



Because if you don't know
your rights – it's wrong

CONTACT US



Contact the Training Ombudsman

Call: 1300 306 699

Email: ombudsman@trainingombudsman.qld.gov.au

Visit: www.trainingombudsman.qld.gov.au

All enquiries will be treated confidentially.

Office of the Training Ombudsman Queensland

LMB 527

GPO Brisbane Qld 4001

Fax: 07 3404 3497

Level 10, 133 Mary Street

Brisbane Qld 4000

The Training Ombudsman Queensland is a statutory appointment made by the Governor-in-Council. The position is independent of the Queensland Department of Education, Training and the Arts and provides an additional avenue for complaint, investigation and review. The Training Ombudsman reports to the Minister for Education, Training and the Arts about referable matters and recommendations made to the Training and Employment Recognition Council.

TRAINING OMBUDSMAN
QUEENSLAND



Queensland Government



**TRAINING
OMBUDSMAN**
QUEENSLAND

SUPPORTING APPRENTICESHIPS
AND TRAINEESHIPS

WHAT WE DO



What does the Training Ombudsman do?

The Training Ombudsman provides a free, impartial and independent office to review and, if possible, resolve complaints from apprentices, trainees, employers and other interested parties about the Queensland apprenticeship and traineeship system.

The Training Ombudsman reviews complaints about:

- training delivered to the apprentice or trainee under the training contract
- adequacy of facilities, range of work and supervision provided by the employer under the training contract
- circumstances in which the training contract is signed, amended or cancelled.

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The Training Ombudsman also reviews complaints about decisions of the Training and Employment Recognition Council relating to apprenticeship and traineeship contracts including:

- registering training contracts
- cancelling training contracts
- cancellation for serious misconduct
- reinstatement of training contracts
- penalties relating to breach of discipline
- extension of the nominal term
- declaration of a prohibited employer
- temporary stand-downs
- cancelling a completion certificate
- declaration of a restricted calling.

When should I contact the Training Ombudsman?

If you are an apprentice, trainee or employer who believes you have been treated unfairly or unreasonably in relation to the training delivered as part of an apprenticeship or traineeship.

ACTION TAKEN



What action can the Training Ombudsman take?

The Training Ombudsman will provide apprentices, trainees, employers and other interested parties with advice and information. The Ombudsman will also refer complaints to other appropriate agencies for investigation if required.

On many occasions, matters brought to the attention of the Training Ombudsman are resolved through mediation and consultation processes, rather than formal investigation. If a formal investigation is undertaken, the findings are reported to you and to the relevant Department of Education, Training and the Arts regional office.

While the Training Ombudsman has no power to overturn a decision of the Training and Employment Recognition Council, the Ombudsman must provide a report to the Council about the complaint and, if appropriate, make recommendations to the Council requesting a decision be reviewed or rescinded.

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