

Foreword and Summary of Key QTAC Information

The Role of QTAC

QTAC's core business is to provide centralised admissions services on behalf of participating institutions (18 in 2007-2008). The service streamlines application and assessment processes to efficiently deliver tertiary offers to applicants, using technology to administer institution policies and rules. QTAC is a public, not-for-profit company funded through institution contributions and applicant charges.

The institutions serviced by QTAC are:

■ *Queensland Universities:*

- Australian Catholic University
- Central Queensland University (*Board Member Prof John Rickard*)
- Griffith University (*Board Member & Chair Mr Colin McAndrew*)
- James Cook University (*Board Member Prof Sandra Harding*)
- Queensland University of Technology (*Board Member Dr Carol Dickenson*)
- The University of Queensland (*Board Member Mr Douglas Porter*)
- University of Southern Queensland (*Board Member Prof William Lovegrove*)
- University of the Sunshine Coast (*Board Member Prof Paul Thomas*)
- Bond University

■ *Interstate Universities:*

- Southern Cross University
- University of New England

■ *Colleges and Institutes:*

- Australian College of Natural Medicine
- Australian Maritime College
- Christian Heritage College
- QANTM College
- Queensland Institute of Business and Technology
- SAE Institute
- TAFE Queensland

The QTAC Board also has the services of Mr Ian Hawke, Assistant Director-General Strategic Policy and Performance, Queensland Department of Education, Training and the Arts.

With changes in the supply and demand for tertiary education, greater service flexibility has been required. QTAC has worked with institutions to expand its services, and extend the time that the services are accessible to the applicant pool. With QTAC's skill in data retrieval and electronic specification of rules and requirements, assessment turnaround times have been truncated and offer round processes extended into teaching periods. Access to tertiary study through the centralised admissions function has been enhanced and will continue to evolve to cater for the changing behaviour of emerging target groups.

To fulfil its role, QTAC provides a range of applicant and institution materials published in written and electronic format. These materials are under constant review to ensure relevance to the market. Technical information regarding institution policies and requirements are provided to ensure that applicants make appropriate tertiary study choices. QTAC aims to have an informed market making informed choices thereby increasing their likely success for tertiary selection.

The range of initiatives undertaken to deliver QTAC services is outlined in a later section of this report summary. Market changes and institution requirements are driving further change in QTAC's service delivery.

This *Statistical Report* represents the main outcome of the work delivered by QTAC, that is tertiary offers to suitable applicants (eligible and competitive according to institution requirements). The report is the end result of robust business practices developed and delivered with trained and dedicated staff. Highlights of the year's activities are presented in both statistical outcomes and functional initiatives.

Key Statistics for the 2007-2008 Admissions Year

The significant trends apparent from the *Statistical Report 2007-2008* are outlined below.

- **Applications:** A total of 51,849 applications were received and processed for 2008 first semester entry. This was a decrease of 1.0% on the 52,365 applications for first semester 2007. 41% of applicants were current Queensland Year 12 students. Table 1 shows summary application figures for the 2007-2008 admissions period and Table 2 gives a comparative analysis of quota applications 1976-2008 (including mid-year admissions).

In 2007-2008 the overall acceptance rate was 77.1% while the enrolment rate was 69.1%. This compared with an acceptance rate of 76.7% and an enrolment rate of 68.3% in 2006-2007, and an acceptance rate of 76.6% and an enrolment rate of 68.7% in 2005-2006.

- **Pattern of Applications:** 76% of all applications were received by the on-time application date of 28 September 2007, with 18,841 applications being received in the last week of September. More than 93% of total current Queensland Year 12 applications had been received by this date. The "other applicant" pool displays either a longer or delayed decision process in terms of tertiary application.

Charts 1 and 2 show the pattern of applications by applicant type.

Chart 1: Pattern of QTAC Applications by Applicant Type 2007-2008

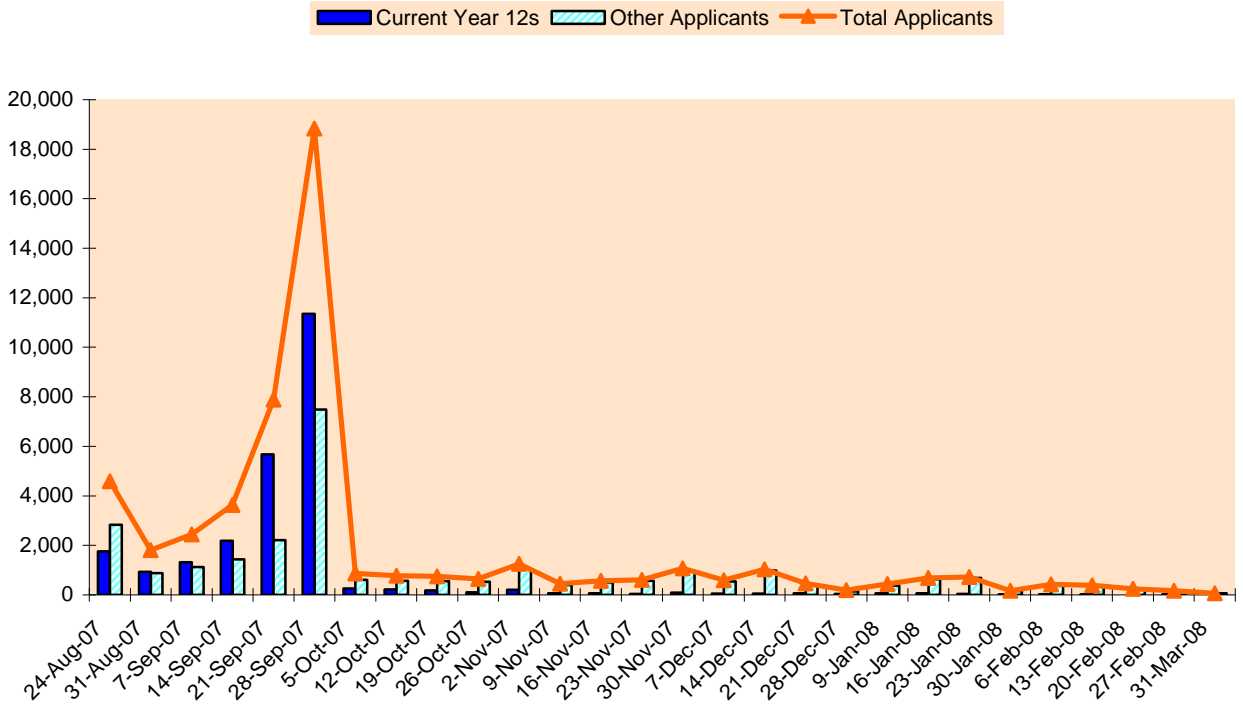
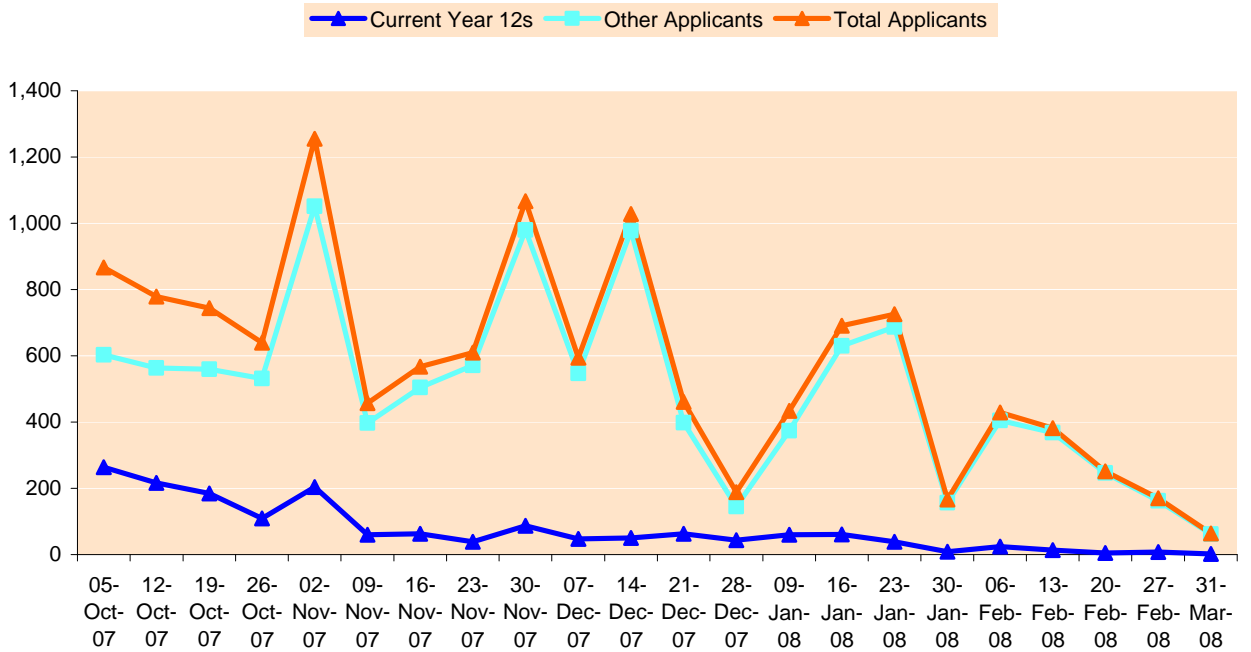


