

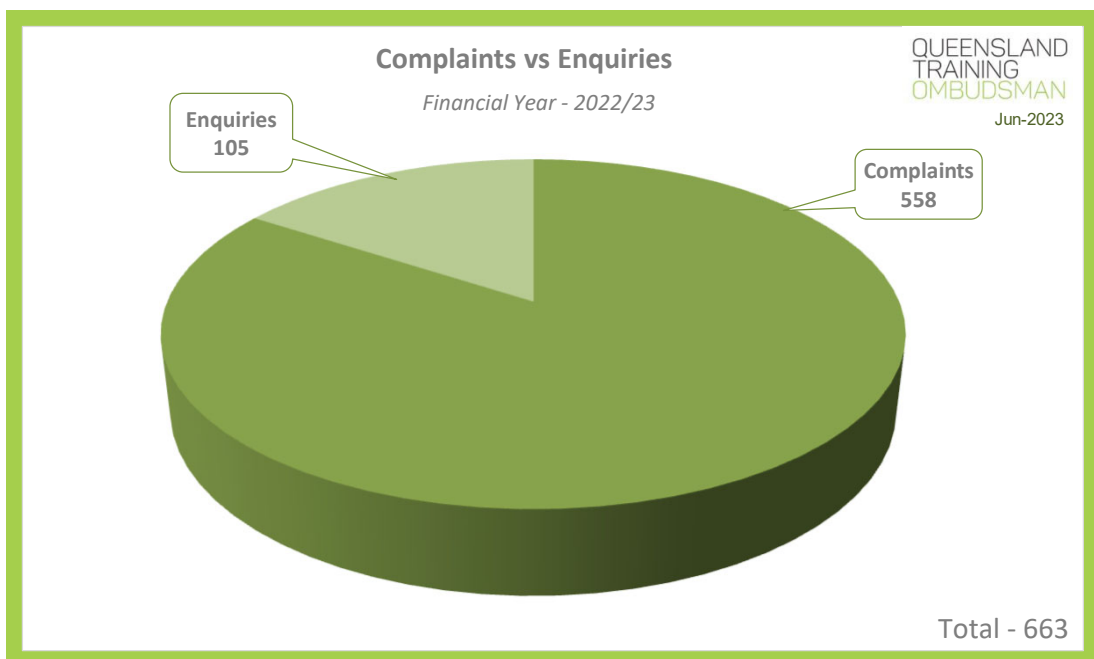
## Performance Report - as at 30 June 2023

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, 663 complaints and enquiries have been received by the OQTO to 30 June 2023.



