

Senate Committee: Education and Employment

QUESTION ON NOTICE

Supplementary Budget Estimates 2016 - 2017

Outcome: Agency: ASQA

Department of Education and Training Question No. SQ16-001080

Senator Cameron, Doug provided in writing.

ASQA - Regulatory compliance data - complaints

Question

1. How many complaints about registered training organisations has ASQA received each year of operation?
2. What is the average time taken to complete an investigation? Please report for each year?

Answer

The Australian Skills Quality Authority (ASQA) has provided the following response.

1. Complaint numbers relating to registered training organisations are available in ASQA's Annual Report(s).

2.

Average Time (Calendar Days) Taken to Close Complaints by Financial Year				
FY 11–12	FY 12–13	FY 13–14	FY 14–15	FY 15–16
173	253	148	107	62