

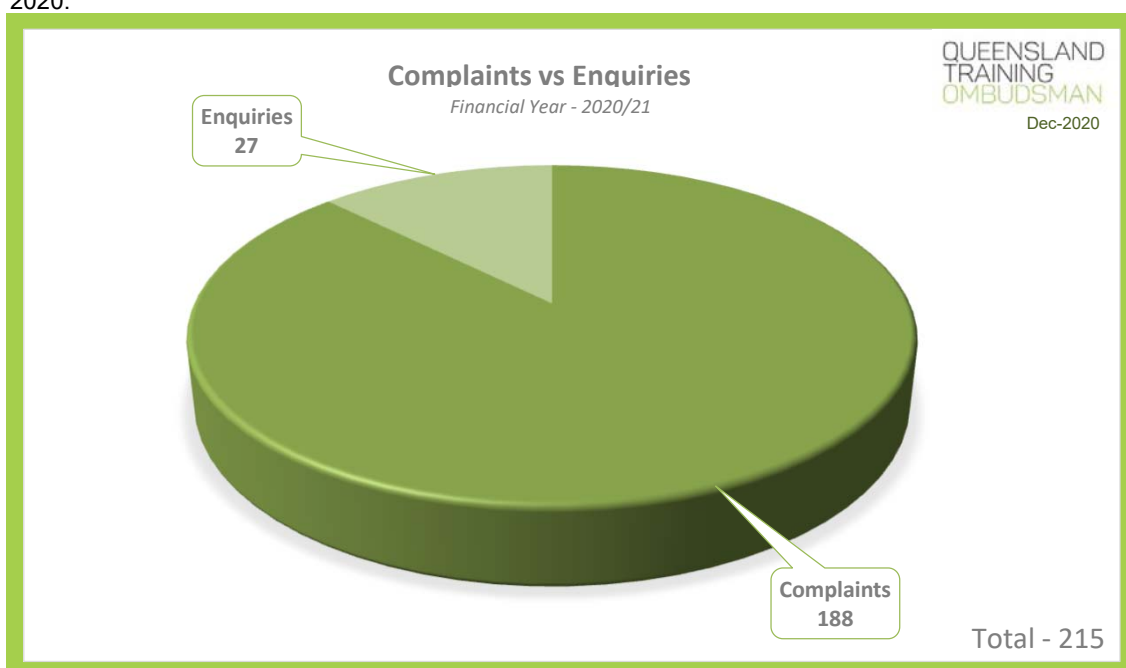
## Performance Report - as at 31 December 2020

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, 215 complaints and enquiries have been received by the OQTO to 31 December 2020.



