

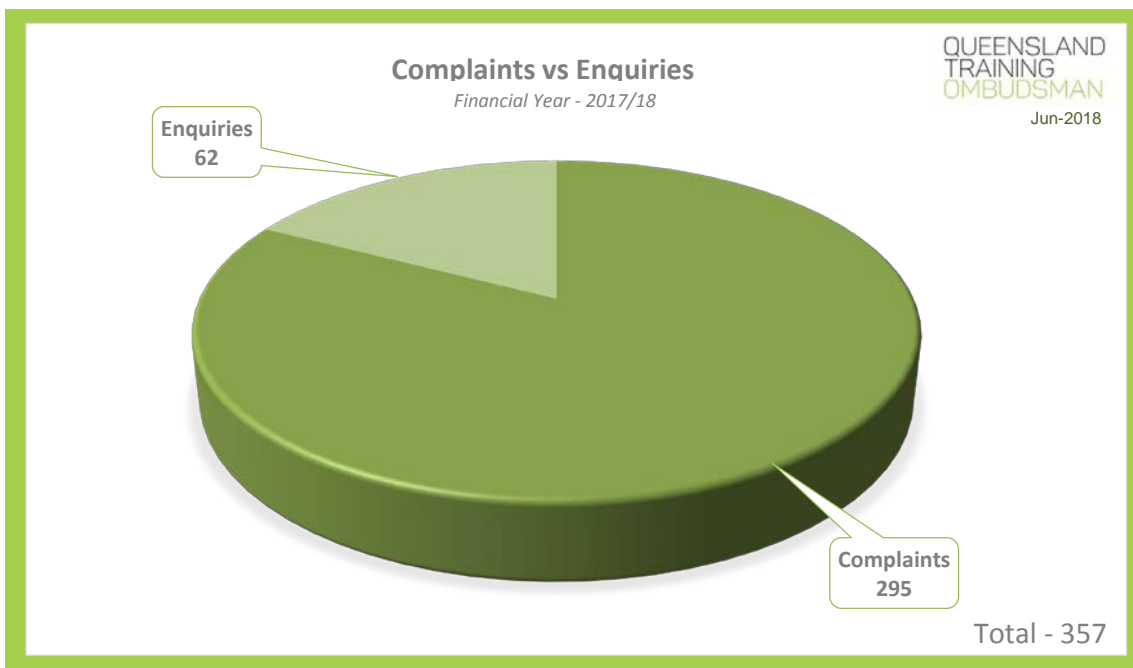
## Performance Report - as at 30 June 2018

The Office of the Queensland Training Ombudsman (OQTO) was established on 14 September 2015 under Ministerial Charter, tasked with setting up strategic and administrative protocols, including Memoranda of Understanding (MOU) with state and national vocational education and training (VET) partners, and to commence assisting VET consumers with training issues.

On 22 April 2016, the *Further Education and Training (Training Ombudsman) and Another Act Amendment Act 2016* was proclaimed.

### 2017/18 Activity

From 1 July 2017, 357 complaints and enquiries have been received by the OQTO to 30 June 2018.