Chart 2: QTAC Applications, by Applicant Type, from October 2007



The *Standby Mode* service allows applicants to continue to apply until shortly before each offer round. There were 935 applications received in this mode before the major January Offer Round and another 302 before the February Offer Round. These applications were all assessed as far as possible and were considered in the respective offer rounds.

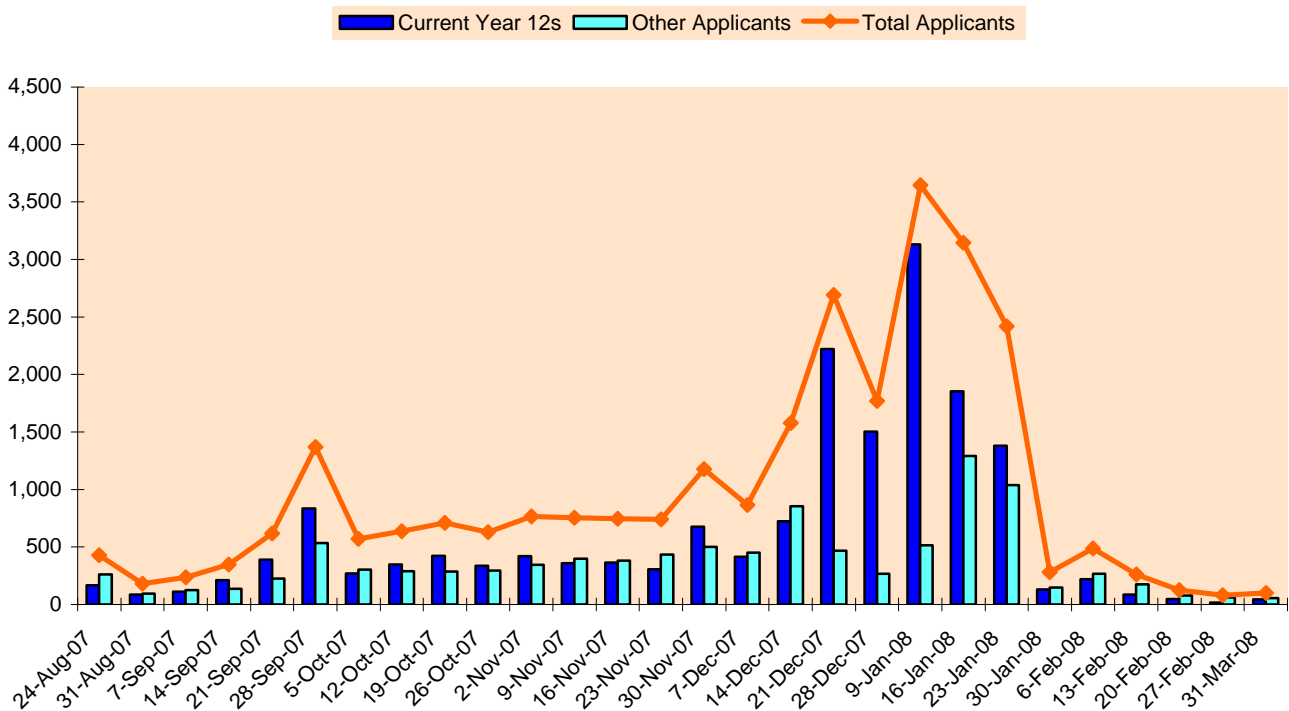
During the *Continuing Offers for a Targeted Group of Applicants (COTA)* process, daily offer rounds were conducted for new applicants, or applicants changing preferences, for courses that still had available places after the February Offer Round. Fifteen institutions participated in the *Continuous Offer Round* process. Initially there were 1,075 courses open for new applications, with the final offer round in mid March.

1,315 new applications were received and processed. There were also 1,084 changes of preference made by 841 applicants.

1,770 COTA offers were made to 1,709 applicants, with an acceptance rate of 90.2%.

- **Changes of Preference:** There were 27,353 changes of preference recorded by 17,110 applicants throughout the admissions period. The bulk of these were after the release of Year 12 results in December and just before the major January Offer Round, with 3,646 changes in the final week. Chart 3 shows the pattern of changes of preference by applicant type.