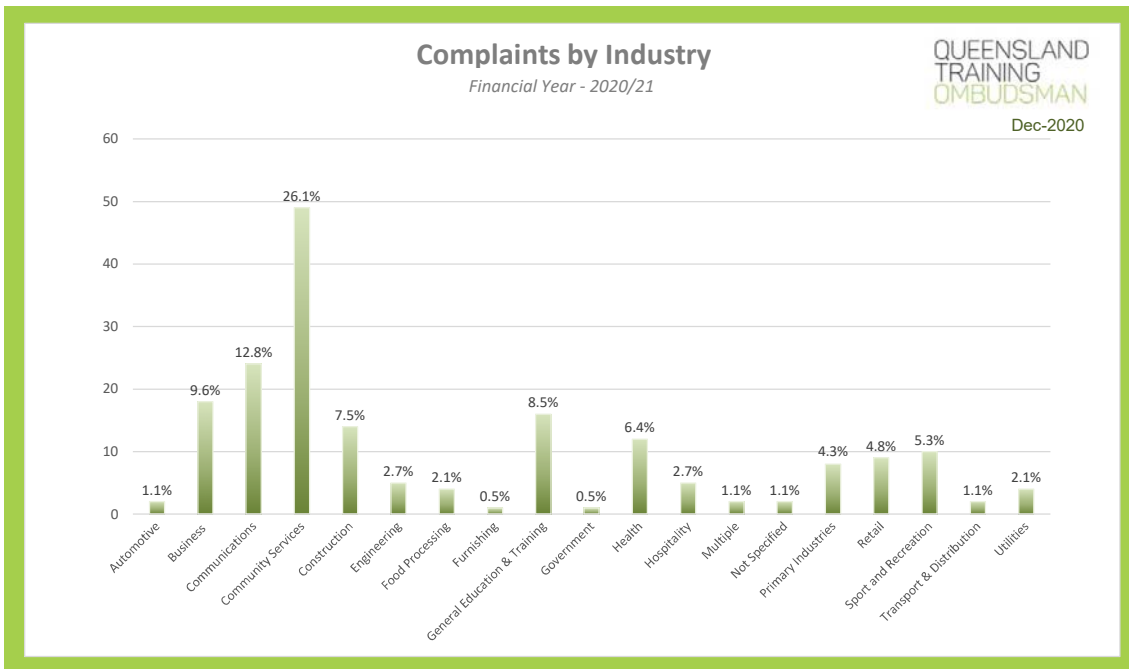
### **Complaint Breakdown by Issues**

Issue	Number
Apprenticeships/Traineeships	31
RTO/PQS	30
RTO Matter (including Fee for Service)	109
VET FEE HELP	6
Other	12
<b>Total - 2020/21 Financial Year</b>	<b>188</b>

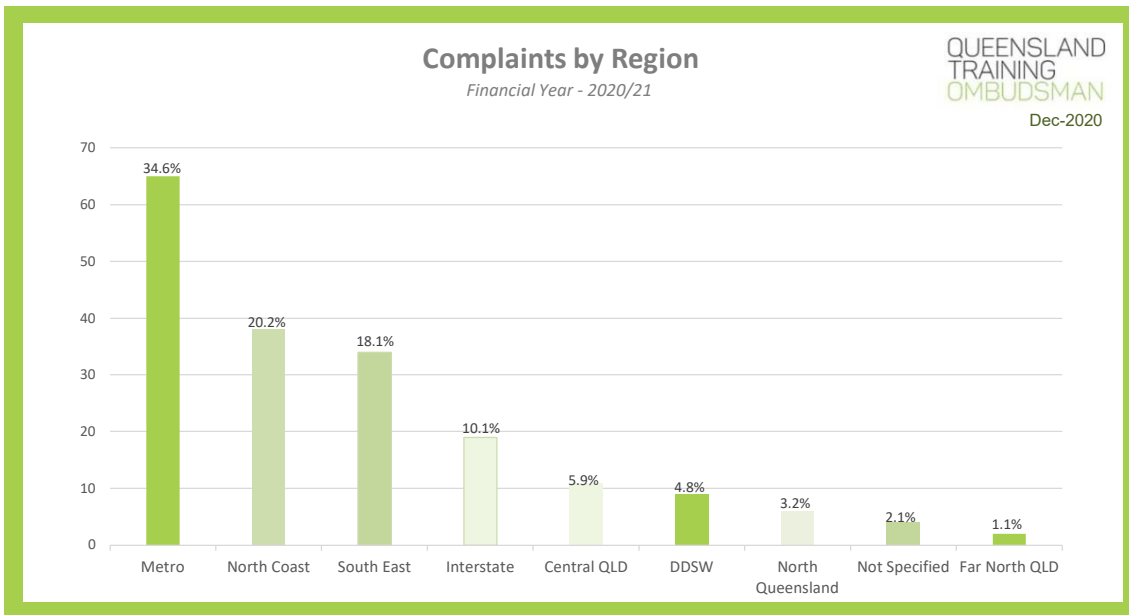
### **Complaint Breakdown by Stakeholder**

