QUEENSLAND TRAINING OMBUDSMAN

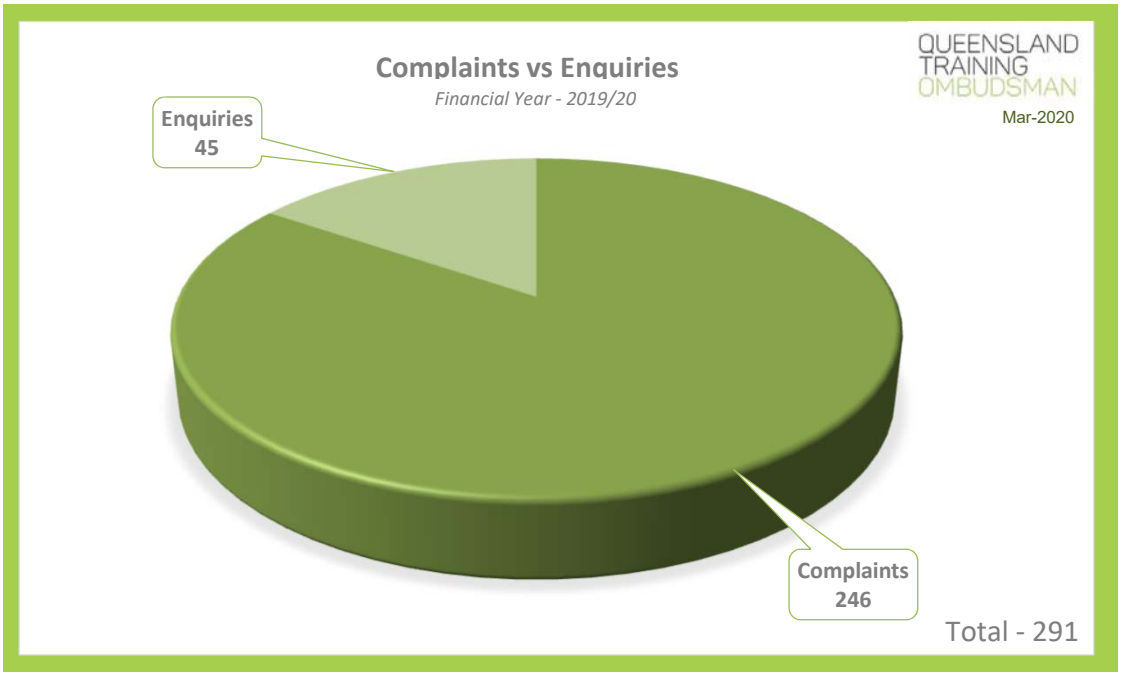
Performance Report - as at 31 March 2020

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, 291 complaints and enquiries have been received by the OQTO to 31 March 2020.



