

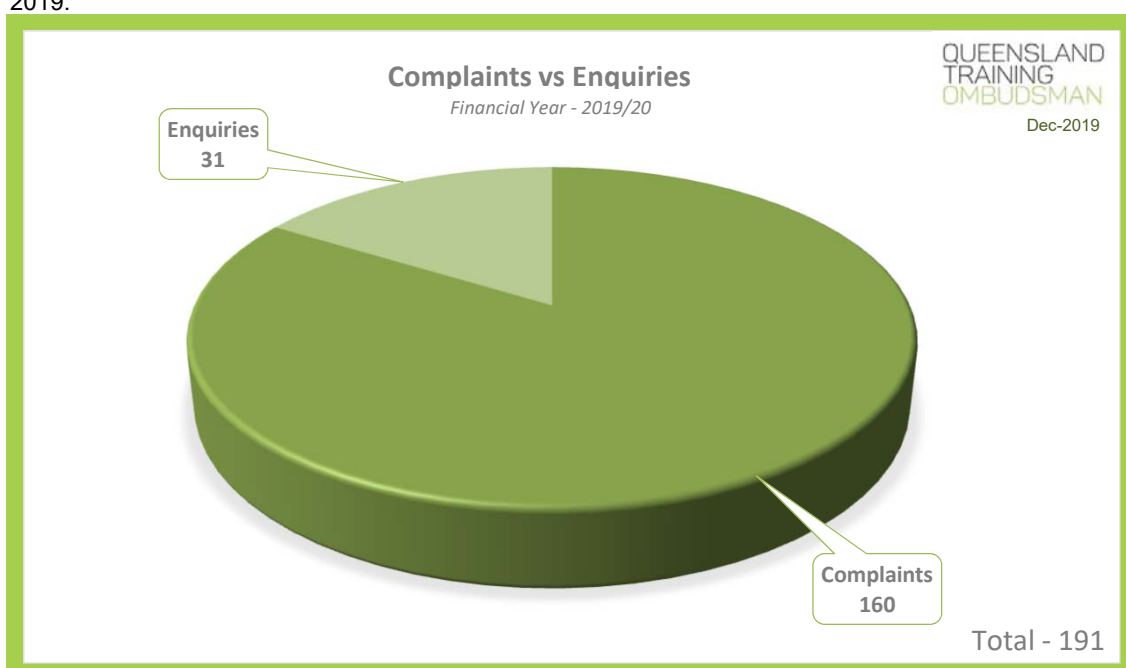
Performance Report - as at 31 December 2019

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.

2019/20 Activity

From 1 July 2019, 191 complaints and enquiries have been received by the OQTO to 31 December 2019.