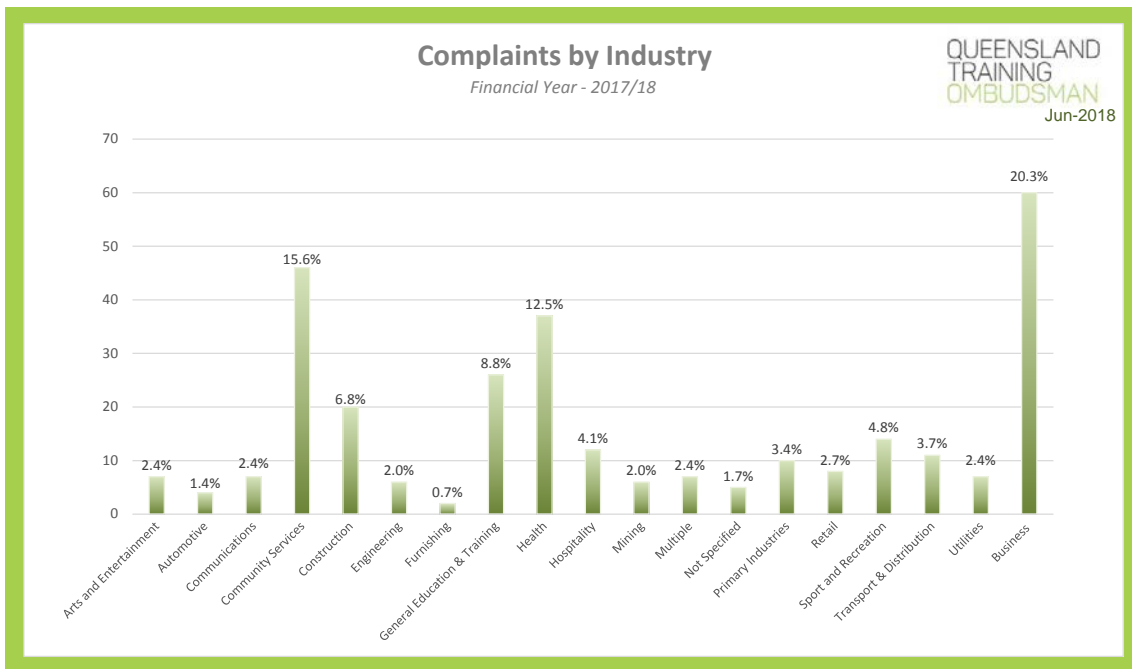
### **Complaint Breakdown by Issues**

Issue	Number
Apprenticeships/Traineeships	35
RTO/PQS	46
RTO Matter (including Fee for Service)	126
VET FEE HELP	60
Other	28
<b>Total - 2017/18 Financial Year</b>	<b>295</b>

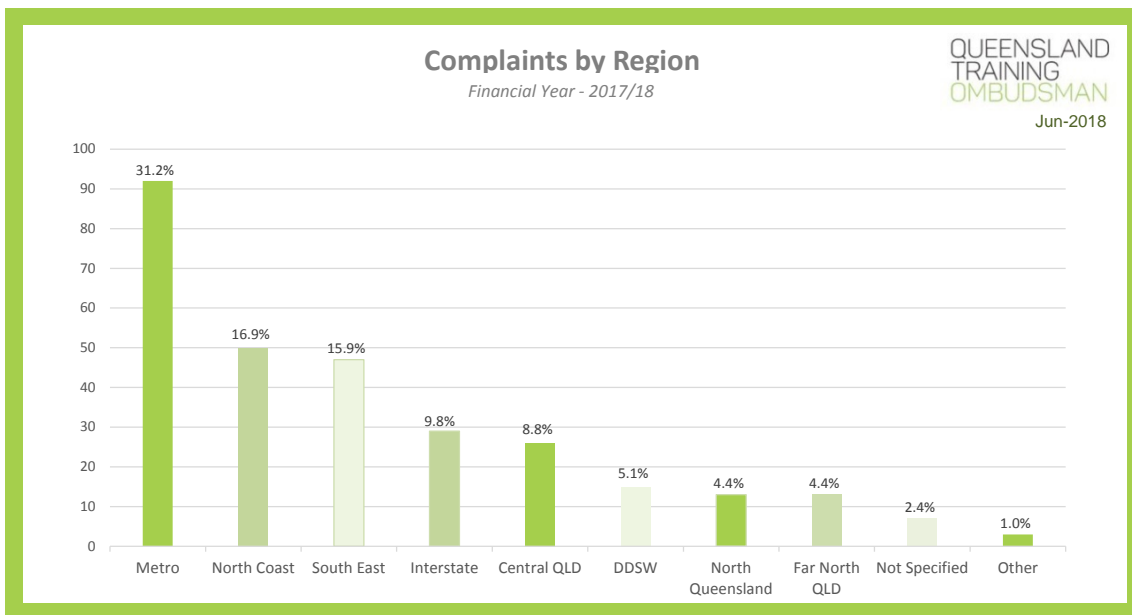
### **Complaint Breakdown by Stakeholder**

Complainant	Number
Apprentices/Trainees/Students	234
Employers	9
Government Agencies	1
Industry	5
Other Stakeholders	17
Parents/Guardians	19
RTO	6
VET Service Provider (non RTO)	4
<b>Total - 2017/18 Financial Year</b>	<b>295</b>

