

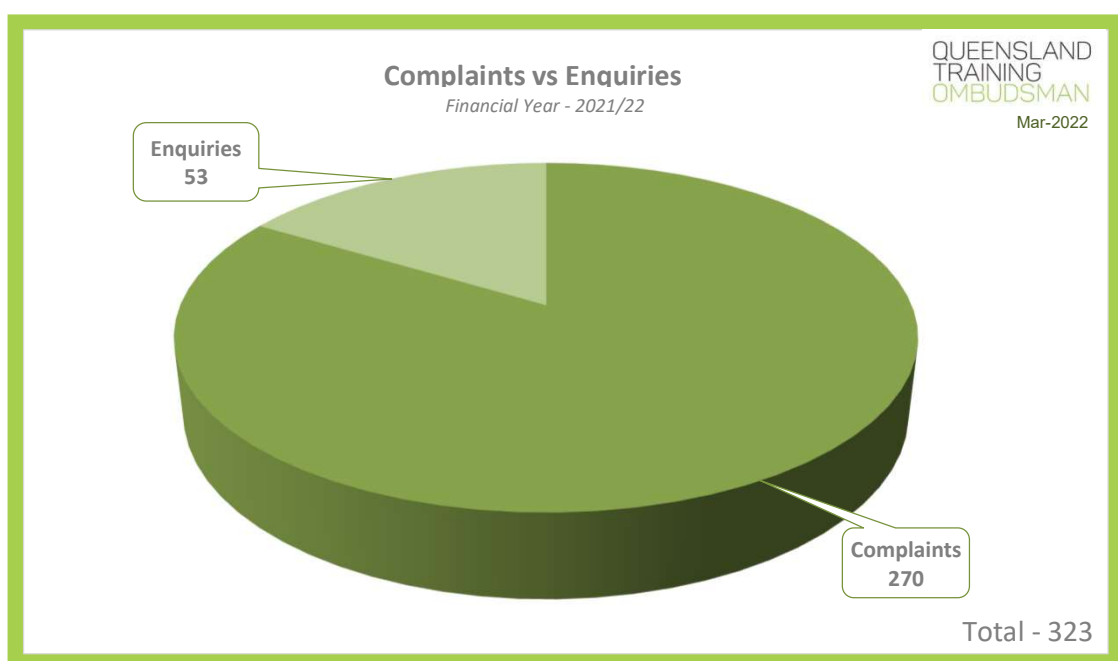
Performance Report - as at 31 March 2022

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.

2021/22 Activity

From 1 July 2021, 323 complaints and enquiries have been received by the OQTO to 31 March 2022.