Chart 3: Pattern of Changes of Preference by Applicant Type 2007-2008



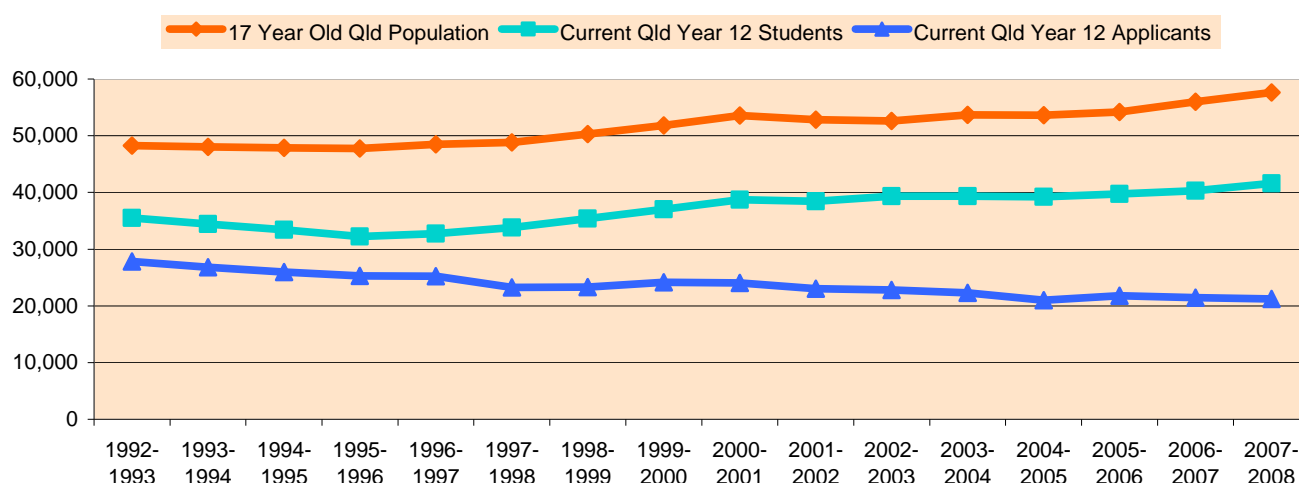
■ **Queensland Year 12 Students:** Queensland continued to experience growth in the Year 12 student population, with an increase of 3.2%. However, there has been a proportional and actual reduction in the number of applicants. There were 40,886 students (26,182 (64.0%) eligible for an Overall Position (OP) and 14,704 (36.0%) OP ineligible) reported to QTAC by the Queensland Studies Authority, compared with 39,579 students (26,230 (66.3%) OP eligible and 13,349 (33.7%) OP ineligible) in 2006-2007, and 38,953 students (27,027 (69.4%) OP eligible and 11,926 (30.6%) OP ineligible) in 2005-2006. These figures exclude Visa students.

21,228 (51.0%) 2007 Queensland Year 12 students applied for entry in 2007-2008 compared with 21,466 (53.2% of 2006 Year 12 students) in 2006-2007. The number of OP eligible students applying to QTAC decreased by 1.8%, from 20,284 in 2006-2007 to 19,924 in 2007-2008, and the proportion of students applying also decreased from 77.3% of OP eligible students to 76.1%. The number of OP ineligible students increased by 1,355 (or 10.2%) and the number applying to QTAC also increased from 1,182 to 1,304, an increase of 10.3%, while the proportion of OP ineligible students applying was 8.9% in both years.

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 1976-2008.

In 1995-1996 78.6% of Year 12 students applied to QTAC. This has continued to decline with only 51.0% of Year 12 students applying in 2007-2008. Chart 4 compares the 17 year old Queensland population, with the number of Queensland Year 12 students and applicants, from 1992-1993 admissions to 2007-2008.

Chart 4: Queensland Year 12 Applications 1992-1993 to 2007-2008 admissions



- *Demand for Courses:* 1,633 courses were offered through QTAC in 2007-2008. 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 46,519 applicants received at least one offer of a tertiary place, an offer rate of 89.7%, compared with 47,595 applicants receiving offers in 2006-2007 (an offer rate of 90.9%). 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:* 32,155 applicants accepted places and were enrolled at the census date, representing a decrease of 375 (or 1.2%) students enrolled compared with 2007. The enrolment rate overall was 69.1% in 2007-2008 compared with 68.3% in 2006-2007.

In 2007-2008 the overall acceptance rate for Queensland Year 12 applicants was 75.7% and the enrolment rate was 70.7%, compared with an acceptance rate of 76.7% and an enrolment rate of 71.1% in 2006-2007.

- *Mode of Attendance and Level of Course:* The number of commencing students attending classes full-time in 2008 was 26,586 (or 82.7%).

748 students (2.3%) were enrolled in Graduate Diploma level courses, with 28,051 (87.2%) in degree level courses and 3,356 (10.4%) in Advanced Diploma and lower level courses. This year Table 5 has been expanded to provide further information on mode of attendance by level of course, age group and institution.

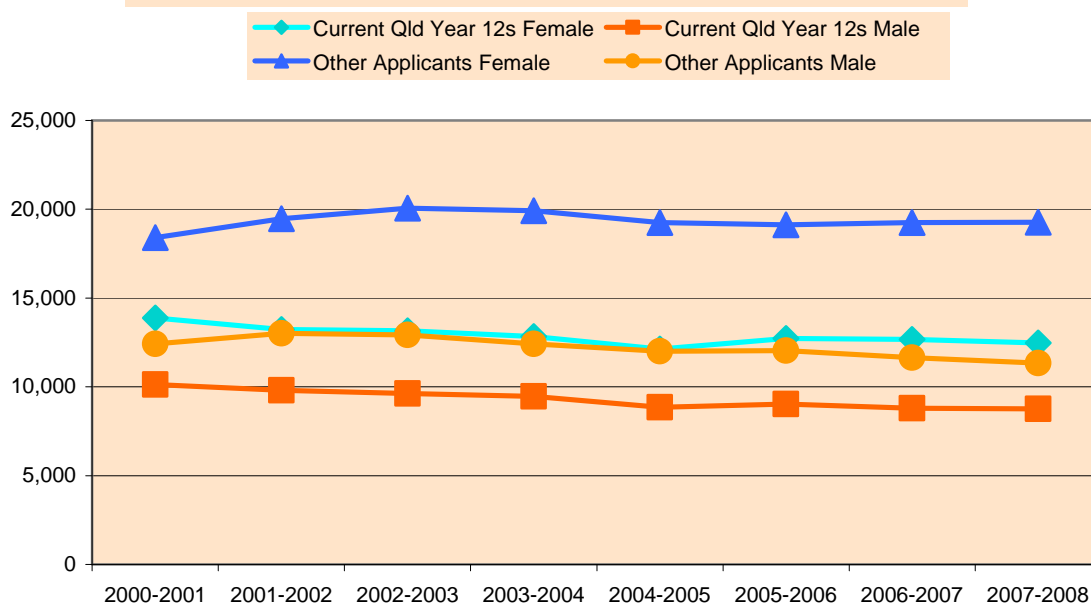
- *Deferments:* A further 4,875 offered applicants had sought and been granted deferment of their enrolment until 2009, an increase of 368 (or 8.2%) from the previous year. This follows an increase in the number of applicants choosing to defer in 2006-2007 of 8.9%. Those applicants not permitted to defer may re-apply through QTAC the following year.
- *Gender and Age Group:* The majority of applicants and enrolments were female, accounting for 31,749 (or 61.2%) of total applications and 19,462 (or 60.5%) of total enrolments. 12,474 (58.8%) current Queensland Year 12 applicants were female, as were 8,249 (57.3%) of those enrolled. Queensland continues to experience a tertiary education gender imbalance. The analysis of applications by gender and age group in Table 4 now has an expanded breakdown with the 25 and over age group extended to 25-29, 30-34, 35-39, and 40 and over age groups.

With the decline in applications from current Year 12 students the age of applicants is increasing. In 2007-2008, 62.2% of applicants were 19 and under, compared with 63.0% in 2006-2007. 17.5% were between 20 and 24 compared with 17.8% in 2006-2007. 7.3% were between 25 and 29 compared with 6.8% in 2006-2007. 4.5% were between 30 and 34, compared with 4.3% in 2006-2007. 3.4% were between 35 and

39, compared with 3.2% in 2006-2007 and 5.1% were 40 and over, compared with 4.8% in 2006-2007.

