

Complaints reported RE bait advertising and/or inducements from 01 January 2019 to 03 August 2020

CM&P Complaint No.	Date Complaint Rec'd by CM&P	Method of Receipt	Complainant Full Name	Gender	Complainant Cohort	Complainant Organisation (if app)	RTO Legal Name	RTO Trading Name	RTO (TGA) Code	Program	Nature of Complaint	CM&P Actions
1	CMP0503	19/07/2019 Email	(2) Irrelevant	Male	PQS/RTO	73(2) Irrelevant	73(2) Irrelevant	73(2) Irrelevant	Irrelevant	C3G 2019/20	Alleged that (2) Irrelevant are 3rd party advertising of C3G funded training.	22/07/2019 - Reviewed the material and websites and cannot locate a written link to refer it back to (2) Irrelevant. Have emailed the complainant asking if he has anything in writing to link them. Have received email comm... need to wait and then draft the NTRB when the student is enrolled with (2) Irrelevant. 15/7/2020 - PQS reviewed Claim Results - no claims were made against the complainant - prepare closure report
2	CMP0530	8/10/2019 Phone	(2) Irrelevant	Male	Student		73(2) Irrelevant		Irrelevant	C3G 2019/20	Complainant alleges that he applied for a job as a Support Worker on Seek.com. He was then sent for an 'interview' where he was advised that he didn't have the necessary qualification and then was called by (2) Irrelevant to undertake training (he believes funded under C3G).	03/01/2020 - acknowledgement email sent to student; requested student to provide a copy of the job advertisement in order to progress the matter. Email also sent to CM to see if PQS has made claims for payment for this student. JH 6/01/2019 - CM provided summary of payment claims made by PQS for this student; student has since commenced with another PQS undertaking a different qualification. No evidence to substantiate allegations regarding bait advertising; complainant subsequently raised issue about (2) Irrelevant not issuing Statement of Attainment. Communication sent to PQS to seek clarification; PQS advised that they have since spoken to complainant. SoA not issued due to failure to complete assessments. Student advised that they wanted to use their funding on another qualification. Complainant closed.
3	CMP0531	8/10/2019 Email	(2) Irrelevant	Male	PQS/RTO	73(2) Irrelevant	73(2) Irrelevant		Not an RTO	C3G 2019/20	Complainant provided a flyer which shows 3rd party marketing for C3G funded training (PQS not identified).	
4	CMP0532	9/10/2019 Email	(2) Irrelevant student complaining (2) Irrelevant who wants to remain anonymous)	Female	DESBT Other	73(2) Irrelevant	73(2) Irrelevant	73(2) Irrelevant	Irrelevant	C3G 2019/20	Complainant alleges that (2) Irrelevant from Sunny Jobs is 'bait advertising' and getting a 20% commission from the PQS.	11/10/2019 - Requests for information drafted for both (2) Irrelevant and sent. Due COB Mon 21/10/2019. 22/10/2019 - (2) Irrelevant responded in the negative (but did not answer question 4). Have asked them to answer this question and also asked (2) Irrelevant to provide evidence of the DEConnect account (2) Irrelevant have for (2) Irrelevant. 29/10/2019 - (2) Irrelevant replied as negative to Q4. Maria to run a report to see what AISS checks (2) Irrelevant has done. Letter sent to (2) Irrelevant reminding of obligations under their agreement and a cease and desist (of marketing funded programs) was sent to (2) Irrelevant. Complainant Report drafted.
5	CMP0536	15/10/2019 Email	(2) Irrelevant	Female	Student		73(2) Irrelevant		Irrelevant	C3G 2019/20	The complainant alleged that she saw a job vacancy on Indeed.com posted by a recruitment company called (2) Irrelevant which appeared to be C3G funded training for the PQS, not an actual job. She then looked further and saw a similar job ad posted by another recruitment company (2) Irrelevant on Seek.com.	15/10/2019 - No ph number provided for the complainant. Sent her an email. She telephoned and obtained further details and an email sent to her by (2) Irrelevant and then one from (2) Irrelevant. 18/10/2019 - RFI drafted for (2) Irrelevant to disclose relationship with either party (with LB for signing). Will be due COB Mon 28/10/2019. Provided first set of dot points to corro.
6	CMP0549	6/11/2019 Email	(2) Irrelevant	Female	PQS/RTO	(2) Irrelevant	(2) Irrelevant	73(2) Irrelevant	Irrelevant	HLS 2019/20	A flyer for HLS funded training offered "Special scholarship opportunities are available for past (2) Irrelevant students." This constitutes an inducement.	12/11/2019 - NTRB drafted and sent. PQS replied. 15/11/2019 - PQS advised breach remedied.
7	CMP0454	22/01/2019 Email	(2) Irrelevant	Female	DESBT Other		73(2) Irrelevant	Irrelevant	Irrelevant	C3G 2016/19	Alleged advertising breach - use of inducement.	09/08/2019 - NTRB drafted and with LB for signing. 12/08/2019 - NTRB sent (due 27/08/2019). 15/08/2019 - Letter withdrawing NTRB drafted as the issue was raised via email in Feb 19 and the PQS rectified. Complainant report completed.
8	CMP0473	29/03/2019 Email	(2) Irrelevant	Male	Parent/Guardian	73(2) Irrelevant	73(2) Irrelevant			C3G 2016/19	Complaint received via Grace Grace's office. Complainant is the father of (2) Irrelevant student. Allegations of bait advertising.	(2) Irrelevant are a recruitment agency, not an RTO. As such, will be referred to QTO on 14.05.19. However, investigation has established a link between (2) Irrelevant and (2) Irrelevant. (2) Irrelevant have responded to a written request for information that they have no relationship with (2) Irrelevant. This matter will be managed separately - anticipate that this matter will be tabled with PQS Review Panel. 23/10/2019 - Saw that the Complaint Report had not been finalised. Now completed.
9	CMP0477	17/05/2019 Email	Anonymous	Unknown			73(2) Irrelevant	73(2) Irrelevant	Irrelevant	C3G 2016/19	Complainant's son received course information funded under C3G, however, the complainant saw that (2) Irrelevant was not an RTO.	17/05/2019 - Reviewed (2) Irrelevant website and found advertising breaches for a PQS. (2) Irrelevant Drafted NTRB. 20/05/2019 - NTRB sent (due 04/06/2019). 03/06/2019 - Breach remedied. PQS advised. Inv report drafted and approved. 27/05/2019 - Based on the recent decision of the PQS Review Panel relating to complaints of 'bait advertising' of (2) Irrelevant, this complaint will not be investigated. In addition, the complainant is linked to (2) Irrelevant who were linked to (2) Irrelevant. Investigation report completed (closed out with CMP0348).
10	CMP0480	15/05/2019 Email	(2) Irrelevant	Female			73(2) Irrelevant	73(2) Irrelevant	Irrelevant	C3G 2016/19	Complainant is alleging that the PQS is paying for the referral of C3G funded students from (2) Irrelevant who is using 'bait advertising'.	27/05/2019 - Based on the recent decision of the PQS Review Panel relating to complaints of 'bait advertising' of (2) Irrelevant, this complaint will not be investigated. In addition, the complainant is linked to (2) Irrelevant who were linked to (2) Irrelevant. Investigation report completed.
11	CMP0481	15/05/2019 Email	(2) Irrelevant	Female			73(2) Irrelevant	(2) Irrelevant	Irrelevant	C3G 2016/19	Complainant is alleging that the PQS is paying for the referral of C3G funded students from (2) Irrelevant who is using 'bait advertising'.	27/05/2019 - Based on the recent decision of the PQS Review Panel relating to complaints of 'bait advertising' of (2) Irrelevant, this complaint will not be investigated. In addition, the complainant is linked to (2) Irrelevant who were linked to (2) Irrelevant. Investigation report completed.