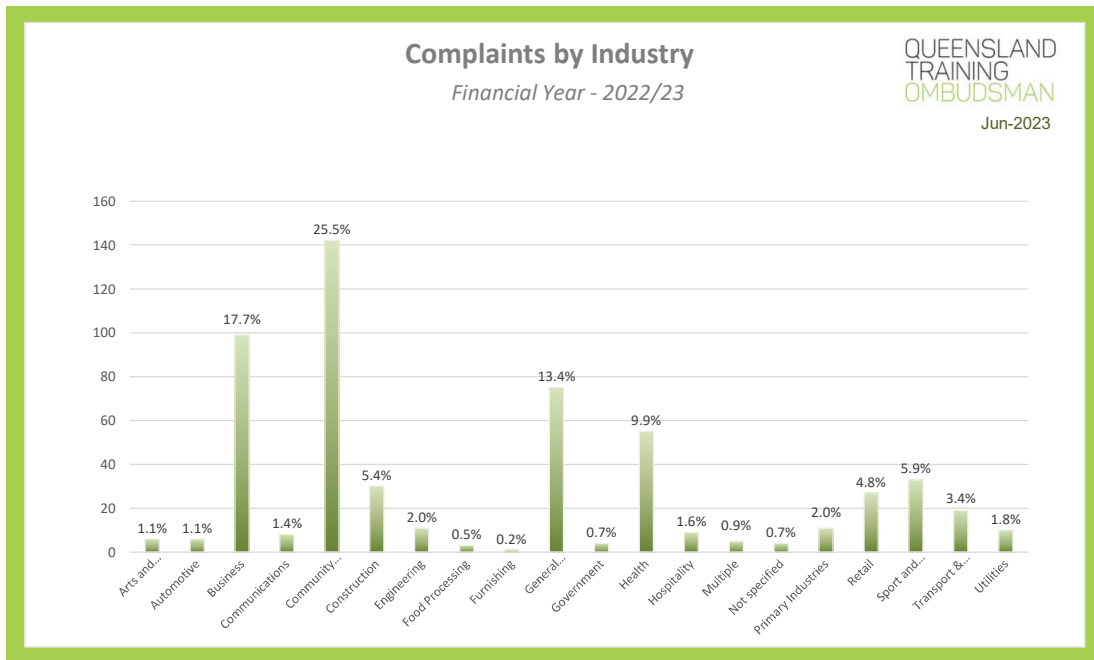
### **Complaint Breakdown by Issues**

Issue	Number
Apprenticeships/Traineeships	30
RTO/SAS/PQS	21
RTO Matter (including Fee for Service)	439
VET FEE Help/VET Student Loan	12
TAFE Qld Matter	16
Other	40
<b>Total - 2022/23 Financial Year</b>	<b>558</b>

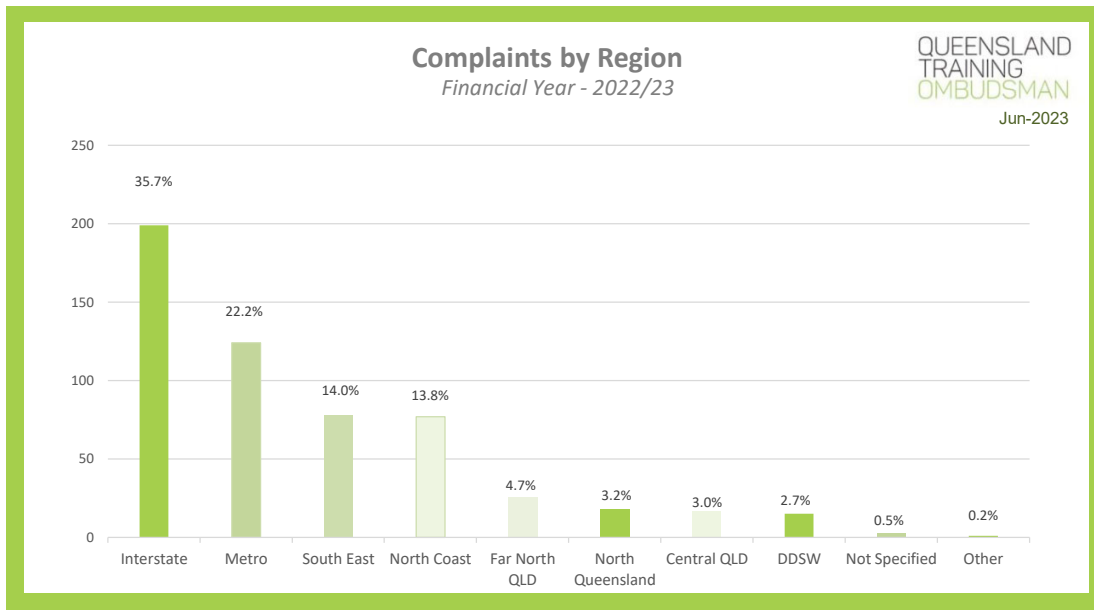
### **Complaint Breakdown by Stakeholder**

Complainant	Number
Apprentices/Trainees/Students	468
Employers	12
Government Agencies	0
Industry	11
Other Stakeholders	36
Parents/Guardians	27
RTO	2
VET Service Provider (non RTO)	2
<b>Total - 2022/23 Financial Year</b>	<b>558</b>