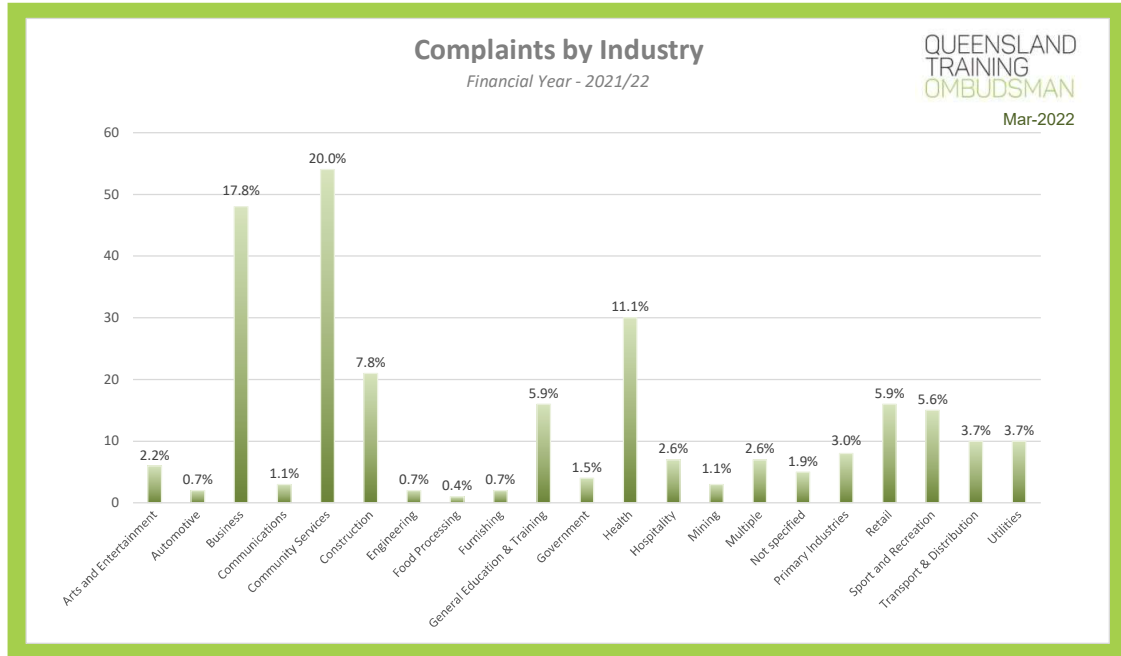
Complaint Breakdown by Issues

Issue	Number
Apprenticeships/Traineeships	27
RTO/SAS/PQS	21
RTO Matter (including Fee for Service)	190
VET FEE Help/VET Student Loan	10
TAFE Qld Matter	2
Other	20
Total - 2021/22 Financial Year	270

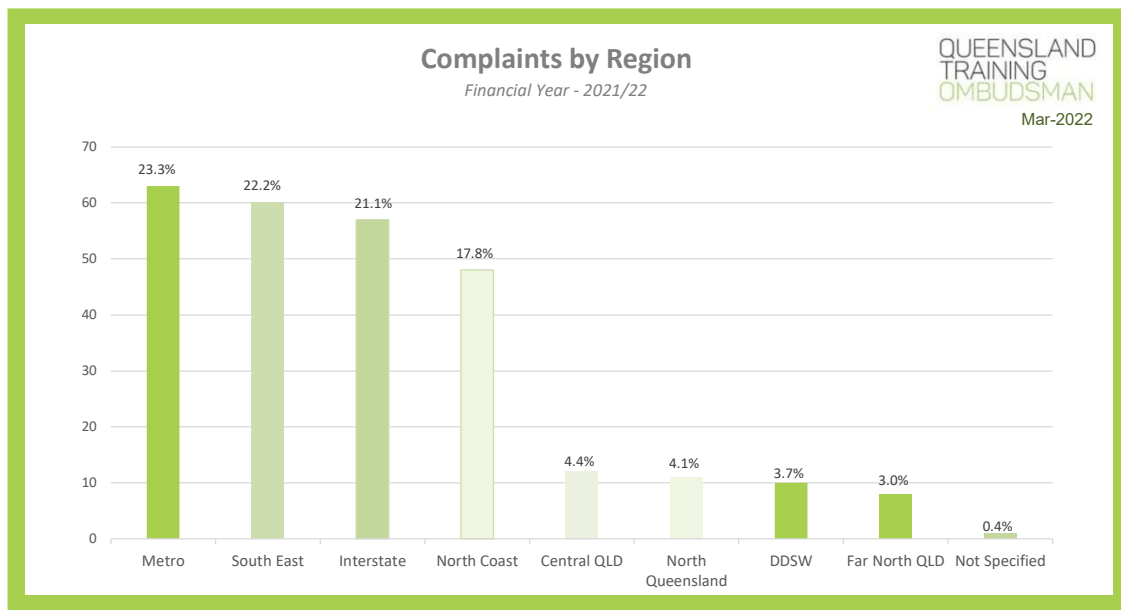
Complaint Breakdown by Stakeholder

Complainant	Number
Apprentices/Trainees/Students	210
Employers	11
Government Agencies	0
Industry	2
Other Stakeholders	28
Parents/Guardians	16
RTO	2
VET Service Provider (non RTO)	1
Total - 2021/22 Financial Year	270