Complainant	Number
Apprentices/Trainees/Students	162
Employers	2
Government Agencies	0
Industry	4
Other Stakeholders	10
Parents/Guardians	7
RTO	3
VET Service Provider (non RTO)	0
<b>Total - 2020/21 Financial Year</b>	<b>188</b>

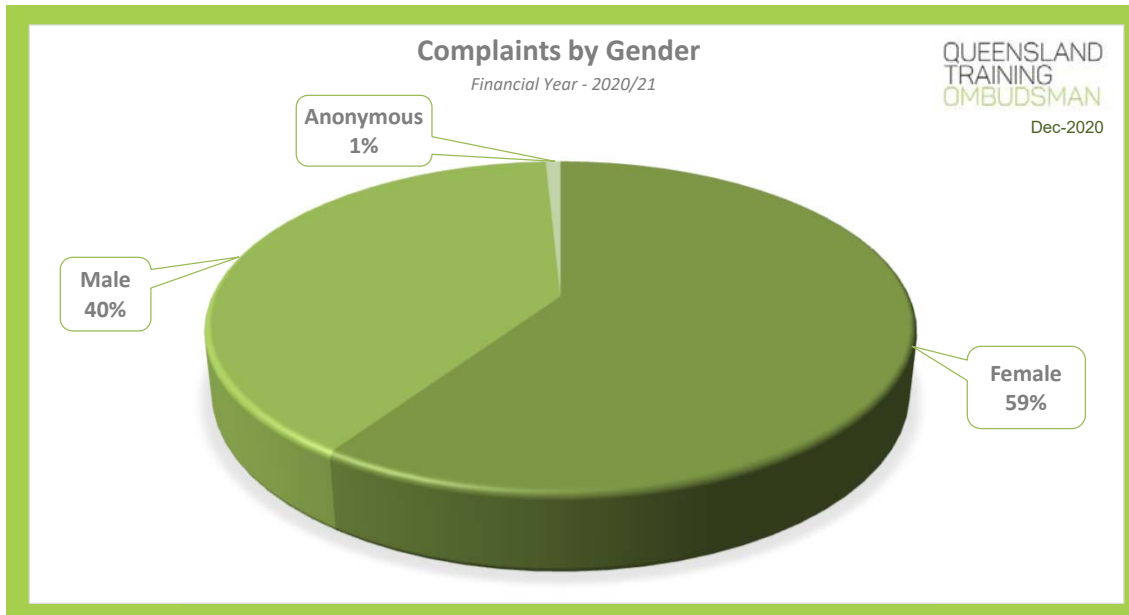
### Complaint Breakdown by Industry



### Complaint Breakdown by Location



### Complaint Breakdown by Gender



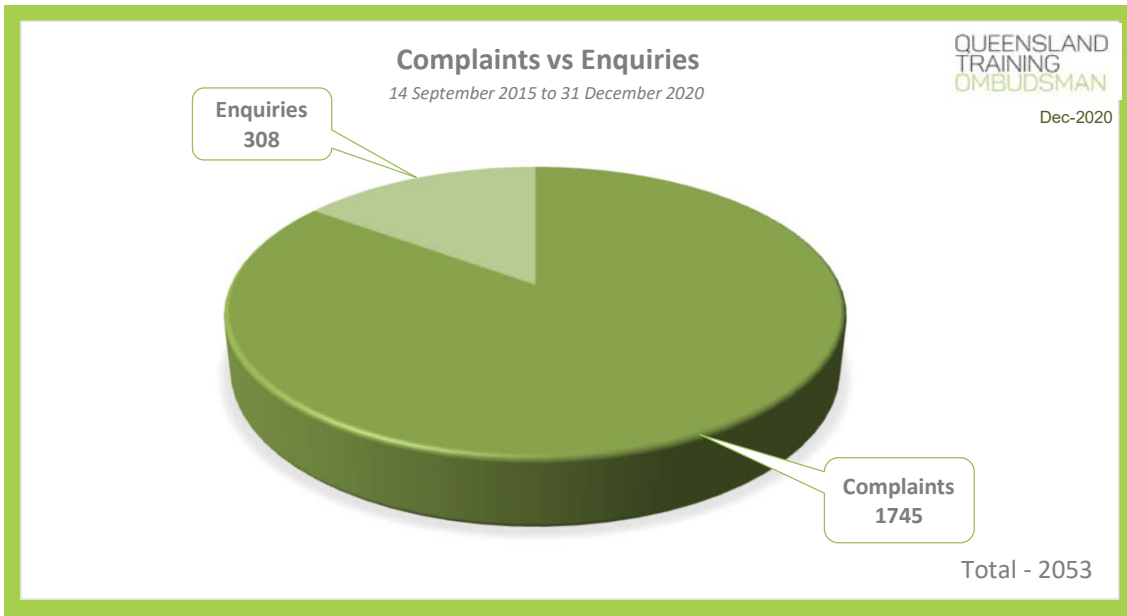
Since 1 July 2020, \$62,216 in fees have been waived or recovered for students as a result of the Queensland Training Ombudsman's investigation and intervention.