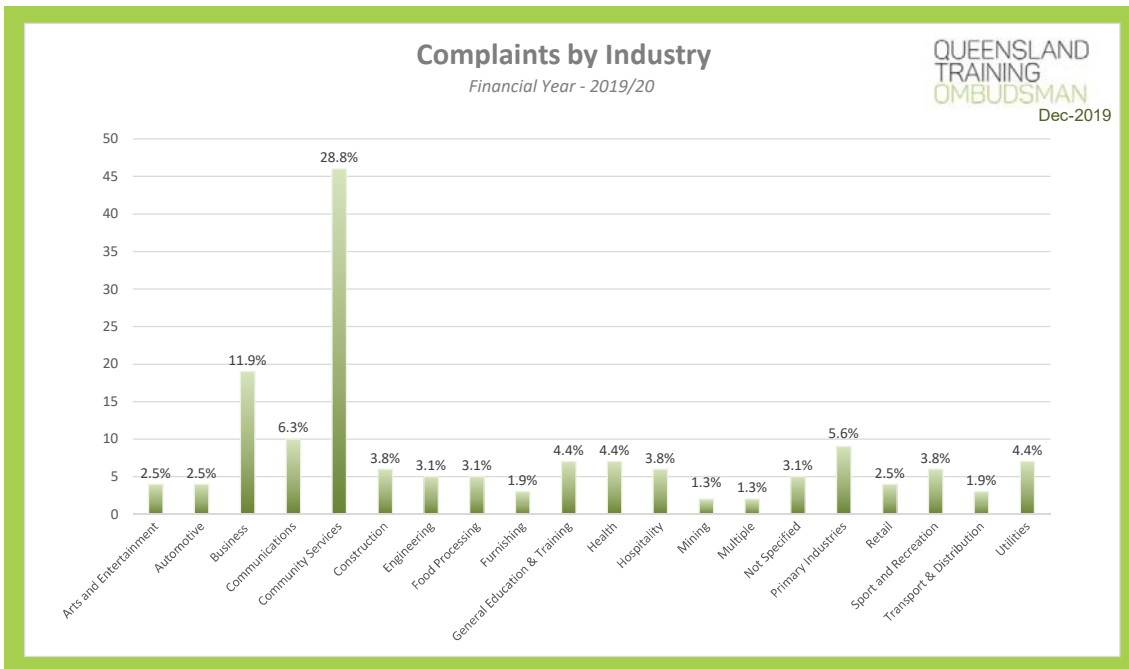
Complaint Breakdown by Issues

Issue	Number
Apprenticeships/Traineeships	17
RTO/PQS	14
RTO Matter (including Fee for Service)	98
VET FEE HELP	16
Other	15
Total - 2019/20 Financial Year	160

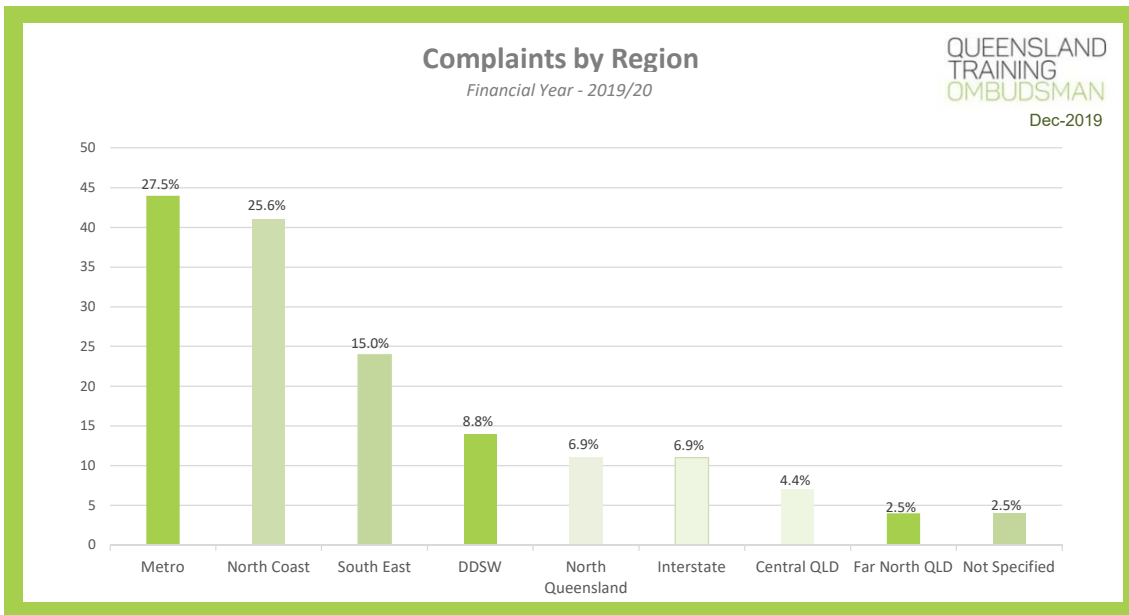
Complaint Breakdown by Stakeholder

Complainant	Number
Apprentices/Trainees/Students	122
Employers	7
Government Agencies	1
Industry	1
Other Stakeholders	19
Parents/Guardians	7
RTO	3
VET Service Provider (non RTO)	0
Total - 2019/20 Financial Year	160