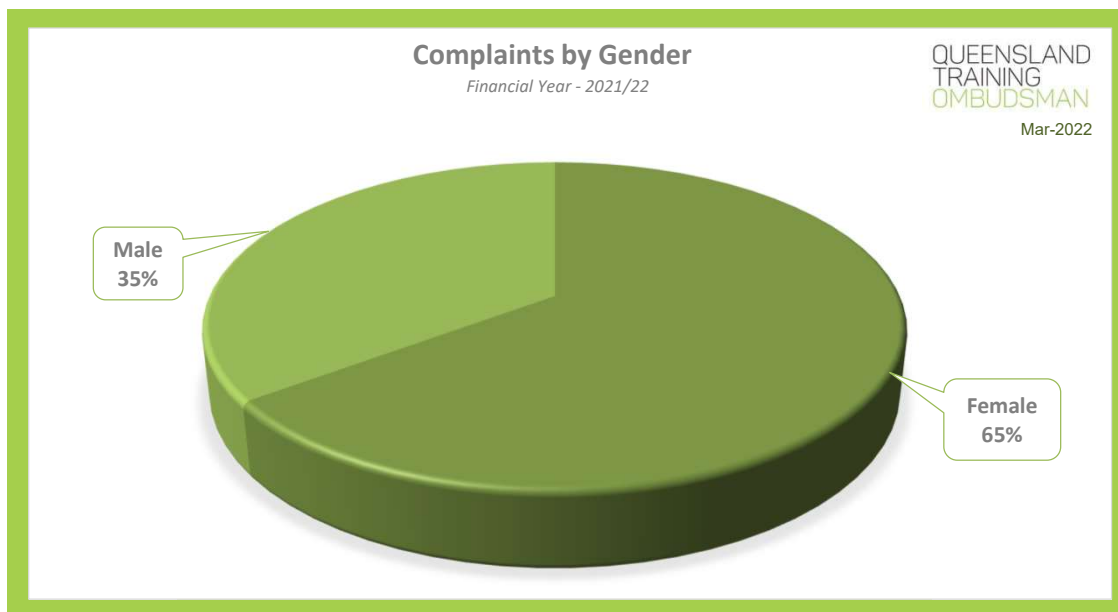
Complaint Breakdown by Industry



Complaint Breakdown by Location



Complaint Breakdown by Gender



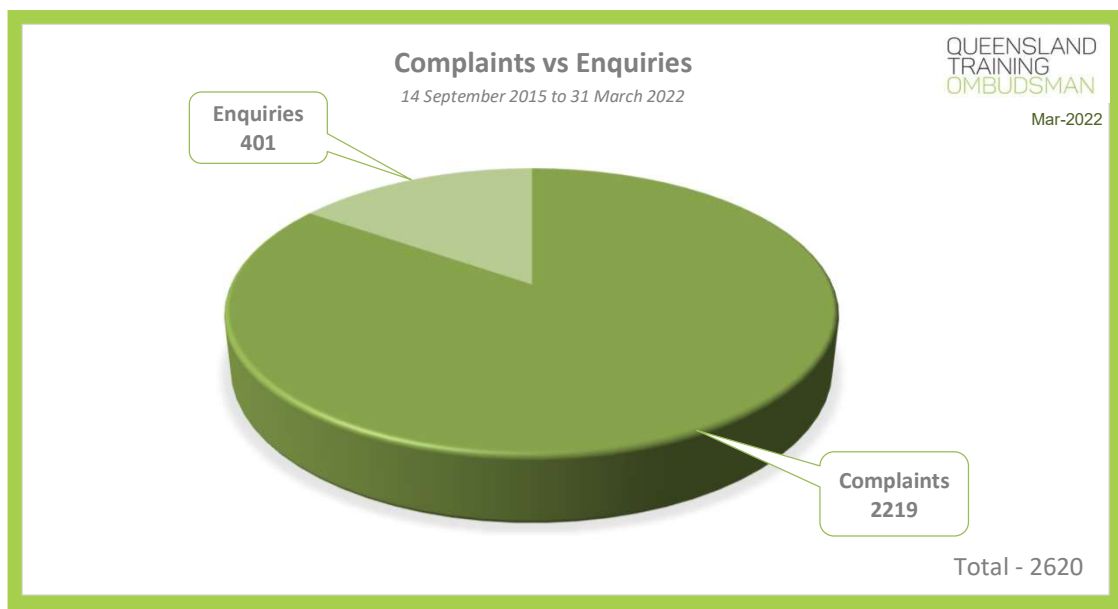
Since 1 July 2021, \$86,080 in fees have been waived or recovered for students as a result of the Queensland Training Ombudsman's investigation and intervention.

