

## EDUCATION, SCIENCE AND TRAINING

### SENATE LEGISLATION COMMITTEE - QUESTIONS ON NOTICE 2005-2006 BUDGET ESTIMATES HEARING

**Outcome:** 2

**Output Group:** 2.1 – Funding for vocational education and training.

#### **DEST Question No. E154\_06**

Senator Carr provided in writing.

#### **Question:**

##### **National Training Complaints Hotline**

How many calls has the hotline received since it was established in June 2003? (Please break down calls received by month).

Please provide annual expenditure on the hotline in the years 2003/04, 2004/05 and budgeted for 2005/06.

How many staff are allocated to this initiative?

#### **Answer:**

##### *Number of calls received by Hotline since June 2003 (by month)*

A total of 345 calls and emails were received to 24/6/2005 on the National Training Complaints Hotline. Many calls are from people seeking information and only approximately 26% are about quality of training. **Attachment 1** provides a monthly summary table of calls received and emails correspondence received since establishment of the Hotline.

##### *Annual expenditure*

The only direct cost incurred for the National Training Hotline relates to telecommunication charges (line charges): Costs for the last two financial years are:

2003/04	\$580.03
2004/05	\$578.53

The Hotline is maintained and operated by DEST staff. Estimated salary costs to operate the National Training Hotline for the last two financial years are:

2003/04	\$7,600.00
2004/05	\$5,578.53

In addition, \$135 was incurred in 2004/05 for training costs on complaint management for staff operating the Hotline.

##### *Staff allocated to Hotline*

The operation of the hotline is currently managed by the Quality Assurance Section, VET Quality Branch. Given the low volume of calls received (approximately 2- 3 calls a week) the task of responding to calls and emails is shared, primarily between two officers.

**NATIONAL TRAINING COMPLAINTS HOTLINE - Monthly Summary**

Month	Year	Hotline calls	email contacts	Total
July	2003/04	15	10	25
	2004/05	9	1	10
August	2003/04	6	7	13
	2004/05	12	2	14
Sept	2003/04	11	6	17
	2004/05	7	4	11
Oct	2003/04	5	4	9
	2004/05	7	1	8
Nov	2003/04	5	7	12
	2004/05	12	2	14
Dec	2003/04	13	5	18
	2004/05	9	1	10
Jan	2003/04	2	4	6
	2004/05	3	4	7
Feb	2003/04	10	6	16
	2004/05	7	5	12
Mar	2003/04	21	9	30
	2004/05	7	1	8
April	2003/04	6	2	8
	2004/05	7	2	9
May	2003/04	19	2	21
	2004/05	18	1	19
June	2002/03	13	5	18
	2003/04	17	3	20
	2004/05*	9	1	10
<b>Total</b>	<b>2002/03</b>	<b>13</b>	<b>5</b>	<b>18</b>
	<b>2003/04</b>	<b>130</b>	<b>65</b>	<b>195</b>
	<b>2004/05</b>	<b>107</b>	<b>25</b>	<b>132</b>
<b>Total all years</b>		<b>250</b>	<b>95</b>	<b>345</b>

\* as at 224/6/2005