Overall the proportion of female applicants increased slightly from 61.0% in 2006-2007 to 61.2% in 2007-2008. As shown in Chart 5, from 2000-2001 to 2007-2008 the number of current Queensland Year 12 female applicants has decreased from 13,886 (25.3% of total applicants) to 12,474 (24.1%). Current Queensland Year 12 male applicants have decreased at a greater rate, from 10,134 to 8,754 (18.5% compared with 16.9%), while the “other applicant” male group has varied with a high on 13,015 in 2001-2002 and a low of 11,346 in 2007-2008 (23.4% compared with 21.9%). The only group that has increased is the “other female” applicant category with 19,275 applicants (37.2%) in 2007-2008 and 18,399 (33.5%) in 2000-2001, but this group has also varied over the years with a high of 20,059 applicants in 2002-2003 (36.0%) and the highest proportion of total applicants (36.9%) in 2004-2005.

Chart 5: Applications by Applicant Type and Gender 2000-2001 to 2007-2008



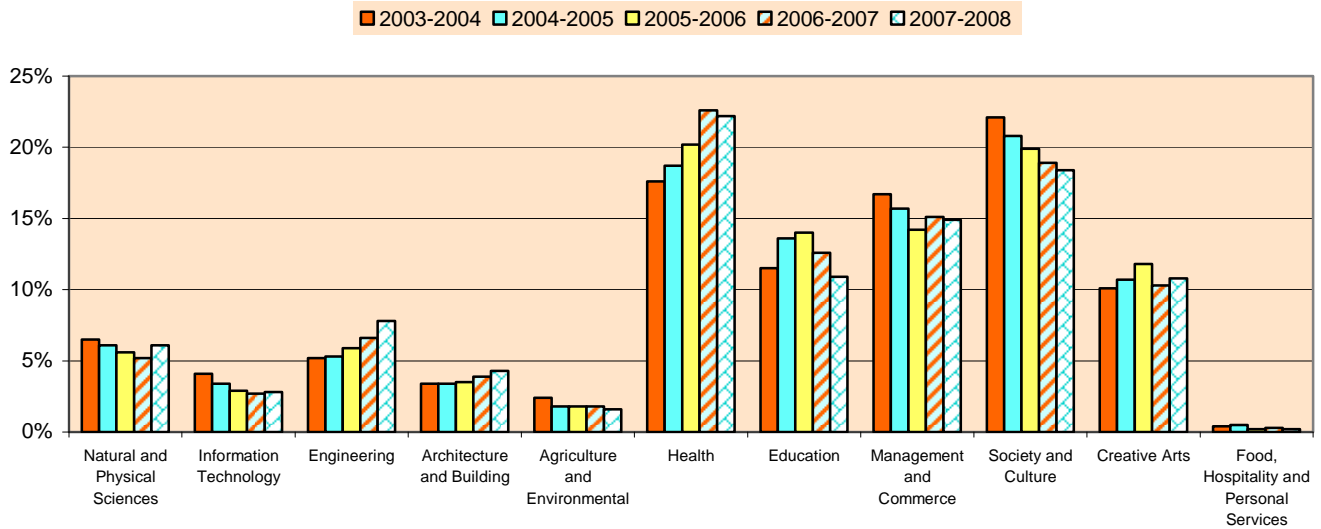
■ **Field of Education - Applications:** The most popular field of education was Health which was the first choice of 22.2% of applicants, followed by Society and Culture which was favoured by 18.4% of applicants.

There were increases in the percentage of applicants listing Engineering (7.8% in 2007-2008 compared with 6.6% in 2006-2007 and 5.9% in 2005-2006), and Science (6.1% in 2007-2008 compared with 5.2% in 2006-2007), Creative Arts (10.8% in 2007-2008 compared with 10.3% in 2006-2007), and Architecture (4.3% in 2007-2008 compared with 3.9% in 2006-2007), as their first preference.

There were decreases in Education (10.9% in 2007-2008 compared with 12.6% in 2006-2007 and 14.0% in 2005-2006), Society and Culture (18.4% in 2007-2008 compared with 18.9% in 2006-2007 and 19.9% in 2005-2006).

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

Chart 6A: Field of Education First Preferences as a Percentage of Total First Preferences 2003-2004 to 2007-2008



Over the last five years the proportion of applicants choosing Engineering courses as their first preference has increased each year and the proportion choosing Society and Culture has decreased each year, as shown in Charts 6B and 6C.

Chart 6B: Proportion of Engineering First Preferences by Gender and Age Group 2003-2004 to 2007-2008

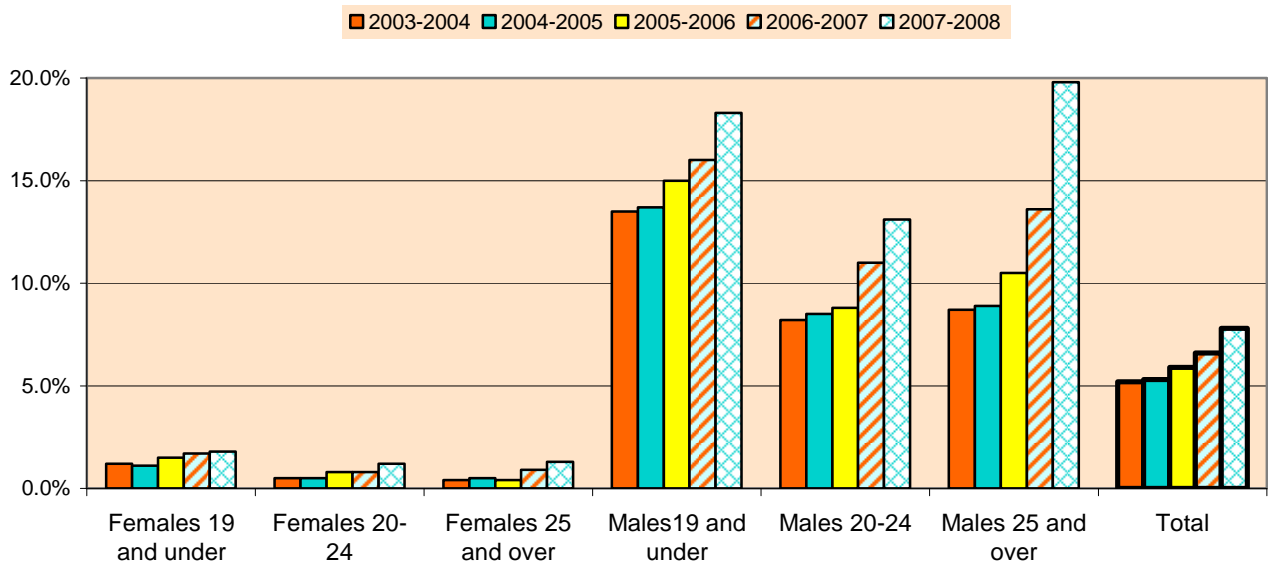
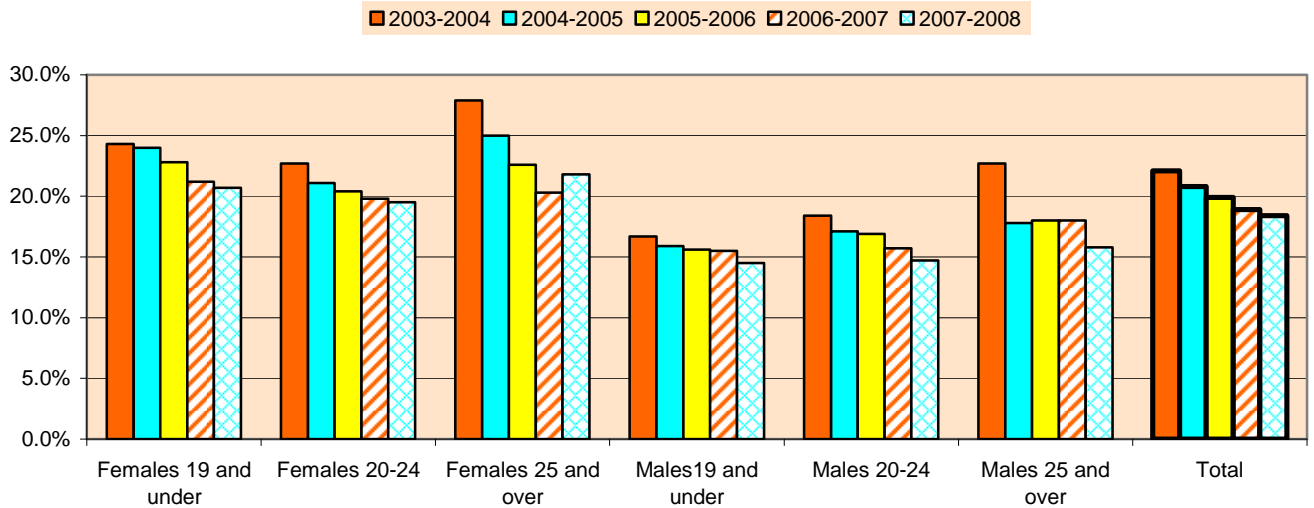


