

## QUESTION ON NOTICE

No. 664

asked on 26 May 2021

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**MR M CRANDON** ASKED THE MINISTER FOR EMPLOYMENT AND SMALL BUSINESS AND MINISTER FOR TRAINING AND SKILLS DEVELOPMENT (HON D FARMER) —

### QUESTION:

With reference to the Queensland Training Ombudsman—

Will the Minister advise the number of complaints received about TAFE Queensland for each of the past 3 financial years?

### ANSWER:

The Office of the Queensland Training Ombudsman received a total of 295 complaints in 2017-18, 300 in 2018-19 and 325 in 2019-20.

In 2017-18, 4.4% of complaints related to TAFE Queensland; in 2018-19, 6.3% of complaints related to TAFE Queensland and 3.8% complaints in 2019-20.

Complaints Received	2019-20	2018-19	2017-18
TAFE Queensland	12	18	13
Non-TAFE Queensland	313	282	282
<b>Total</b>	<b>325</b>	<b>300</b>	<b>295</b>

TAFE Queensland continues to be the VET provider of choice for industry across Queensland, with 93.2% employer satisfaction rating and an 88.3% student satisfaction.

According to NCVER 2020 Student Outcomes Survey, TAFE Queensland also received the second highest overall satisfaction in the quality of training in the nation.