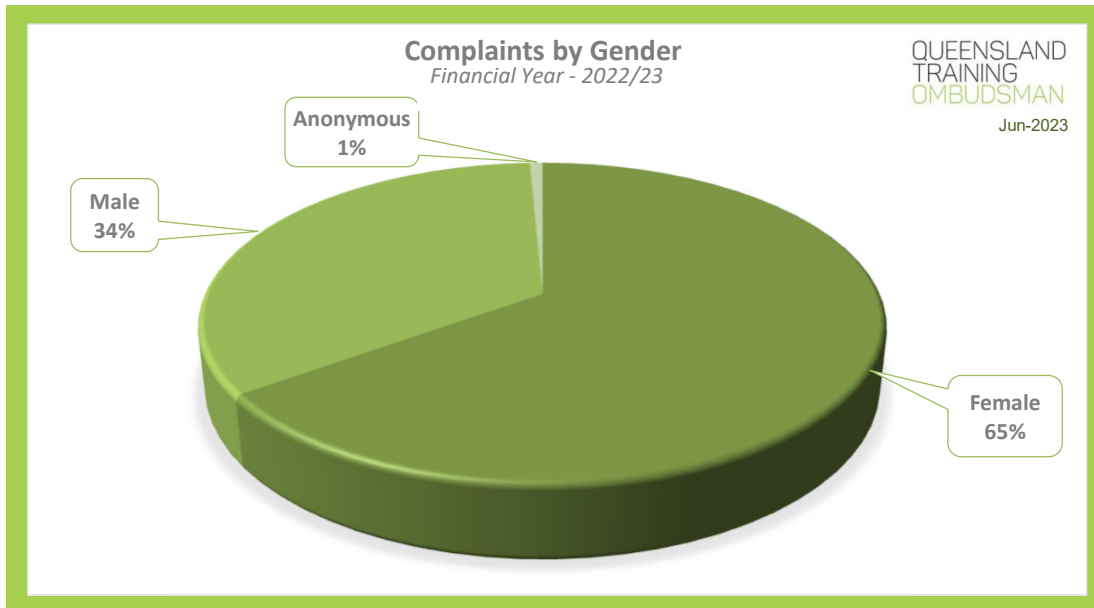
### Complaint Breakdown by Industry



### Complaint Breakdown by Location



### Complaint Breakdown by Gender



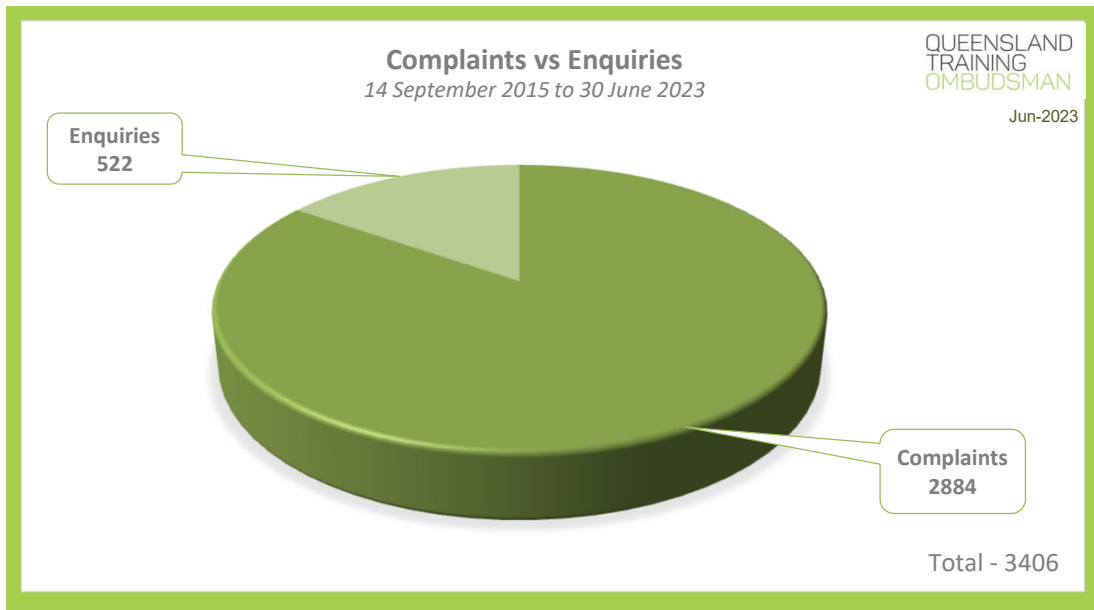
Since 1 July 2022, \$209,622 in fees have been waived or recovered for students as a result of the Queensland Training Ombudsman’s investigation and intervention.