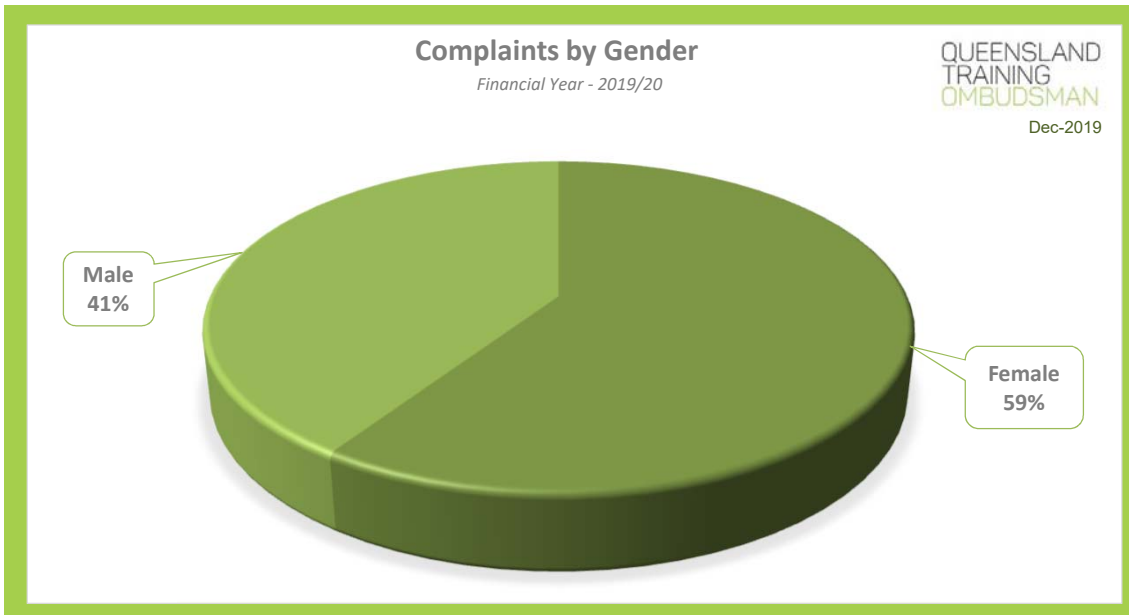
Complaint Breakdown by Industry



Complaint Breakdown by Location



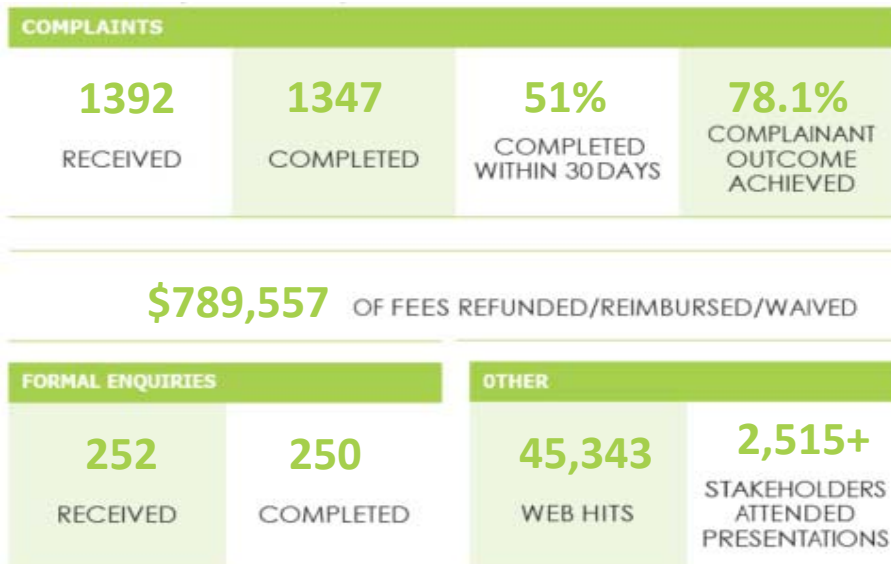
Complaint Breakdown by Gender