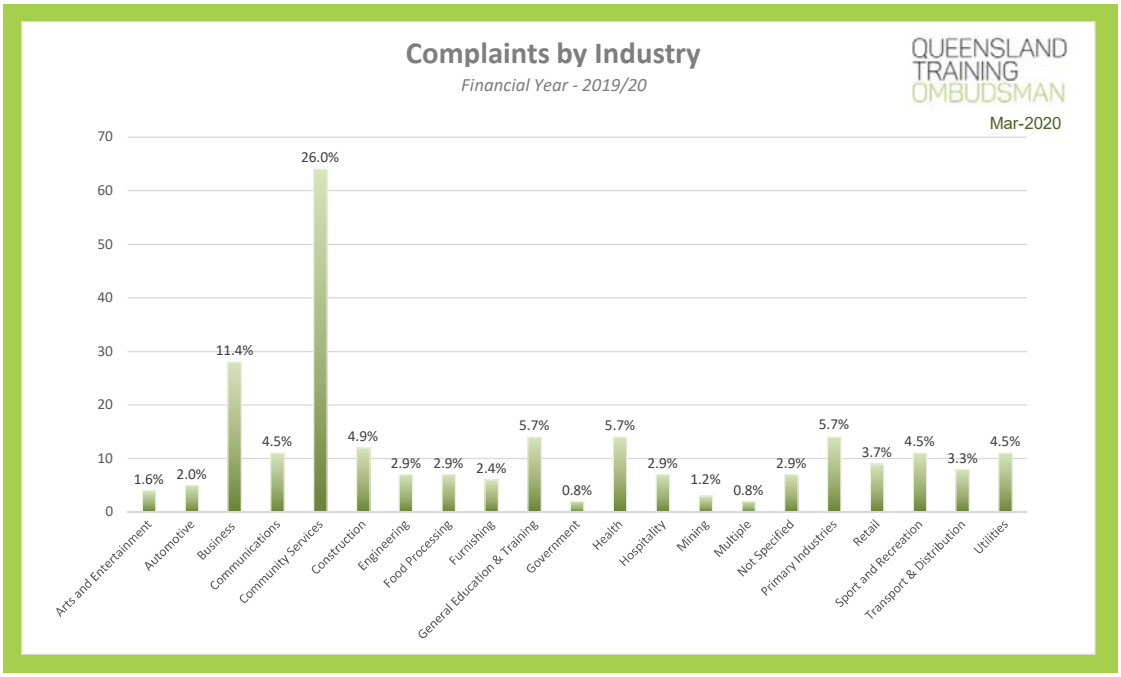
Complaint Breakdown by Issues

Issue	Number
Apprenticeships/Traineeships	29
RTO/PQS	18
RTO Matter (including Fee for Service)	155
VET FEE HELP	18
Other	26
Total - 2019/20 Financial Year	**246**

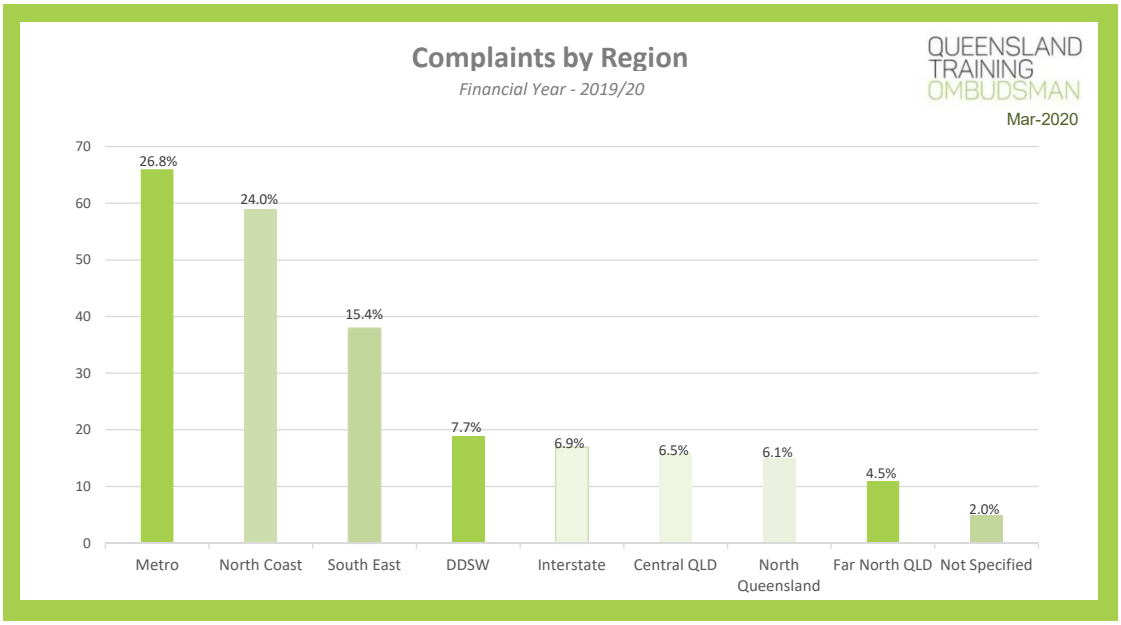
Complaint Breakdown by Stakeholder

Complainant	Number
Apprentices/Trainees/Students	197
Employers	12
Government Agencies	1
Industry	1
Other Stakeholders	22
Parents/Guardians	10
RTO	3
VET Service Provider (non RTO)	0
Total - 2019/20 Financial Year	**246**