### 14 September 2015 – 30 June 2023 Activity

#### Summary of Complaints and Enquiries

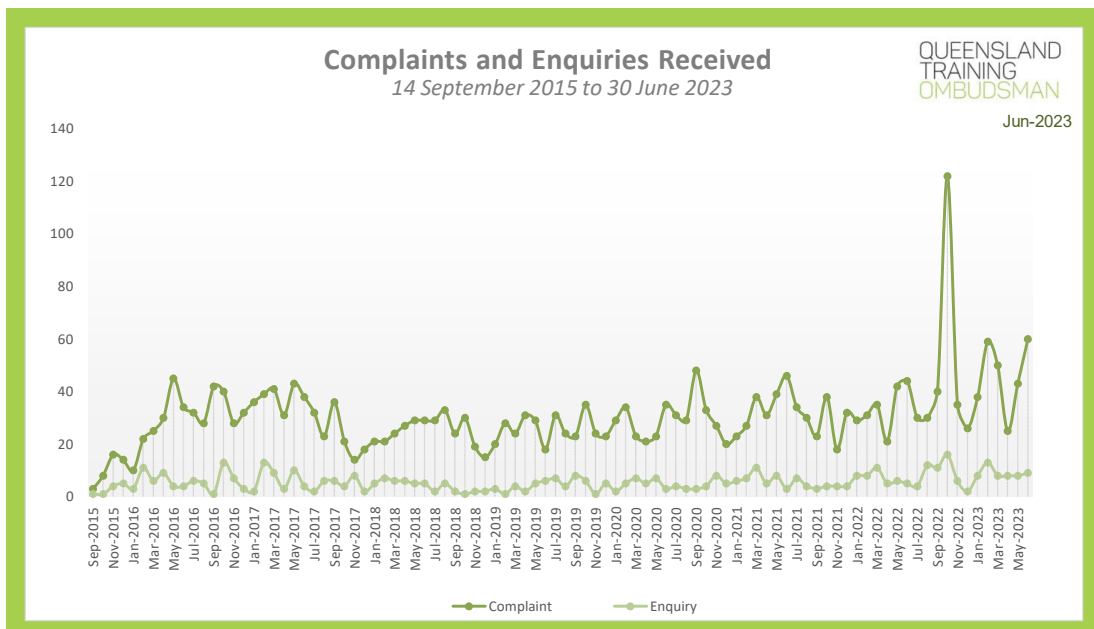
COMPLAINTS			
2884	2805	51.8%	73.9%
RECEIVED	COMPLETED	COMPLETED WITHIN 30 DAYS	COMPLAINANT OUTCOME ACHIEVED
<b>\$1,336,344</b> OF FEES REFUNDED/REIMBURSED/WAIVED			
FORMAL ENQUIRIES		OTHER	
522	520	86,108	4,145+
RECEIVED	COMPLETED	WEB HITS	STAKEHOLDERS ATTENDED PRESENTATIONS