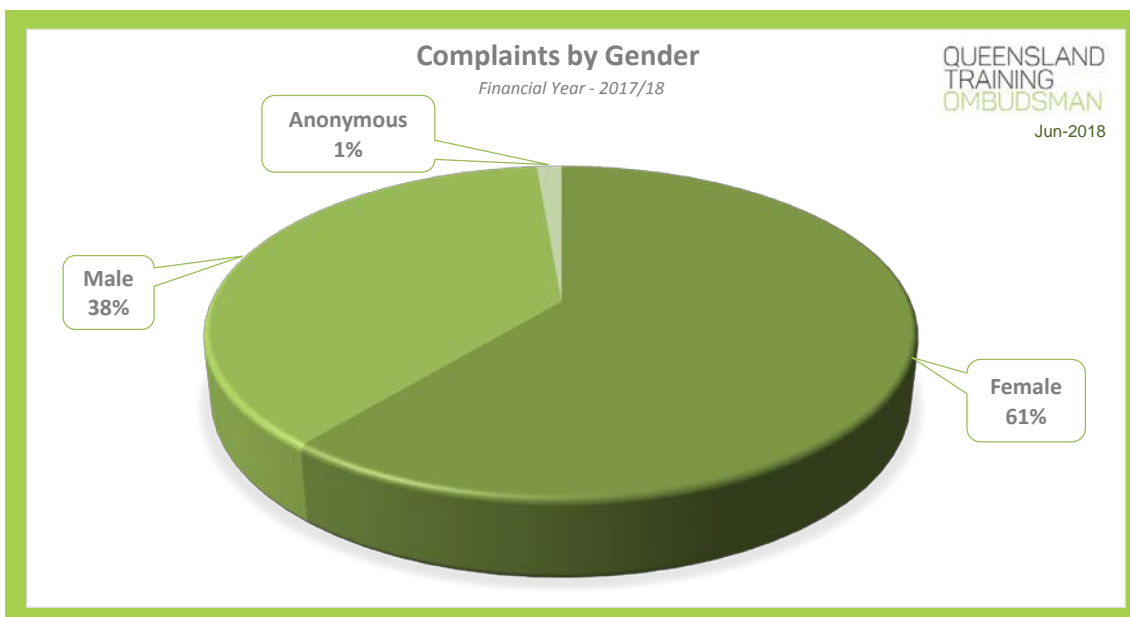
### Complaint Breakdown by Industry



### Complaint Breakdown by Location



### Complaint Breakdown by Gender



### Ongoing Complaints and Enquiries

	Number
Ongoing Complaints and Enquiries as at 31 May 2018	45
Complaints and Enquiries Received in June 2018	34
Complaints and Enquiries Completed in June 2018	34
<b>Ongoing Complaints and Enquiries as at 30 June 2018</b>	<b>45</b>

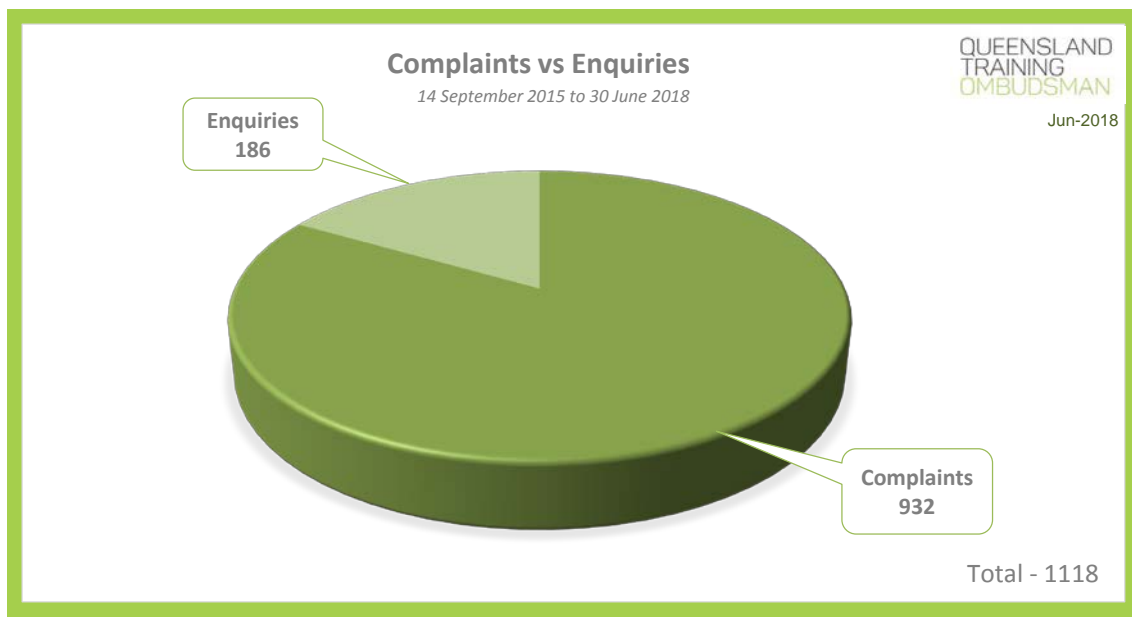
Since 1 July 2017, approximately \$99,441 in fees have been waived or recovered for students as a result of the Queensland Training Ombudsman's investigation and intervention.

