



In recent years the Victorian vocational education and training (VET) system has changed significantly through the introduction of an individual entitlement to a subsidised training place, and the opening of the market to competition between providers. The government is retaining and strengthening these market fundamentals, to ensure that businesses and students continue to have choice over what and where they study. At the same time, the government is implementing new arrangements to improve quality; improve system responsiveness to the needs of industry; focus investment in areas of greatest public benefit; and ensure sustainability of the system into the future.

What's happening with quality?

The government will lift the quality and reputation of VET by improving consumer information, including establishing a one-stop-shop website, and strengthening provider quality performance and accountability through stronger investigative, monitoring and contractual action.

What's staying the same?

Existing entry requirements for providers seeking to deliver government-funded training requirements introduced in 2012, including extended financial viability assessments of prospective providers, will continue.

Existing contractual requirements for training providers to provide upfront disclosure of their course fees and performance against quality measures will continue.

Existing contract-based actions to address poor provider performance—including suspension of payments, cancellation of contract and recouping funds—will continue.

What's changing?

Additional contractual requirements

- Training providers will be required to demonstrate a capability to deliver the particular courses they wish to offer under government-subsidised arrangements.
- We will continue to drive quality standards in the government-subsidised system by ensuring that training providers only engage with subcontractors who are able to meet our improved service expectations.

A new market monitoring unit

- The Government will establish a market monitoring unit to monitor prices and quality in the VET system. This will include providing advice on trends in the quality of outcomes for students and employers in government-subsidised vocational education and training.
- Poor quality practices to be targeted by the unit may include predatory marketing to students, uncompetitive pricing and 'quickie' courses.

A new rapid response team

- A new rapid response team will be contracted by the Department of Education and Early Childhood Development (DEECD), in addition to its existing contract audit panel. This team will investigate providers where there is evidence of quality and reporting concerns.
- The rapid response team will provide investigation findings to DEECD as contract manager, ensuring swift contractual actions can be taken to protect students where required.

Peer review mechanism

- A peer review mechanism will be established to inform the work of the rapid response team and will advise whether provider performance or behaviour is considered acceptable to a group of peers. Peer reviews may consider performance and quality issues relating to a provider in the government-subsidised training market such as:
 - the level of contact between trainers and students;
 - the duration of training programs; and
 - marketing behaviours (including offering gifts, accelerated course completion).

Performance-based regulation

- The government will work through the Standing Council on Tertiary Education, Skills and Employment to seek to move nationally to performance-based regulation, including through the National Skills Standards Council review of the Australian Quality Training Framework (AQTF) during 2012.

Provider Code of Conduct

- The government will support a Provider Code of Conduct, to be jointly developed in partnership with provider associations, providers, business and DEECD. The voluntary Provider Code of Conduct will outline the ways in which a provider commits to ensuring it meets Victorian training system objectives and appropriate quality assurance mechanisms are in place to ensure continuous improvement.
- DEECD will work with associations to promote:
 - self-regulation; and
 - lighter touch entry and reporting requirements based on lower risk.

One-stop-shop website

- A new one-stop-shop website will be launched to provide information to students about training, including eligibility rules. Information will be provided about training options for occupations and careers. Students and employers will be able to access standardised, comparable information about training, jobs and what different training providers offer.
- Employers will have access to self-help tools and testimonials via this one-stop-shop website. The website will be designed to complement the Australian Government websites MySkills and MyUniversity as they are rolled out. More information and assistance will be available for employers via a new Electronic Marketplace (E-Marketplace) and the Victoria Business Online website.

Industry-based quality mechanisms

- The government will work with industry to identify and develop fit-for-purpose quality rating systems to allow employers to communicate their level of satisfaction with training providers and the courses they offer. This will provide prospective students with valuable information when choosing where to train.

- Industry-moderated training assessment will also be strengthened to increase industry's involvement in driving improved outcomes from VET. This will help build industry's confidence in VET qualifications.

Improved quality measures

- Improved quality measures will support training providers to signal quality in a way that is more meaningful to both industry and prospective students. DEECD will work with the National Centre for Vocational Education and Research (NCVER) to improve the measurement and comparability of student and employer views on quality. Measures will be more meaningful to both industry and prospective students.

What does this mean for training providers?

Providers will be required to participate in any rapid response or peer review process.

Stronger quality initiatives such as the peer review mechanism will give providers an opportunity to shape a view of best practice conduct and performance in the government-subsidised VET market.

What does this mean for students and/or employers?

More information about subsidised courses and providers, including a new one-stop-shop website, will enable students and employers to make better-informed choices about what and where to study.

Stronger actions to address unscrupulous provider behaviour will give students and employers greater confidence in the training they do.

Where can I go for more information?

For further information on how the government is refocusing Victorian VET, including what it means for students and training providers, go to www.education.vic.gov.au/refocusingvet

