

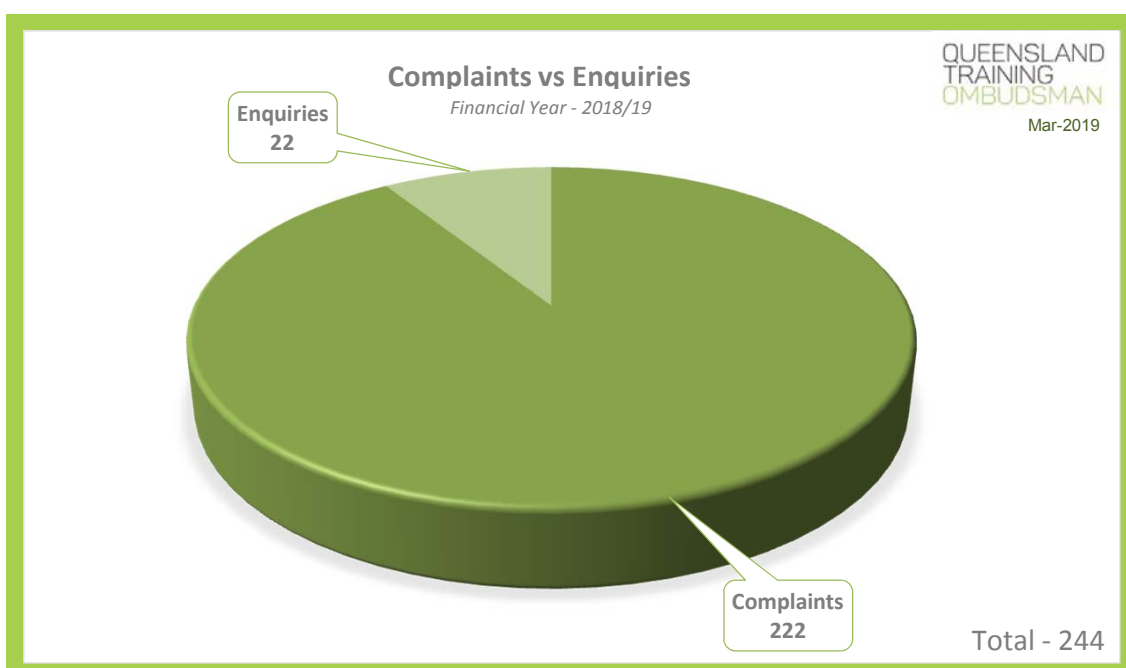
## **Performance Report - as at 31 March 2019**

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.

### **2018/19 Activity**

From 1 July 2018, 244 complaints and enquiries have been received by the OQTO to 31 March 2019.



