

Senate Committee: Education and Employment

**QUESTION ON NOTICE
Supplementary Budget Estimates 2015 - 2016**

Outcome: Agency: ASQA

Department of Education and Training Question No. SQ15-000675

Senator Carr, Kim asked on 21 October 2015, Proof Hansard page 88

ASQA - Phoenix

Question

Senator KIM CARR: I am just wondering how you go from registration in February to cancellation in September.

Mr Robinson: I do not know if we have that information here; we will just check. Certainly, with Phoenix, we did some regulatory work on them over the last few months in response to complaints we had about them. There have been another four or five providers as well who we have had complaints about since the end of last year that we have been looking into.

....

Mr Robinson: We will take on notice when we last looked at Phoenix and what the regulatory outcome was.

Senator KIM CARR: Can you tell me when you re-registered them? I am told it is February.

Mr Robinson: I am not sure if that is right, but we will take it on notice.

Answer

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

Phoenix Institute of Australia was first registered as a registered training organisation (RTO) on 16 February 2005 by the Victorian Registration and Qualifications Authority. On 30 June 2011, responsibility for regulation of Phoenix Institute was transferred to ASQA.

ASQA approved the renewal of registration as an RTO of Phoenix Institute on 16 December 2014, taking effect from 15 February 2015.

At that time, the RTO was considered low risk as a small niche training provider with a scope of registration consisting entirely of allied health qualifications.

ASQA was notified on 13 February 2015 that Australian Careers Network Limited had purchased Phoenix Institute.

In May and June 2015, ASQA received a number of complaints about Phoenix Institute.

In July 2015, triggered by these complaints, ASQA conducted a compliance audit of Phoenix Institute. This audit identified serious non-compliances with the standards that apply to RTOs. Following an opportunity for Phoenix Institute to respond to the audit findings, a notice of ASQA's intent to cancel Phoenix Institute's registration was issued on 12 October 2015.