### 14 September 2015 – 31 December 2020 Activity

#### Summary of Complaints and Enquiries

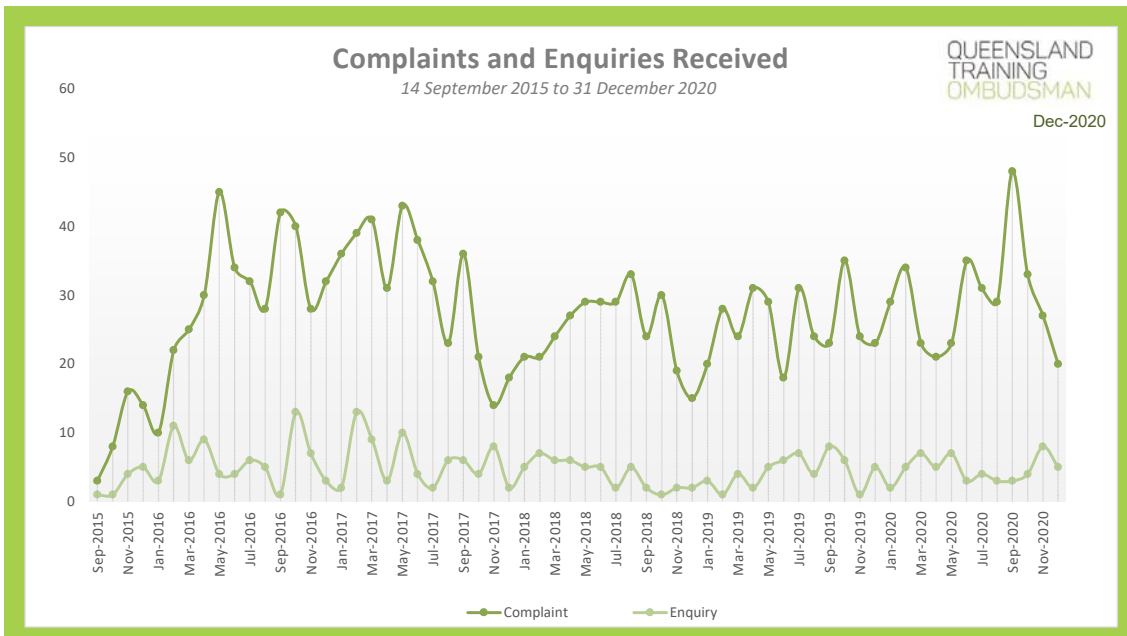


### Breakdown of Complaints versus Enquiries



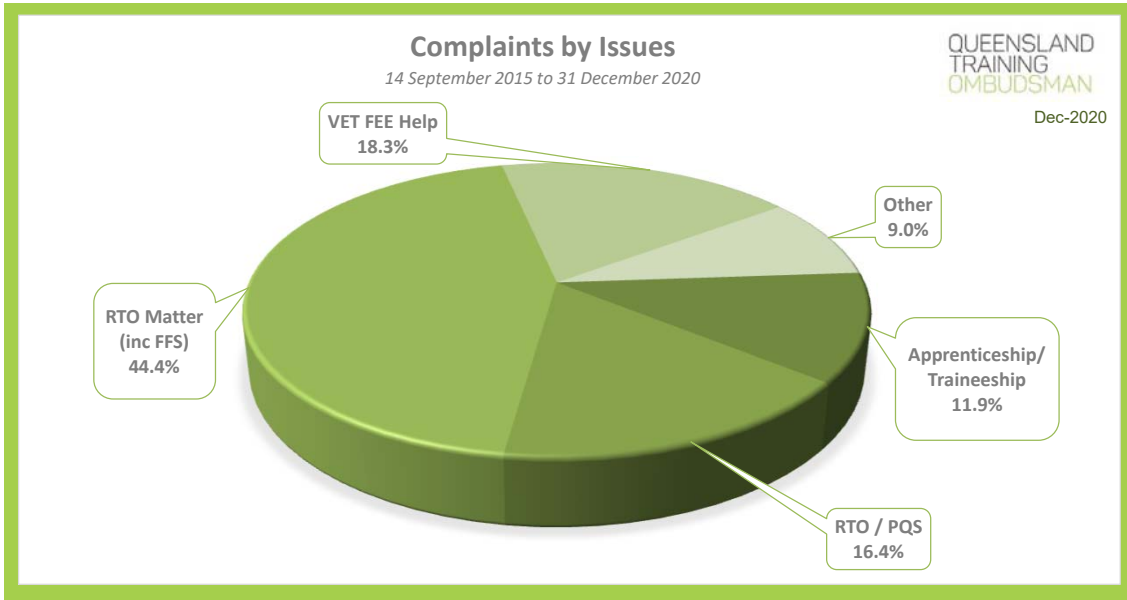
As at 31 December 2020, the Queensland Training Ombudsman received a total of 2053 complaints and enquiries dealing with training issues and/or helping people to navigate the complex VET sector.

### 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	188	27	215
<b>Total complaints/enquiries since commencement</b>	<b>1745</b>	<b>308</b>	<b>2053</b>

