

Senate Committee: Education and Employment

QUESTION ON NOTICE Budget Estimates 2015 - 2016

Outcome: Agency: ASQA

Department of Education and Training Question No. SQ15-000299

Senator Rhiannon, Lee asked on 03 June 2015, Proof Hansard page 46

ASQA: complaints

Question

Senator RHIANNON: What is the total number of complaints made to ASQA over the past four years? I am interested in that being broken down by provider.

Mr Robinson: I will not have the information by provider here.

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Senator RHIANNON: Could you also supply how many complaints ASQA has received about Evocca?

Mr Robinson: Yes. We could.

Answer

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

- Since commencing operations on 1 July 2011 to 30 June 2014 ASQA has received 4915 complaints.
- The top ten providers in relation to complaints received by ASQA are provided in Table 1.

Table 1: Ten providers with the most complaints received by ASQA 1 July 2011 – 30 June 2014

RTO ID	Name	No. Complaints Received
90796	Open Colleges Pty Ltd	118
31707	Auswright Training Pty Ltd	51
31455	ACTE PTY LTD	50
21564	Shajor Pty Ltd	39
22479	Careers Australia Education Institute Pty Ltd	39
5806	Study Group Australia Pty Limited	26
0306	Bendigo Kangan Institute	24
5500	Cornerstone Investment Aust Pty Ltd	23
0269	Think: Colleges Pty Ltd	22
20749	ASH Pty Ltd	22

- ASQA has received 51 complaints in relation to Evocca*:
 - ACTE Pty Ltd: 50 Complaints
 - Prime Learning Pty Ltd: 1 Complaint

* Evocca is one of the trading names used by ACTE Pty Ltd and Prime Learning Pty Ltd