

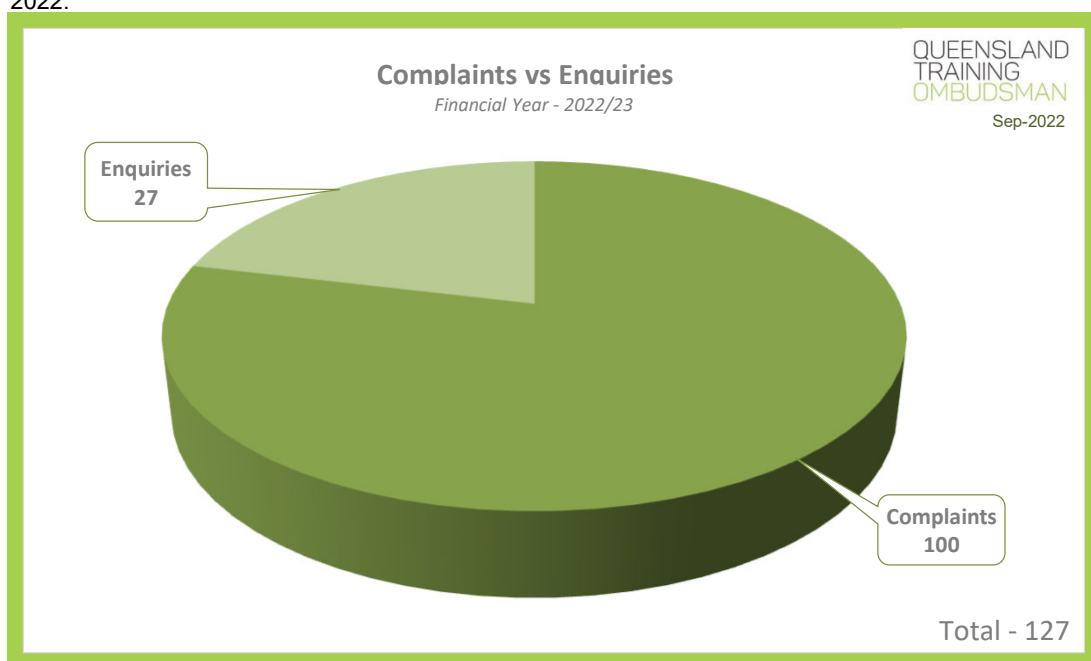
Performance Report - as at 30 September 2022

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.

2022/23 Activity

From 1 July 2022, 127 complaints and enquiries have been received by the OQTO to 30 September 2022.



