

Economics Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
Industry Portfolio
Additional Budget Estimates Hearing 2013-14
27 February 2013

AGENCY/DEPARTMENT: ASQA

TOPIC: Breakdown of Complaints Against Registered Training Organisations

REFERENCE: Page 25-26

QUESTION No.: AI-9

Senator KIM CARR: I see your point. Can you provide us with the latest compendium of information on complaints that you have received—what is the breakdown of those 2,600-odd complaints you have received.

Mr Robinson: Do you want me to answer that now?

Senator KIM CARR: Take it on notice—we are very short of time. I know, Mr Robinson, you are only too happy to expand on these topics! I can see that we will equally have to get to know each other again in this new light.

ANSWER

As at 31 December 2013 ASQA had received **2,625** complaints about training organisations, of which **1,953** (74.4%) have been closed; **638** (24.3%) remain open and are in the process of investigation; and **34** (1.3%) were cancelled due to duplication or the complainant withdrawing the complaint.

ASQA categories the issues raised within a complaint received about a provider. Given that an individual complaint may contain several issues the number of issues recorded is larger than the total number of complaints received.

The breakdown of issues raised is:

- Poor quality training - such as unqualified staff, lack of adequate facilities, resources, time and work placement opportunities **29%**;
- Assessment processes, records and outcomes **19%**;
- False or misleading marketing; pre-enrolment information; and changes to training programs **18%**;
- Fraud or criminal activity, including manipulation of attendance and/or assessment records **9%**;
- Non-issue of certification/national recognition **8%**;
- Fees issues, including refunds, additional fees demanded by RTOs **7%**;
- Miscellaneous – including: VET fee help, international English Language Testing System Levels, letters of release, theft of intellectual property **6%**; and
- Withdrawals or transfers **3%**.