

## **QUESTION TAKEN ON NOTICE**

**ADDITIONAL ESTIMATES HEARING: 13 February 2006**

IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO

### **(75 & 94) Output 2.1: Settlement Services**

Senator Hurley (L&C 107 and written) asked:

In relation to the standard accreditation mechanism for AMEP and quarterly reporting on key performance indicators, have there been any grievances and complaints reported.

*Answer:*

Accreditation for the delivery of the Adult Migrant English Program (AMEP) services is managed by the National English Language Teaching Accreditation Scheme (NEAS) under contract to the Department. Each English language tuition service provider is required to have a clear, fair and equitable policy for the resolution of client grievances, which is made known to participants in a way that can be readily understood by them. This includes being aware of the contact details of an appropriate body, external to the service provider, to which they may have recourse in the case of unresolved grievances, for example the Ombudsman.

The Key Performance Indicators (KPIs) identified in the AMEP service providers contracts for which quarterly progress reports are required are as follows:

- the number of clients enrolling as a proportion of annual target business levels
- promotional efforts (undertaken by service providers)
- the percentage of Special Preparatory Program clients who proceeded to mainstream AMEP
- the flexibility and cultural sensitivity of timetabling, intensity, location and delivery mode of classes
- the percentage of clients matched with a home tutor against agreed annual target
- provision of satisfactory childcare
- the number of organisations assisted in the Home Tutor Scheme Enhancement Program
- the number of tutors trained for the Home Tutor Enhancement Program.

In addition the following KPIs must be reported on annually:

- the extent to which clients entering the program use their AMEP entitlement
- professional assessment of client English language skills
- provision of a counselling and referral service that meets clients needs
- satisfactory provision of a process for hearing and resolving client grievances
- proximity of Certificate in Spoken and Written English (CSWE) outcomes to benchmarks
- extent to which exiting clients achieve an accredited CSWE outcome.

While not a KPI, AMEP service providers have been asked to report on the number and nature of grievances received. In 2004-05, 64 grievances were reported and to date 36 have been reported in 2005-06.

In all cases service providers reported that the issues were resolved very quickly to the satisfaction of the client concerned, except in one instance where the student left before the matter could be resolved. Generally the complaints relate to such matters as the conditions of the classroom (ie too hot/cold), class topics, teaching style, class size, timetabling, break out rooms and student parking.