

**Senate Committee: Education and Employment**

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

**Outcome: Agency: ASQA**

**Department of Education and Training Question No. SQ16-000596**

Senator Carr, Kim provided in writing

***ASQA: Access Group Training - quality of training***

**Question**

Has the Department received any correspondence or communication from employers regarding the quality of training at Access Group Training?

**Answer**

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

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.

ASQA has however received 13 complaints in total relating to this provider. All of these complaints are now closed. The outcomes of the closed complaints were:

- 7 intelligence to inform future regulatory activity
- 6 partially substantiated.

ASQA wrote to Access Group Training in relation to the six partially substantiated complaints noting that the issues raised in them were also the subject of an audit process that the regulator had recently undertaken in relation to the provider, and as such they would be assessed as part of this process (i.e. a compliance audit). Access Group Training was initially found non-compliant at the audit, however the provider was able to provide rectification evidence and the audit was subsequently finalised as compliant.