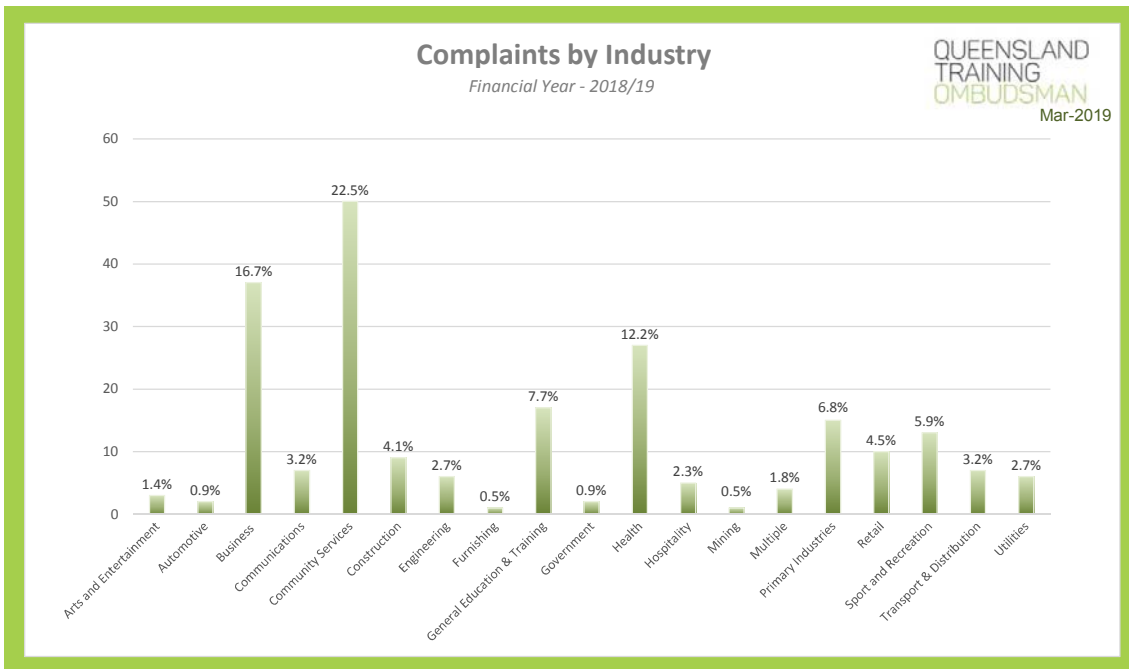
### **Complaint Breakdown by Issues**

Issue	Number
Apprenticeships/Traineeships	28
RTO/PQS	34
RTO Matter (including Fee for Service)	105
VET FEE HELP	36
Other	19
<b>Total - 2018/19 Financial Year</b>	<b>222</b>

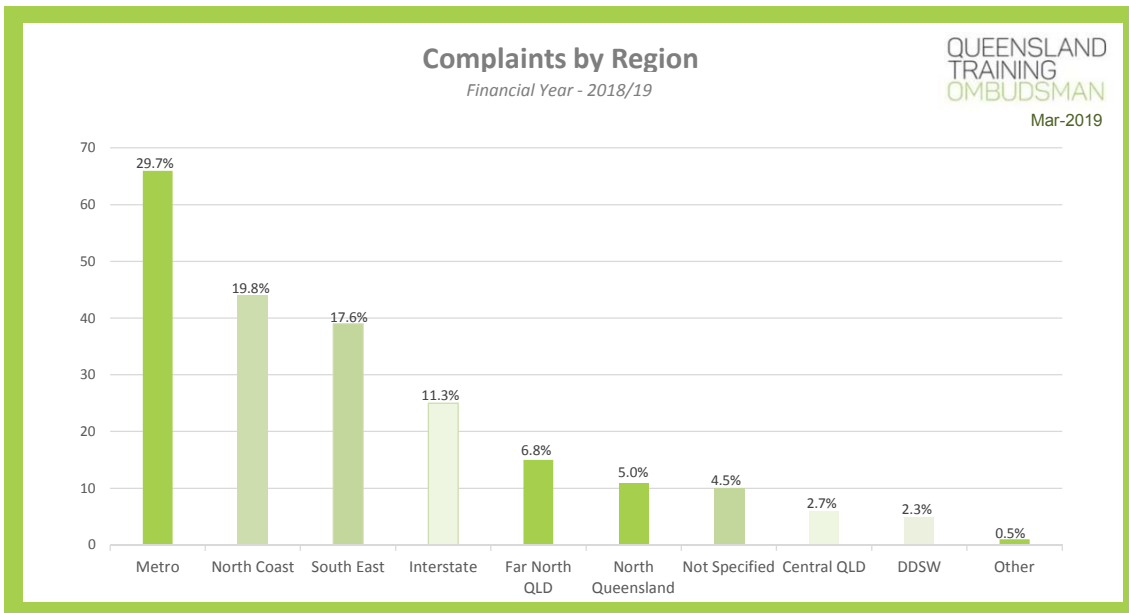
### **Complaint Breakdown by Stakeholder**

Complainant	Number
Apprentices/Trainees/Students	177
Employers	9
Government Agencies	0
Industry	1
Other Stakeholders	19
Parents/Guardians	14
RTO	2
VET Service Provider (non RTO)	0
<b>Total - 2018/19 Financial Year</b>	<b>222</b>