Chart 6C: Proportion of Society and Culture First Preferences by Gender and Age Group 2003-2004 to 2007-2008



Field of Education – Gender and Age Group: Females were predominant in Food, Hospitality and Personal Services (100%), Education (76.7%), Health (74.0%), Society and Culture (68.9%) and Agriculture and Environmental (67.2%) fields. Males accounted for 87.4% of Engineering first preferences, 83.8% of Information Technology first preferences and 58.7% of Architecture and Building first preferences. Chart 7 shows the proportion of first preferences for each field of education by gender, while Chart 8 gives the proportion by age group.

Chart 7: Proportion by Gender of First Preference Field of Education 2007-2008

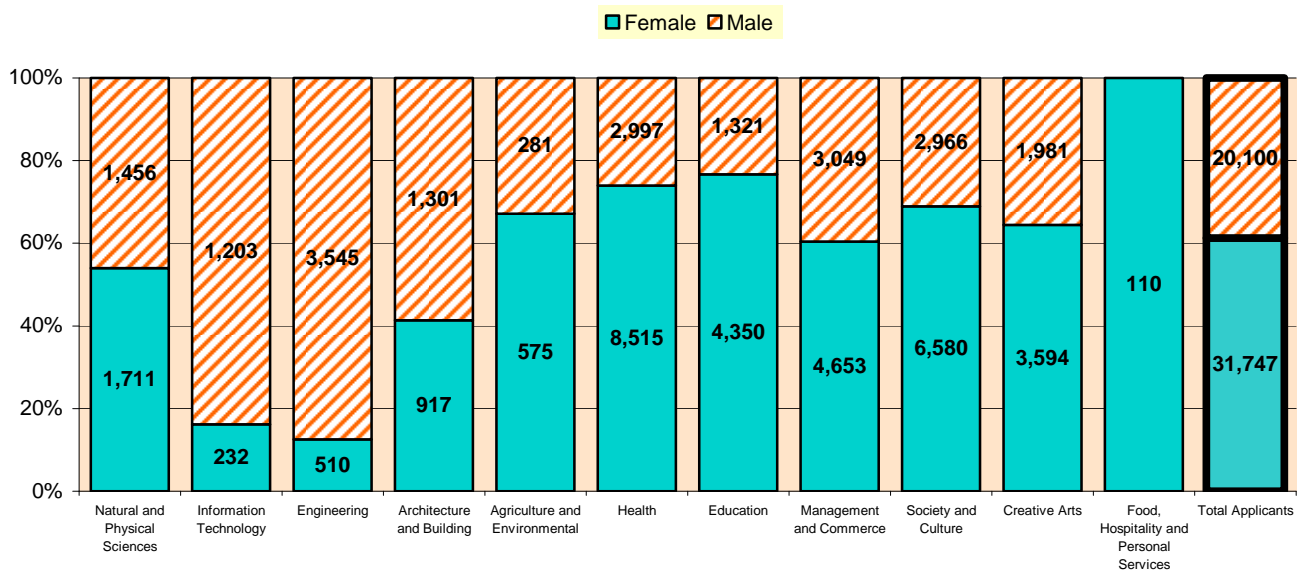
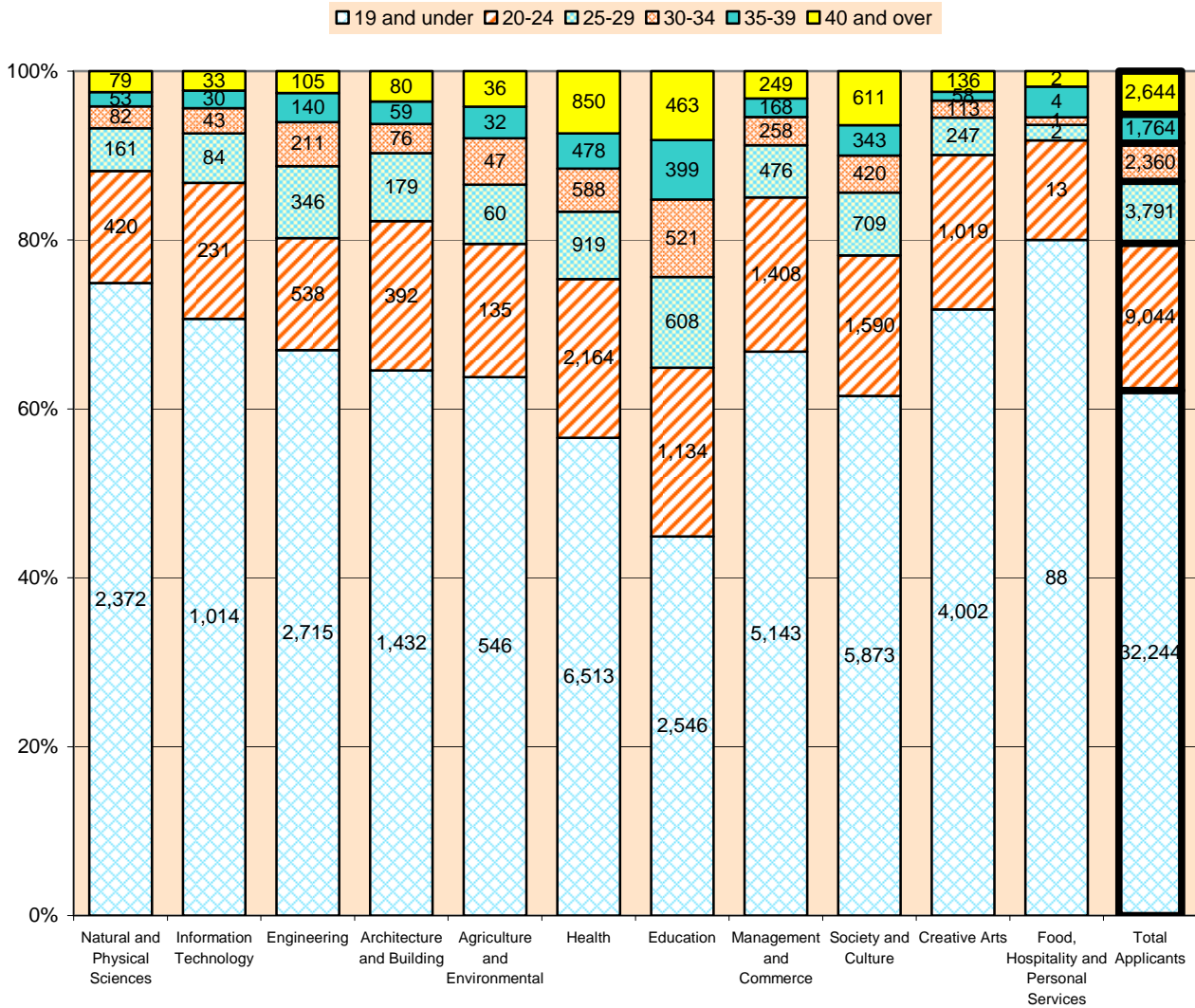


Chart 8: Proportion by Age Group of First Preference Field of Education 2007-2008



As shown in Chart 9, females 19 and under preferred Health courses (4,619 first preferences), followed by Society and Culture (4,006) and then Management and Commerce (3,171).