### Breakdown of Complaints versus Enquiries



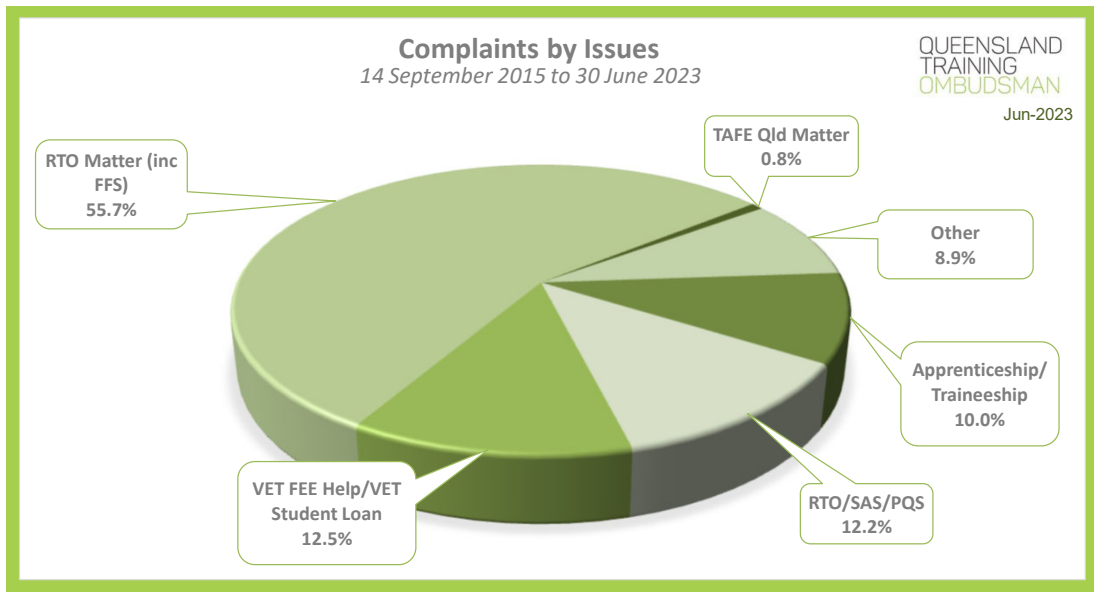
As at 30 June 2023, the Queensland Training Ombudsman received a total of 3406 complaints and enquiries dealing with training issues and/or helping people to navigate the complex VET sector.

### 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	558	105	663
<b>Total complaints/enquiries since commencement</b>	<b>2884</b>	<b>522</b>	<b>3406</b>