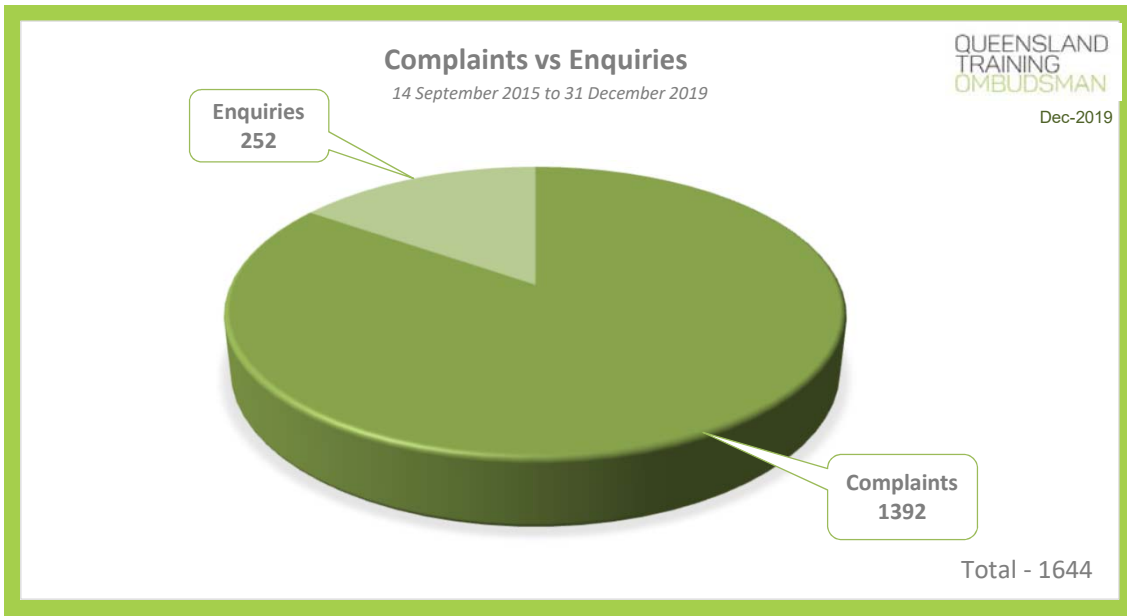
Since 1 July 2019, \$149,499 in fees have been waived or recovered for students as a result of the Queensland Training Ombudsman’s investigation and intervention.