14 September 2015 – 31 March 2022 Activity

Summary of Complaints and Enquiries

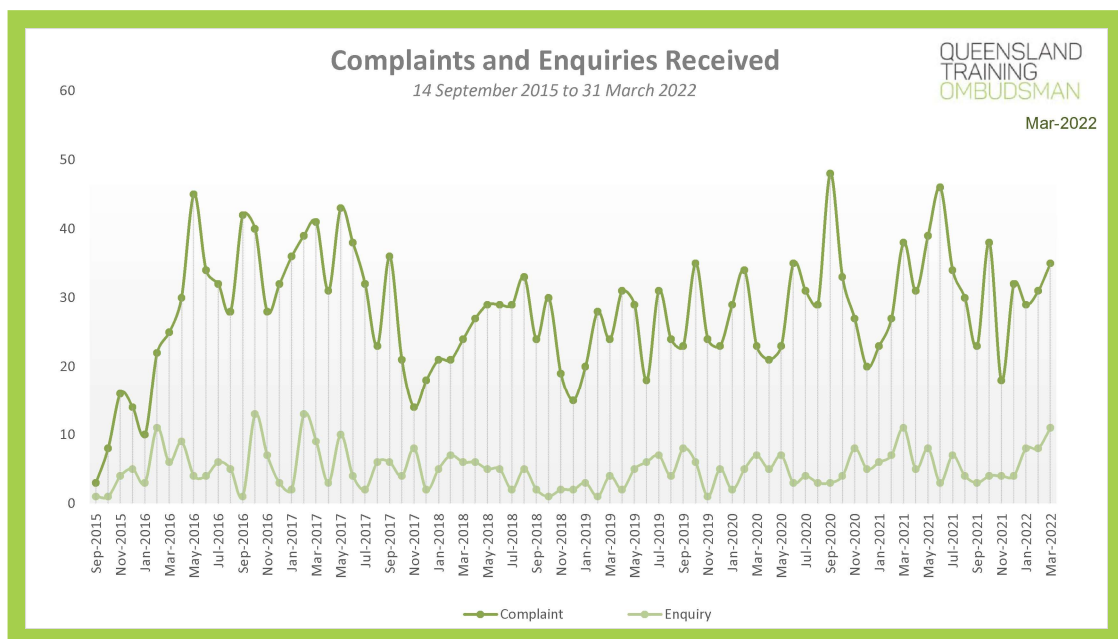


Breakdown of Complaints versus Enquiries



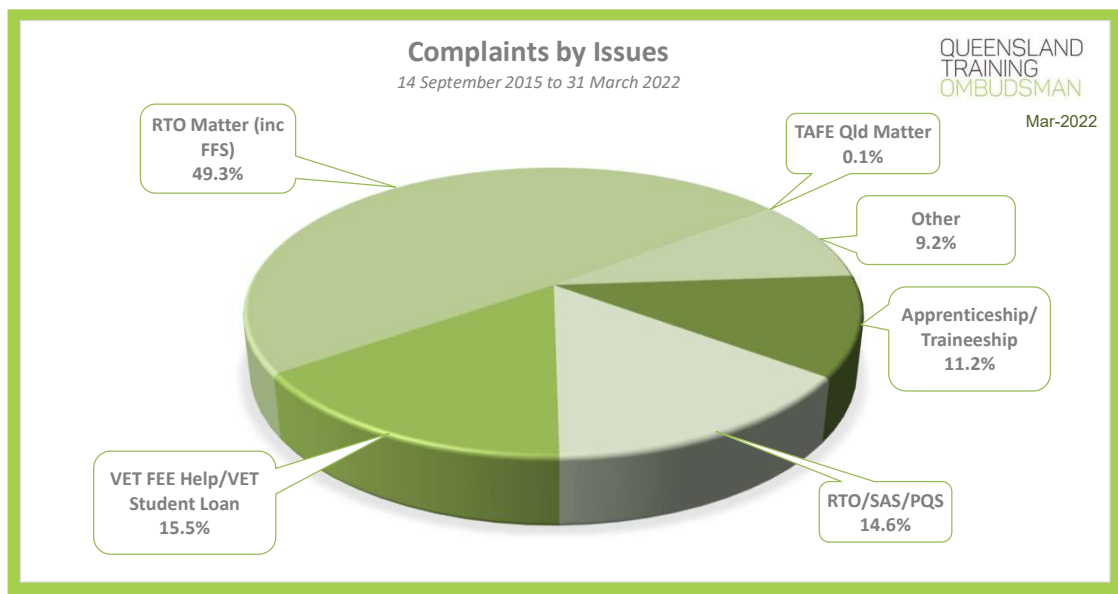
As at 31 March 2022, the Queensland Training Ombudsman received a total of 2620 complaints and enquiries dealing with training issues and/or helping people to navigate the complex VET sector.

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	392	67	459
Total complaints/enquiries for 2021/22	270	53	323
Total complaints/enquiries since commencement	2219	401	2620

