

Senate Committee: Education and Employment

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

Outcome: Skills and Training

Department of Education and Training Question No. SQ17-000348

Senator Cameron, Doug provided in writing.

National Training Complaints Hotline

Question

How many calls have been received by the National Training Complaints Hotline?
What are the issues people called about?
What actions have been taken in relation to these calls?

Answer

As at 11 March 2017, the National Training Complaints Hotline (Hotline) has received a total of 1989 calls.

Issues raised in calls to the Hotline fall into the following broad categories:

- registered training organisation (RTO) practices
- unethical RTO practices
- RTO regulatory breaches
- VET FEE-HELP debt
- other training matters
- enquiries (as opposed to a complaint)
- calls made in error and dropped calls.

Complaints to the Hotline are reviewed and referred to the most appropriate agency, authority or jurisdiction for investigation.