Males 19 and under chose Engineering (2,361), Management and Commerce (1,972), Health (1,894) and Society and Culture (1,867) as their most preferred Fields of Education.

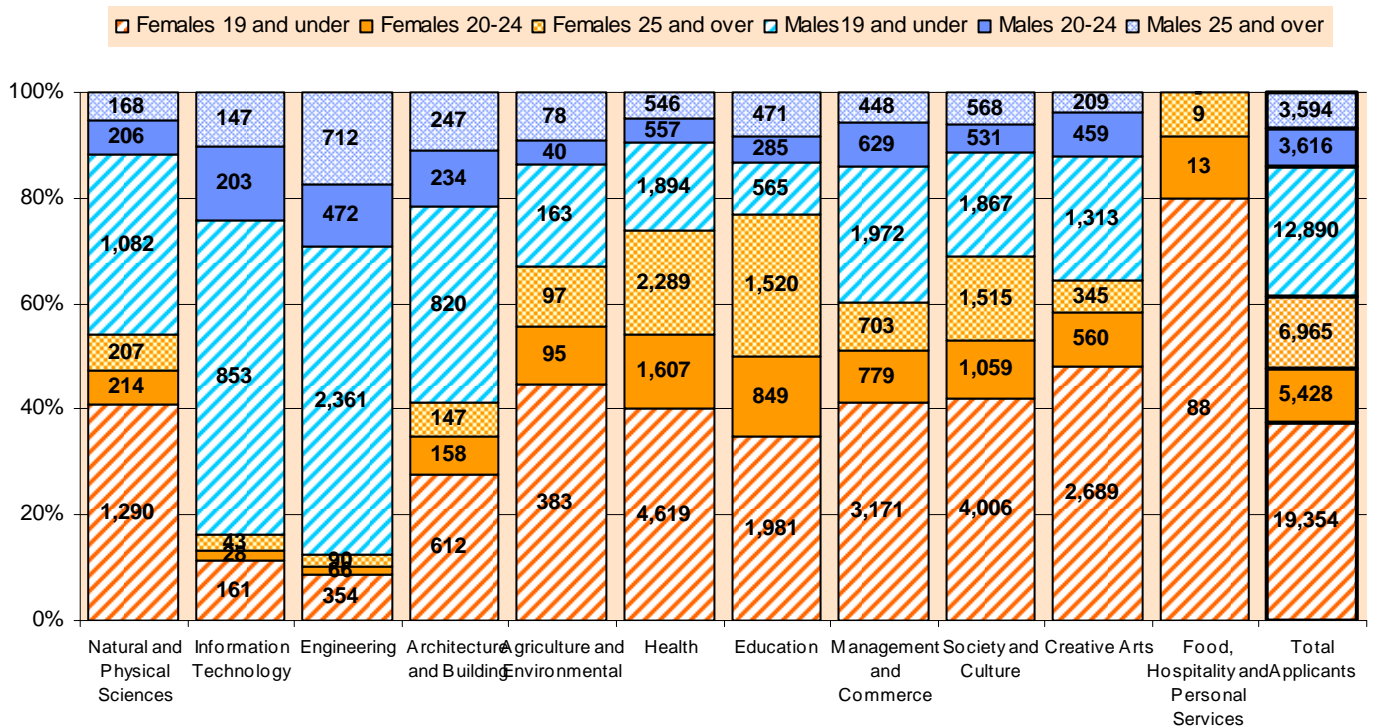
Females 20-24 listed Health (1,607 first preferences), followed by Society and Culture (1,059) and then Education (849).

Males 20-24 preferred Management and Commerce (629), followed by Health (557), Society and Culture (531) and Engineering (472).

Females 25 and over chose Health (2,289), Education (1,520) and Society and Culture (1,515).

Males 25 and over listed Engineering (712), Society and Culture (568), Health (546), Education (471) and Management and Commerce (448).

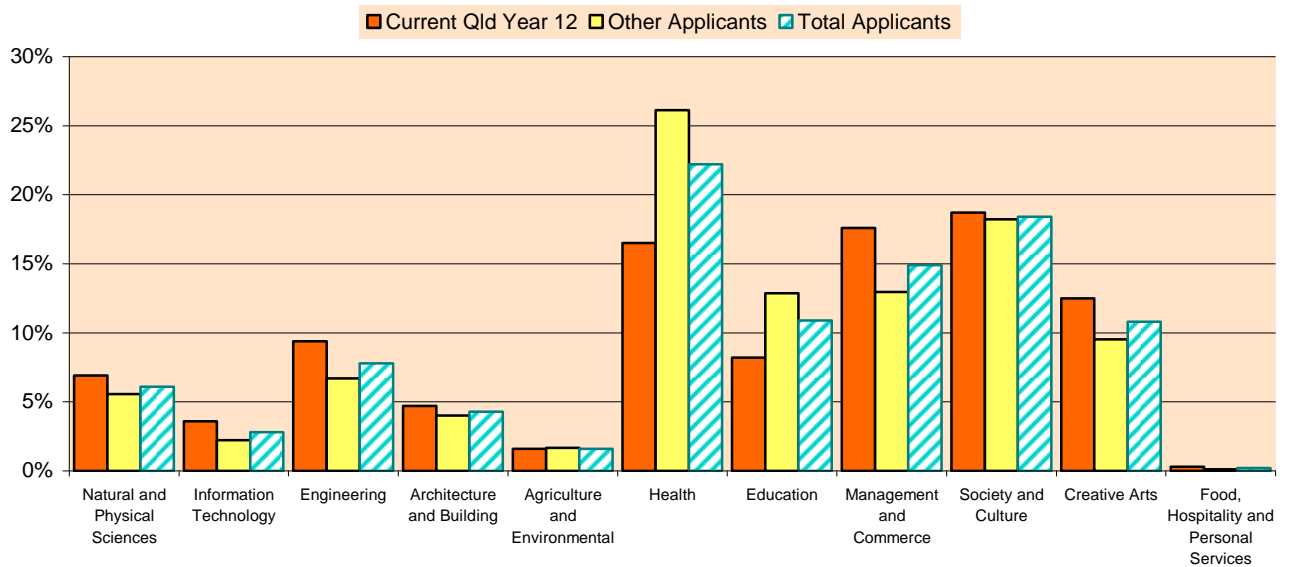
Chart 9: Proportion of Field of Education First Preferences by Gender and Age Group 2007-2008



■ **Field of Education – Acceptance and Enrolment Rates:** The highest acceptance rate was for Engineering (82%), followed by Architecture and Building (81%), and Education (80%). The highest enrolment rate was in Engineering (76%), followed by Architecture and Building (75%) and Education (71%). 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 and age group.

