

Economics Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
Industry, Innovation, Science, Research and Tertiary Education Portfolio
Additional Estimates Hearing 2012-13
13 February 2013

AGENCY/DEPARTMENT: AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA)

TOPIC: Complaints

REFERENCE: Question on Notice (Hansard, 13 February 2013, pages 96-97)

QUESTION No.: AI-48

Mr C Robinson: -----

We have had 1,254 complaints in our first 18 months. Various things are done with those because they are quite varied in nature.

Senator NASH: Did you have an expectation at all? Was that figure surprising, or not at all surprising? Or because you had not been there before did you not know what to expect? It sounds like a lot, and that is why I ask the question.

Mr C Robinson: Yes, it is quite a few, to be honest. Some of them relate to things that might be a breach of standards. If that were the case, we could follow it up with that RTO; we might go and audit them and look at the issue that was raised in particular in that audit. It may go through to a point where we would give that RTO a direction, or it could even affect their continuing registration as the RTO if it was a serious breach of the standards. So far, it is quite a number. I was not really sure how many to expect.

Senator NASH: Can I ask you to take it on notice to give us a snapshot of the types of complaints, in so far as you can, to give us a bit of a sense of their different natures?

Mr C Robinson: I can give you—

Senator NASH: I would prefer that you take it on notice because we are really tight for time. In terms of audits where specialist training is being offered, do you second people in a specialist area, or do you have those resources within ASQA anyway?

ANSWER

The types of complaints ASQA receives broadly relate to:

- Marketing undertaken by registered training organisations and other organisations purporting to be registered training organisations.
- Training, and assessment methods or processes, including recognition of prior learning.
- Issuance of certificates and/or statements of attainment.
- Fraud or criminal activity which may include certificates being issued without training occurring.
- Record keeping which may include overseas student attendance or course progress visa requirements being rorted.
- Trainers and/or staff of registered training organisation which may include trainers without the requisite qualifications.
- Resources and/or training materials, facilities, equipment or premises of the registered training organisation.

- Fees imposed that were not previously disclosed and refunds not granted in accordance with agreed terms.
- Misleading information provided by the training organisation to students, including changes to training programs or schedules.