

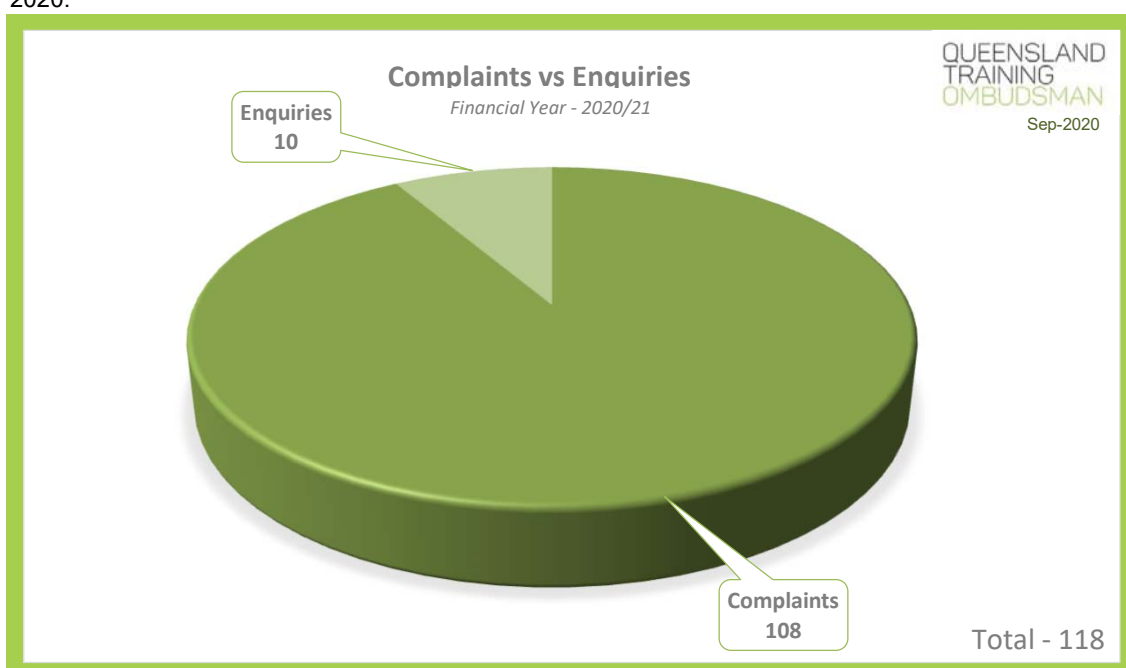
Performance Report - as at 30 September 2020

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.

2020/21 Activity

From 1 July 2020, 118 complaints and enquiries have been received by the OQTO to 30 September 2020.