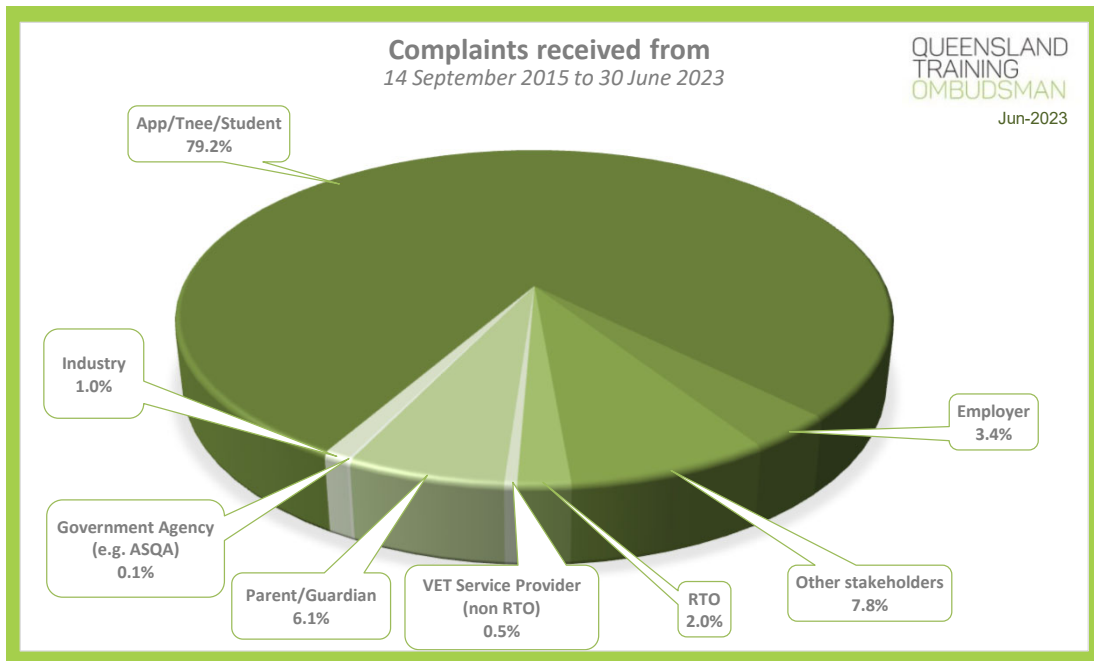
### Complaint Breakdown by Issues



Issue	Number	Percentage
<b>Apprenticeships/Traineeships</b>		
- Current Govt Policy (0)		
- Duration (1)		
- Employer Behaviour (10)		
- Enrolment/ Refund (0)		
- Fees (0)		
- Incentives (0)		
- No Tg/Emp Provided (0)		
- Not Specified (0)		
- Other Stakeholder Behaviour (2)		
- Quality (0)		
- Recruit/ Market/ Assess (0)		
- RTO Behaviour (15)		
- SATs (2)		
- VETiS (0)		
	288	10.0
<b>RTO/SAS/PQS</b>		
- 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 (1)		
- Recruit/ Market/ Assess (0)		
- RTO Behaviour (20)		
- SATs (0)		
- VETiS (0)		
	351	12.2

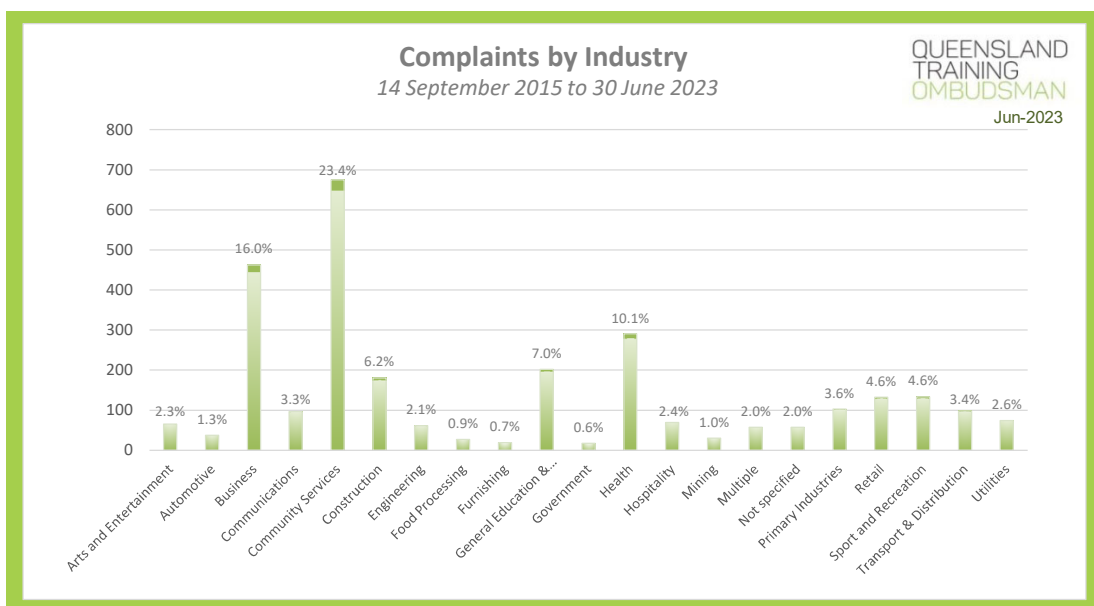
Issue	Number	Percentage
<b>VET FEE Help/VET Student Loan</b> - Current Govt Policy (0) - Duration (0) - Employer Behaviour (0) - Enrolment/ Refund (0) - Fees (0) - Incentives (0) - No Tg/Emp Provided (0) - Not Specified (0) - Other Stakeholder Behaviour (0) - Quality (0) - Recruit/ Market/ Assess (0) - RTO Behaviour (0) - SATs (0) - VETIS (0)	360	12.5
<b>RTO Matter (including Fee for Service)</b> - Current Govt Policy (0) - Duration (0) - Employer Behaviour (0) - Enrolment/ Refund (46) - Fees (4) - Incentives (0) - No Tg/Emp Provided (0) - Not Specified (0) - Other Stakeholder Behaviour (0) - Quality (24) - Recruit/ Market/ Assess (0) - RTO Behaviour (365) - SATs (0) - VETIS (0)	1606	55.7
<b>TAFE Qld Matter</b> - Current Govt Policy (0) - Duration (0) - Employer Behaviour (0) - Enrolment/ Refund (2) - Fees (1) - Incentives (0) - No Tg/Emp Provided (0) - Not Specified (0) - Other Stakeholder Behaviour (0) - Quality (0) - Recruit/ Market/ Assess (0) - RTO Behaviour (13) - SATs (0) - VETIS (0)	22	0.8
<b>Other</b> - Current Govt Policy (0) - Duration (0) - Employer Behaviour (0) - Enrolment/ Refund (2) - Fees (1) - Incentives (0) - No Tg/Emp Provided (0) - Not Specified (0) - Other Stakeholder Behaviour (0) - Quality (0) - Recruit/ Market/ Assess (0) - RTO Behaviour (13) - SATs (0) - VETIS (0)	257	8.9
<b>Total</b>	<b>2884</b>	<b>100.0</b>