14 September 2015 – 31 December 2019 Activity

Summary of Complaints and Enquiries

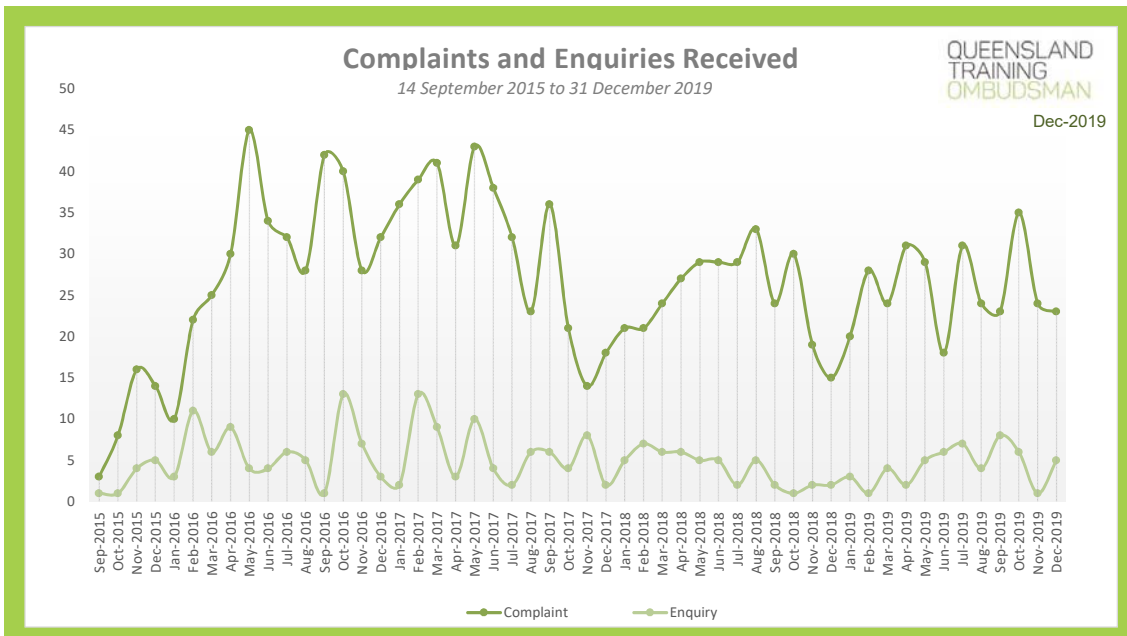


Breakdown of Complaints versus Enquiries



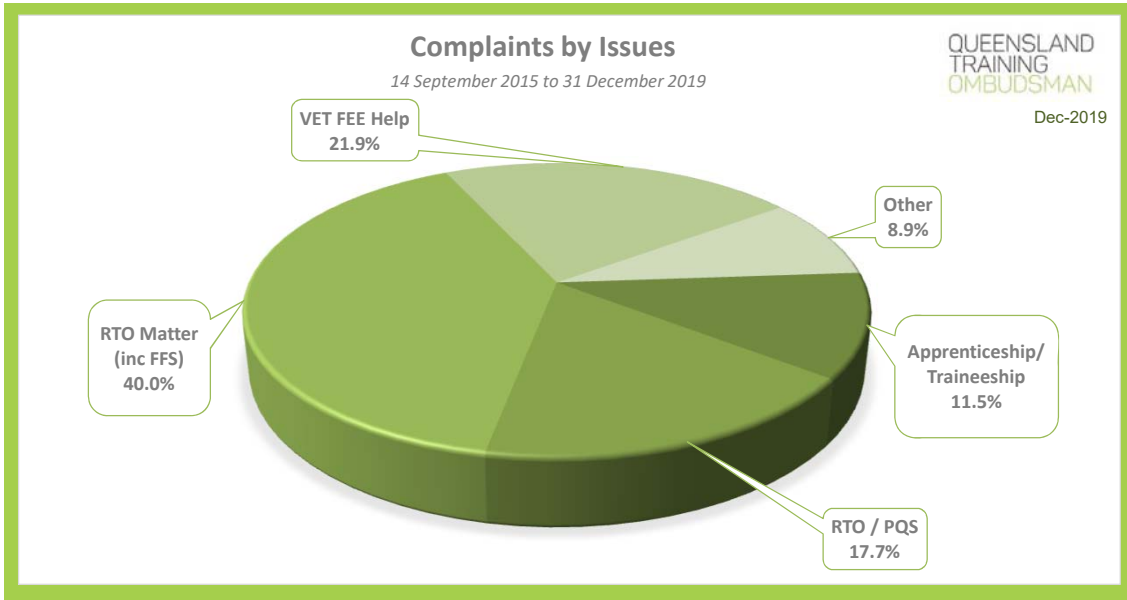
As at 31 December 2019, the Queensland Training Ombudsman received a total of 1644 complaints and enquiries dealing with training issues and/or helping people to navigate the complex VET sector.

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	300	35	335
Total complaints/enquiries for 2019/20	160	31	191
Total complaints/enquiries since commencement	1392	252	1644