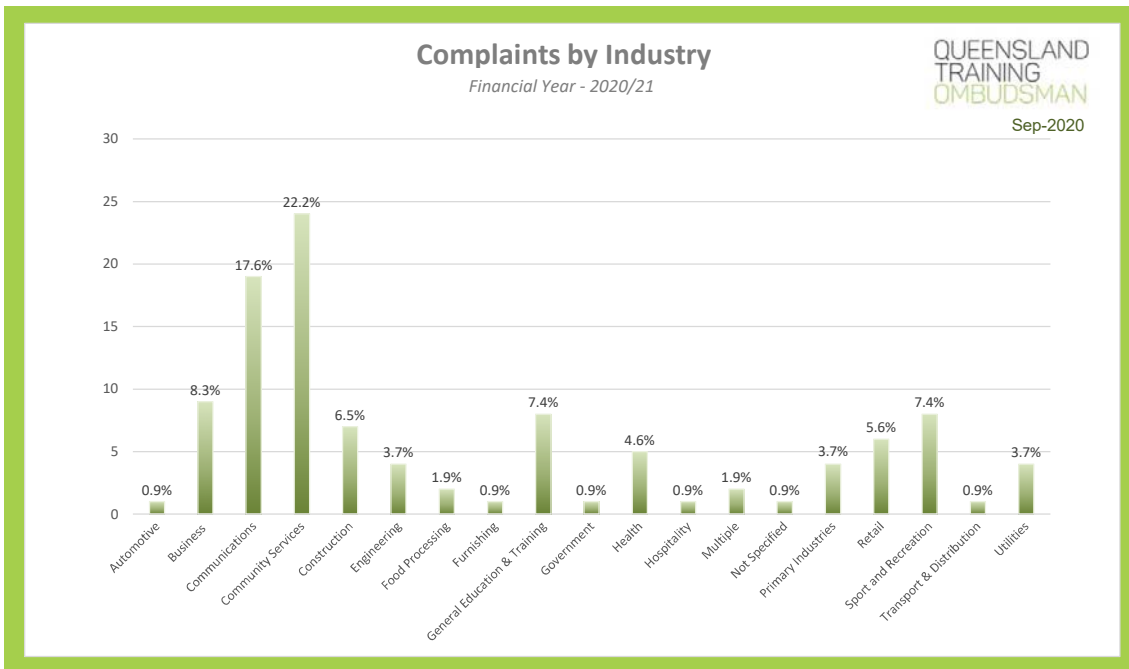
Complaint Breakdown by Issues

Issue	Number
Apprenticeships/Traineeships	21
RTO/PQS	17
RTO Matter (including Fee for Service)	58
VET FEE HELP	4
Other	8
Total - 2020/21 Financial Year	108

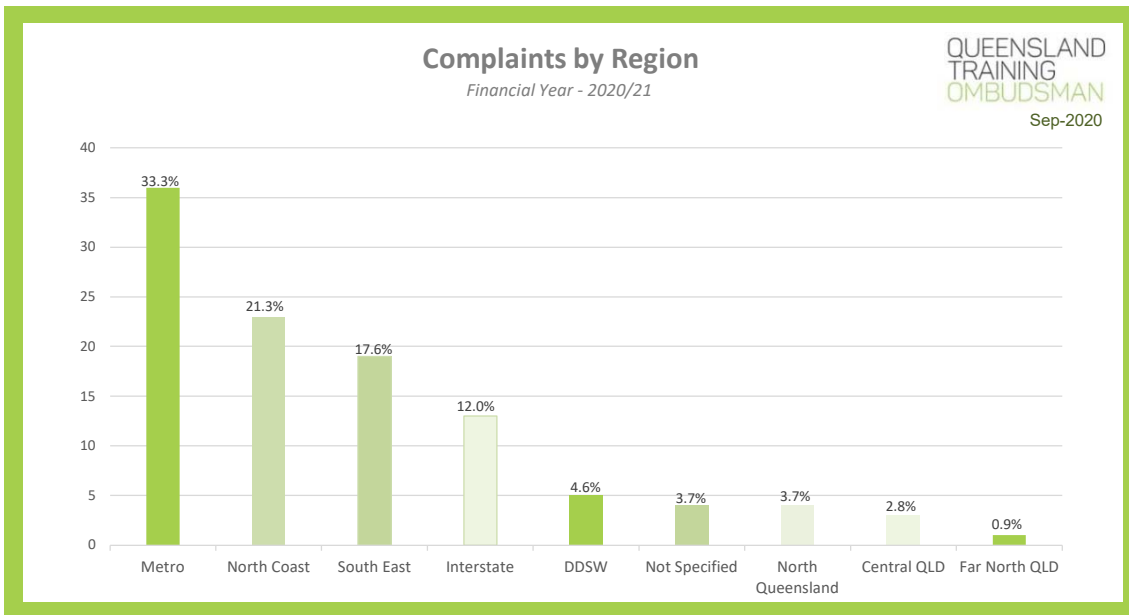
Complaint Breakdown by Stakeholder

Complainant	Number
Apprentices/Trainees/Students	92
Employers	1
Government Agencies	0
Industry	1
Other Stakeholders	6
Parents/Guardians	6
RTO	2
VET Service Provider (non RTO)	0
Total - 2020/21 Financial Year	108

