

## **Check Credentials of Career Advisers**

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The Career Development Association of Australia is calling on job seekers to check credentials of career advisers before paying money for services or programs.

Private education providers made national news again this month, with Careers Australia accused of signing up vulnerable job seekers to expensive courses and buying data from job websites.

This comes after the Australian Competition and Consumer Commission (ACCC) conducted a high-profile investigation into 10 unnamed training providers last year.

“If you receive a phone call from someone claiming to be a qualified careers adviser, you should treat the person with suspicion,” CDAA acting president Wanda Hayes said.

“Qualified career professionals do not make a practice of cold calling people or offering unsolicited advice and should be able to provide proof that they are a professional member of CDAA, or another career industry association.”

CDAA acknowledges the work being done by Federal and State Governments to stamp out these unethical practices, but believes more needs to be done.

“Our members are governed by professional standards, which define a level of experience and qualification required to work as career advisers and coaches,” Ms Hayes said.

“We would like to see the adoption of professional standards across all education institutes to decrease the numbers of service providers touting sales professionals as qualified career practitioners.”

Last week, the Queensland Government announced its decision to release a VET Quality Framework, which will outline the state’s expectations for high quality training delivery and standards of behaviour.

Meanwhile, the Federal Government has made recent crackdowns on private education providers making face-to-face sales and using incentives such as free laptops to sell courses.

The ACCC is currently seeking to overturn VET FEE-HELP debts of consumers who were misled, for training providers to repay course fees and penalties for unethical training providers.

As part of ACCC’s investigations, Careers Australia was forced to pay back \$44 million to the Commonwealth in May after they breached Australian consumer law.

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The Career Development Association of Australia (CDAA) commenced as the Australian Association of Career Counsellors in 1989, and is Australia’s largest cross-sectoral association of career development professionals working in a diverse range of roles, delivering services in industry, government, education, employment programs and community organisations. The primary purpose of the CDAA is to support its members by leading, building and growing the career development profession.

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