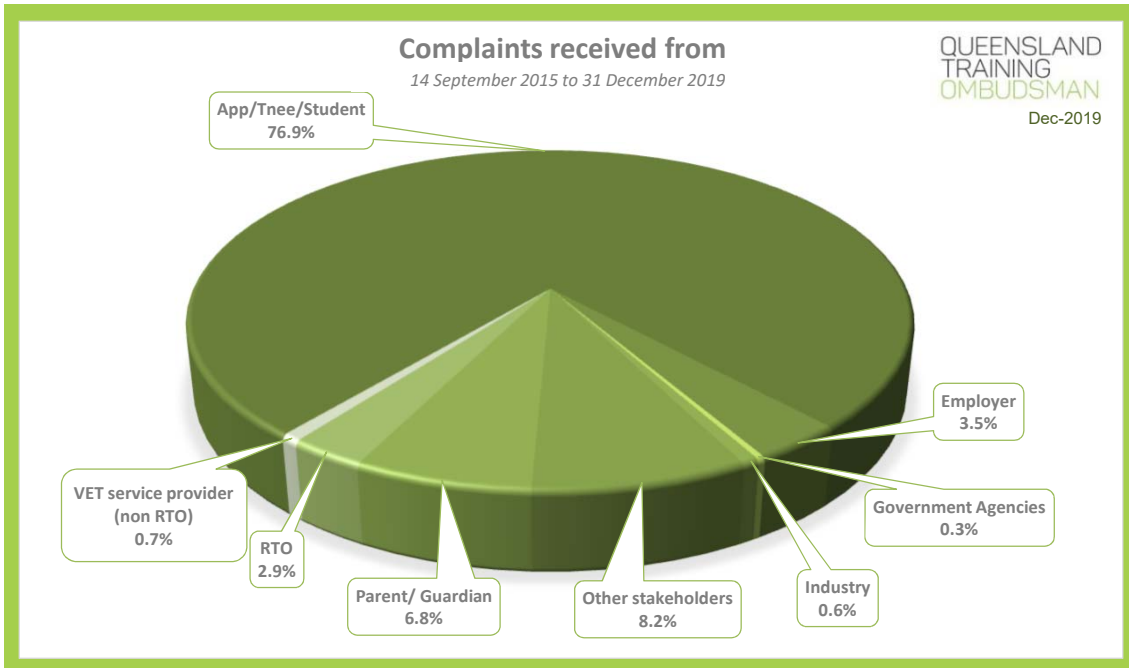
Complaint Breakdown by Issues



Issue	Number	Percentage
Apprenticeships/Traineeships		
- Current Govt Policy (9)		
- Duration (1)		
- Employer Behaviour (38)		
- Enrolment/ Refund (4)		
- Fees (9)		
- Incentives (7)		
- No Tg/Emp Provided (7)		
- Not Specified (4)		
- Other Stakeholder Behaviour (10)		
- Quality (5)		
- Recruit/ Market/ Assess (0)		
- RTO Behaviour (57)		
- SATs (9)		
- VETiS (0)		
	160	11.5
RTO / PQS		
- Current Govt Policy (10)		
- Duration (0)		
- Employer Behaviour (1)		
- Enrolment/ Refund (30)		
- Fees (10)		
- Incentives (1)		
- No Tg/Emp Provided (1)		
- Not Specified (0)		
- Other Stakeholder Behaviour (1)		
- Quality (13)		
- Recruit/ Market/ Assess (9)		
- RTO Behaviour (168)		
- SATs (0)		
- VETiS (2)		
	246	17.7