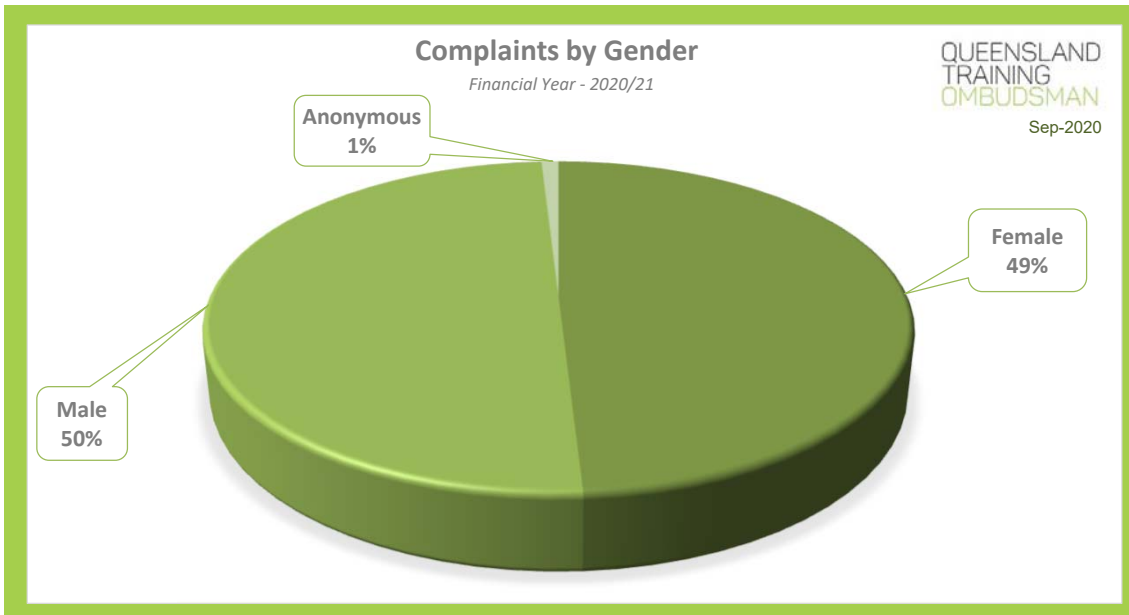
Complaint Breakdown by Industry



Complaint Breakdown by Location



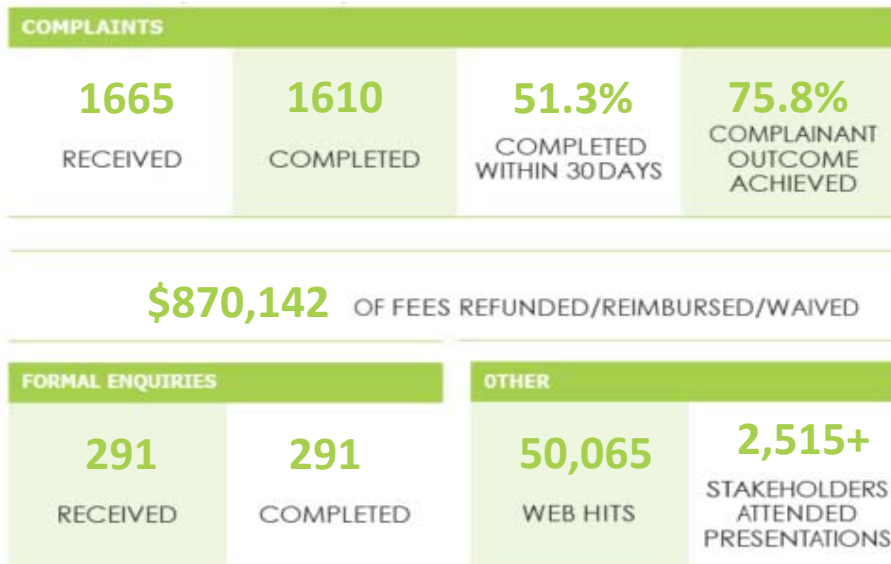
Complaint Breakdown by Gender