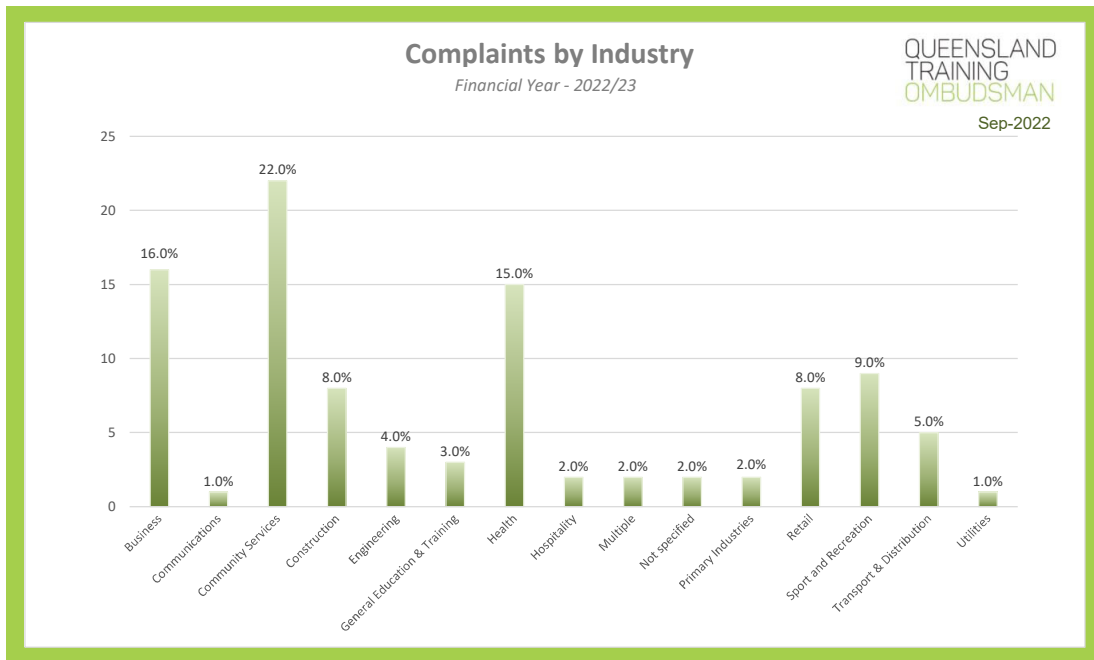
Complaint Breakdown by Issues

| Issue | Number |
|--|------------|
| Apprenticeships/Traineeships | 5 |
| RTO/SAS/PQS | 3 |
| RTO Matter (including Fee for Service) | 77 |
| VET FEE Help/VET Student Loan | 3 |
| TAFE Qld Matter | 2 |
| Other | 10 |
| Total - 2022/23 Financial Year | 100 |

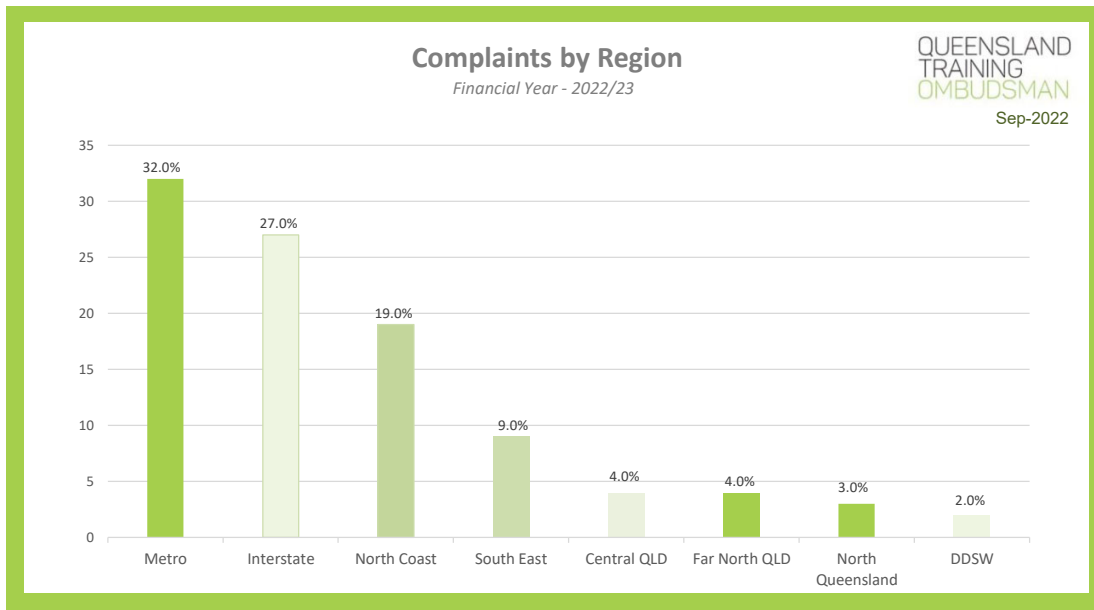
Complaint Breakdown by Stakeholder

| Complainant | Number |
|---------------------------------------|------------|
| Apprentices/Trainees/Students | 78 |
| Employers | 3 |
| Government Agencies | 0 |
| Industry | 3 |
| Other Stakeholders | 12 |
| Parents/Guardians | 3 |
| RTO | 1 |
| VET Service Provider (non RTO) | 0 |
| Total - 2022/23 Financial Year | 100 |

