The Queensland Government is committed to quality in vocational education and training (VET) through a range of integrated measures to provide confidence that VET leads to quality outcomes. In Queensland, a comprehensive and systematic approach to quality in publicly funded VET is achieved through the Queensland VET Quality Framework, which is comprised of five key steps.

**Program design**
Determining state policy and investment in training, and maintaining purchasing arrangements for state government-funded training focused on meeting the skilling needs of Queensland.

*Focus areas:* investment priorities • government subsidy levels • eligibility criteria for students • funding agreement terms and conditions

**Supplier entry requirements**
Setting the standards for entry by registered training organisations (RTOs) seeking to be pre-approved to deliver subsidised training and assessment services as pre-qualified suppliers (PQS) in Queensland.

*Focus areas:* RTO registration as a mandatory requirement • PQS entry criteria • performance and governance history • knowledge of VET investment programs • exclusion criteria • industry endorsement

**Information and support**
Providing information to assist students and employers to make informed decisions regarding study options and training providers to best meet their needs, and assist PQS to comply with their contractual obligations.

*Focus areas:* assisting consumers to make informed decisions • assisting consumers when they experience difficulty • maintaining communication channels

**Market performance and oversight**
Maintaining an ongoing role to monitor the effectiveness of program policy measures that have a positive impact towards meeting the skilling needs of Queensland.

*Focus areas:* payment model • key account management • performance monitoring • market analysis • undertaking investigations

**Compliance**
A risk-based approach focused on PQS contract compliance to monitor, assess and respond to the integrity of PQS performance.

*Focus areas:* maintaining the audit strategy • managing enforcement and sanctions • partnering with the national regulator

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**A national perspective**
Quality is a shared responsibility — across governments, industry and the consumer market. It involves all those in training, including training providers, employers and students. The building blocks of a quality national VET system include:

- **National program design**
The quality of VET is a continuing priority for the Council of Australian Governments’ Industry and Skills Council (CISC). CISC members include Ministers from the Australian government, states and territories who have portfolio responsibilities for industry and skills. Its role is to initiate, develop and monitor policy reforms of national significance which require co-operative action by Australian governments.

- **Training packages and accredited courses**
The Australian Industry and Skills Committee (AISC) is responsible for endorsing training products, including national training packages for implementation. AISC is an industry-led body which receives advice from Industry Reference Committees. IRCs are supported by independent and professional Service Skills Organisations to develop and review training packages, and to inform training package development priorities.

- **Regulation of RTOs**
RTOs are authorised by the Australian Skills Quality Authority (ASQA) to deliver training that is recognised nationally. ASQA makes sure that the quality and reputation of Australia’s VET system is maintained through effective national regulation.

- **Consumer protection**
Protecting the rights of consumers is an important safeguard for students and other training consumers. Assistance is available to help people navigate the often complex VET system. Key agencies include:
  - Australian Competition and Consumer Commission
  - Australian Securities and Investments Commission
  - Queensland Training Ombudsman
  - Office of Fair Trading (Queensland)