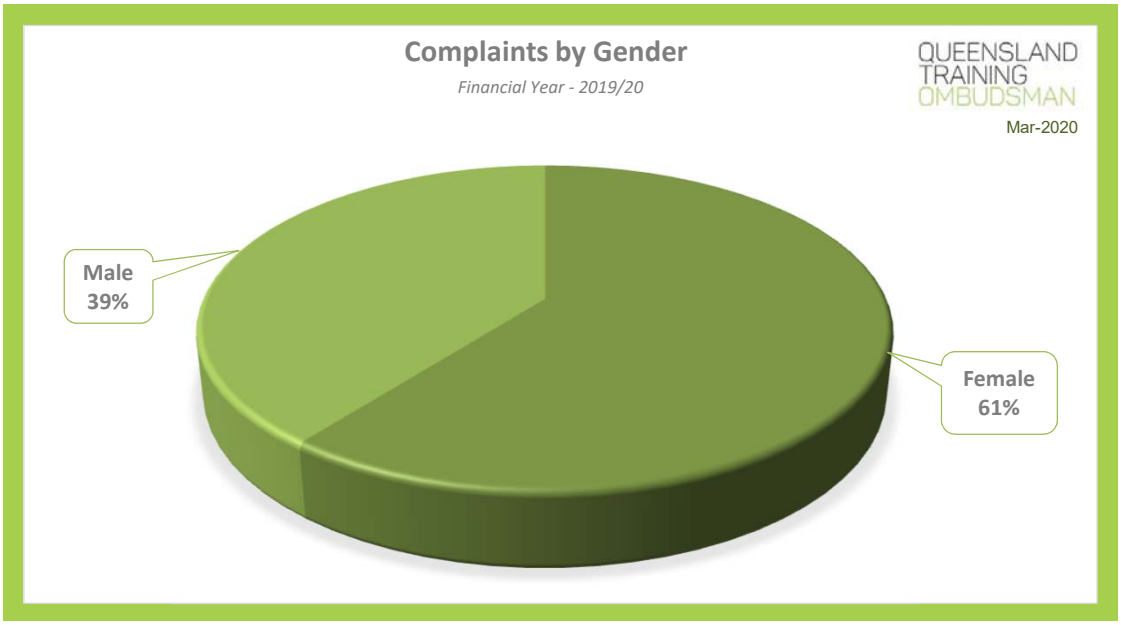
Complaint Breakdown by Industry



Complaint Breakdown by Location



Complaint Breakdown by Gender



Since 1 July 2019, $164,988 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 2020 Activity

