

## EDUCATION, SCIENCE AND TRAINING

### SENATE LEGISLATION COMMITTEE - QUESTIONS ON NOTICE 2003-2004 SUPPLEMENTARY BUDGET ESTIMATES HEARING

**Outcome:** 2

**Output Group:** 2.2 – Assistance for New Apprenticeships

#### **DEST Question No. E356\_04**

Senator Marshall asked 5 November 2003.

#### **Question:**

Given the joint responsibilities of Commonwealth and State governments to ensuring quality training delivery and outcomes as well as accountability for public funding, what guarantees are the Department prepared to give that examples such as Broadscope are not occurring in other industry sectors such as security, cleaning, call centres and transport and distribution?

#### **Answer:**

##### *Quality Assurance for Other Industries*

The States and Territories are directly responsible for receiving, examining and resolving complaints regarding the standard of training and for the registration and auditing of public and private training organisations in accordance with the Australian Quality Training Framework (AQTF).

The AQTF notes that sanctions should be applied by the States and Territories where providers are not complying with agreed standards.

It is the responsibility of the State and Territory Governments to apply these sanctions across all industries.

The Department undertakes monthly (and strategic) analysis of New Apprenticeships Centre performance against aspects of the New Apprenticeships Support Services contract's Key Performance Indicators. This analysis reports on commencements against business allocations, industry, age and other demographic profiles and expenditure against budget allocations.

In addition, the Australian Government has its own bi-annual monitoring regime to measure the performance of New Apprenticeships Centres under requirements of the New Apprenticeships Support Services (NASS) contract 2003-2006. DEST uses sampling methodology developed for this purpose by the Australian Bureau of Statistics to measure New Apprenticeships Centres' performance against Key Performance Indicators in the NASS Contract and their adherence to New Apprenticeships Incentives Programme and NASS Operating Guidelines. This methodology provides a statistically valid, comprehensive and cost-effective monitoring regime to check on the performance of New Apprenticeships Centres.

The results for each New Apprenticeships Centre are compiled at the end of the financial year to provide the Department with assurance that the New Apprenticeships Centres are complying with the programme guidelines and the expenditures recorded in the Department's financial statements are true and correct.

In addition, the Department maintains two separate Hotlines enabling stakeholders to express concerns with New Apprenticeship arrangements and the broader Vocational Education and Training system. The first, the New Apprenticeships Client Support Hotline (1300 367 847) handles requests for information and complaints about the New Apprenticeships system, as well as aspects of New Apprenticeships Centres servicing and concerns about the quality of training. The second, the National Training Complaints Hotline (1800 000 674) was established on 13 June 2003 as part of the Australian Government's commitment to the *National Code of Good Practice for Responding to Complaints about VET Quality*. The Hotline handles and refers complaints about the quality of training in Australia as well as broader issues relating to the training and New Apprenticeships systems.