

**Senate Committee: Education and Employment**

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

**Outcome: Agency: ASQA**

**Department of Education and Training Question No. SQ15-000716**

Senator Carr, Kim provided in writing.

***ASQA - Audit for VET FEE-HELP providers and Unique International College***

**Question**

In regards to the ASQA audit for VET FEE-HELP providers and Unique International College:

1. What type of non-compliance issues were identified with this provider?
2. Which particular courses were found to be problematic?
3. Could ASQA identify how long these practices had been in place prior to the audit?
4. Could ASQA identify how many students were affected by non-compliance practices?
5. Is ASQA confident that students who obtained qualifications from the Unique International College to date have received quality training and appropriate qualifications for their industry?
6. Will ASQA have the capacity to check literacy and numeracy tests for the Unique International College?
7. Has ASQA collaborated with the ACCC in its court action against Unique International College? Is ASQA aware of reports of this provider's activities in Aboriginal communities, including handing out free laptops and signing up people who struggled to read and write?

**Answer**

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

1. Unique International College was found critically non-compliant with the Standards for RTOs 2015 in relation to the following Clauses:
  - 1.1 – The RTO's training and assessment strategies and practices
  - 1.3 – The RTO has, for all its scope of registration, and consistent with its training and assessment strategies, sufficient trainers and assessors; educational and support services, learning resources to enable learners to meet the requirements, and facilities, whether physical or virtual, and equipment
  - 1.7 – The RTO determines the support needs of individual learners and provides access to the educational and support services
  - 1.8 – The RTO implements an assessment system that ensures that assessment (including recognition of prior learning) complies with the assessment requirements of the relevant training package or VET accredited course and is conducted in accordance with the Principles of Assessment and Rules of Evidence
  - 4.1 – Information, whether disseminated directly by the RTO or on its behalf is both accurate and factual
  - 5.1 – Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies

- 5.2 – Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO.

As a result of the audit outcome, Unique was issued with a notice of intention to cancel its registration on 14 July 2015. ASQA decided to cancel the RTO's registration on 3 September 2015.

The RTO is able to seek a review of ASQA's decision by the Administrative Appeals Tribunal (AAT). An application to the AAT to review the decision was lodged by the RTO on 6 November 2015. The Australian Government Solicitor has been engaged to appear for ASQA.

2. The audit included:
  - BSB51107 Diploma of Management
  - SIB50210 Diploma of Salon Management.
3. ASQA conducts its audit at a point in time to test compliance. As such, it is not possible to comment on the practices of the RTO prior to the audit.
4. The RTO advised that the number of students enrolled in the courses audited, as at the time of audit (23 April 2015), are as follows:
  - BSB51107 Diploma of Management – 739 students
  - SIB50210 Diploma of Salon Management – 568 Students
5. ASQA regulates RTOs not students.
6. ASQA has the ability to audit the mechanisms that the RTO uses to identify learner support needs which can include Literacy, Language and Numeracy tests.
7. ASQA has co-operated fully with the ACCC, sharing all relevant information. ASQA received a number of complaints against this RTO including allegations of unethical marketing. These complaints were included in the scope of the audit.