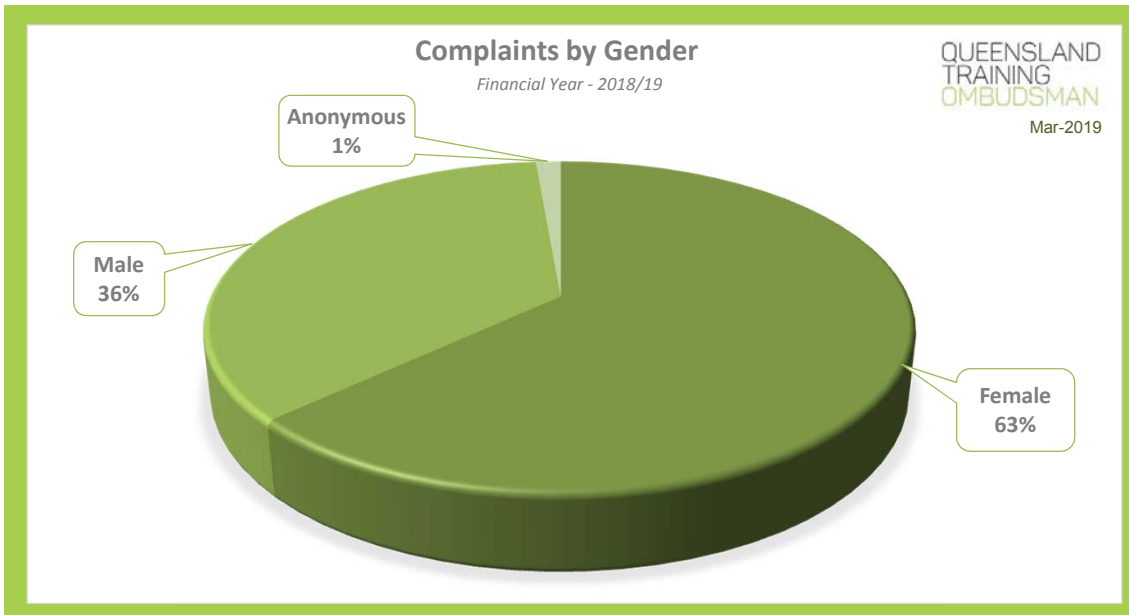
### Complaint Breakdown by Industry



### Complaint Breakdown by Location



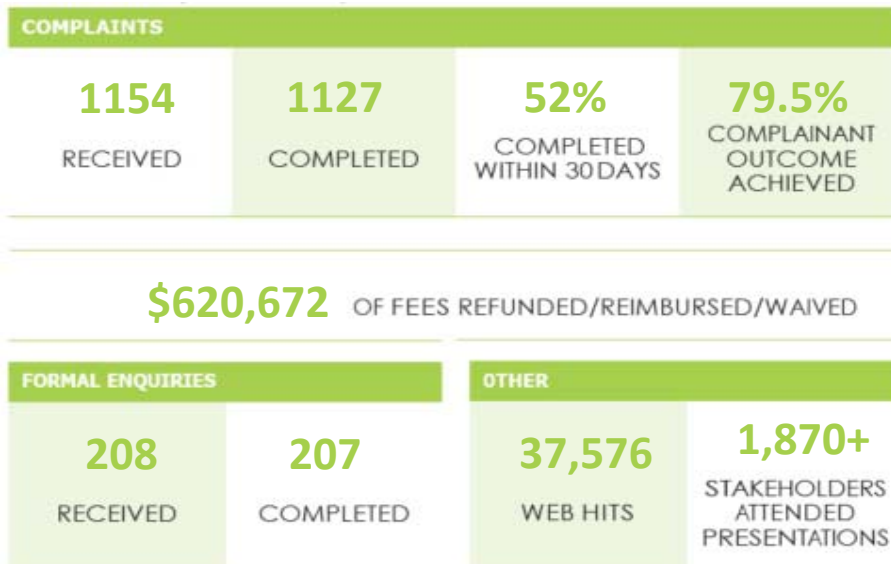
**Complaint Breakdown by Gender**



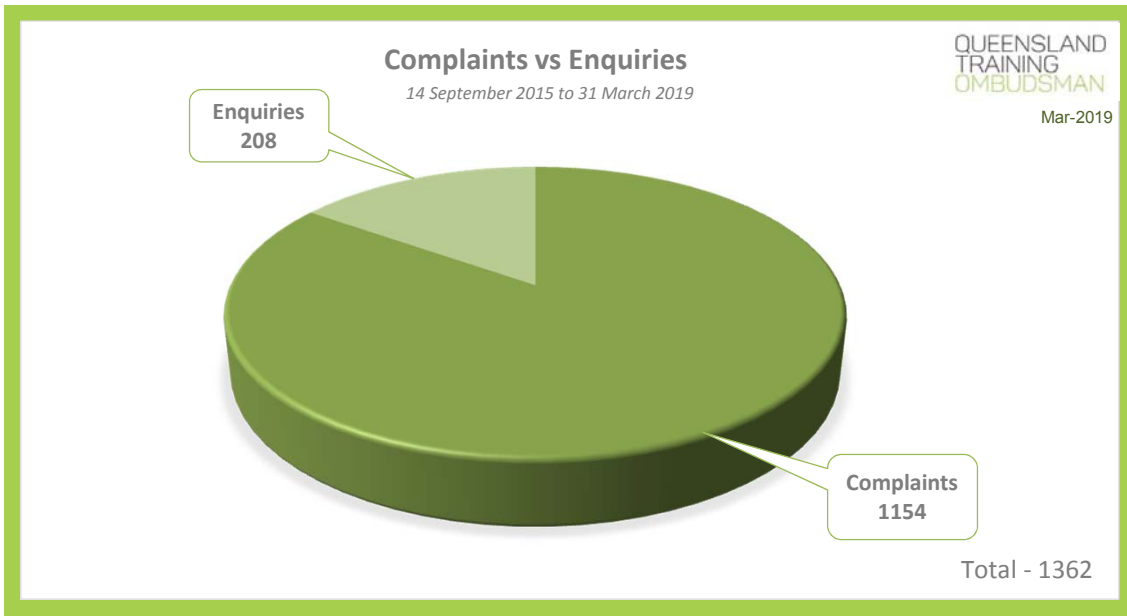
Since 1 July 2018, \$119,926 in fees have been waived or recovered for students as a result of the Queensland Training Ombudsman’s investigation and intervention.