13	CMPO593
14	CMPO570
15	CMPO572
16	CMPO574
17	CMPO585
18	CMPO586

3/08/2020	Email	(2)Irreleva	Male	Student	73(2)Irrelevant	73(2)Irrelevant	Irrele	C3G 2016/19
2/03/2020	Email	3(2)Irreleva	Female	Student	73(2)Irrelevant	3(2)Irreleva	Irrele	C3G 2019/20
16/03/2020	Email	(2)Irreleva	Female	PQS/RTO	73(2)Irrelevant	73(2)Irrelevant	3(2)Irreleva	C3G 2019/20
1/04/2020	Email	(2)Irreleva	Male	PQS/RTO	73(2)Irrelevant	3(2)Irreleva		C3G 2019/20
30/04/2020	Email	Anonymous	Unknown	Anonymous	(2)Irreleva	2)Irrelev	Irrele	UC & C3G 2019-20
30/04/2020	Email	Anonymous	Unknown	Anonymous	(2)Irreleva	73(2)Irrelevant	Irrele	UC & C3G 2019-20

Quality of Training - duration/content/lack of support or resources

Bait advertising
 - job advertised on SEEK
 - complainant advised she would need to complete a Cert III in Food Processing in order to apply for job
 - 10 week course delivered in 10 days but qualification only issued after 10 weeks
 - trainer provided assessment answers before class; students could take photo but told to delete photo after class. Told not to date work

Bait advertising

PQS provided DESBT with a letter he received from an 'anonymous source'. Letter raised allegations regarding inducement (Seek job ads), lack of quality training and allegedly 'trudulent' assessment evidence.

Anonymous complaint. Issues pertaining to:
 - quality and volume of learning (has already been sent to ASQA)
 - tampering of assessment/training evidence
 - use of inducement / sponsorship agreements / no charging contribution fees

Same complaint as CMPO586
 Anonymous complaint. Issues pertaining to:
 - quality and volume of learning (has already been sent to ASQA)
 - tampering of assessment/training evidence
 - use of inducement / sponsorship agreements / no charging contribution fees

3 August 2020 - Complaint received by complaints officer. Complainant saw the Courier Mail article naming 73(2)Irrelevant and contacted DCC. He stated in May 2020 he completed a Certificate III in 2 weeks and request Attempts to call Irrele remain unsuccessful. Email has been sent inviting Irrele to contact complaints reviewing officer directly during business hours.

6/03/2020 - sent acknowledgement of complaint email and called complainant to obtain further details. PPO Hird.
 9/03/2020 - complainant emailed evidence. PPO Hird
 30/04/2020 - PPO Hird emailed PM and Director to seek support for possible options.
 30/04/2020 - PPO Hird emailed CM to check AVETMISS data submission after 1/5/2020; if student sample can be identified from information provided by complainant, then PPO Hird to seek approval to request assessment and training evidence to be reviewed by Q&C.

16/03/2020 - received email complaint from PQS through CM; Acknowledgement email sent to complainant

1/4/2020 - received complaint from PQS through CM.
 2/4/2020 - complaint acknowledgement email sent.
 Due to anonymous nature of the letter DESBT is unable to take further action or request information/evidence referred to in the letter.

30/04/2020 - complaint emailed to contract manager inbox.
 6/05/2020 - follow up email from complainant; acknowledgment email sent to complainant by PPO Hird. See MECS - complainant lodged complaint with Minister's office. Responded to

30/04/2020 - complaint emailed to contract manager inbox.
 6/5/2020 - follow up email from complainant; acknowledgment email sent to complainant by PPO Hird.

Published on DESBT Disclosure Log
 RTI Act 2009