

Senate Committee: Education and Employment

**QUESTION ON NOTICE
Additional Estimates 2016 - 2017**

Outcome: Agency: ASQA

Department of Education and Training Question No. SQ17-000002

Senator Cameron, Doug asked on 01 March 2017, Proof Hansard page 6

ASQA - Complaints

Question

The Australian Skills Quality Authority provided the following response -

Prof. Lavarch: Of the complaints that ASQA receive—we do receive them from quite a large variety of sources—between 40 and 50 per cent come from students or guardians or people directly involved with students. I do not have the breakdown of who the 43 or the 183 figures were in terms of individual categories. I think it would be safe to say that the majority, but not all, of them were from students. There may have been some from other regulators or other sources.

Prof. Lavarch: Of the complaints that ASQA receive—we do receive them from quite a large variety of sources—between 40 and 50 per cent come from students or guardians or people directly involved with students. I do not have the breakdown of who the 43 or the 183 figures were in terms of individual categories. I think it would be safe to say that the majority, but not all, of them were from students. There may have been some from other regulators or other sources.

Senator CAMERON: Have you done the analysis?

Prof. Lavarch: I do not have it with me, I am sorry. Senator CAMERON: But the analysis is available, is it?

Prof. Lavarch: Yes. We would be able to track back the breakdown of who the complaints were coming from.

Senator CAMERON: Can you supply, on notice, the breakdown for those three periods: 2012-13, 2013-14 and 2014-15?

Prof. Lavarch: Yes, I can.

Senator CAMERON: Could you make it up to date, if you have the figures right up to now?

Prof. Lavarch: Yes, we can do that.

Answer

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

At the time a complainant lodges their complaint, they are asked to nominate their relationship to the provider they are complaining about. They do so from a list of nominated relationship types, one of which indicates they are a student. In some cases a complainant may choose not to identify their relationship to the provider, or identify themselves incorrectly.

The following data is provided based on the self-identification of relationship to the provider by the complainant.

For the periods 2013–14 to 2016–17, VFH related complaints have been received from the following complainant types (as at 13 March 2017):

Complainant Type	2012–13	2013–14	2014–15	2015–16	2016–17*
Student	7	15	46	195	48
Other		12	79	76	7
Employee	1	1	3	11	
Other Training Provider		5	12	10	2
Industry Stakeholder		1	9	8	
Other Educational Institution Representative		1	7	4	
Government Licensing Authority Representative			1	3	3
State Training Authority Representative	1		5	2	4
Not Identified by Complainant	1	8	21	109	18
Total	10	43	183	418	82

The percentage of VFH complaints made by students for these years is as follows:

Complainant Type	2012–13	2013–14	2014–15	2015–16	2016–17*
Student	70%	31%	25%	46%	58%

**Note – 2016-17 data is up to 28 February 2017.*