**14 September 2015 – 31 March 2019 Activity**

**Summary of Complaints and Enquiries**

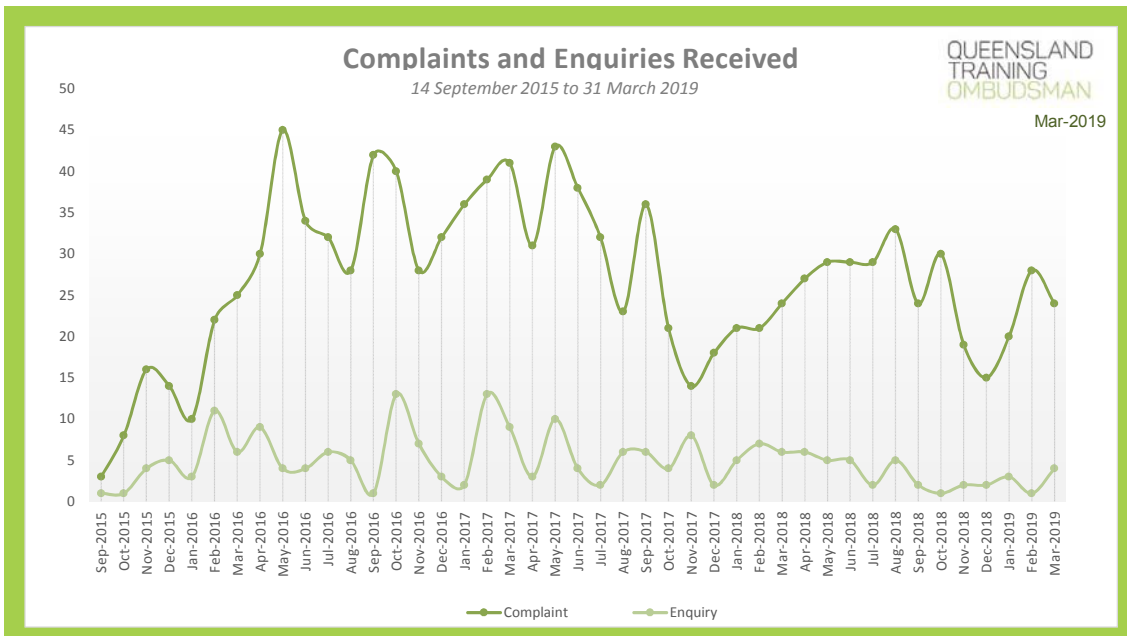


### Breakdown of Complaints versus Enquiries



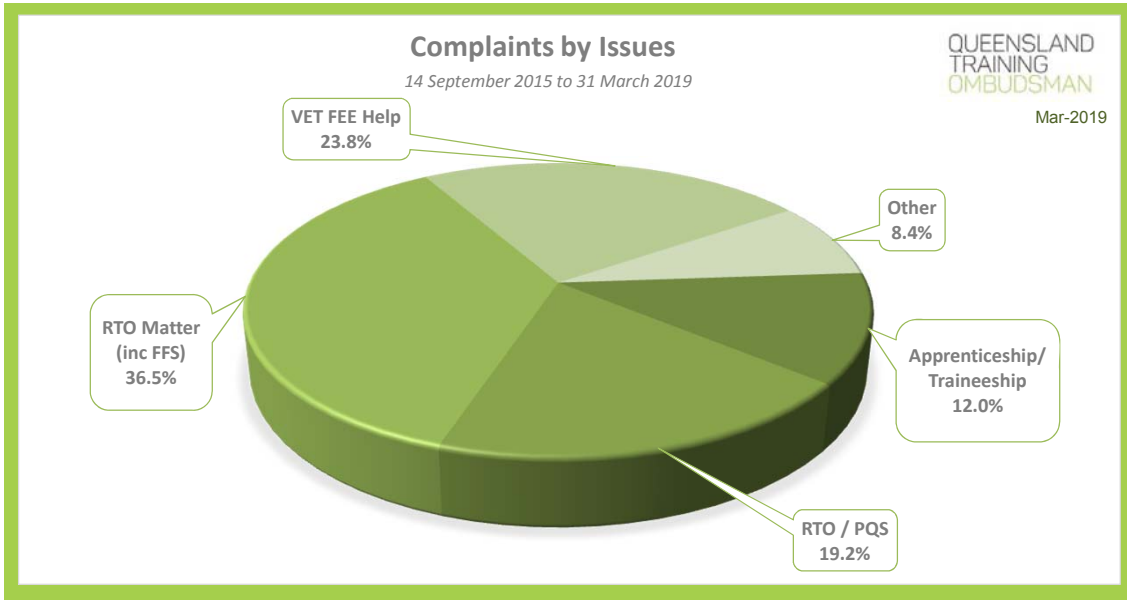
As at 31 March 2019, the Queensland Training Ombudsman received a total of 1362 complaints and enquiries dealing with training issues and/or helping people to navigate the complex VET sector.

### 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
Total complaints/enquiries for 2018/19	222	22	244
<b>Total complaints/enquiries since commencement</b>	<b>1154</b>	<b>208</b>	<b>1362</b>

