

QUESTION TAKEN ON NOTICE

ADDITIONAL BUDGET ESTIMATES HEARING: 19 FEBRUARY 2008

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(86) Output 2.1: Settlement Services

Senator Ellison asked:

Has the government begun reviewing the contracted service providers to check they deliver high quality and cost effective tuition?

Answer:

Under the Department's contract management processes, the performance of Adult Migrant English Program (AMEP) service providers is monitored on an ongoing basis as follows:

- each service provider must meet the standards required for a Registered Training Organisation under the Australian Quality Training Framework guidelines,
- the curriculum used in the AMEP is accredited by the NSW Vocational Education and Training Accreditation Board within the Australian Qualifications Framework,
- a quality assurance and accreditation assessment is undertaken on an annual basis by the National ELT Accreditation Scheme,
- quarterly contract management meetings, and
- quarterly and annual reports submitted by service providers are monitored and analysed for compliance with the contracts.

In relation to the issue of cost effectiveness, AMEP service providers were selected following a tender process conducted in accordance with the Commonwealth Procurement Guidelines.