### 14 September 2015 – 30 June 2018 Activity

#### Summary of Complaints and Enquiries

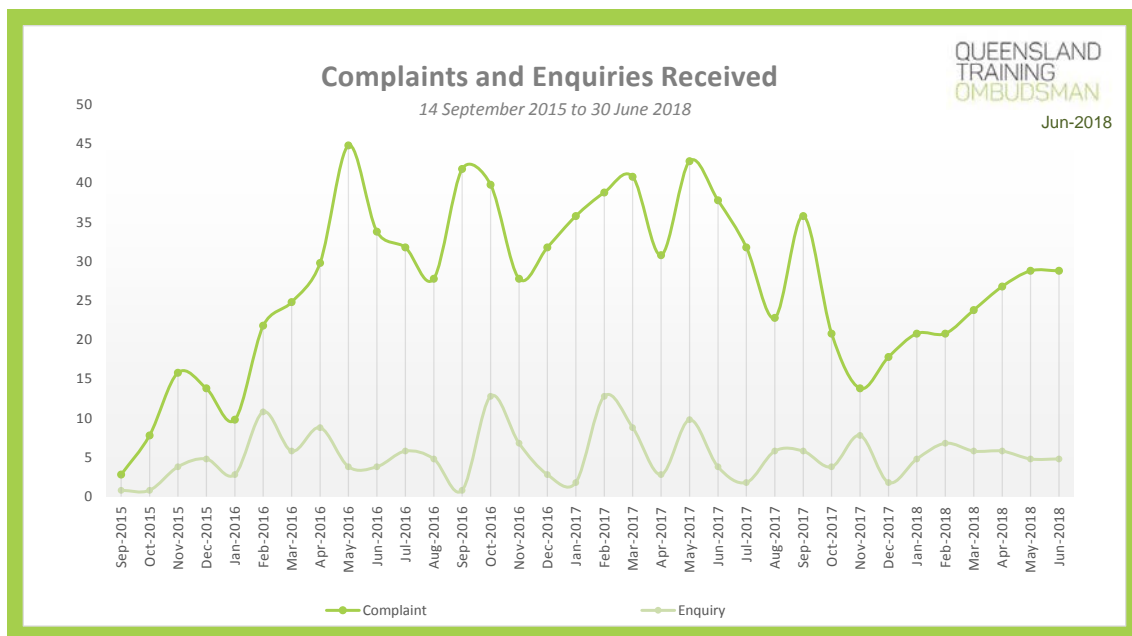


### Breakdown of Complaints versus Enquiries



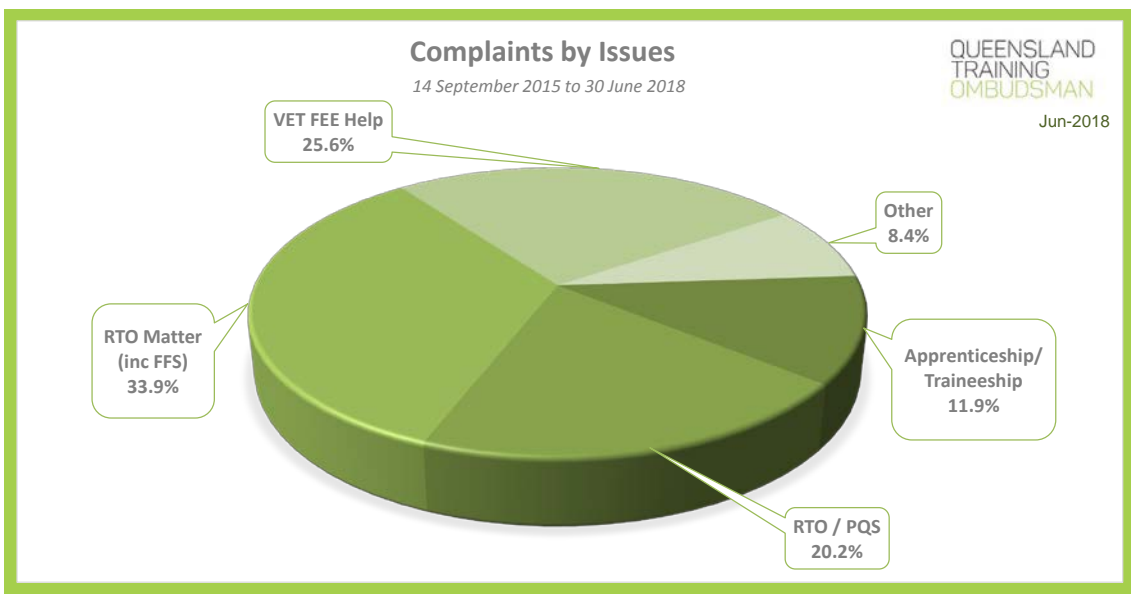
As at 30 June 2018, the Queensland Training Ombudsman received a total of 1,118 complaints and enquiries dealing with training issues and/or helping people to navigate the complex VET sector.

### Month Complaint/Enquiry Received



	Complaints	Enquiries	Total
Total complaints/enquiries for 2015/16	207	48	255
Total complaints/enquiries for 2016/17	430	76	506
Total complaints/enquiries for 2017/18	295	62	357
<b>Total complaints/enquiries since commencement</b>	<b>932</b>	<b>186</b>	<b>1118</b>