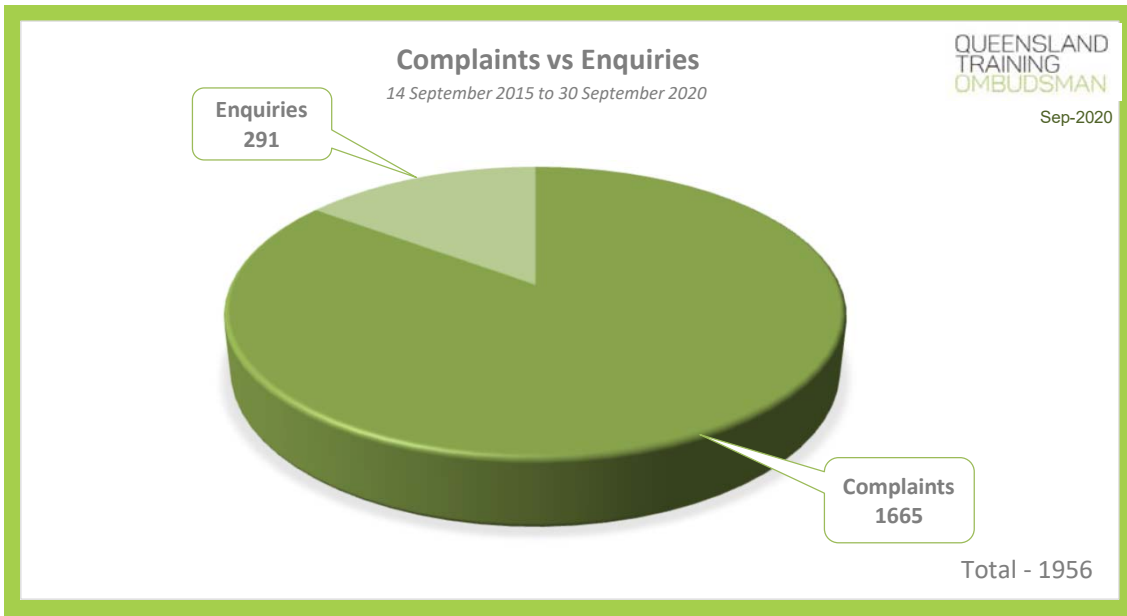
Since 1 July 2020, \$26,793 in fees have been waived or recovered for students as a result of the Queensland Training Ombudsman’s investigation and intervention.

