

Senate Committee: Education and Employment

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

Outcome: Agency: ASQA

Department of Education and Training Question No. SQ15-000490

Senator Carr, Kim provided in writing.

ASQA: complaints

Question

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

Answer

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

- The *Standards for Registered Training Organisations (RTOs) 2015* came into effect for applicants to become RTOs from 1 January 2015, and for existing RTOs from 1 April 2015.
- For the period 1 January 2015 – 30 June 2015 ASQA received 780 complaints.
- On 20 January 2015 the Australian Government, in cooperation with the states and territories, established the first National Training Complaints Hotline to make it easier for concerns about training to be heard and actioned. Where appropriate, complaints made through the hotline are referred to ASQA and other agencies for investigations.