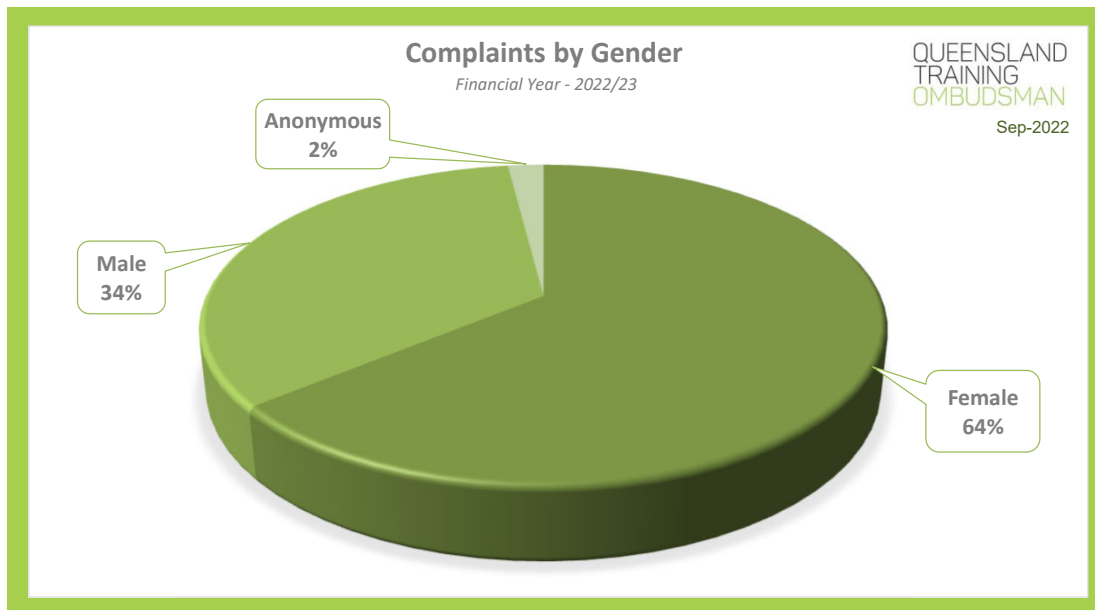
Complaint Breakdown by Industry



Complaint Breakdown by Location



Complaint Breakdown by Gender



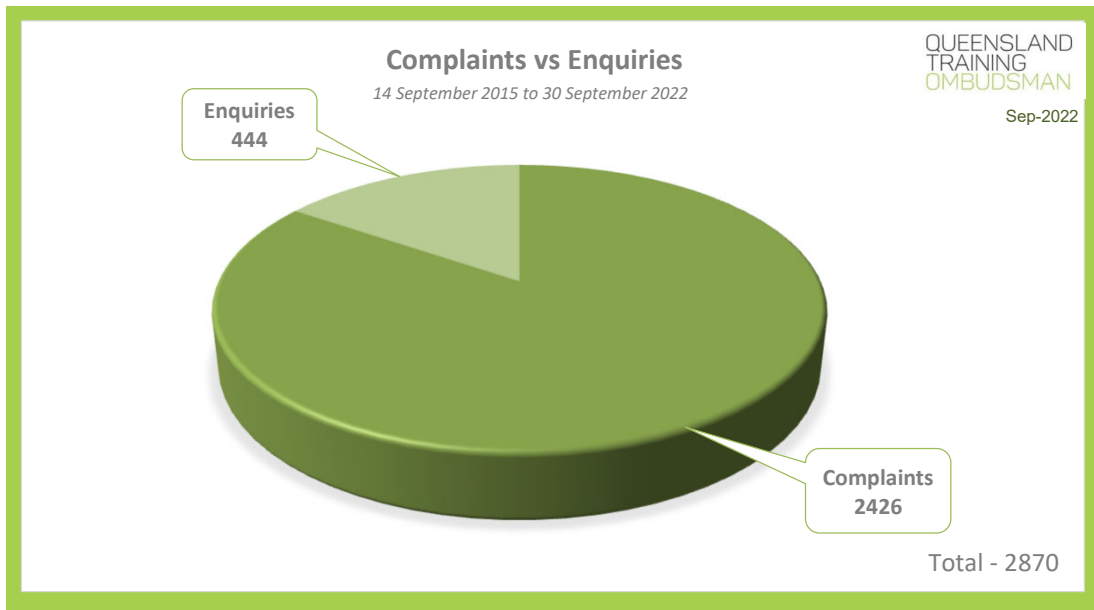
Since 1 July 2022, \$56,267 in fees have been waived or recovered for students as a result of the Queensland Training Ombudsman’s investigation and intervention.