Summary of Complaints and Enquiries

COMPLAINTS

1478	1444	50.3%	76.7%
RECEIVED	COMPLETED	COMPLETED WITHIN 30 DAYS	COMPLAINANT OUTCOME ACHIEVED

$805,046 OF FEES REFUNDED/REIMBURSED/WAIVED

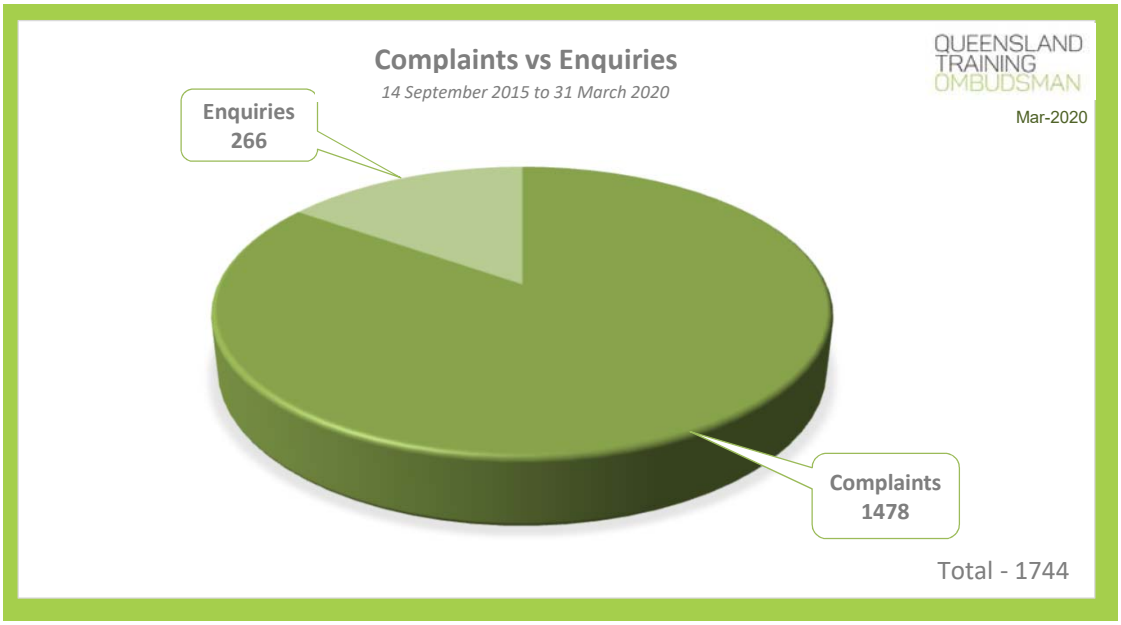
FORMAL ENQUIRIES

266	266
RECEIVED	COMPLETED

OTHER

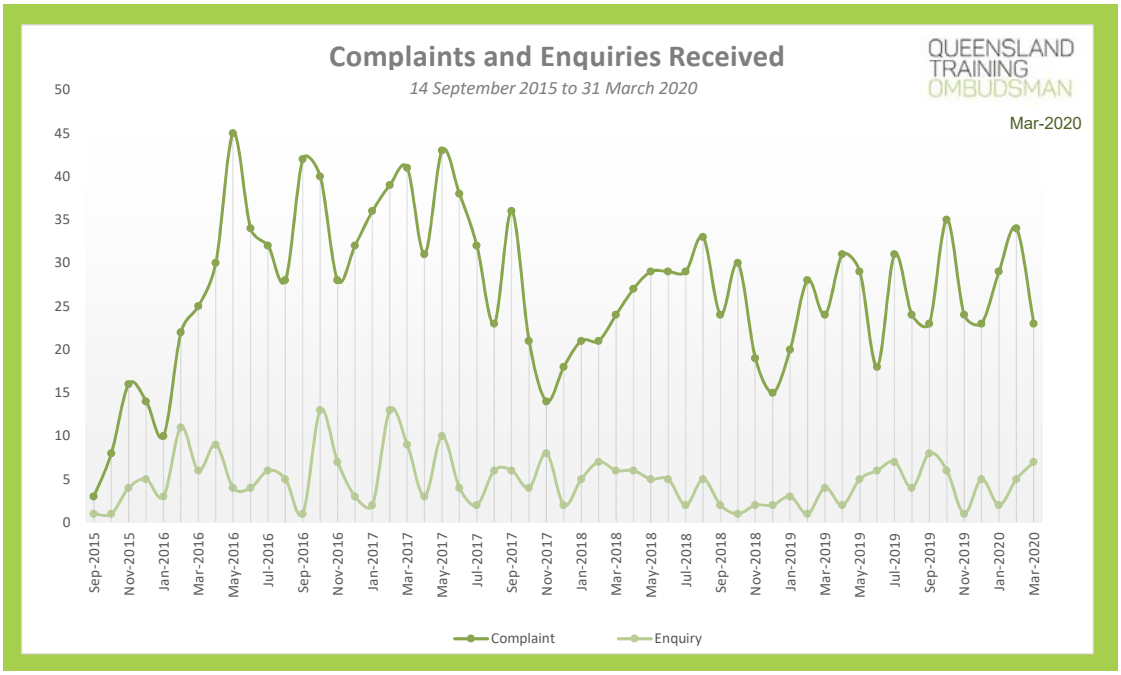
46,746	2,515+
WEB HITS	STAKEHOLDERS ATTENDED PRESENTATIONS

