

Senate Committee: Education and Employment

QUESTION ON NOTICE Additional Estimates 2015 - 2016

Outcome: Skills and Training

Department of Education and Training Question No. SQ16-000041

Senator Carr, Kim asked on 10 February 2016, Proof Hansard page 83

VET FEE-HELP (Keystone)

Question

Senator KIM CARR: With regard to Keystone, when did they get access to VET-FEE HELP?

Dr Banerjee: We will take that on notice.

Senator KIM CARR: Thank you. And how much did they receive? The report lists 61 students.

Dr Banerjee: Again, we will take that on notice.

Senator KIM CARR: I presume that is something like a million dollars, if they are paying \$18,900 each?

Dr Banerjee: We will check it.

Senator KIM CARR: Thank you.

Mr Morling: Our understanding is that there are 20 students involved, not 61.

Senator KIM CARR: So the report is wrong, do you think?

Mr Morling: That is my understanding that there were 20 students involved, not 61.

Senator KIM CARR: Whatever number it is—if you can confirm what number you believe it to be; thank you very much. With regard to the use of advertising slogans, I see that ASQA has received 68 complaints relating to marketing since April last year, and you have taken appropriate action in that regard. Can you provide me with details with regard to that—this was question no. 802. If you could please place on notice the breakdown of the 68 cases; and are we able to say that providers have now stopped using the particular slogans that you referred to—

Mr Robinson: I will check that

Answer

The College of Creative Design and Arts Pty Ltd (Keystone College) was approved on 4 July 2013.

The College of Creative Design and Arts Pty Ltd has received the following amounts for all students and all courses:

- 2013 - \$1,730,092
- 2014 - \$35,469,381
- 2015 – \$26,042,491.

There were 23 Turkish speaking students involved (not 61 as reported).

The outcomes of the 68 complaints received by the Australian Skills Quality Authority (ASQA) relating to marketing since April last year are summarised below:

- 15 (or 22 per cent) substantiated (either in part or entirely)
- 2 (or 3 per cent) used as intelligence or referred for a formal investigation
- 7 (or 10 per cent) not substantiated
- 16 (or 24 per cent) the provider was alerted to the issue (and complaint then closed)
- 28 (or 41 per cent) cases of insufficient information being provided; formal requirements not met or outside ASQA's jurisdiction.

ASQA has examined the rate of receipt of complaints related to VET FEE- HELP marketing since responding to Question on Notice SQ15-000802 and can advise that while there was peak of complaints in December 2015 (with 20 reports received in that month), there has only been one complaint of this type received to date in 2016 (ie to 1 March 2016).