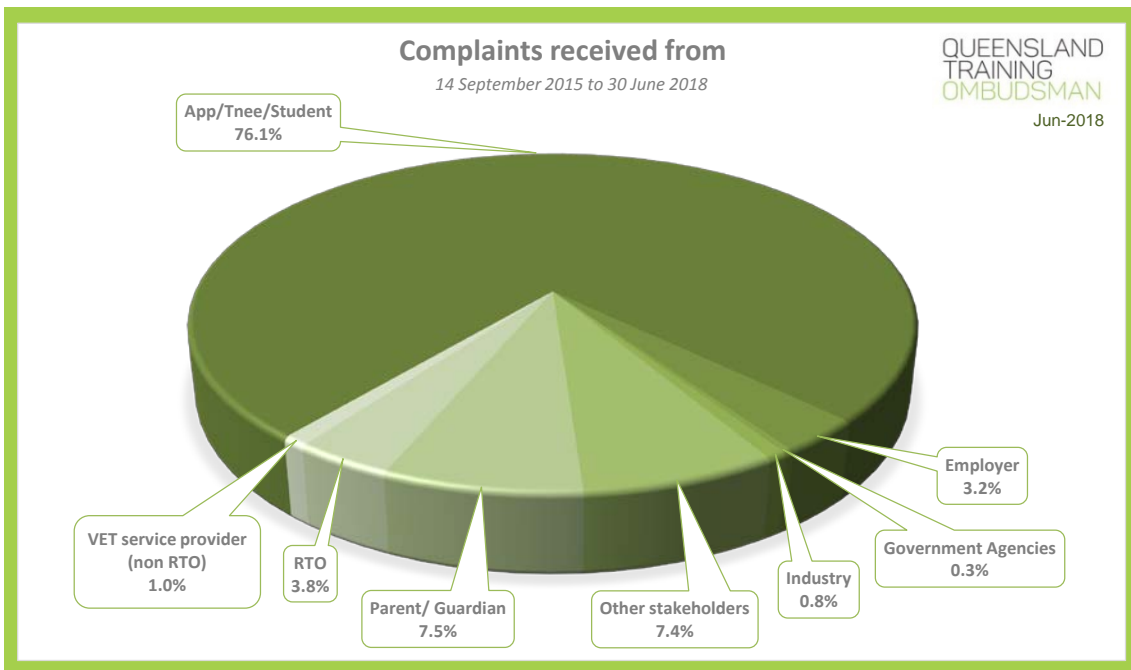
**Complaint Breakdown by Issues**



Issue	Number	Percentage
<b>Apprenticeships/Traineeships</b>		
- Current Govt Policy (5)		
- Duration (1)		
- Employer Behaviour (23)		
- Enrolment/ Refund (1)		
- Fees (7)		
- Incentives (6)		
- No Tg/Emp Provided (7)		
- Not Specified (4)		
- Other Stakeholder Behaviour (5)		
- Quality (3)		
- Recruit/ Market/ Assess (0)		
- RTO Behaviour (40)		
- SATs (9)		
- VETiS (0)		
	111	11.9
<b>RTO / PQS</b>		
- Current Govt Policy (8)		
- Duration (0)		
- Employer Behaviour (1)		
- Enrolment/ Refund (20)		
- Fees (9)		
- Incentives (1)		
- No Tg/Emp Provided (1)		
- Not Specified (0)		
- Other Stakeholder Behaviour (1)		
- Quality (13)		
- Recruit/ Market/ Assess (9)		
- RTO Behaviour (123)		
- SATs (0)		
- VETiS (2)		
	188	20.2

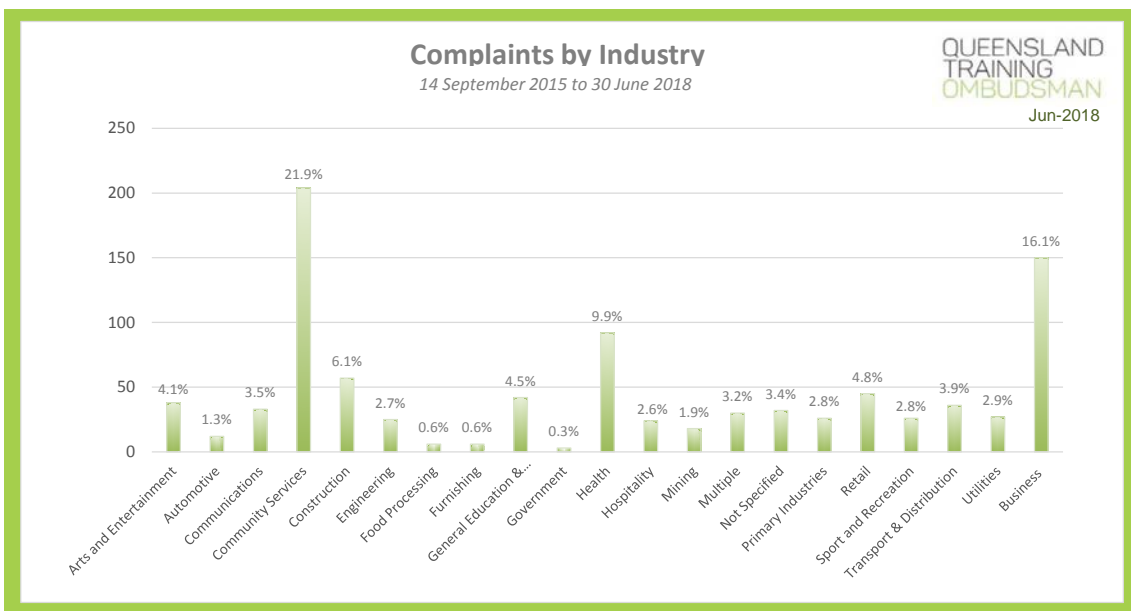
Issue	Number	Percentage
<b>VET FEE HELP</b>		
- Current Govt Policy (1)		
- Duration (0)		
- Employer Behaviour (0)		
- Enrolment/ Refund (158)		