14 September 2015 – 30 September 2022 Activity

Summary of Complaints and Enquiries

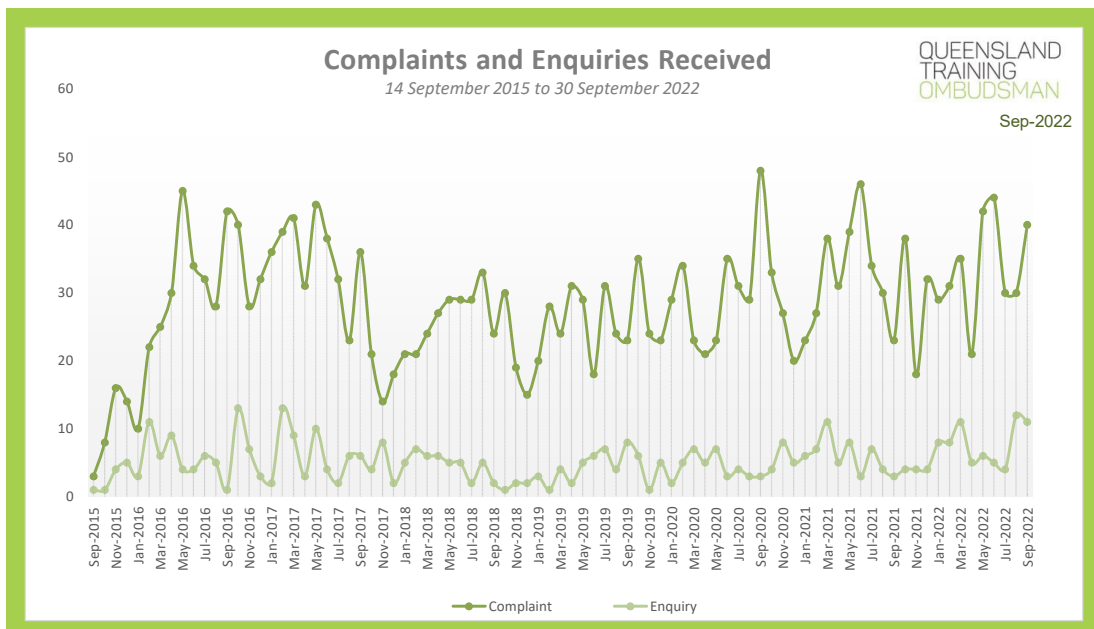
| COMPLAINTS | | | |
|---|-----------|--------------------------|-------------------------------------|
| 2426 | 2376 | 51.8% | 73.3% |
| RECEIVED | COMPLETED | COMPLETED WITHIN 30 DAYS | COMPLAINANT OUTCOME ACHIEVED |
| \$1,182,989 OF FEES REFUNDED/REIMBURSED/WAIVED | | | |
| FORMAL ENQUIRIES | | OTHER | |
| 444 | 441 | 72,670 | 3,830+ |
| RECEIVED | COMPLETED | WEB HITS | STAKEHOLDERS ATTENDED PRESENTATIONS |

Breakdown of Complaints versus Enquiries



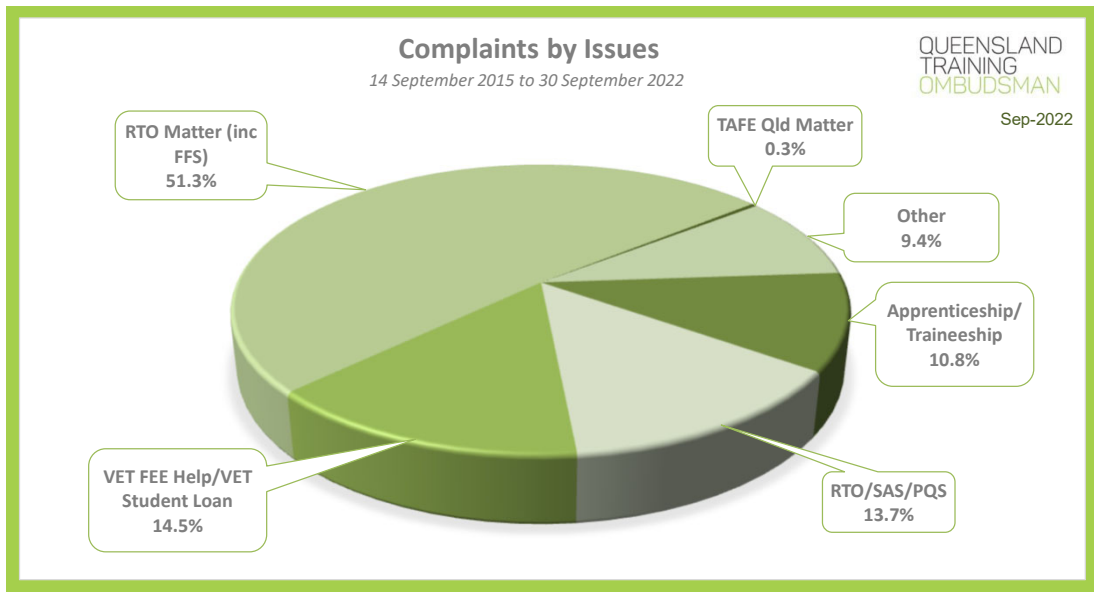
As at 30 September 2022, the Queensland Training Ombudsman received a total of 2870 complaints and enquiries dealing with training issues and/or helping people to navigate the complex VET sector.