14 September 2015 – 30 September 2020 Activity

Summary of Complaints and Enquiries

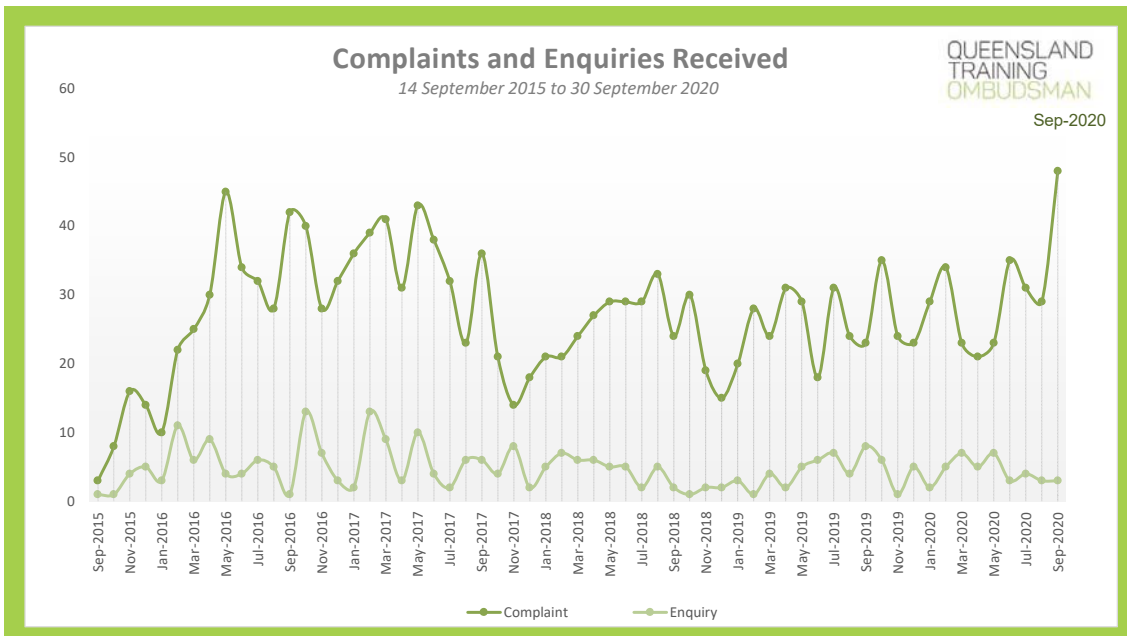


Breakdown of Complaints versus Enquiries



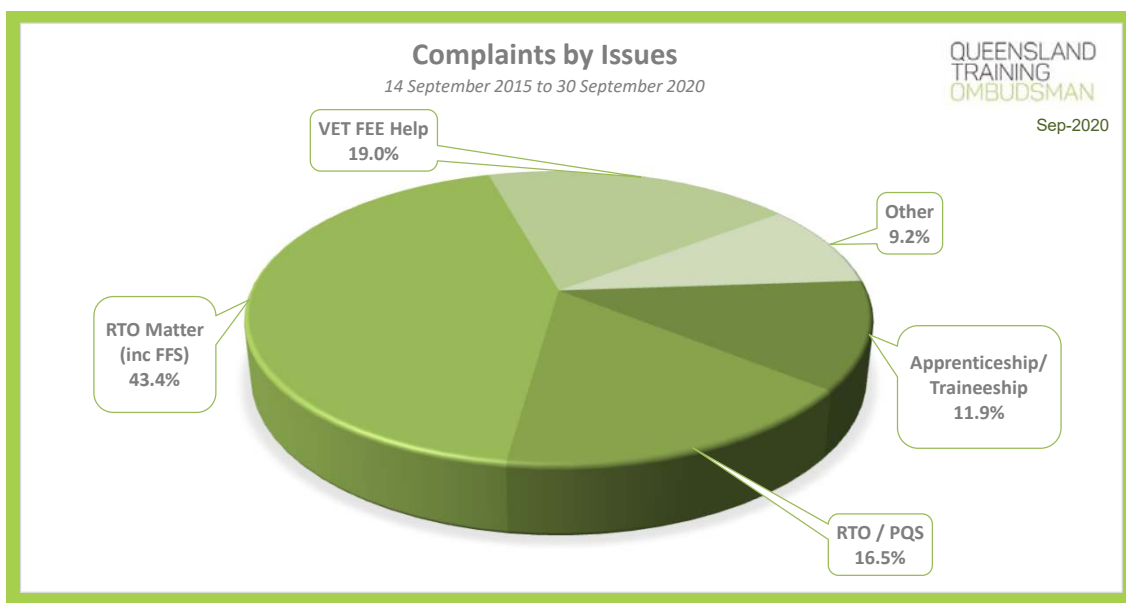
As at 30 September 2020, the Queensland Training Ombudsman received a total of 1956 complaints and enquiries dealing with training issues and/or helping people to navigate the complex VET sector.

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	325	60	385
Total complaints/enquiries for 2020/21	108	10	118
Total complaints/enquiries since commencement	1665	291	1956