- Fees (8)		
- Incentives (0)		
- No Tg/Emp Provided (0)		
- Not Specified (0)		
- Other Stakeholder Behaviour (3)		
- Quality (12)		
- Recruit/ Market/ Assess (1)		
- RTO Behaviour (56)		
- SATs (0)		
- VETiS (0)		
	239	25.6
<b>RTO Matter (including Fee for Service)</b>		
- Current Govt Policy (3)		
- Duration (2)		
- Employer Behaviour (0)		
- Enrolment/ Refund (167)		
- Fees (21)		
- Incentives (0)		
- No Tg/Emp Provided (2)		
- Not Specified (0)		
- Other Stakeholder Behaviour (1)		
- Quality (5)		
- Recruit/ Market/ Assess (3)		
- RTO Behaviour (112)		
- SATs (0)		
- VETiS (0)		
	316	33.9
<b>Other</b>		
- Current Govt Policy (14)		
- Duration (0)		
- Employer Behaviour (3)		
- Enrolment/ Refund (16)		
- Fees (1)		
- Incentives (1)		
- No Tg/Emp Provided (0)		
- Not Specified (4)		
- Other Stakeholder Behaviour (24)		
- Quality (1)		
- Recruit/ Market/ Assess (3)		
- RTO Behaviour (10)		
- SATs (0)		
- VETiS (1)		
	78	8.4
<b>Total</b>	<b>932</b>	<b>100.0</b>