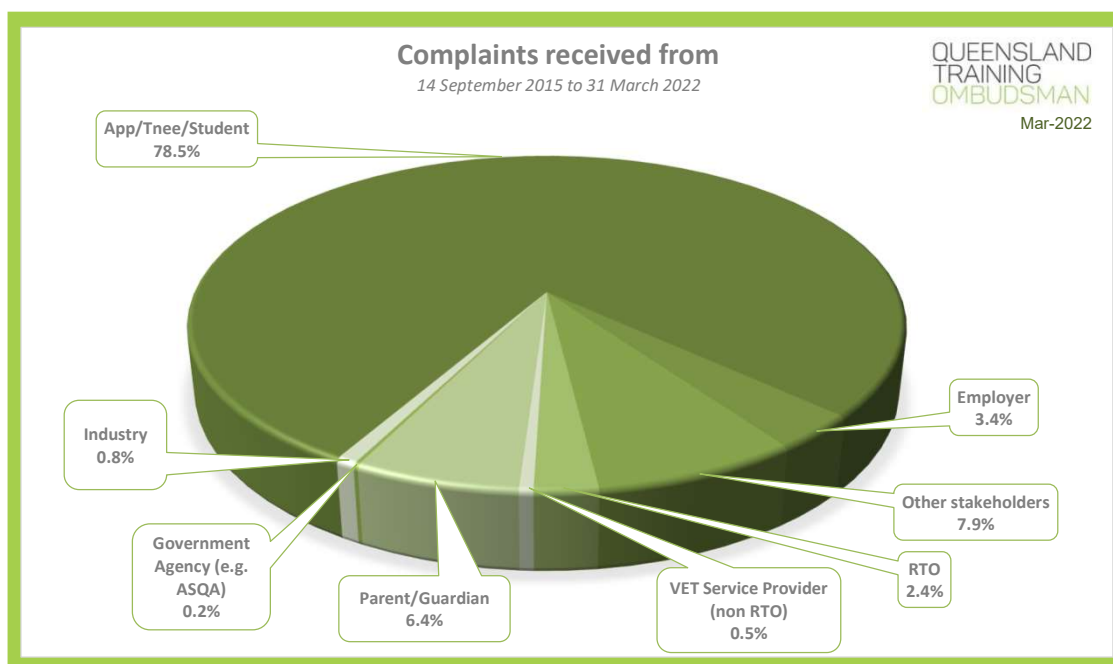
Complaint Breakdown by Issues



Issue	Number	Percentage
Apprenticeships/Traineeships		
- Current Govt Policy (2)		
- Duration (0)		
- Employer Behaviour (10)		
- Enrolment/ Refund (0)		
- Fees (1)		
- Incentives (0)		
- No Tg/Emp Provided (0)		
- Not Specified (0)		
- Other Stakeholder Behaviour (7)		
- Quality (0)		
- Recruit/ Market/ Assess (0)		
- RTO Behaviour (7)		
- SATs (0)		
- VETiS (0)		
	249	11.2
RTO/SAS/PQS		
- Current Govt Policy (0)		
- Duration (0)		
- Employer Behaviour (0)		
- Enrolment/ Refund (2)		
- Fees (0)		
- Incentives (0)		
- No Tg/Emp Provided (1)		
- Not Specified (0)		
- Other Stakeholder Behaviour (0)		
- Quality (0)		
- Recruit/ Market/ Assess (0)		
- RTO Behaviour (5)		
- SATs (0)		
- VETiS (0)		
	325	14.6

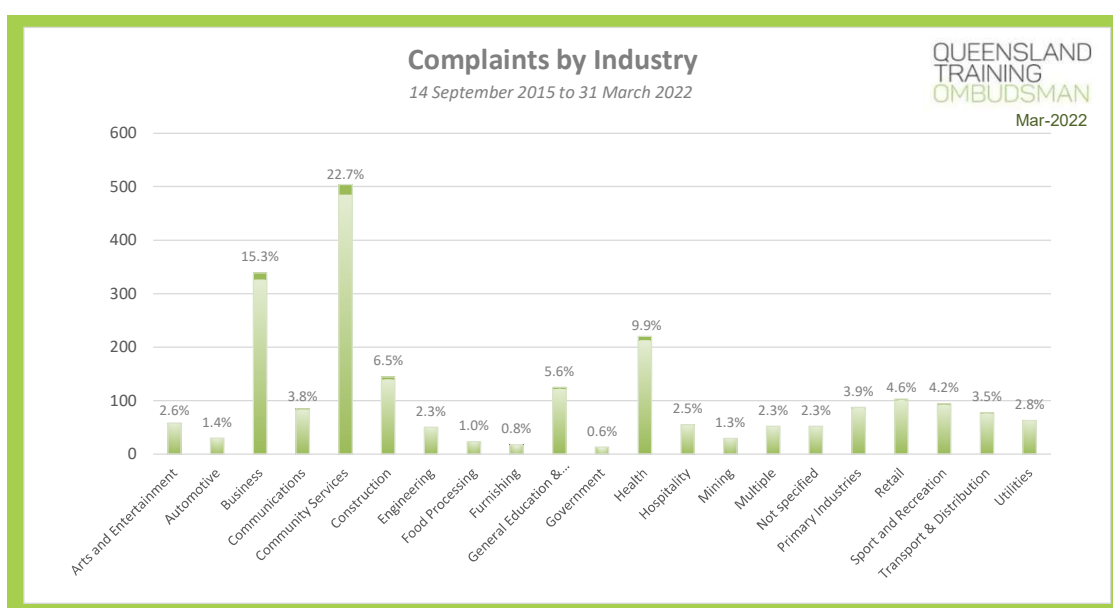
Issue	Number	Percentage
VET FEE Help/VET Student Loan <ul style="list-style-type: none"> - Current Govt Policy (2) - Duration (0) - Employer Behaviour (0) - Enrolment/ Refund (1) - Fees (0) - Incentives (0) - No Tg/Emp Provided (0) - Not Specified (0) - Other Stakeholder Behaviour (0) - Quality (0) - Recruit/ Market/ Assess (0) - RTO Behaviour (10) - SATs (0) - VETiS (0) 	345	15.5
