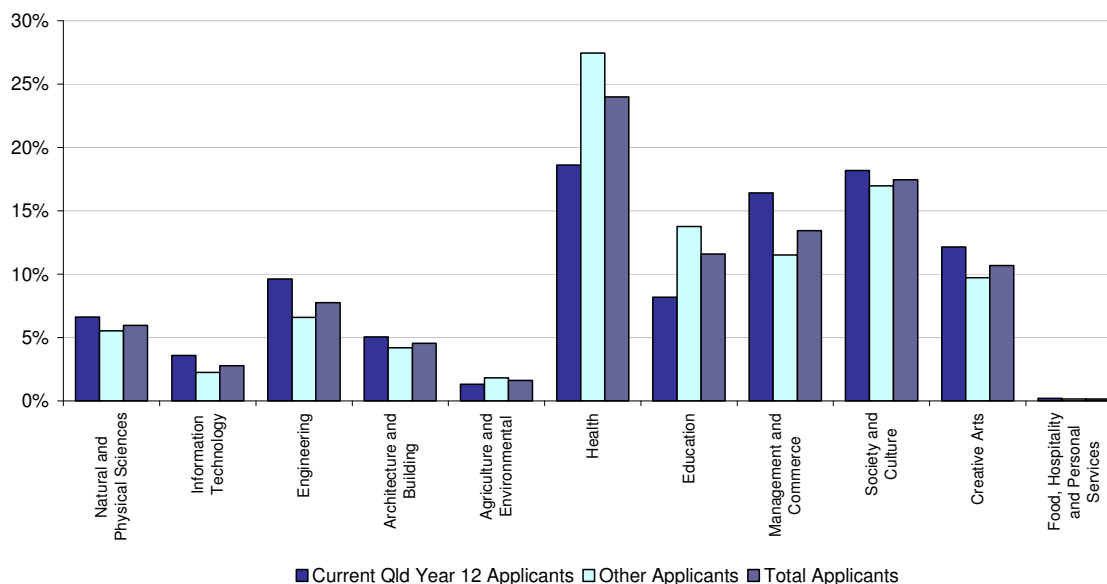
- Field of Education – Acceptance and Enrolment Rates:** Overall acceptance and enrolment rates have increased in 2009 compared with 2008. The highest acceptance rate was for Education (84.3%), followed by Engineering (83.6%), Information Technology (82.5%), and Architecture and Building (82.4%). The highest enrolment rate was in Engineering (76.5%), followed by Architecture and Building (75.0%) and Information Technology (74.0%).

An analysis of applications by institution and field of education including acceptance and enrolment rates is shown in Table 9. Tables 10, 11, 12 and 13 provide additional data on applications by field of education by course level, gender, age group and institution.

- Field of Education – Applicant Type:** Current Year 12 students were more likely to apply for Management and Commerce, Creative Arts and Engineering courses than were “other applicants”. The “other applicant” group favoured Health and Education courses.

Chart 10 shows the proportion of first preferences, by applicant type and field of education.

**Chart 10: Field of Education First Preferences as a percentage of Total First Preferences for Applicant Type Semester 1 2009**

