

Senate Committee: Education and Employment

**QUESTION ON NOTICE
Budget Estimates 2015 - 2016**

Outcome: Skills and Training

Department of Education and Training Question No. SQ15-000489

Senator Carr, Kim provided in writing.

Complaints

Question

How many complaints has the Department received since the new National Standards for Registered Training Organisations 2015 came into effect?

Answer

The new National Standards for Registered Training Organisations 2015 (the Standards) came into effect for new providers on 1 January 2015 and for existing providers on 1 April 2015.

Since 1 April, the Department has received 182 complaints.

On 20 January 2015, the Australian Government, in cooperation with the states and territories, established the first National Training Complaints Hotline. Where appropriate, complaints made through the hotline were referred to ASQA and other agencies for investigation.