Breakdown of Complaints versus Enquiries



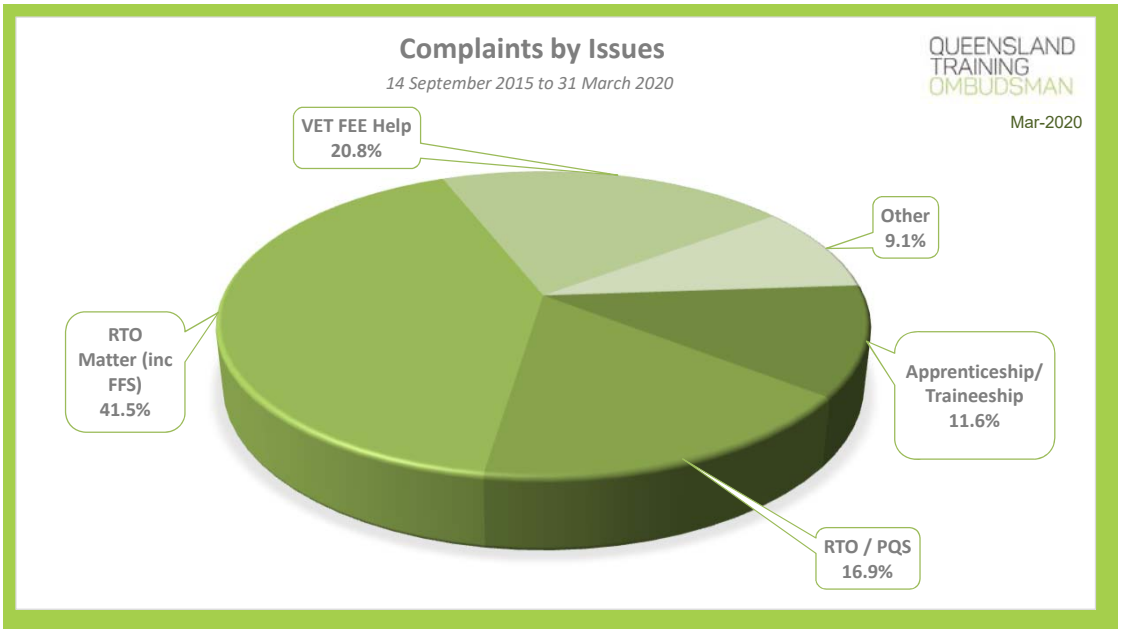
As at 31 March 2020, the Queensland Training Ombudsman received a total of 1744 complaints and enquiries dealing with training issues and/or helping people to navigate the complex VET sector.

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	246	45	291
Total complaints/enquiries since commencement	**1478**	**266**	**1744**