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 | 377 | 69 | 446 |
| Total complaints/enquiries for 2022/23 | 100 | 27 | 127 |
| Total complaints/enquiries since commencement | 2426 | 444 | 2870 |

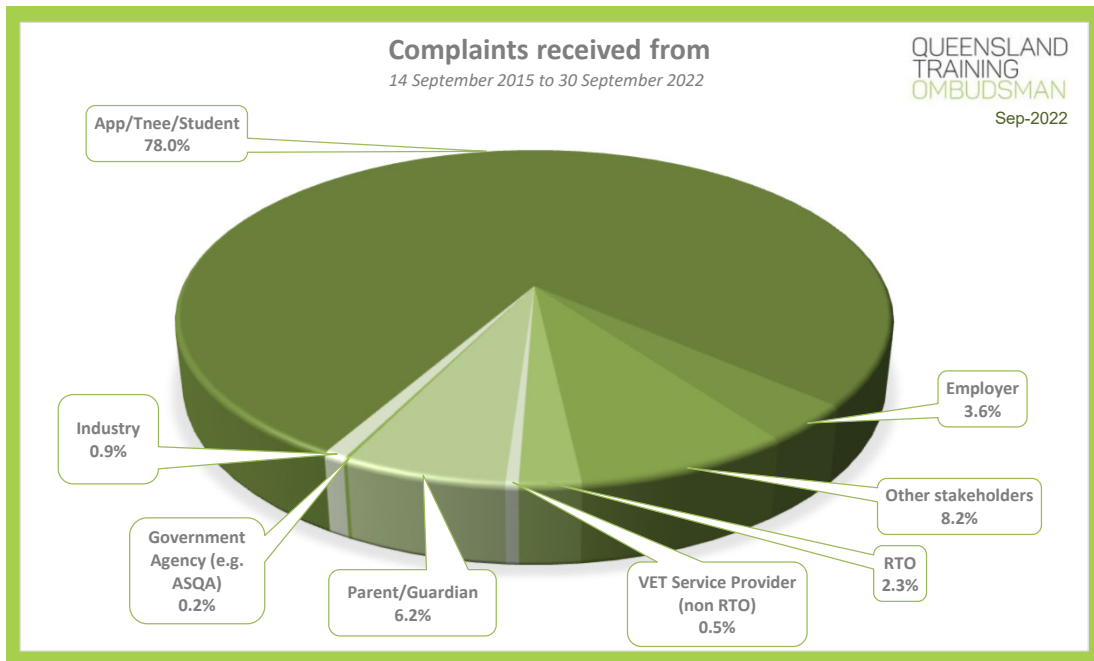
Complaint Breakdown by Issues



| Issue | Number | Percentage |
|-------------------------------------|--------|------------|
| Apprenticeships/Traineeships | | |
| - Current Govt Policy (0) | | |
| - Duration (0) | | |
| - Employer Behaviour (1) | | |
| - 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 (4) | | |
| - SATs (0) | | |
| - VETiS (0) | | |
| | 263 | 10.8 |
| RTO/SAS/PQS | | |
| - 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 (3) | | |
| - SATs (0) | | |
| - VETiS (0) | | |
| | 333 | 13.7 |

