

**Senate Standing Committee on Education Employment and Workplace
Relations**

**QUESTIONS ON NOTICE
Additional Estimates 2010-2011**

Outcome 3.5—Vocational Education and Training

DEEWR Question No.EW0911_11

Senator Nash asked on 24/02/2011, Hansard page 126.

Question

COMPLAINTS TO THE NATIONAL TRAINING HOTLINE

Senator NASH—How many complaints have been received in the last 12 months by the national training hotline?

Mr Maynard—We will have to take that one on notice.

Senator NASH—That is all right. Can I just clarify: is the hotline for employees who have issues or can employers call in to the hotline as well?

Mr Maynard—In terms of the hotline for complaints in relation to apprenticeships, that is for anybody.

Senator NASH—Would you mind taking that on notice for me and coming back with the exact detail of how it operates and who can utilise it?

Answer

The National Training Hotline listens to the complaints or concerns of vocational education and training consumers who are not satisfied with the quality of training provided by their Registered Training Organisation or how it's delivered.

The service is available to a wide range of stakeholders, including:

- Australian students or Apprentices
- Employers
- Parents
- Employees of a Registered Training Organisation

From the period 1 March 2010 to 7 March 2011 there were 18 complaints received by the National Training phone Hotline. In addition, approximately 50 complaints were received by the National Training emailHotline.

Where appropriate, complaints are referred to the relevant state or territory Training Authority for action.