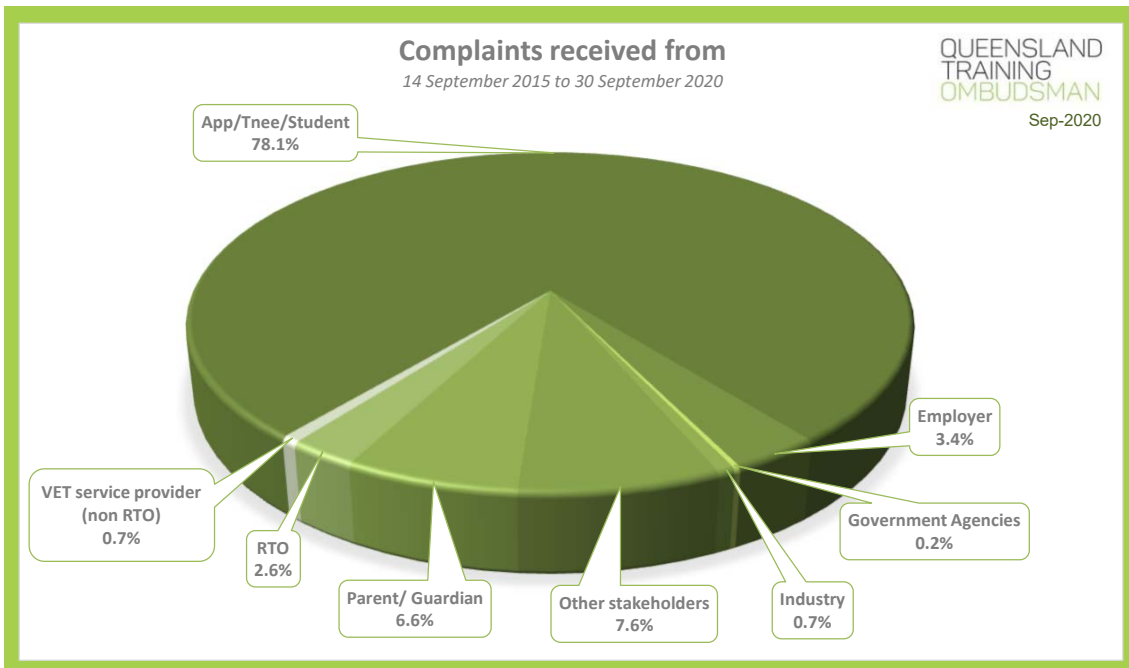
Complaint Breakdown by Issues



Issue	Number	Percentage
Apprenticeships/Traineeships		
- Current Govt Policy (25)		
- Duration (1)		
- Employer Behaviour (45)		
- Enrolment/ Refund (4)		
- Fees (10)		
- Incentives (7)		
- No Tg/Emp Provided (7)		
- Not Specified (4)		
- Other Stakeholder Behaviour (11)		
- Quality (5)		
- Recruit/ Market/ Assess (0)		
- RTO Behaviour (70)		
- SATs (9)		
- VETiS (0)		
	198	11.9
RTO / PQS		
- Current Govt Policy (12)		
- Duration (0)		
- Employer Behaviour (1)		
- Enrolment/ Refund (29)		
- Fees (10)		
- Incentives (1)		
- No Tg/Emp Provided (1)		
- Not Specified (0)		
- Other Stakeholder Behaviour (2)		
- Quality (13)		
- Recruit/ Market/ Assess (9)		
- RTO Behaviour (194)		
- SATs (0)		
- VETiS (2)		
	274	16.5