■ **Field of Education – Applicant Type:** Current Queensland 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, with an increasing number of Graduate Entry Education courses now being offered through QTAC.

Chart 10: Field of Education as a Percentage of First Preferences for Applicant Type 2007-2008



■ *Field of Education – Queensland Year 12 Students: Current Queensland Year 12 students preferred Society and Culture (18.7%), followed by Management and Commerce (17.6%) and Health (16.5%).*

Chart 11: Proportion by Gender of Current Queensland Year 12 First Preference Field of Education 2007-2008

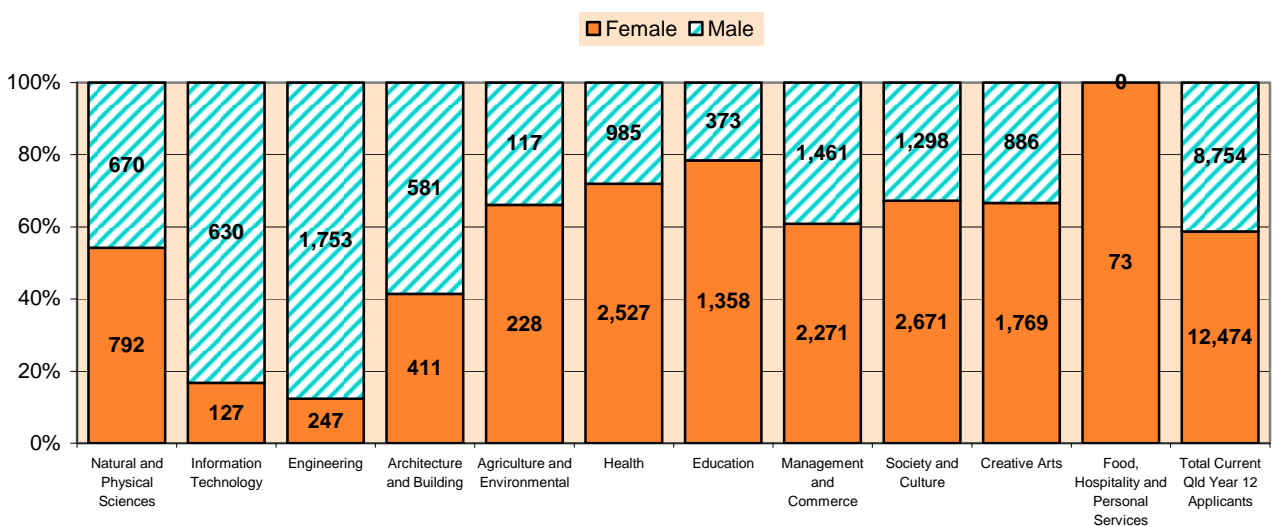


Chart 11 shows first preferences, by gender and field of education, for current Queensland Year 12s.

The highest acceptance rate was for Engineering and Natural and Physical Sciences (both 81%), followed by Health, Architecture and Building, and Information Technology (all 77%). The highest enrolment rate was for Engineering and Natural and Physical Sciences (both 78%), followed by Health (73%). Table 30 has an analysis of applications for Queensland Year 12 students by institution and field of education including acceptance and enrolment rates.

Data for current Queensland Year 12s by gender is presented in Tables 32 (by gender and Overall Position) and 33 (by gender and institution).

- *Mid-Year 2007:* 736 courses were offered for mid-year 2007 admissions, compared with 741 in mid-year 2006. Mid-year applications numbered 6,736, compared with 6,529 in mid-year 2006, an increase of 207 (or 3.2%). Of these 5,775 applicants received an offer, an offer rate of 85.7%, the same offer rate as the previous mid-year. 4,398 were enrolled at 31 August 2007, representing an enrolment rate of 76.2%, compared with 73.9% in the mid-year 2006.

Summary of Business Changes at QTAC

During 2007-2008 QTAC commenced the scoping, programming and implementation of the largest admissions change undertaken since 1992 when the Online Admissions System (OASys) was introduced. With institution support, QTAC prepared for the 1 July 2008 move to a year round admissions service to replace the separated first and second semester admission periods. The work to achieve this occurred during the past year with the highlights as follows:

- *Early opening of admissions:* QTAC opened applications for 2008 admissions on 15 July 2007, five weeks earlier than in 2006, so that applications would be available before the *Tertiary Studies Expo* and institution Open Days. To ensure that course information and assessment methodologies were ready for opening on 1 July 2008 for the first year of Year Round Admissions, the Course Selection Methodology (CSM via XML process) was enhanced to expand its functionality to include courses to be offered over a range of semester intakes.
- *Extended admissions periods:* QTAC continued to offer extended admissions periods to match multiple intakes or semesters. This included, for the first time, the processing of applications for USQ's summer semester within the mid-year cycle, which extended from February to November 2007 and overlapped with the main admissions period by approximately 6 months. The move to a year round database in 2008-2009 will eliminate the overlap and increase applicant flexibility to preference multiple start dates. During the admissions periods, "standby" application processes were used leading up to and during offer days to allow continued access for a group of applicants who delayed their decision making. This just-in-time process is not suitable for all applications but can handle the number of very late applications received just before an offer round.
- *Extended Offer Round Processes:* QTAC offered daily offer rounds following the last scheduled offer round. For first semester 2008 admissions, 1,770 offers were made following the February 2008 offer round for institutions with remaining course vacancies

via the Continuing Offers for a Targeted Group of Applicants (COTA) process. This COTA service is now fundamental for institution quota management with most institutions participating in the February continuous offer system.

- *Information Changes:* Use of the web by potential applicants as a primary source of information led to the review of all published materials during the year. Preparation works were undertaken for the launch of a new QTAC website, a new search engine, and a new *QTAC Guide* providing snapshot data, supplemented by web information. This was supported by information presentations and visits to institutions by senior QTAC staff to inform and discuss the changes with both key and general staff.
- *Year Round Admissions:* Major planning and programming work was undertaken during the year to move to a “year round” service. Commencing in July 2008, the initial phases of the altered service were trialled in the mid-year 2008 admissions cycle.
- *Progressive Assessment and Reporting of Tertiary Entrance:* Also developed during the year was the first stage of reporting to applicants on the progress of their assessment. Although not ‘in production’ until the 2008-09 admissions year, design and development occurred during the 2007-08 year. Applicants will be informed whether they have satisfied the minimum entry requirements set by the institution for each of their preferences. The second stage of this major change will inform applicants of their assessment rank for their preferences.
- *Overall Aim of System Changes:* With the changes being implemented by QTAC on behalf of institutions, there are two clear aims. The first is accessibility: QTAC will not be a barrier to a potential candidate applying for tertiary study with Year Round Admissions delivering this aim. Effectively, QTAC’s application systems will be open to receive new applications on a year round basis. Secondly, QTAC wishes applicants to be well informed about their tertiary study choices, their suitability for study choices, and their likelihood of tertiary selection success. A well informed market at all stages of the cycle, Year 10 through to tertiary application and beyond, assists choices, selection and success.

Within five operational divisions, QTAC’s dedicated and talented staff deliver 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 snapshot of the activities of the operational divisions follows.

