

Submission
No 272

**INQUIRY INTO VOCATIONAL EDUCATION AND
TRAINING IN NEW SOUTH WALES**

Name: Mr Shaquille Ray-Brazel

Date received: 13/08/2015

Partially Confidential

Recommendations

- Give ASQA the power to investigate and take action inclusive of a student's enrolment date (past and present)
- Education providers should consult local industries to ensure there are working opportunities relevant to their certificates. And now to promote courses in that region where there are no working opportunities.
- The ability for an education provider to turn back a student as they are unable to meet needs based on disability needs.
- Students to be given copies of all documentation upon signup.
- Students should be made to write the course cost in alphabetical syntax (example: Fourteen-Thousand, Five-Hundred Dollars).
- Private Fee-Help providers should only provide certifications for the local community where the campus is located filling gaps where there is a demand for workings in an industry.
- Guidelines on how many students per campus where one seat equals one student.
- Disallowing the reselling of certificates where a third party train's students, and the certificate is dispatched from another provider.
- Disallow the operation of education providers whom are on the ASX or any equivalent.
- Develop a framework and incorporate KPI's for fee-help providers
 - If a provider fails to keep the KPI for two consecutive quarters. They should not be allowed to operate or:
 - The fee-help provider should not be allowed to enrol students if they have failed to meet KPI's.
- Restrictions on marketing Activities.
 - Disallow:
 - Marketing outside of Federal or Local Government buildings.
 - Door knocking to enrol students or express interest.
 - Including and not limited to handing out flyers.
 - Fee-help provider affiliating companies from marketing the provider.
 - Defaming other education provider frameworks or delivery methods.
 - Marketing within shopping centres or within 500 metres of a suburbs CBD.
 - Advertising in services such as bulletin boards in Federal, State, or Area services buildings (FACS, DHS, Area Health ect...).

- A new independent body too:
 - Handle cancelation requests and to process fee-help applications to prevent fraud or illegal conduct.
 - To obtain fee-help contracts and cost acknowledgements for a minimum of 10 years.
 - To handle complaints and forward on to the necessary governing bodies such as and not including: OAIC, Commonwealth Ombudsman, Fair Trading
 - Have the ability to issue fines.
 - Being self-sustainable by incorporating a similar complaints process such as the TIO by issuing charges per complaint to the education provider.
 - Having the ability to publish a quarterly report to demonstrate questionable activity.
 - Contacting students whom wish to take an exiting survey to identify any issues of concern or where improvements may be required

- Additional Restrictions for course entry if a student is on a Welfare Payment.
 - Those receiving Youth Allowance or New Start must have at least a certificate IV before enrolling into a diploma.
 - Those on Disability Support Pension or Aged Pension must have a High School Certificate or Equivalent with an additional Cert III or above.

- Review past records for all fee-help providers audits from ASQA and relevant organ

ts by

- More funding to TAFE to provide students a world class education. And a review of the Smart and Skilled program.
- Reduce of TAFE prices and free diploma courses for those Disability, Aged or Veteran pension.
- Regular advertisements on Radio, TV and print about how to research and complain about a fee-help provider.