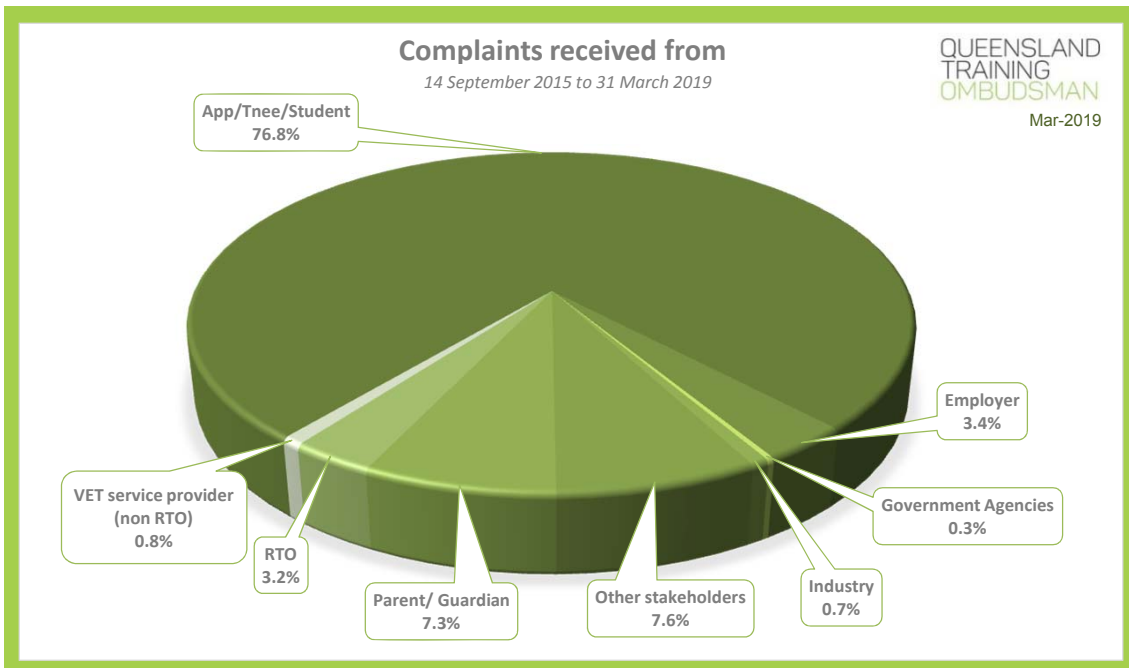
### Complaint Breakdown by Issues



Issue	Number	Percentage
<b>Apprenticeships/Traineeships</b>		
- Current Govt Policy (9)		
- Duration (1)		
- Employer Behaviour (32)		
- Enrolment/ Refund (4)		
- Fees (9)		
- Incentives (7)		
- No Tg/Emp Provided (7)		
- Not Specified (4)		
- Other Stakeholder Behaviour (6)		
- Quality (4)		
- Recruit/ Market/ Assess (0)		
- RTO Behaviour (47)		
- SATs (9)		
- VETiS (0)		
	139	12.0
<b>RTO / PQS</b>		
- Current Govt Policy (10)		
- Duration (0)		
- Employer Behaviour (1)		
- Enrolment/ Refund (28)		
- Fees (10)		
- Incentives (1)		
- No Tg/Emp Provided (1)		
- Not Specified (0)		
- Other Stakeholder Behaviour (1)		
- Quality (13)		
- Recruit/ Market/ Assess (9)		
- RTO Behaviour (146)		
- SATs (0)		
- VETiS (2)		
	222	19.2