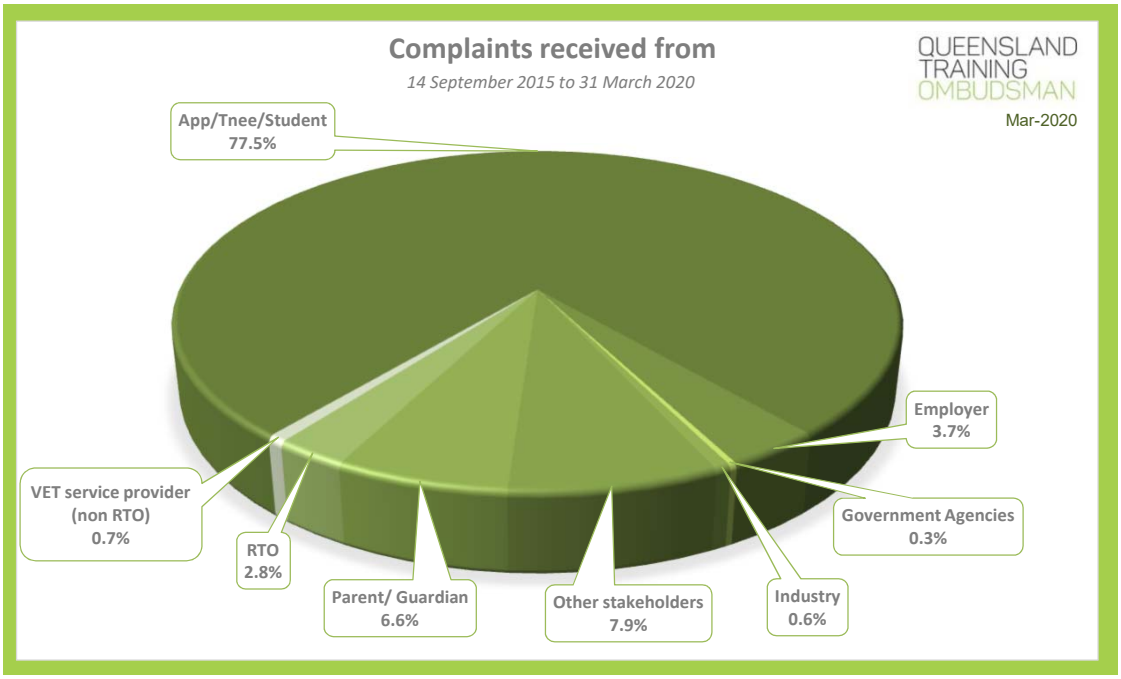
Complaint Breakdown by Issues



Issue	Number	Percentage
Apprenticeships/Traineeships - Current Govt Policy (10) - Duration (1) - Employer Behaviour (42) - 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 (64) - SATs (9) - VETiS (0)	172	11.6
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 (172) - SATs (0) - VETiS (2)	250	16.9

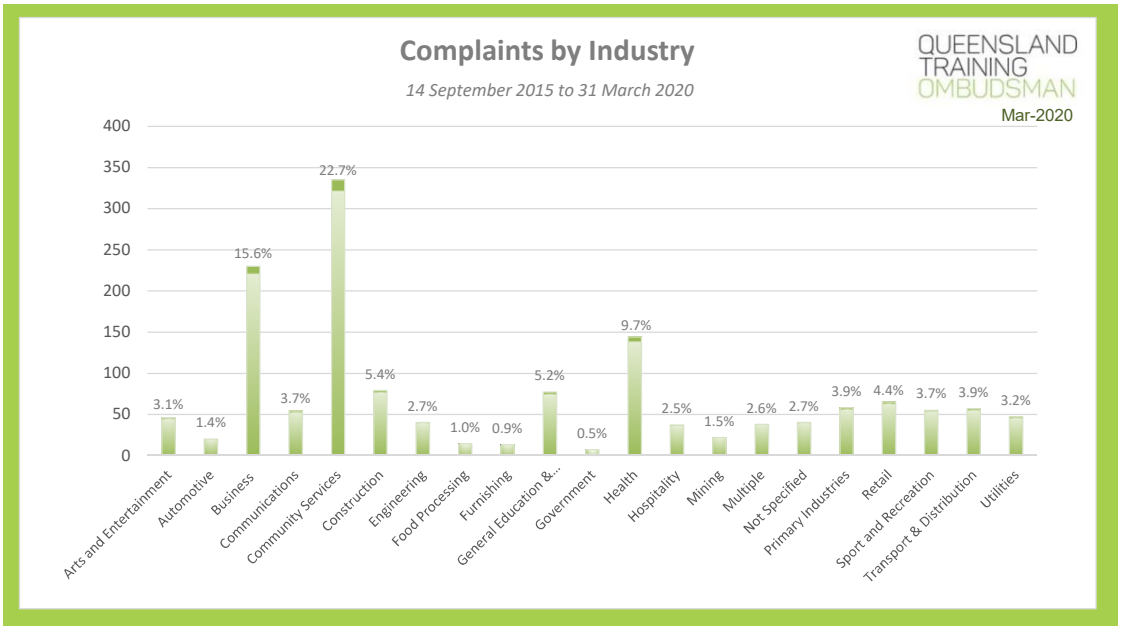
Issue	Number	Percentage
VET FEE HELP - Current Govt Policy (1) - Duration (0) - Employer Behaviour (0) - Enrolment/ Refund (214) - Fees (9) - Incentives (0) - No Tg/Emp Provided (0) - Not Specified (0) - Other Stakeholder Behaviour (4) - Quality (12) - Recruit/ Market/ Assess (1) - RTO Behaviour (66) - SATs (0) - VETiS (0)	307	20.8
RTO Matter (including Fee for Service) - Current Govt Policy (9) - Duration (2) - Employer Behaviour (0) - Enrolment/ Refund (321) - Fees (28) - Incentives (0) - No Tg/Emp Provided (2) - Not Specified (0) - Other Stakeholder Behaviour (3) - Quality (9) - Recruit/ Market/ Assess (6) - RTO Behaviour (234) - SATs (0) - VETiS (0)	614	41.5
Other - Current Govt Policy (17) - Duration (0) - Employer Behaviour (4) - Enrolment/ Refund (39) - Fees (2) - Incentives (1) - No Tg/Emp Provided (0) - Not Specified (5) - Other Stakeholder Behaviour (50) - Quality (1) - Recruit/ Market/ Assess (3) - RTO Behaviour (12) - SATs (0) - VETiS (1)	135	9.1
Total	**1478**	**100.0**