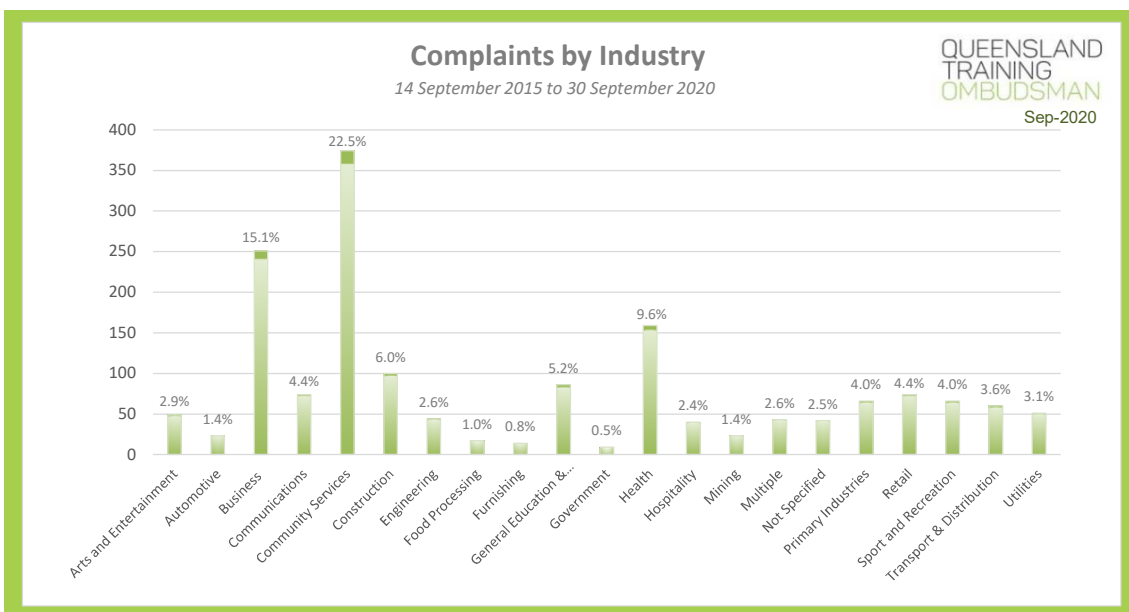
Issue	Number	Percentage
VET FEE HELP		
- Current Govt Policy (1)		
- Duration (0)		
- Employer Behaviour (0)		
- Enrolment/ Refund (223)		
- Fees (9)		
- Incentives (0)		
- No Tg/Emp Provided (0)	317	19.0
- Not Specified (0)		
- Other Stakeholder Behaviour (4)		
- Quality (12)		
- Recruit/ Market/ Assess (1)		
- RTO Behaviour (67)		
- SATs (0)		
- VETiS (0)		
RTO Matter (including Fee for Service)		
- Current Govt Policy (9)		
- Duration (2)		
- Employer Behaviour (0)		
- Enrolment/ Refund (366)		
- Fees (28)		
- Incentives (0)		
- No Tg/Emp Provided (2)	723	43.4
- Not Specified (0)		
- Other Stakeholder Behaviour (3)		
- Quality (9)		
- Recruit/ Market/ Assess (5)		
- RTO Behaviour (299)		
- SATs (0)		
- VETiS (0)		
Other		
- Current Govt Policy (19)		
- Duration (0)		
- Employer Behaviour (4)		
- Enrolment/ Refund (48)		
- Fees (2)		
- Incentives (1)		
- No Tg/Emp Provided (0)	153	9.2
- Not Specified (5)		
- Other Stakeholder Behaviour (56)		
- Quality (1)		
- Recruit/ Market/ Assess (4)		
- RTO Behaviour (12)		
- SATs (0)		
- VETiS (1)		
Total	1665	100.0