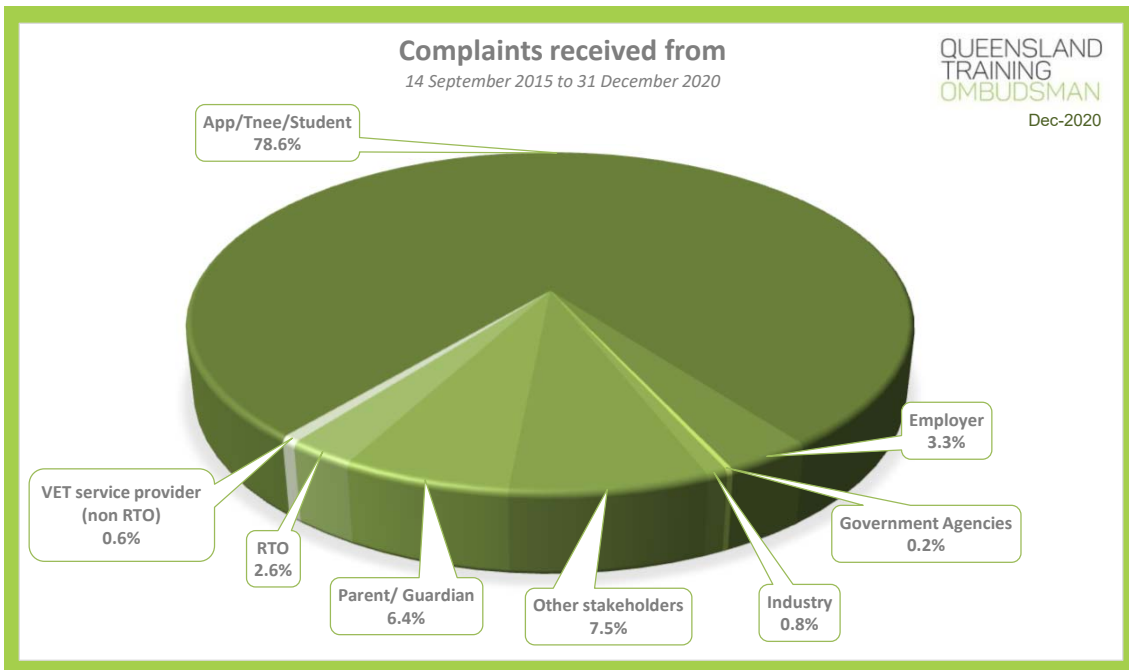
### Complaint Breakdown by Issues



Issue	Number	Percentage
<b>Apprenticeships/Traineeships</b>		
- Current Govt Policy (29)		
- Duration (1)		
- Employer Behaviour (48)		
- Enrolment/ Refund (4)		
- Fees (10)		
- Incentives (8)		
- No Tg/Emp Provided (7)		
- Not Specified (4)		
- Other Stakeholder Behaviour (12)		
- Quality (5)		
- Recruit/ Market/ Assess (0)		
- RTO Behaviour (71)		
- SATs (9)		
- VETiS (0)		
	208	11.9
<b>RTO / PQS</b>		
- 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 (207)		
- SATs (0)		
- VETiS (2)		
	287	16.4

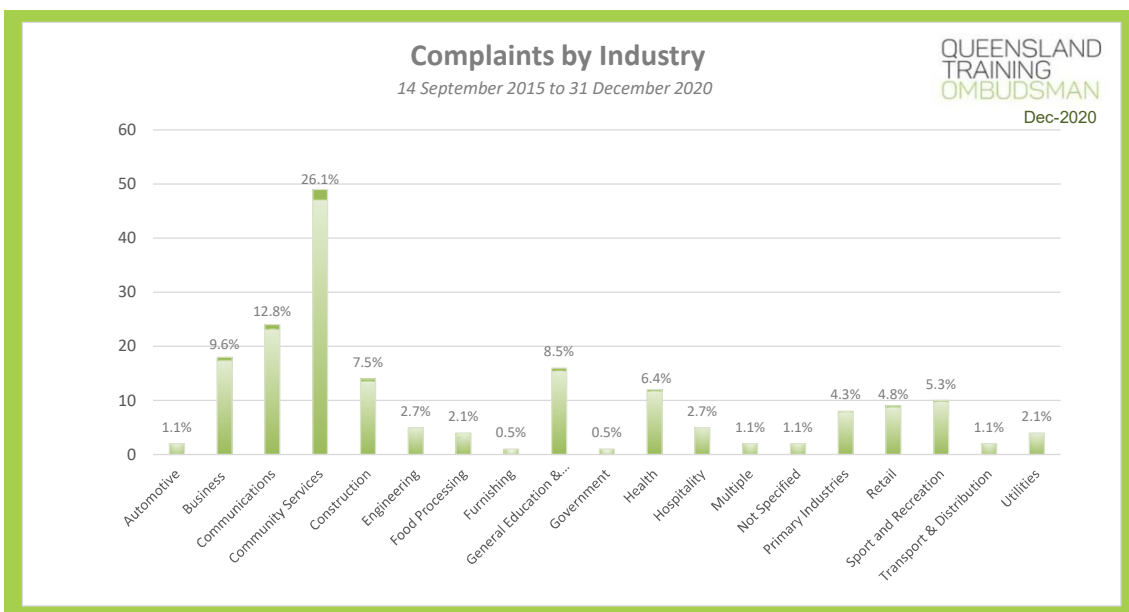
Issue	Number	Percentage
<b>VET FEE HELP</b>		
- Current Govt Policy (1)		
- Duration (0)		
- Employer Behaviour (0)		
- Enrolment/ Refund (225)		
- Fees (9)		
- Incentives (0)		
- No Tg/Emp Provided (0)	319	18.3
- Not Specified (0)		
- Other Stakeholder Behaviour (4)		
- Quality (12)		
- Recruit/ Market/ Assess (1)		
- RTO Behaviour (67)		
- SATs (0)		
- VETiS (0)		
<b>RTO Matter (including Fee for Service)</b>		
- Current Govt Policy (9)		
- Duration (2)		
- Employer Behaviour (0)		
- Enrolment/ Refund (384)		
- Fees (28)		
- Incentives (0)		
- No Tg/Emp Provided (2)	774	44.4
- Not Specified (0)		
- Other Stakeholder Behaviour (3)		
- Quality (9)		
- Recruit/ Market/ Assess (5)		
- RTO Behaviour (332)		
- SATs (0)		
- VETiS (0)		
<b>Other</b>		
- Current Govt Policy (19)		
- Duration (0)		
- Employer Behaviour (4)		
- Enrolment/ Refund (49)		
- Fees (2)		
- Incentives (1)		
- No Tg/Emp Provided (0)	157	9.0
- Not Specified (5)		
- Other Stakeholder Behaviour (59)		
- Quality (1)		
- Recruit/ Market/ Assess (4)		
- RTO Behaviour (12)		
- SATs (0)		
- VETiS (1)		
<b>Total</b>	<b>1745</b>	<b>100.0</b>