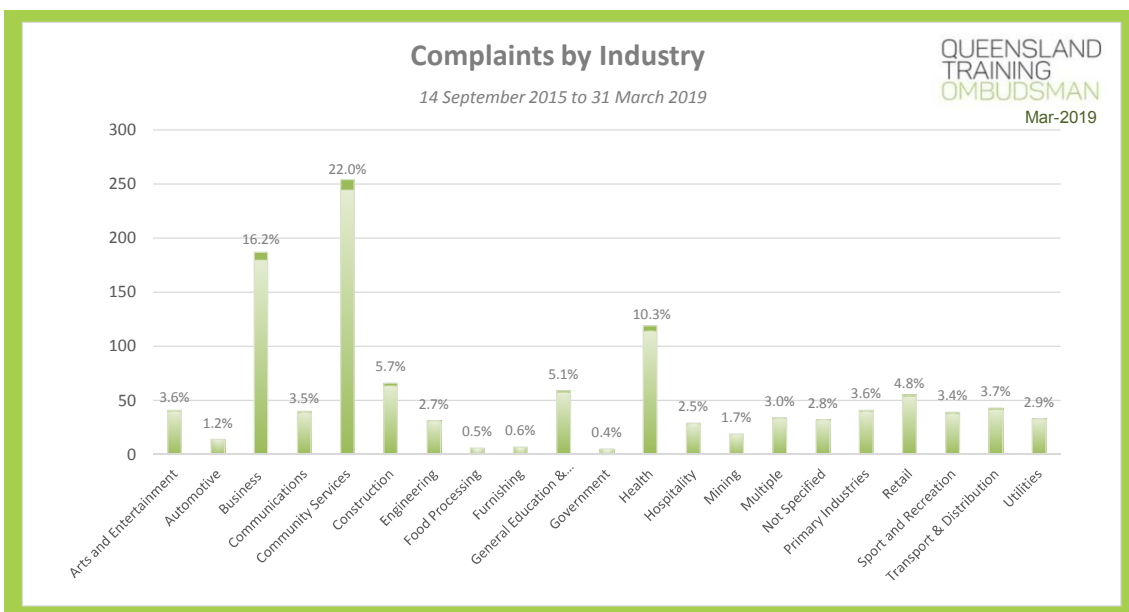
Issue	Number	Percentage
<b>VET FEE HELP</b>		
- Current Govt Policy (1)		
- Duration (0)		
- Employer Behaviour (0)		
- Enrolment/ Refund (188)		
- Fees (9)		
- Incentives (0)		
- No Tg/Emp Provided (0)	275	23.8
- Not Specified (0)		
- Other Stakeholder Behaviour (3)		
- Quality (12)		
- Recruit/ Market/ Assess (1)		
- RTO Behaviour (61)		
- SATs (0)		
- VETiS (0)		
<b>RTO Matter (including Fee for Service)</b>		
- Current Govt Policy (3)		
- Duration (2)		
- Employer Behaviour (0)		
- Enrolment/ Refund (225)		
- Fees (28)		
- Incentives (0)		
- No Tg/Emp Provided (2)	421	36.5
- Not Specified (0)		
- Other Stakeholder Behaviour (1)		
- Quality (8)		
- Recruit/ Market/ Assess (6)		
- RTO Behaviour (146)		