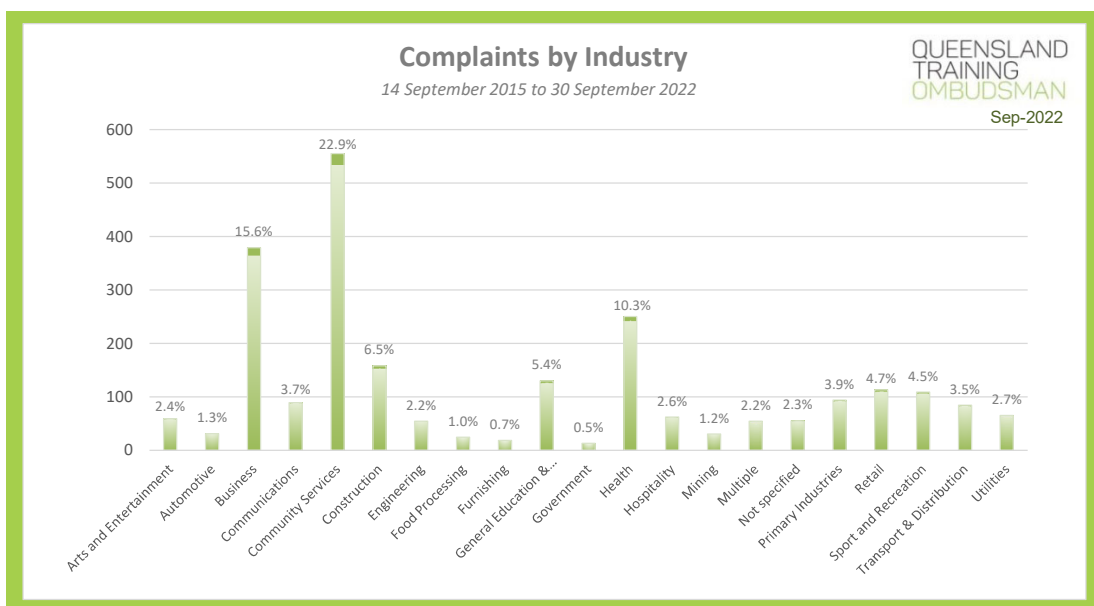
| Issue | Number | Percentage |
|--|-------------|--------------|
| VET FEE Help/VET Student Loan - Current Govt Policy (0) - Duration (0) - Employer Behaviour (0) - Enrolment/ Refund (0) - Fees (0) - Incentives (0) - No Tg/Emp Provided (0) - Not Specified (0) - Other Stakeholder Behaviour (0) - Quality (0) - Recruit/ Market/ Assess (0) - RTO Behaviour (0) - SATs (0) - VETIS (0) | 351 | 14.5 |
| RTO Matter (including Fee for Service) - Current Govt Policy (0) - Duration (0) - Employer Behaviour (0) - Enrolment/ Refund (8) - Fees (0) - Incentives (0) - No Tg/Emp Provided (0) - Not Specified (0) - Other Stakeholder Behaviour (0) - Quality (0) - Recruit/ Market/ Assess (0) - RTO Behaviour (69) - SATs (0) - VETIS (0) | 1244 | 51.3 |
| TAFE Qld Matter - 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) | 8 | 0.3 |
| Other - 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) | 227 | 9.4 |
| Total | 2426 | 100.0 |