RTO Matter (including Fee for Service) <ul style="list-style-type: none"> - Current Govt Policy (0) - Duration (0) - Employer Behaviour (0) - Enrolment/ Refund (37) - Fees (5) - Incentives (0) - No Tg/Emp Provided (0) - Not Specified (0) - Other Stakeholder Behaviour (2) - Quality (1) - Recruit/ Market/ Assess (0) - RTO Behaviour (145) - SATs (0) - VETiS (0) 	1094	49.3
TAFE Qld Matter <ul style="list-style-type: none"> - Current Govt Policy (0) - Duration (0) - Employer Behaviour (0) - Enrolment/ Refund (0) - Fees (0) - Incentives (0) - No Tg/Emp Provided (0) - Not Specified (0) - Other Stakeholder Behaviour (0) - Quality (0) - Recruit/ Market/ Assess (0) - RTO Behaviour (2) - SATs (0) - VETiS (0) 	2	0.1
Other <ul style="list-style-type: none"> - Current Govt Policy (0) - Duration (0) - Employer Behaviour (0) - Enrolment/ Refund (0) - Fees (0) - Incentives (0) - No Tg/Emp Provided (0) - Not Specified (0) - Other Stakeholder Behaviour (0) - Quality (0) - Recruit/ Market/ Assess (0) - RTO Behaviour (2) - SATs (0) - VETiS (0) 	204	9.2
Total	2219	100.0