- SATs (0)		
- VETiS (0)		
<b>Other</b>		
- Current Govt Policy (16)		
- Duration (0)		
- Employer Behaviour (4)		
- Enrolment/ Refund (23)		
- Fees (2)		
- Incentives (1)		
- No Tg/Emp Provided (0)	97	8.4
- Not Specified (5)		
- Other Stakeholder Behaviour (30)		
- Quality (1)		
- Recruit/ Market/ Assess (3)		
- RTO Behaviour (11)		
- SATs (0)		
- VETiS (1)		
<b>Total</b>	<b>1154</b>	<b>100.0</b>

### Complaint Breakdown by Stakeholder

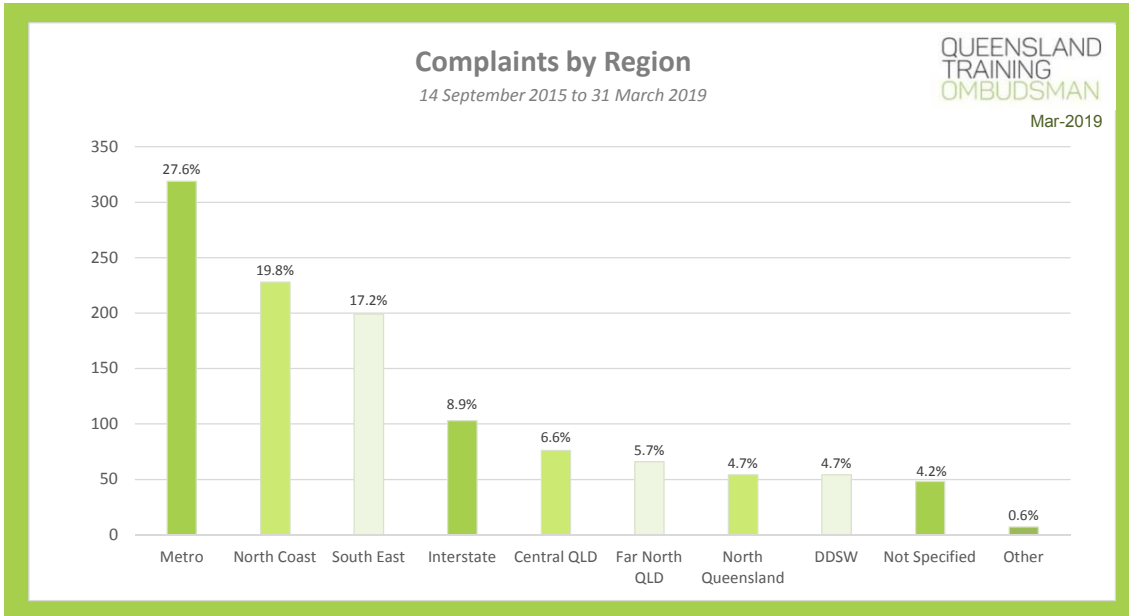


Complainant	Number	Percentage
Apprentices/Trainees/Students	886	76.8
Employers	39	3.4
Government Agencies	3	0.3
Industry	8	0.7
Other Stakeholders	88	7.6
Parents/Guardians	84	7.3
RTO	37	3.2
VET Service Provider (non RTO)	9	0.8
<b>Total</b>	<b>1154</b>	<b>100.0</b>