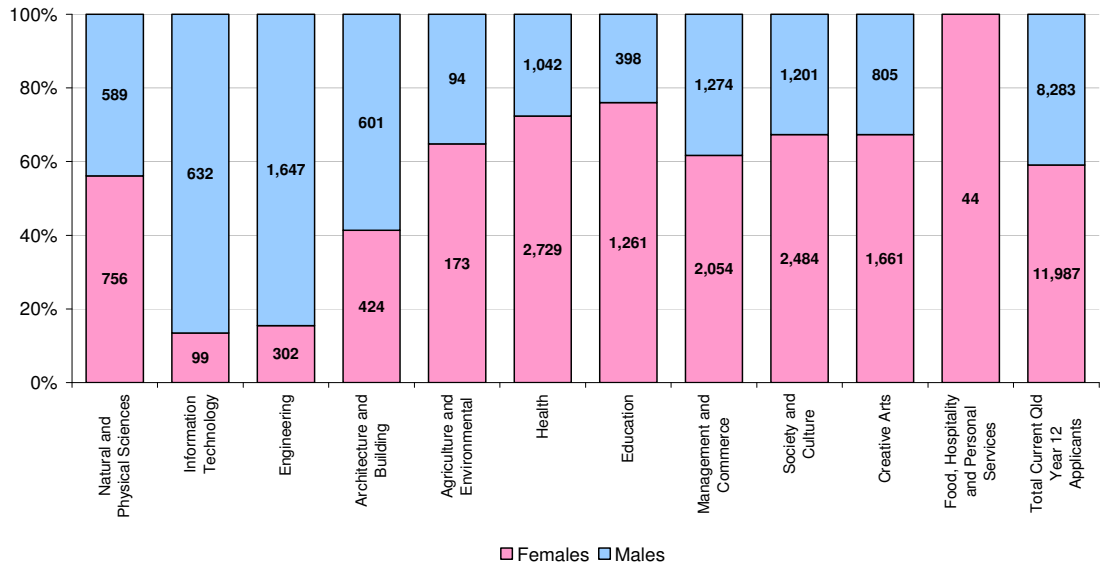


Field of Education – Queensland Year 12 Students: Current Queensland Year 12 students preferred Health (3,771 first preferences (18.6%)), followed by Society and Culture (3,685 first preferences (18.2%)) and Management and Commerce (3,328 first preferences (16.4%)).

The highest acceptance rate was for Engineering (83.7%), followed by Natural and Physical Sciences (81.7%), Information Technology (81.2%) and Education (80.0%). The highest enrolment rate was for Engineering (79.7%) followed by Natural and Physical Sciences (78.0%). Table 30 has an analysis of applications for Queensland Year 12 students by institution and field of education including acceptance and enrolment rates.

Chart 11 shows first preferences, by gender and field of education, for current Queensland Year 12 students. Data for current Queensland Year 12 students by gender is presented in Tables 32 (by gender and Overall Position) and 33 (by gender and institution).

**Chart 11: Field of Education First Preferences by Gender for Current Queensland Year 12 Students Semester 1 2009**



- Semester 2 2008:** The number of courses being offered for semester 2 2008 increased, with 825 courses offered compared with 736 in semester 2 2007. Semester 2 applications numbered 6,885, an increase of 149 (or 2.2%). Of these 5,697 applicants received a final offer, an offer rate of 82.7% compared with 85.7% in 2007. 4,368 were enrolled at 31 August 2008, representing an enrolment rate of 76.7%, up from 76.2% in 2007.
- Semester 3 2008:** 120 courses were offered in semester 3. There were 560 applications and 522 of these received at least one offer, an offer rate of 93.2%. 386 students were enrolled at 30 November 2008, representing an enrolment rate of 73.9%, up from 76.2% in 2007.

## ***Summary of Business Changes at QTAC***

QTAC introduced the first stage in the largest modification to admissions services since the 1992 development of the Online Admissions System (OASys). Following 18 months of planning, QTAC opened its Year Round Admissions system for 2008-09 on 1 July 2008 with final offers for that year occurring on 4 August 2009. This was a 14 months admissions cycle spanning Summer Semester 2008, First Semester 2009, Second Semester 2009 and three periods of continuous offers for remaining course vacancies leading up to the start of classes for each Semester. Greater offer round flexibility was available with 'early offers' becoming a feature of the service. The type of service benefits resulting from the changes included the following:

### ***Institution Benefits:***

The open year round principle resulted in no interested applicant being denied access to tertiary admissions through QTAC. As a result, QTAC experienced a significant volume of applications in both the early months and in the days and weeks following major offer rounds. These later applying applicants are ones who may have been lost to the tertiary application process in prior years. Of particular note was the large number of applicants – more than 3,500 - who applied in January and February 2009 after the publicity surrounding the first semester major offer round.

Progressive assessment meant that applicants who were not currently studying, whose results were available and whose assessment was completed, were available for an early offer. Given thorough institution quota management these non-Year 12 students were able to be notified of an offer early and engage in preparatory functions associated with tertiary study. Institutions were also able to commence a dialogue with these applicants to continue the preparation stages of the process.

### ***Applicant Benefits:***

Applications were available at most times (major round allocation days excluded) which encouraged ongoing engagement with the tertiary application process. No interested applicant was turned away from tertiary study as a result of the availability of the application process. Applicants were also able to receive feedback on each of their tertiary preferences by accessing the *Current Applicant* online service. Applicants were informed whether they had met or not met the minimum entry requirements for their preferences. This assisted in early change of preference considerations and additional study (bridging) if required, to fill any eligibility gaps. Finally, applicants were able to preference across semesters, without the need to re-apply. This was not only a financial benefit to applicants, but streamlined workload and qualification feedback.