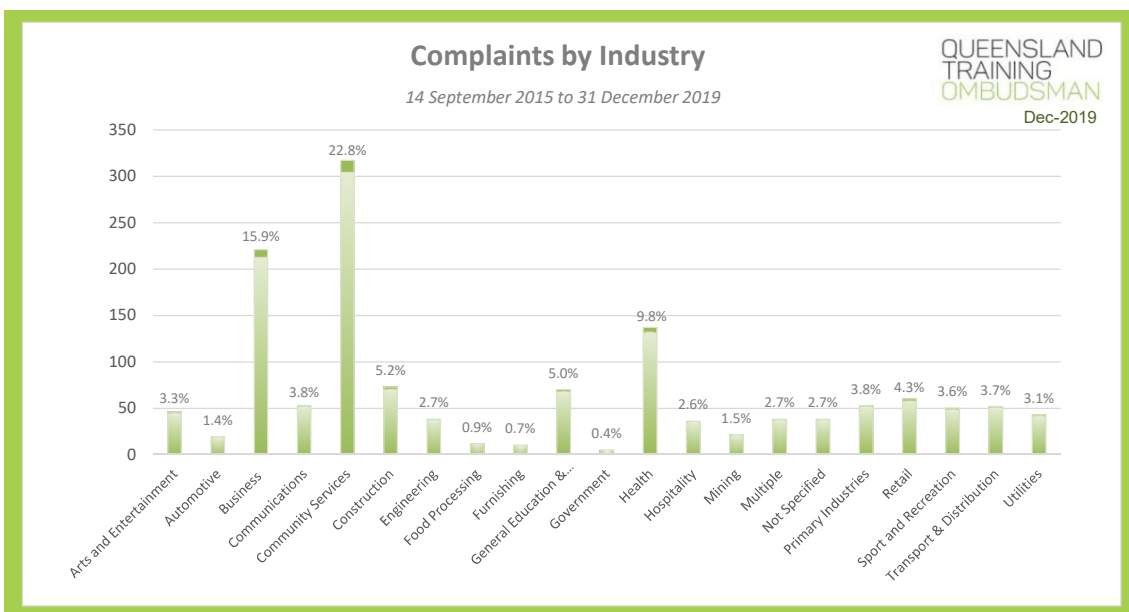
Issue	Number	Percentage
VET FEE HELP		
- Current Govt Policy (1)		
- Duration (0)		
- Employer Behaviour (0)		
- Enrolment/ Refund (212)		
- Fees (9)		
- Incentives (0)		
- No Tg/Emp Provided (0)		
- Not Specified (0)		
- Other Stakeholder Behaviour (4)		
- Quality (12)		
- Recruit/ Market/ Assess (1)		
- RTO Behaviour (66)		
- SATs (0)		
- VETiS (0)		
	305	21.9
RTO Matter (including Fee for Service)		
- Current Govt Policy (6)		
- Duration (2)		
- Employer Behaviour (0)		
- Enrolment/ Refund (293)		
- Fees (28)		
- Incentives (0)		
- No Tg/Emp Provided (2)		
- Not Specified (0)		
- Other Stakeholder Behaviour (3)		
- Quality (9)		
- Recruit/ Market/ Assess (6)		
- RTO Behaviour (208)		
- SATs (0)		
- VETiS (0)		
	557	40.0
Other		
- Current Govt Policy (16)		
- Duration (0)		
- Employer Behaviour (4)		
- Enrolment/ Refund (32)		
- Fees (2)		
- Incentives (1)		
- No Tg/Emp Provided (0)		
- Not Specified (5)		
- Other Stakeholder Behaviour (48)		
- Quality (1)		
- Recruit/ Market/ Assess (3)		
- RTO Behaviour (11)		
- SATs (0)		
- VETiS (1)		
	124	8.9
Total	1392	100.0