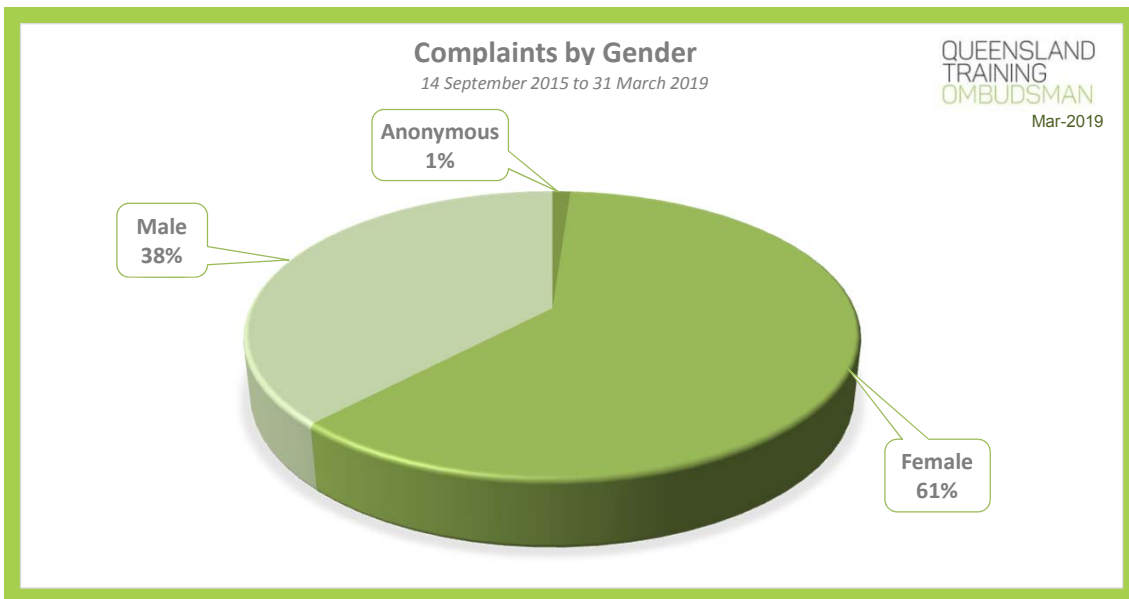
### Complaint Breakdown by Industry



### Complaint Breakdown by Location



### Complaint Breakdown by Gender





## Complaint Outcomes

Decisions	Number	% of completed complaints
Completed - complainant outcome achieved	874	79.5
Completed – complainant outcome not achieved	192	17.5
Completed – no further action and formally withdrawn	34	3.1
<b>Total</b>	<b>1100</b>	<b>100.0</b>
Complaint Refused	27	
<b>Total Completed</b>	<b>1127</b>	

As at 31 March 2019, 1100 complaints have been completed and finalised. 874 (79.5%) achieved the complainant's desired outcome, including cases of fee refund or waivers which totalled \$620,672.

192 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.

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

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

As at 31 March 2019, 27 complaints are still under investigation.

## Formal Referrals to Other Agencies

Referrals	Number
ASQA	5
Australian Maritime Safety Authority	2
Commonwealth DET	1
DESBT	6
Queensland DET	32
Fair Work Ombudsman	1
Office of Industrial Relations	4
VET Student Loans Ombudsman	52
Workplace Health and Safety	1
<b>Total</b>	<b>104</b>

While there have been 104 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>596</b>	<b>558</b>	<b>1154</b>
<b>52%</b>	<b>48%</b>	<b>100%</b>

### Enquiry Outcomes

208 enquiries have been received by OQTO between 14 September 2015 to 31 March 2019 and 207 of these have been satisfactorily answered.