- ***Extended Admissions Periods:*** QTAC's extended admissions period aims to match multiple intakes or semesters provided at institutions. With 3 semester teaching periods at many institutions plus more frequent starts at some Colleges, QTAC's extended admissions enabled institutions to monitor application progress over time.
- ***Extended Offer Round Processes:*** QTAC provided the option of 'early offer rounds' for institutions who were interested in taking advantage of this for a select group of applicants. In particular, applicants with completed assessments

were able to be included in early offer rounds. All institutions participated in at least one of the early offer round processes. Institutions used guidelines to ensure that no equally qualified applicant would be disadvantaged through early offers to a few applicants. As well as early offer rounds, extended offer rounds past the top up rounds, continued to allow as many vacancies as possible to be filled. In all, there were 15 scheduled offer rounds and 35 continuous offer rounds during the 2008-09 Year Round Admissions period.

- *Progressive Assessment and Reporting of Tertiary Entrance:* QTAC implemented the first stage of reporting to applicants on the progress of their assessment. Applicants were informed whether they had satisfied the minimum entry requirements set by the institution for each of their preferences. This allowed applicants to clarify institution requirements, and where possible, undertake study that would enable the criteria to be met, or facilitate the process for applicants to reassess their study preferences.
- *Future System Changes:* QTAC continues to develop the next stages of Year Round Admissions and Progressive Assessment and Reporting of tertiary entrance services. In the 2009-10 admissions year, early offers will be available to assessed and competitive applicants, year round, if an institution determines or requires use of the service. In addition, work is progressing on further reporting to applicants of their assessment progress through the admissions cycle.

QTAC's five operational divisions delivered services on behalf of institutions. The divisions of the Company are:

- Office of the CEO; Ms Elizabeth Jones, CEO
- Corporate Services; Mr Walter Williams, Manager
- Public Relations and Information Services; Ms Pat Smith, Manager
- Production and Assessment Services; Mr Phillip Anthony, Manager
- Information Technology; Mr Richard Armstrong, Manager

A snap shot of the activities of the operational divisions follows.

### ***Public Relations and Information Services***

The Public Relations and Information Services section undertakes the following activities:

- Responds to all enquiries regarding eligibility and the application process (phone, Web, counter, mail);
- Promotes tertiary study through the media and attends public tertiary study information functions eg TSXPO, ATEE and Institution Open Days;
- Provides current course and tertiary application information via the QTAC website;
- Provides resources to school students, parents and the public via Web and print format. These include the *QTAC Guide*, *Tertiary Prerequisites*, *Student Advisers' Tertiary Course List*, *QTAC Update*, and various QTAC application and information brochures;
- Provides tertiary entry workshops for school and tertiary institution personnel;

- Provides workshops to help applicants prepare for the Special Tertiary Admissions Test (STAT) and Personal Competencies Assessment (PCA).

### ***Production & Assessment Services***

The timely and accurate delivery of QTAC's assessment and data processing activities is provided by the Production and Assessment Services team. In 2008-2009, the team assessed nearly 70,000 applications presenting 200,000 qualifications for assessment. This included the processing of over 7,000 applications for Equity Scholarships from students already enrolled in tertiary courses. The section's Data Processing unit maintained course information for more than 1,600 courses offered by QTAC and was responsible for the physical handling of applicant documentation.

During the year, a number of amendments or enhancements were initiated, particularly to support the operational requirements for the first Year Round Admissions.