Complaint Breakdown by Stakeholder

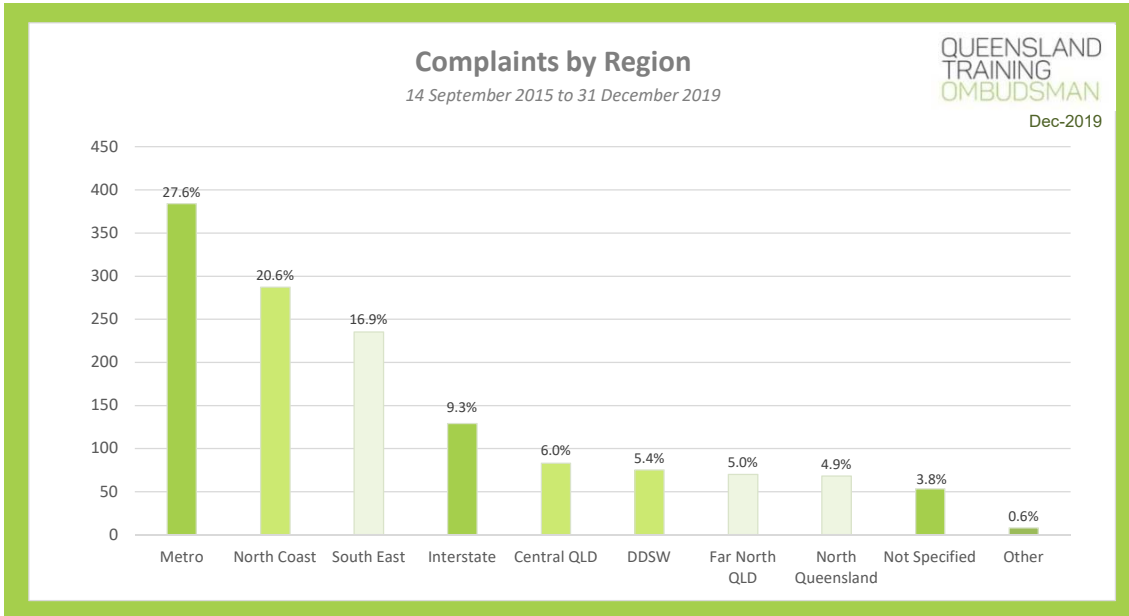


Complainant	Number	Percentage
Apprentices/Trainees/Students	1071	76.9
Employers	49	3.5
Government Agencies	4	0.3
Industry	9	0.6
Other Stakeholders	114	8.2
Parents/Guardians	94	6.8
RTO	41	2.9
VET Service Provider (non RTO)	10	0.7
Total	1392	100.0

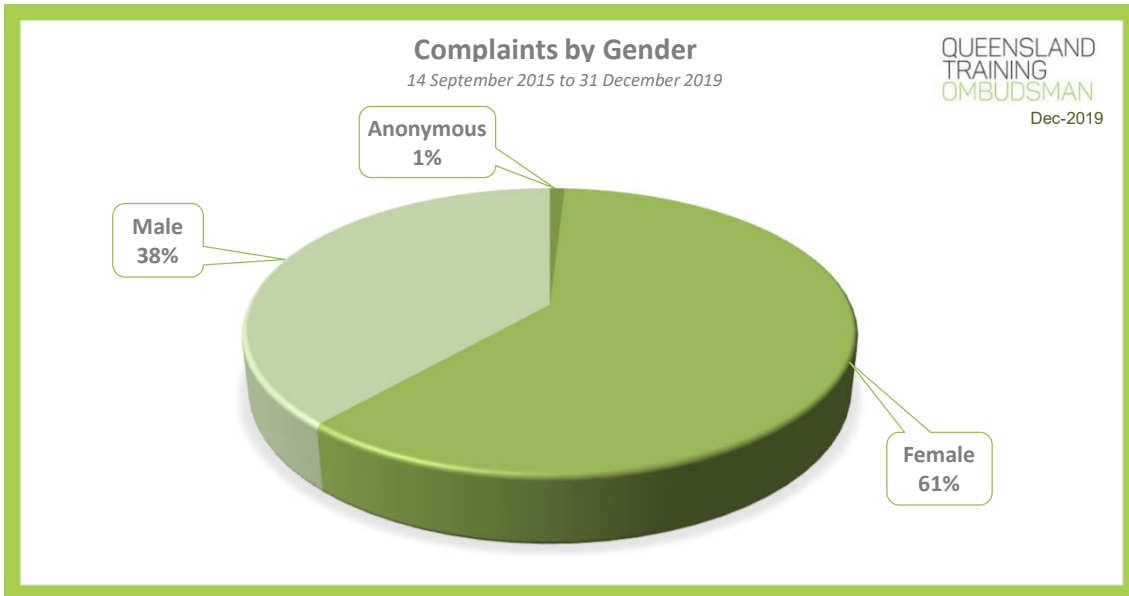
Complaint Breakdown by Industry



Complaint Breakdown by Location



Complaint Breakdown by Gender



Complaint Outcomes

Decisions	Number	% of completed complaints
Completed - complainant outcome achieved	1025	78.1
Completed – complainant outcome not achieved	253	19.3
Completed – no further action and formally withdrawn	35	2.7
Total	1313	100.0
Complaint Refused	34	
Total Completed	1347	

As at 31 December 2019, 1313 complaints have been completed and finalised. 1025 (78.1%) achieved the complainant's desired outcome, including cases of fee refund or waivers which totalled \$789,557.

253 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.

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

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

As at 31 December 2019, 45 complaints are still under investigation.

Formal Referrals to Other Agencies

Referrals	Number
ASQA	5
Australian Maritime Safety Authority	2
Commonwealth DET	1
DESBT	9
Queensland DET	32
Fair Work Ombudsman	1
Office of Industrial Relations	4
VET Student Loans Ombudsman	70
Workplace Health and Safety	1
Total	125

While there have been 125 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
713	679	1392
51%	49%	100%

Enquiry Outcomes

252 enquiries have been received by OQTO between 14 September 2015 to 31 December 2019 and 250 of these have been satisfactorily answered.