### Complaint Breakdown by Stakeholder

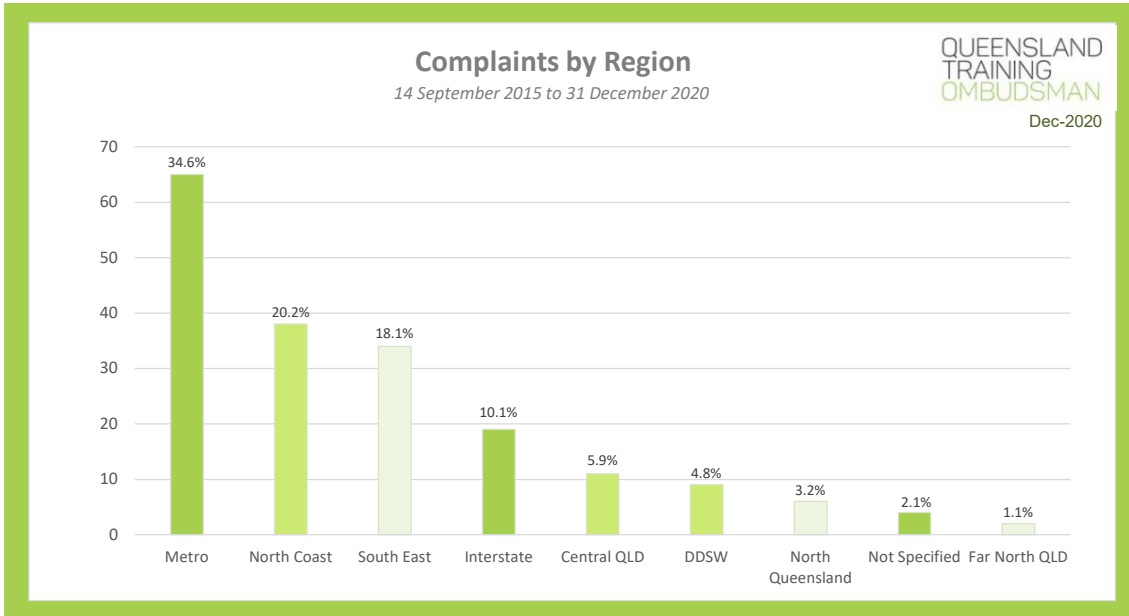


Complainant	Number	Percentage
Apprentices/Trainees/Students	1371	78.6
Employers	58	3.3
Government Agencies	4	0.2
Industry	14	0.8
Other Stakeholders	131	7.5
Parents/Guardians	111	6.4
RTO	45	2.6
VET Service Provider (non RTO)	11	0.6
<b>Total</b>	<b>1745</b>	<b>100.0</b>