The Office of the Chief Executive Officer and Corporate Services

The corporate functions of strategic planning, company secretariat, governance, traditional financial and human resource activities are provided through the Office of the Chief Executive Officer and the Corporate Services section. Initiatives have included:

■ ***Strengthening the Business***

- *Annual Governance Agenda:* QTAC continues to enhance and modify its annual calendar of Board and operational business. The calendar of events provides up to 12 months notice of upcoming events and compliance matters.
- *Financial:* Financial and managerial reporting had further enhancements through the year with the addition of trends, ratios and success factors to the reporting packs. Changes to the payroll package and data incorporation with the financial software, was planned during the year.
- *Organisational Development:* QTAC maintained its ratio of job share and part-time staff at 26% of permanent staff positions. Training cost, processing times and work quality have all seen enhancements as a result.
- *Forum Participation:* Institution operational staff continued to meet regularly through the Forum to provide guidance to the company and the Board throughout the year.
- *Facilities Upgrades:* QTAC continued the physical upgrade within its tenancy with a renovation to the general staff area. This was the last major upgrade to the facility which has housed QTAC for over twelve years.

Public Relations and Information Services

The Public Relations and Information Services team provide extensive information through the face to face activities at QTAC, at public events and exhibitions, the call centre, the array of publication materials and Expos supporting senior students and mature age market segments. Information seminars are provided to applicants, career counsellors and institution personnel. The major focus of activities within the section this year included:

■ ***Implementation of a new QTAC public website which features***

- Context based navigation - content is structured to suit the target visitors;
- General page design - cleaner more modern page design with a 'print-friendly' format;
- Search and Analysis - the site search is handled by Google – a search mechanism most web visitors will already be familiar with;
- Course Search has been expanded to include additional fields such as start month and offer times. Course searches can be linked across multiple fields which is particularly important given the large number of dual degrees.

■ ***Enquiry Service*** - QTAC Information Services received almost 98,600 enquiries in the 2007-2008 financial year, an increase of approximately 2,600 over the previous year. Almost 77,450 enquiries were telephone enquiries, 81% of which were responded to. September continues to be extremely busy with Information Services providing a resource room containing 15 computers to assist applicants on key dates.

- *The QTAC Guide* underwent significant redesign, in terms of layout and content. A single version was produced for the first time this year to meet the requirements of both the Year 12 and non Year 12 markets. The layout of the course entries was greatly improved this year with more use of colour and photos, and the course content was also refined, providing just a snapshot of the course. The *Pathways to Tertiary Studies* publication was not produced this year as a stand alone publication, rather, its key information was subsumed into the *QTAC Guide*, and is now available to a much larger audience.
- *New Publications* - To promote understanding of QTAC's new business activities, new brochures have been produced for scholarships, ordering preferences for the December offer round, and a handout of frequently asked questions for parents.

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 2007-2008, the team assessed almost 60,000 applications (including mid-year), presenting 168,000 qualifications for assessment. The section's Data Processing unit maintains course information for more than 1,600 courses offered by QTAC and is responsible for the physical handling of applicant documentation. During the year, a number of amendments or enhancements were initiated to both support the operational requirements for admissions in early and mid 2008, as well as prepare for the coming Year Round Admissions process commencing in July 2008 for admissions in late 2008 and into 2009.

- *QTAC Online Admissions System (OASys)* - A range of enhancements were implemented over 2007-2008 to improve the functionality of OASys and assessment procedures. These included improvements to the way in which schedules and their ranks were electronically held and maintained, changed assessment processes for International Baccalaureate qualifications, and the automatic searching for previous applicant matches for current QTAC applicants back to 1991.

A number of modifications were also required to existing computer programs called Course Rank Set Derivation Algorithms (CRSDAs) which automate the ranking of applicants, and a number of new CRSDAs were created for courses requiring specific ranking outcomes (including results achieved in tests such as UMAT, and for combining multiple short attempts of tertiary studies into a larger conglomerated qualification).

- *Electronic Correspondence* - QTAC increasingly relies on electronic communication methods, particularly email, to inform its applicant pool. This includes the automatic generation of reminder emails to applicants yet to provide their previous and current results, with applicants referred back to QTAC's *Current Applicant* online services to reprint necessary qualification submission coversheets. This is extended to notifying prospective applicants to re-enter and lodge their partially completed electronic or abandoned QTAC applications.

- *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. This included the new Queensland Certificate of Education; a range of new or changed secondary qualifications including all secondary qualifications from the countries of the former USSR; the re-accredited Certificate IV in Adult Tertiary Preparation; performing arts qualifications; and USA tertiary qualifications.

Significant and substantial reviews were also undertaken to develop a set of guiding principles for the construction of schedules for the assessment of overseas secondary qualifications and to update the assessment of vocational experience based on the new occupational codes of the Australian and New Zealand Standard Classification of Occupations (ANZSCO). This latter activity now sees the linking of five skill levels to Australian Qualification Framework (AQF) qualifications, and subsequently to QTAC ranks.

A substantial effort has been undertaken over 2007 and 2008 to inform the International Baccalarate (IB) community of the national approach to the assessment of the IB Diplomas for tertiary entrance in Australia. This has seen QTAC staff meet with IB Australian and international representatives, Queensland Department of Education staff and IB school personnel.

- *Training for Institution Staff* - Training remains a significant activity for QTAC with sessions provided twice a year. In addition to the regular core QTAC training (overview of QTAC, systems and report running training), training has been expanded to include the CSM via XML process and offer round allocation to assist institutions prepare for the scheduled offer rounds in the December to February period.

Information Technology

The Information Technology (IT) section supports the centralised hardware and software of the organisation, as well as distributed hardware (PC environment) and distributed software (licensed and registered users). The section has introduced hardware upgrades during the 2007-2008 year, with further server consolidation and enhanced access to development environments.

Significant security and backup enhancements were also implemented with additional power supply and backup introduced. Storage devices, mirroring practices, and emergency start ups have all been reviewed during the year.

Programming activities have been substantial. The IT team worked to deliver the altered assessment practices required by the organisation and the amended information gathering and distribution system required by the publications team. These were significant tasks. In addition, the requirements of SATAC, a licensee of the Admissions software, were seen as paramount to continued operations.

Finally, substantial amendments to the operating service were designed and developed to allow the introduction of year round admissions in the 2008-2009 year.

Many of these changes were actually trialled in the mid-year 2008 admissions period allowing a successful progressive roll out of elements of the process change.

QTAC could not operate effectively without the continued development of our IT systems and programs.

In Summary

Changes in the tertiary education market are dictating significant amendment to the way admissions services are delivered to stakeholders. Ease of access and speed of delivery are the keys to future success, with QTAC rising to these challenges. The integration of information provision from institutions to applicants through publications and technology is driving QTAC's move into Year Round Admissions and Progressive Assessment and Reporting of Tertiary Entrance.

As a result the following years will see major changes in the way QTAC processes are reported. The annual *Statistical Report* will change to address altered application and offer patterns. Although like-with-like comparisons will be provided where possible, some will become meaningless as the QTAC service responds to the change in market behaviour.

This report has been prepared by staff of the Planning, Statistics and Research Section, namely Ms Dianne Keene and Ms Ingrid Andrews. 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

Thanks is also given to the many participants at institutions, stakeholders and interested parties who contribute to the operations of QTAC on an annual basis. The Board looks forward to the future support of these entities.

It is with pleasure that I present the *Statistical Report 2007-2008* for the Queensland Tertiary Admissions Centre Ltd.

Mr Colin McAndrew
Chair, Board of Directors
Queensland Tertiary Admissions Centre Ltd