

Michael Pettersson MLA

Minister for Business, Arts and Creative Industries

Minister for Children, Youth and Families

Minister for Multicultural Affairs

Minister for Skills, Training and Industrial Relations

Member for Yerrabi

RESPONSE TO QUESTION ON NOTICE

Questions on Notice Paper No 4

21 MARCH 2025

Question No. 248

MS LAURA NUTTALL MLA: To ask the Minister for Skills, Training and Industrial Relations

1. What is the Canberra Institute of Technology doing to assist students who have had their studies impacted by the recent ICT outage.
2. Can the Minister confirm reports that students have had their study schedules seriously impacted by this outage.
3. Can the Minister provide any data on how many students are experiencing ongoing impacts from the ICT outage.

MICHAEL PETERSSON MLA - The answer to the Member's question is as follows:

1. Canberra Institute of Technology (CIT) is a Territory Authority with a governing Board. Since the Whole of Government outage was identified, CIT has been proactively communicating with students, staff and other relevant stakeholders to keep them informed. Initially, these communications focussed on high level advice and information and became more specific as the impacts for different students in different courses became clearer.

These communications included regular SMS updates, along with updated notices and FAQs on the public website, localised emails at the course and cohort levels and through eLearn educator announcements when functionality was restored.

Within these communications, consistent messaging was provided around support services, points of contact and clarifications.

2. Once the impacts of the Whole of Government IT outage were better understood, CIT educators assessed the implications at the course and cohort levels and made appropriate plans to address the challenges. In many instances, study schedules were not impacted at all due to the solutions

implemented by CIT educators. In those instances where it was identified that impact was significant and couldn't be easily mitigated, detailed plans were developed and communicated with students to explain the approach, the implications and additional support services that were available.

I am advised that students are expected to be caught up prior to the commencement of Term 2, 2025. In the rare cases where the impacts couldn't be mitigated effectively, students were allowed to withdraw from their studies without academic or financial penalty.

3. CIT has been closely monitoring the situation since the Whole of Government outage occurred. All students have been actively engaged with to understand the implications for their course and the remedial actions that have been put in place to address the challenges. Some students will have impacts ongoing for the rest of the current term as the specific solutions are being applied.

Approved for circulation to the Member and incorporation into Hansard.



Michael Pettersson MLA

Minister for Skills, Training and Industrial Relations

Date: 13/4/25.....

This response required 1hrs 30mins to complete, at an approximate cost of \$210.19.