

## **Review of training delivery linked to advertising of vacant positions in Queensland**

### **Objective**

The Queensland Training Ombudsman will investigate the organisations involved and the relationship between those organisations, the impact on individuals undertaking the training, the impact on funding arrangements for the Department of Employment, Small Business and Training (DESBT) and the role of various regulatory bodies.

### **Background**

There have been a number of complaints received regarding the alleged inappropriate advertising of positions resulting in applicants being offered places in subsidised and fee-for-service training courses. Concerns raised relate to students utilising their entitlement to a government subsidised course to be considered for a vacancy which does not exist, and inappropriate use of government funding. In many cases, concerns raised relate to additional training that was offered but was not delivered (eg forklift training). Media articles have recently highlighted there is an increase in this activity as many people are seeking to re-enter the workforce following the impact of COVID-19 restrictions.

### **Scope**

The review will:

- analyse previous reports from organisations such as the Australian Competition and Consumer Commission regarding these types of issues
- investigate the organisations involved, including their approval by various regulators if applicable
- examine any formal relationship that exists between the organisations
- analyse complaints received and identify the impacts on students
- identify the regulatory activity undertaken by agencies, including DESBT, Australian Skills Quality Authority (ASQA), Office of Fair Trading (OFT) and Office of Industrial Relations (OIR)
- identify potential breaches of various legislation, regulations and contract requirements
- identify enhancements to the co-ordination of regulatory activities across agencies to optimise services provided to Queensland job seekers and students.

The review will not address the policy intent of training programs such as the Certificate 3 Guarantee. The review will also not consider the effectiveness of the regulation of private employment agents or labour hire companies.

### **Consultation**

Consultation will occur with:

- DESBT
- ASQA
- OFT
- OIR
- Employer Associations
- Unions

- Registered Training Organisations
- Other stakeholders identified during the review, including students and industry bodies such as the Independent Tertiary Education Council Australia (ITECA) and the Recruitment, Consulting and Staffing Association (RCSA)

### **Outcomes**

It is expected a report will be provided that identifies the organisations related to this issue, the relationship between those organisations, the impact on students and jobseekers and make recommendations on regulatory reform to strengthen enforcement arrangements and optimise outcomes for individuals.

### **Support**

DESBT will:

- provide data and information required
- attend consultations as required by the Queensland Training Ombudsman

### **Resources**

This review will be conducted utilising existing resources.

### **Timeframe**

It is anticipated the review will be completed by 30 November 2020.