

**Senate Committee: Education and Employment**

**QUESTION ON NOTICE  
Additional Estimates 2015 - 2016**

**Outcome: Agency: ASQA**

**Department of Education and Training Question No. SQ16-000752**

Senator Carr, Kim asked on 10 February 2016, Proof Hansard page 89

***ASQA: Access Group Training***

**Question**

Senator KIM CARR: That is right, but it is nonetheless clearly an important policy option. Have you had any complaints from industry sources about the quality of Access Group Training?

Mr Robinson: I would have to check what the sources were. We had 13 complaints about that RTO. Six of them were partially substantiated, and in one of them the requirements were not met, so we have taken some action about those. I am not sure whether they came from industry or from other sources.

Senator KIM CARR: Can you check that for me, please? I would like to know whether or not any employers expressed concern about this matter, particularly given we are talking about students enrolled in the diploma of early childhood education—so they are preschool centres and early childhood centres involving small children.

**Answer**

The Australian Skills Quality Authority (ASQA) has provided the following response

To date ASQA has received one complaint from an industry stakeholder concerned about the quality of training at Access Group Training. ASQA assessed this complaint and decided not to take any regulatory action in this instance; the provider was informed of ASQA's decision and reminded that ASQA will retain information provided as part of the complaint and that this could be used by it to inform future regulatory activity.

ASQA has not received any correspondence or communication (i.e. complaints) from individuals identifying as an employer regarding the quality of training at Access Group Training.