- *QTAC Online Admissions System (OASys)* - A range of enhancements were implemented over 2008-2009 to improve the functionality of OASys and assessment procedures. These included the automatic generation of emails to notify applicants of an offer being made; the automatic identification and generation of qualification records for Year 12 students with postsecondary and tertiary qualifications recorded within their Year 12 qualification; and implementation of new frames to support the reporting of appropriate and meaningful information to applicants who had or had not satisfied entry requirements to a particular course – down to the level of the specific individual requirement.
- *Course Rank Set Derivation Algorithms (CRSDAs)* - A number of modifications were also required to the computer programs for existing CRSDAs, which automate the ranking of applicants. Significant work was undertaken to ensure that ranking outcomes were correctly derived for applicants in a year round admissions cycle, particularly where results in current studies would be outstanding at the time of early offer rounds. Related actions saw the system programmed to automatically generate tasks for QTAC assessors to add new tertiary qualifications to applicants who had accepted offers to start in one semester, and who had changed preferences within the year round system to be considered for new course preferences in a subsequent semester.
- *Working Party on Common Assessment and Qualification Assessment* - A range of new and changed qualifications were identified and reviewed for assessment by QTAC and its participating institutions. These included further development of guiding principles for the construction of schedules for the assessment of overseas secondary qualifications; reviewing and addressing concerns related to the ranking of OP-ineligible students; reviewing processes related to subject prerequisite equivalence and reviewing assessment policy and practice concerning exchange studies and credit transfer. Assessment tables that allow for the derivation of assessment ranks, called schedules, were also reviewed or developed for a range of new or changed qualifications across Europe; North America; the Middle East; Africa and Central, East and Southeast Asia in addition to post-school qualifications and tertiary bridging and preparation courses.

- *Equity Scholarships Assessment* – A very significant activity for the last year has been the introduction of Equity Scholarships. With a very short lead time, QTAC implemented a web-based application system together with assessment and offer services, to administer the processing and offering of Commonwealth Government Equity Scholarships and institution-based scholarships at six Queensland universities. From amongst QTAC's pool of applicants applying for tertiary places, nearly 6,500 also applied for an Equity Scholarship. In addition to these tertiary study applicants, over 7,000 students already at university also applied for a scholarship. From these 13,500 scholarship applicants, nearly 6,500 scholarship offers were made over 7 scholarship offer rounds.

### ***Information Technology***

All aspects of QTAC's information technology structure are managed from within QTAC by its Information Technology section. The section designs and develops software services, manages the operation of those services and manages the associated computing and network infrastructure needed to support them.

During the past year, QTAC undertook a number of initiatives which required the development of new software systems and the enhancement of existing software. Significant among these developments were:

- *Year Round Admissions processing:* QTAC has traditionally taken a '2-semester' approach to admissions processing with all intakes slotted into one of the two admissions periods defined for the year. For 2008-09 admissions, QTAC adopted a full-year approach to admissions which covered all applications for all intakes over the period July 2008 to August 2009 inclusive. To support this, the concept of a preference had to be extended beyond the course they wished to study, to include the semester when they wanted to commence studies. Furthermore, all time-based processes had to be extended to include this semester awareness as well as course code awareness.
- *Eligibility reporting:* QTAC's web services were extended to provide individual applicants with information relating to their eligibility for selection for each of their preferences. This information is updated nightly with the most recent status based on that day's assessment activities.
- *Scholarships processing:* Information Technology staff designed and coded a scholarship processing module to manage a centralised approach to scholarship allocations. The project involved building a web-based scholarship application service, assessment modules to allow staff to verify and record data, a web-services interface to collect Centrelink data, modules to apply institution based scholarship eligibility and ranking rules, a scholarship allocation module and modules for reporting and statistics.
- *Other Services:* QTAC continued to provide other services as required to the South Australian Tertiary Admissions Centre (SATAC) and participating institutions.

## ***In Summary***

As a service provider QTAC aims to continue development of its services which match the changing applicant pool and institution requirements. Pressures in applicant numbers, fully funded quota places, government regulations, and general competition, will challenge the nature of assistance that QTAC can provide. QTAC feels it is adequately placed to deal with these future challenges.

QTAC's changes of admissions practices, flexibilities, reporting and accessibility, should allow for better service delivery to institutions and applicants alike. These changes will continue to be reported in future years.

This report has been prepared by staff of the newly formed Planning and Data Services Section, namely Ms Dianne Keene and Ms Katharine Martyn. Should you wish to provide feedback or seek assistance on matters related to this *Statistical Report*, please contact:

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QTAC Ltd, PO Box 1331, Milton, Queensland 4064 or  
Email [dianne.keene@qtac.edu.au](mailto:dianne.keene@qtac.edu.au)

It is with pleasure that I present the *Statistical Report Semester 1 2009* for the Queensland Tertiary Admissions Centre Ltd.

Professor Deborah Terry  
*Chair, Board of Directors*  
*Queensland Tertiary Admissions Centre Ltd*