Complaint Breakdown by Stakeholder

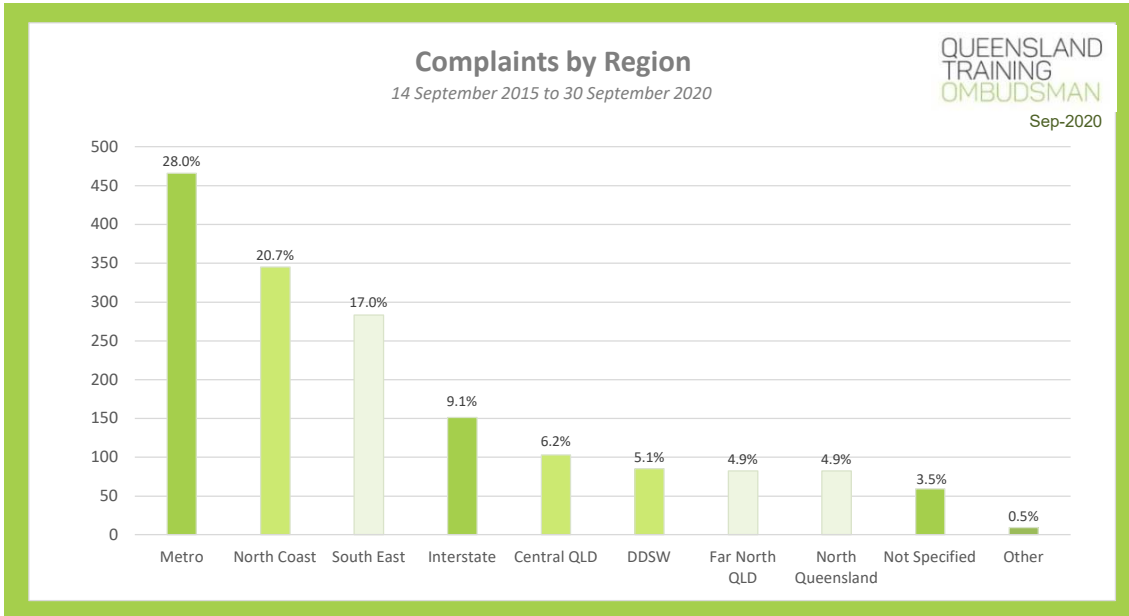


Complainant	Number	Percentage
Apprentices/Trainees/Students	1301	78.1
Employers	57	3.4
Government Agencies	4	0.2
Industry	11	0.7
Other Stakeholders	127	7.6
Parents/Guardians	110	6.6
RTO	44	2.6
VET Service Provider (non RTO)	11	0.7
Total	1665	100.0

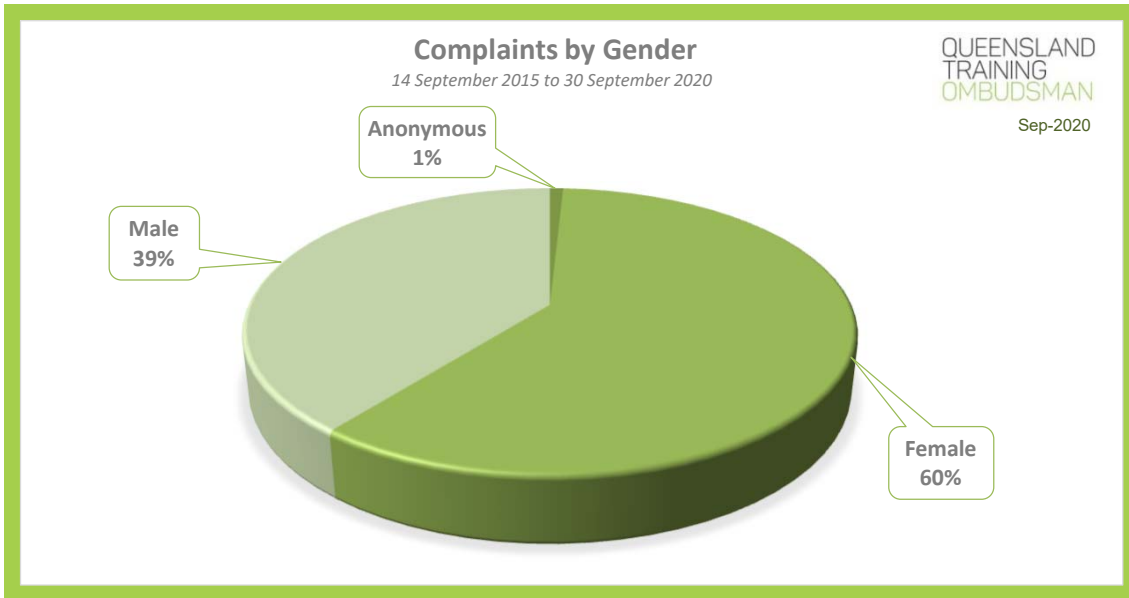
Complaint Breakdown by Industry



Complaint Breakdown by Location



Complaint Breakdown by Gender



Complaint Outcomes

Decisions	Number	% of completed complaints
Completed - complainant outcome achieved	1191	75.8
Completed – complainant outcome not achieved	342	21.8
Completed – no further action and formally withdrawn	38	2.4
Total	1571	100.0
Complaint Refused	39	
Total Completed	1610	

As at 30 September 2020, 1571 complaints have been completed and finalised. 1191 (75.8%) achieved the complainant's desired outcome, including cases of fee refund or waivers which totalled \$870,142.

342 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.

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

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

As at 30 September 2020, 55 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	81
Workplace Health and Safety	1
Total	136

While there have been 136 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
854	811	1665
51.3%	48.7%	100%

Enquiry Outcomes

291 enquiries have been received by OQTO between 14 September 2015 to 30 September 2020 and 291 of these have been satisfactorily answered.