Complaint Breakdown by Stakeholder

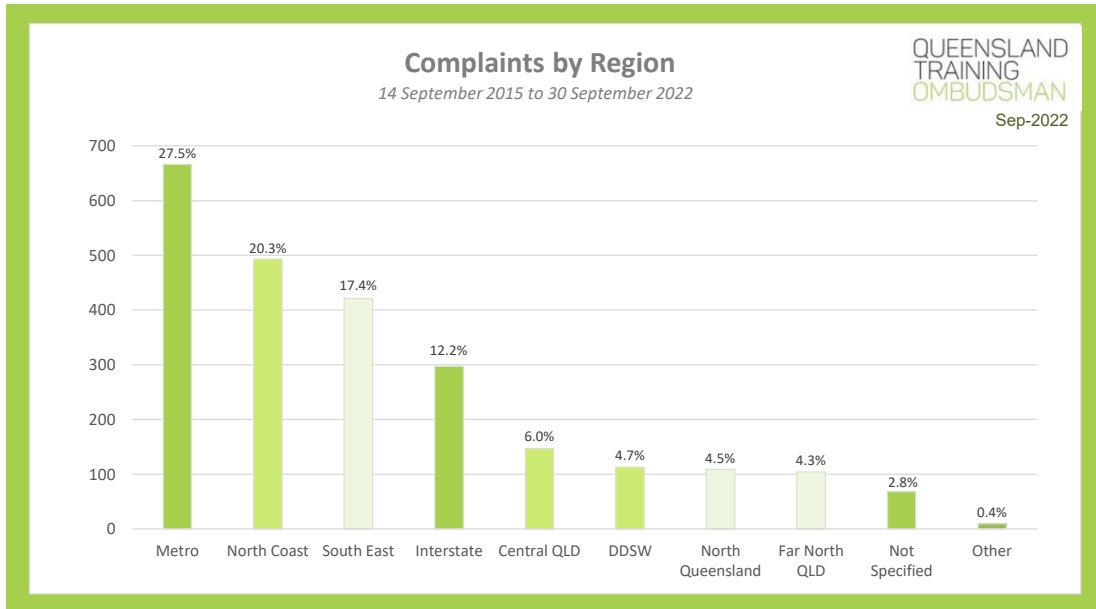


| Complainant | Number | Percentage |
|--------------------------------|-------------|--------------|
| Apprentices/Trainees/Students | 1893 | 78.0 |
| Employers | 88 | 3.6 |
| Government Agencies | 4 | 0.2 |
| Industry | 21 | 0.9 |
| Other Stakeholders | 200 | 8.2 |
| Parents/Guardians | 151 | 6.2 |
| RTO | 57 | 2.3 |
| VET Service Provider (non RTO) | 12 | 0.5 |
| Total | 2426 | 100.0 |

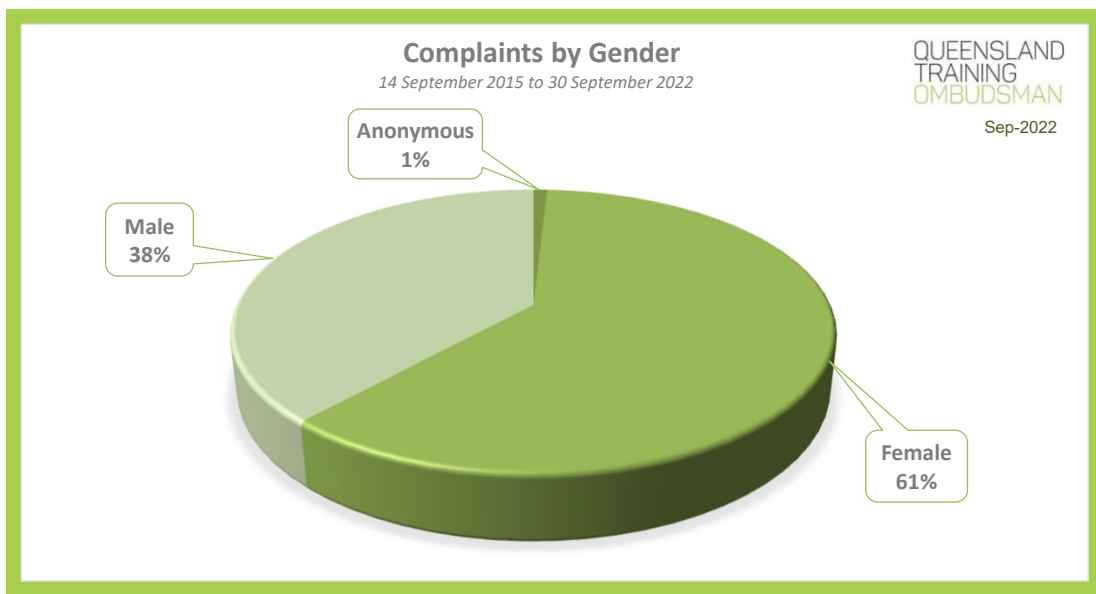
Complaint Breakdown by Industry



Complaint Breakdown by Location



Complaint Breakdown by Gender



Complaint Outcomes

| Decisions | Number | % of completed complaints |
|--|-------------|---------------------------|
| Completed - complainant outcome achieved | 1695 | 73.3 |
| Completed – complainant outcome not achieved | 526 | 22.8 |
| Completed – no further action and formally withdrawn | 90 | 3.9 |
| Total | 2311 | 100.0 |
| Complaint Refused | 65 | |
| Total Completed | 2376 | |

As at 30 September 2022, 2311 complaints have been completed and finalised. 1695 (73.3%) achieved the complainant's desired outcome, including cases of fee refund or waivers which totalled \$1,182,989.

526 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.

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

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

As at 30 September 2022, 50 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 | 104 |
| Total | 158 |

While there have been 158 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 |
| 1257 | 1169 | 2426 |
| 51.8% | 48.2% | 100% |

Enquiry Outcomes

444 enquiries have been received by QQTO between 14 September 2015 to 30 September 2022 and 441 of these have been satisfactorily answered.