### Complaint Breakdown by Stakeholder

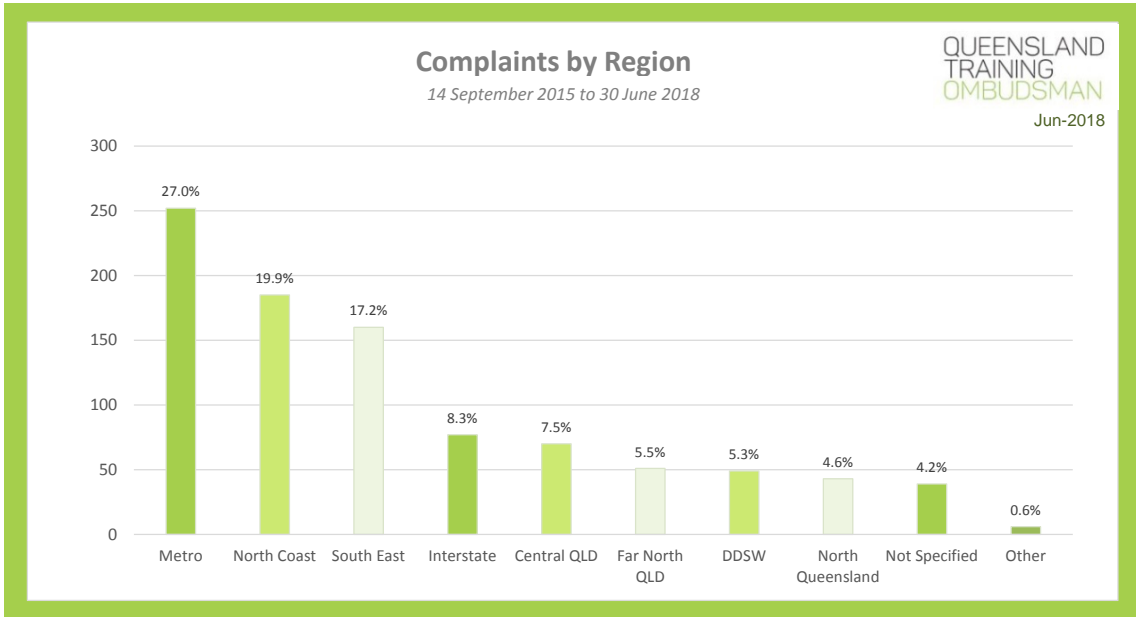


Complainant	Number	Percentage
Apprentices/Trainees/Students	709	76.1
Employers	30	3.2
Government Agencies	3	0.3
Industry	7	0.8
Other Stakeholders	69	7.4
Parents/Guardians	70	7.5
RTO	35	3.8
VET Service Provider (non RTO)	9	1.0
<b>Total</b>	<b>932</b>	<b>100.0</b>

