

Economics Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
 Industry, Innovation, Science, Research and Tertiary Education Portfolio
 Budget Estimates Hearing 2012-13
 28 and 29 May 2012

AGENCY/DEPARTMENT: AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA)

TOPIC: CRICOS – complaints

REFERENCE: Question on Notice (Hansard Monday 28 May 2012, Page 57)

QUESTION No.: BI-232

Senator RHIANNON: How many complaints have been made about Commonwealth Register of Institutions and Courses for Overseas Students?

Mr Robinson: We have had 550-odd complaints altogether about training providers that have been registered with ASQA.

Senator RHIANNON: Are they about different bodies or may they cover—I am trying to get the number of—

Mr Robinson: They are different complaints that have been registered. Some of them might have been more than one about the same provider.

Senator RHIANNON: That is what I am trying to get at.

Mr Robinson: I do not have the figures in front of me about how many of those were in relation to the CRICOS.

Dr Orr: ASQA refers complaints from international students to the Overseas Students Ombudsman.

Mr Robinson: And that is the Commonwealth Ombudsman as well. There is a process there. They have been given new powers since last year to deal with complaints by overseas students. I cannot tell you how many of the 550 were specifically about overseas students in the first instance, but we will get you that on notice. We might have referred many of those to the Commonwealth Overseas Students Ombudsman.

ANSWER

Complaint period 1 July 2011 to 31 March 2012		
Number of Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) Providers that had complaints made about them	38	
Complaints about non-RTOs by international students (in most cases marketing that they could provide VET courses)	8	
Total number of <i>individual CRICOS Providers or non-RTOs</i> that had a complaint made by (or on behalf of) CRICOS student(s)		46
Total number of <i>complaints</i> from CRICOS students	69	

*CRICOS students are overseas students with an overseas student visa