Complaint Breakdown by Stakeholder

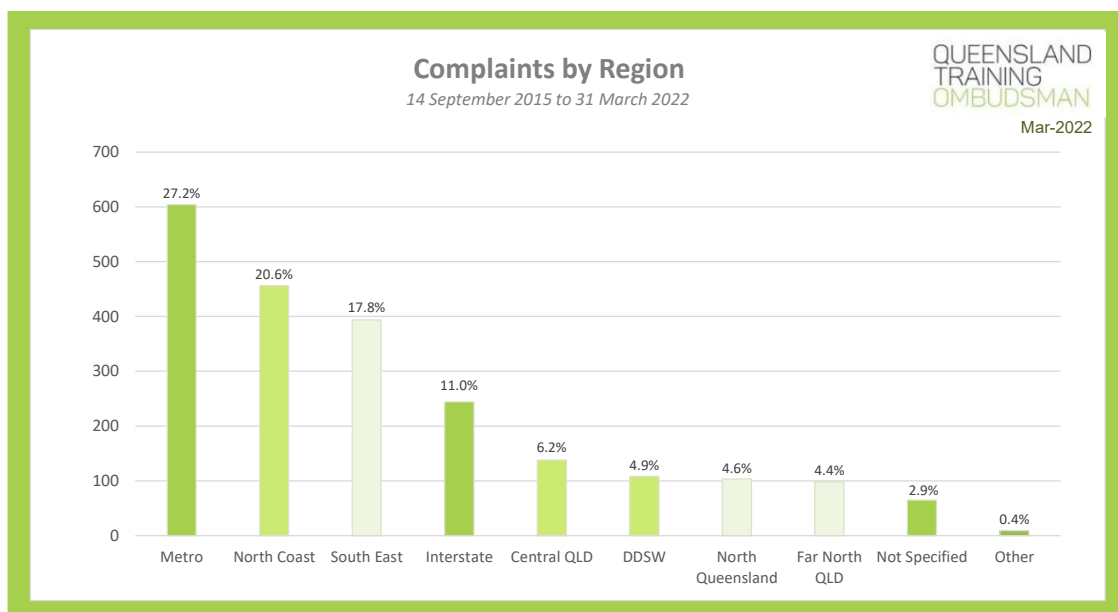


Complainant	Number	Percentage
Apprentices/Trainees/Students	1741	78.5
Employers	75	3.4
Government Agencies	4	0.2
Industry	17	0.8
Other Stakeholders	175	7.9
Parents/Guardians	141	6.4
RTO	54	2.4
VET Service Provider (non RTO)	12	0.5
Total	2219	100.0

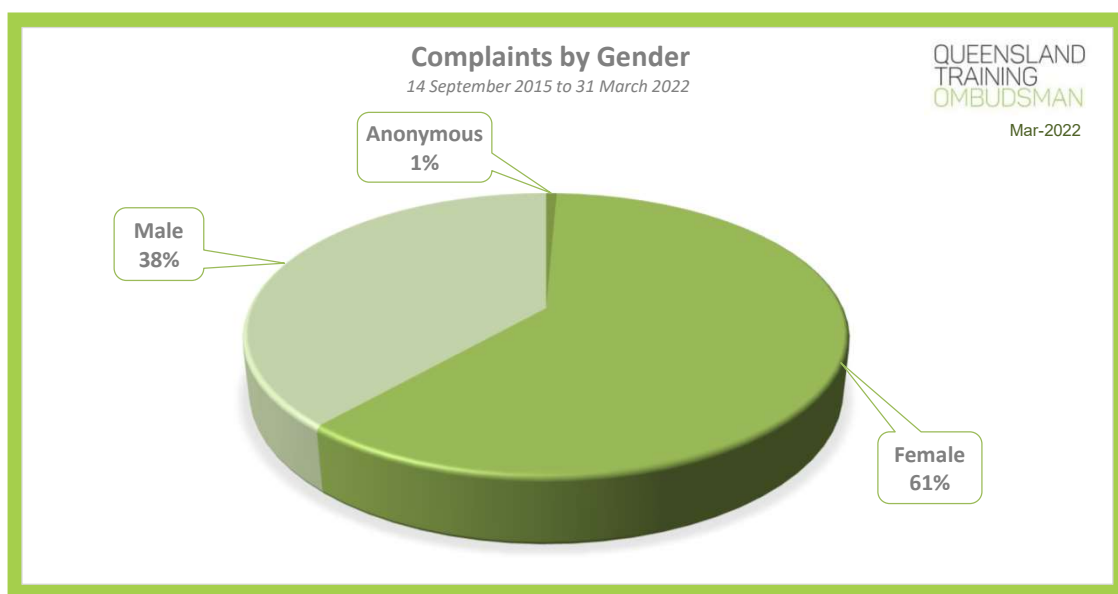
Complaint Breakdown by Industry



Complaint Breakdown by Location



Complaint Breakdown by Gender



Complaint Outcomes

Decisions	Number	% of completed complaints
Completed - complainant outcome achieved	1548	74.3
Completed – complainant outcome not achieved	484	23.2
Completed – no further action and formally withdrawn	52	2.5
Total	2084	100.0
Complaint Refused	80	
Total Completed	2164	

As at 31 March 2022, 2084 complaints have been completed and finalised. 1548 (74.3%) achieved the complainant's desired outcome, including cases of fee refund or waivers which totalled \$1,062,955.

484 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 QTO to contact them for further information.

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

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

As at 31 March 2022, 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	99
Total	153

While there have been 153 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 QTO 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
1150	1069	2219
51.8%	48.2%	100%

Enquiry Outcomes

401 enquiries have been received by OQTO between 14 September 2015 to 31 March 2022 and 399 of these have been satisfactorily answered.