Complaint Breakdown by Stakeholder

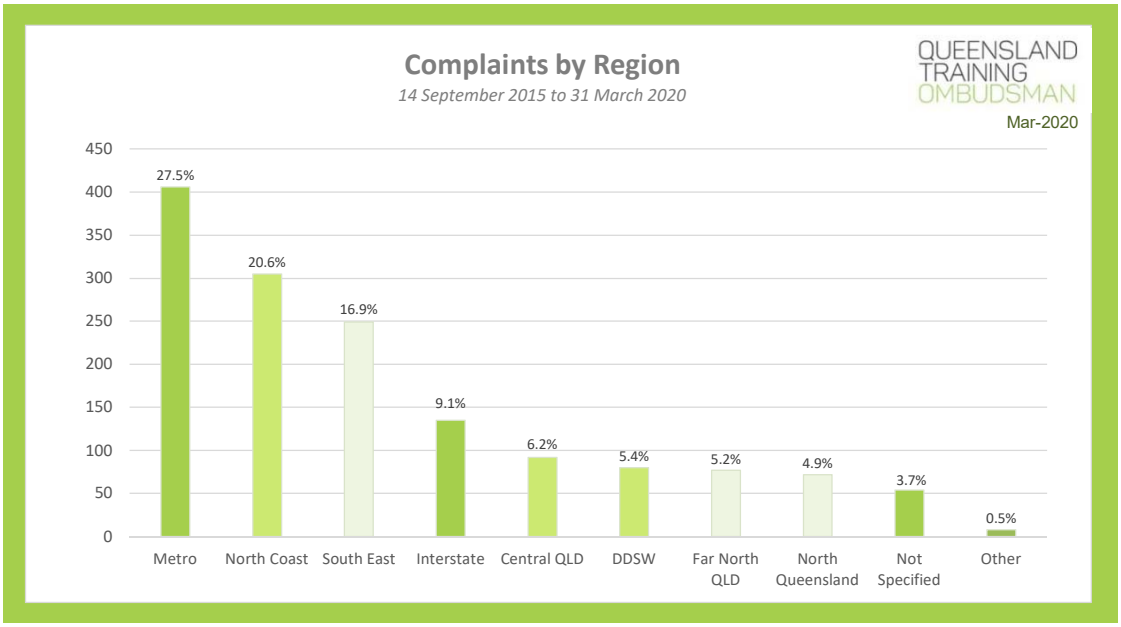


Complainant	Number	Percentage
Apprentices/Trainees/Students	1146	77.5
Employers	54	3.7
Government Agencies	4	0.3
Industry	9	0.6
Other Stakeholders	117	7.9
Parents/Guardians	97	6.6
RTO	41	2.8
VET Service Provider (non RTO)	10	0.7
Total	**1478**	**100.0**

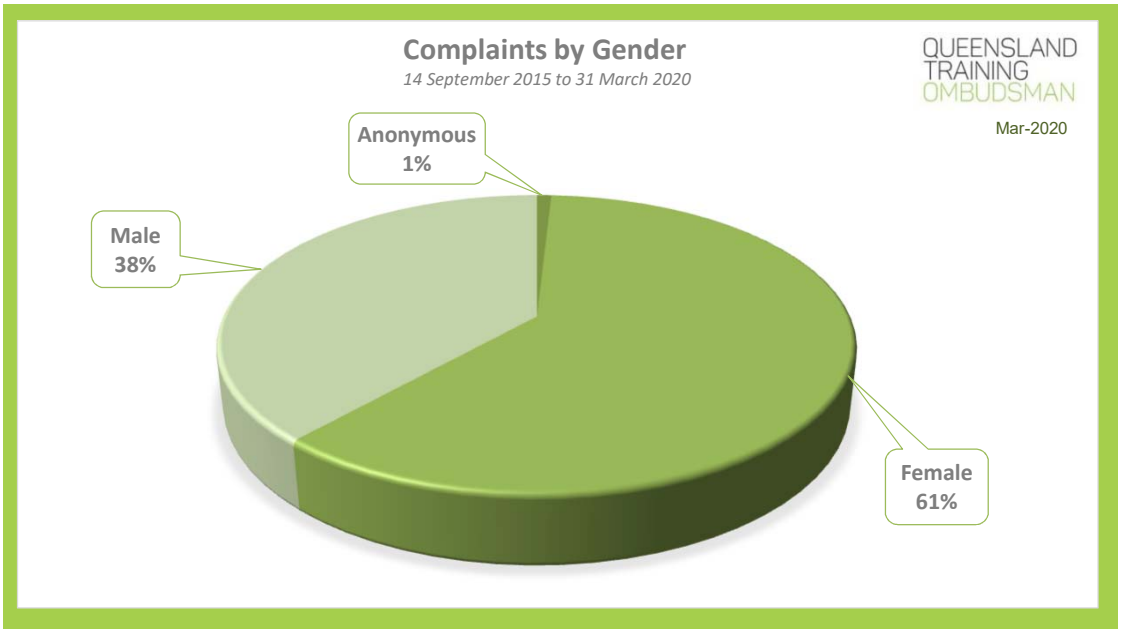
Complaint Breakdown by Industry



Complaint Breakdown by Location



Complaint Breakdown by Gender



Complaint Outcomes

Decisions	Number	% of completed complaints
Completed - complainant outcome achieved	1080	76.7
Completed – complainant outcome not achieved	291	20.7
Completed – no further action and formally withdrawn	37	2.6
Total	**1408**	**100.0**
Complaint Refused	36	
Total Completed	**1444**	

As at 31 March 2020, 1408 complaints have been completed and finalised. 1080 (76.7%) achieved the complainant's desired outcome, including cases of fee refund or waivers which totalled $805,046.

291 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.

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

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

As at 31 March 2020, 34 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	72
Workplace Health and Safety	1
Total	**127**

While there have been 127 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
744	**734**	**1478**
50.3%	**49.7%**	**100%**

Enquiry Outcomes

266 enquiries have been received by OQTO between 14 September 2015 to 31 March 2020 and 266 of these have been satisfactorily answered.