

Senate Committee: Education and Employment

**QUESTION ON NOTICE
Additional Estimates 2014 - 2015**

Outcome: Agency: ASQA

Department of Education and Training Question No. SQ15-000091

Senator Xenophon, Nick provided in writing

ASQA - providers misleading students

Question

What action does ASQA take on providers found to be misleading students in the advertising of their courses on the basis of cost and/or job outcomes?

Answer

The Australian Skills Quality Authority has provided the following response.

The *Standards for Registered Training Organisations 2015* (the Standards) require that RTOs – and third parties – provide clear, current and accurate information about their organisation and the training and assessment offered. This includes all marketing material, regardless of the channel or method used. This is a substantial strengthening of the previous requirements.

The Australian Skills Quality Authority (ASQA) examines the marketing practices of RTOs when conducting an audit. Where an RTO is in breach of the Standards ASQA has a range of regulatory options at its disposal, with interventions scaling according to the nature and extent of the issue under consideration.

For minor issues ASQA may employ written directions, reduce or place conditions on a provider's scope of registration or issue infringement notices. For serious cases, where the risks to the quality and reputation of Australia's training sector are significant, ASQA may pursue criminal/civil proceedings, act to suspend a provider's registration or act to cancel a provider's registration entirely.

RTOs are also subject to relevant consumer protection law that applies in the jurisdiction in which they operate.