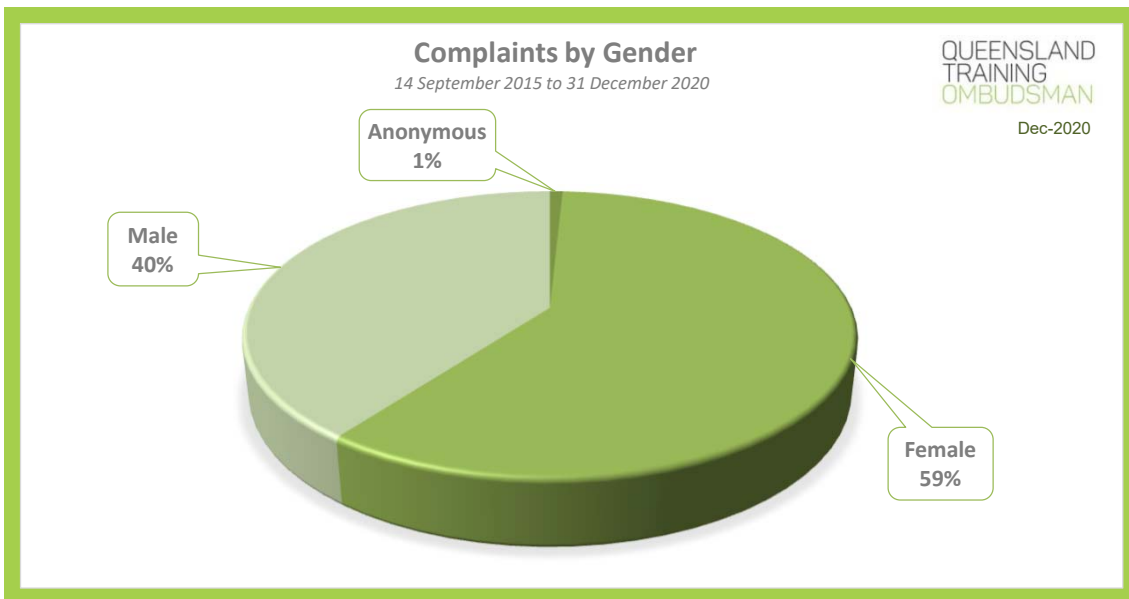
### Complaint Breakdown by Industry



**Complaint Breakdown by Location**



**Complaint Breakdown by Gender**





## Complaint Outcomes

Decisions	Number	% of completed complaints
Completed - complainant outcome achieved	1260	75.7
Completed – complainant outcome not achieved	365	21.9
Completed – no further action and formally withdrawn	39	2.3
<b>Total</b>	<b>1664</b>	<b>100.0</b>
Complaint Refused	40	
<b>Total Completed</b>	<b>1704</b>	

As at 31 December 2020, 1664 complaints have been completed and finalised. 1260 (75.7%) achieved the complainant's desired outcome, including cases of fee refund or waivers which totalled \$905,566.

365 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.

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

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

As at 31 December 2020, 41 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	83
Workplace Health and Safety	1
<b>Total</b>	<b>138</b>

While there have been 138 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>885</b>	<b>860</b>	<b>1745</b>
<b>50.7%</b>	<b>49.3%</b>	<b>100%</b>

### Enquiry Outcomes

308 enquiries have been received by OQTO between 14 September 2015 to 31 December 2020 and 305 of these have been satisfactorily answered.