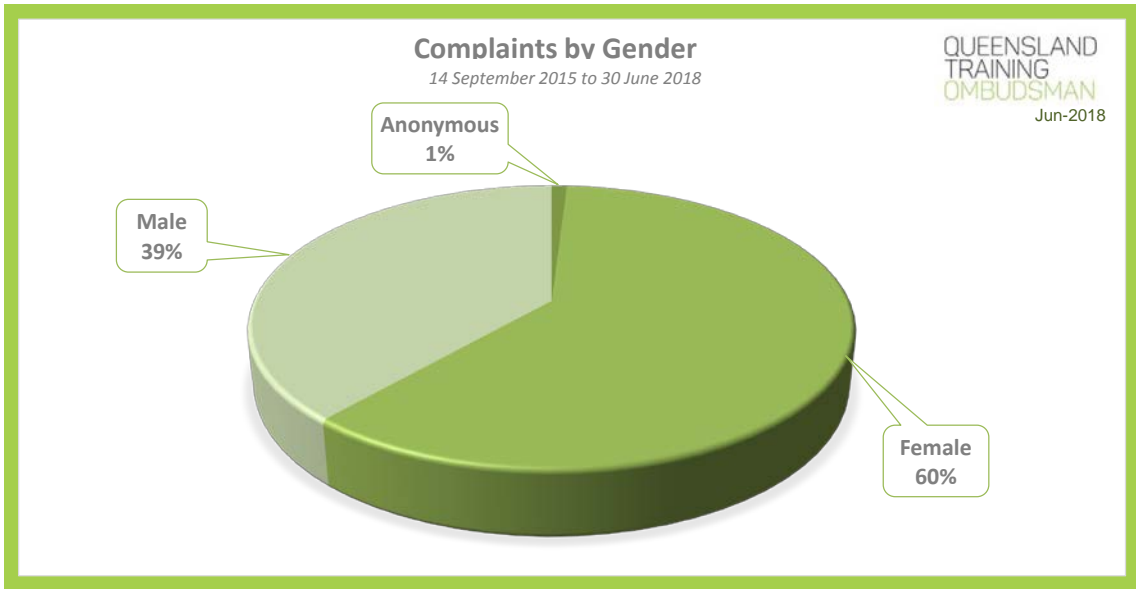
### Complaint Breakdown by Industry



**Complaint Breakdown by Location**



**Complaint Breakdown by Gender**





## Complaint Outcomes

Decisions	Number	% of completed complaints
Completed - complainant outcome achieved	702	81.1
Completed – complainant outcome not achieved	142	16.4
Completed – no further action and formally withdrawn	22	2.5
<b>Total</b>	<b>866</b>	<b>100.0</b>
Complaint Refused	21	
<b>Total Completed</b>	<b>887</b>	

As at 30 June 2018, 866 complaints have been completed and finalised. 702 (81.1%) achieved the complainant's desired outcome, including cases of fee refund or waivers which totalled approximately \$500,747.

142 cases did not achieve the complainant's desired outcome. These cases included unsuccessful attempts by students to partially recover course fees, and complaints which were closed without investigation due to the complainant not responding despite multiple attempts by the OQTO to contact them for further information.

22 complaints were formally withdrawn as the complainant had settled the matter directly, and in some cases decided to continue with their studies.

21 complaints were refused for investigation due to the nature of the complaint.

As at 30 June 2018, 45 complaints are still under investigation.

## Formal Referrals to Other Agencies

Referrals	Number
ASQA	3
Australian Maritime Safety Authority	2
Commonwealth DET	1
DESBT	1
Queensland DET	32
Fair Work Ombudsman	1
Office of Industrial Relations	4
VET Student Loans Ombudsman	35
Workplace Health and Safety	1
<b>Total</b>	<b>80</b>

While there have been 80 formal referrals from the Queensland Training Ombudsman to other agencies, there have been other instances where verbal advice has been given to complainants suggesting other bodies who could also assist with their issue.

The OQTO strives to provide complainants with the full wrap-around support service and advice to help students and VET stakeholders as much as possible, even going so far as to assist complainants to draft correspondence and emails to support their case.

### Timeframes to Close Complaints

Timeframe data below relates to all closed complaints, including withdrawn and refused complaints.

TIMEFRAMES TO CLOSE COMPLAINTS		
RESOLVED/ CLOSED UNDER 30 DAYS	RESOLVED/ CLOSED OVER 30 DAYS	TOTAL
<b>501</b>	<b>431</b>	<b>932</b>
<b>54%</b>	<b>46%</b>	<b>100%</b>

### Enquiry Outcomes

186 enquiries have been received by OQTO between 14 September 2015 to 30 June 2018 and 186 of these have been satisfactorily answered.