## Complaint Breakdown by Stakeholder

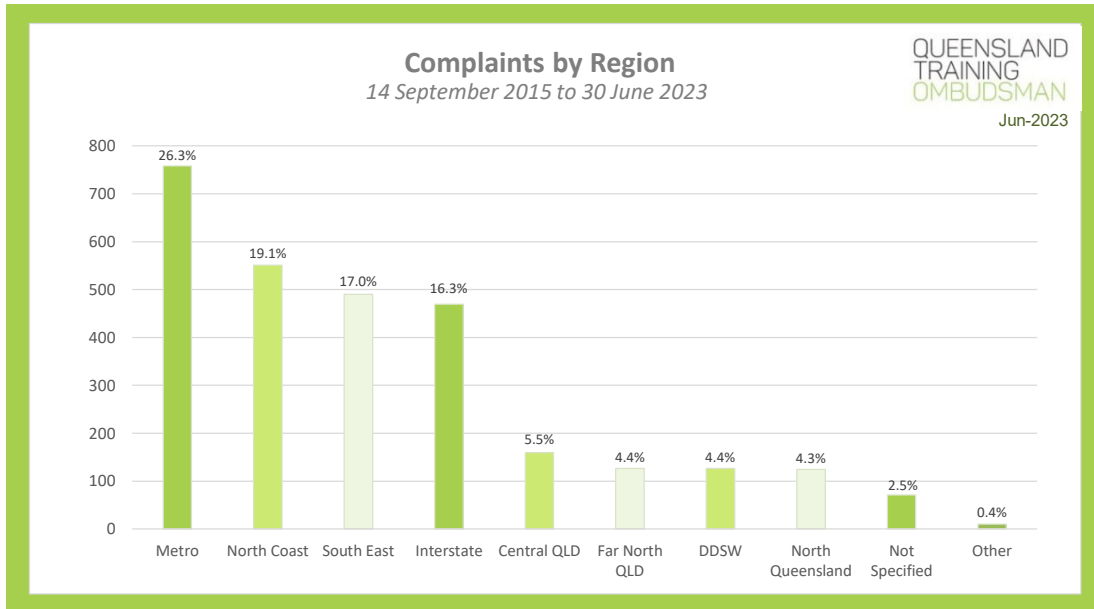


Complainant	Number	Percentage
Apprentices/Trainees/Students	2283	79.2
Employers	97	3.4
Government Agencies	4	0.1
Industry	29	1.0
Other Stakeholders	224	7.8
Parents/Guardians	175	6.1
RTO	58	2.0
VET Service Provider (non RTO)	14	0.5
<b>Total</b>	<b>2884</b>	<b>100.0</b>

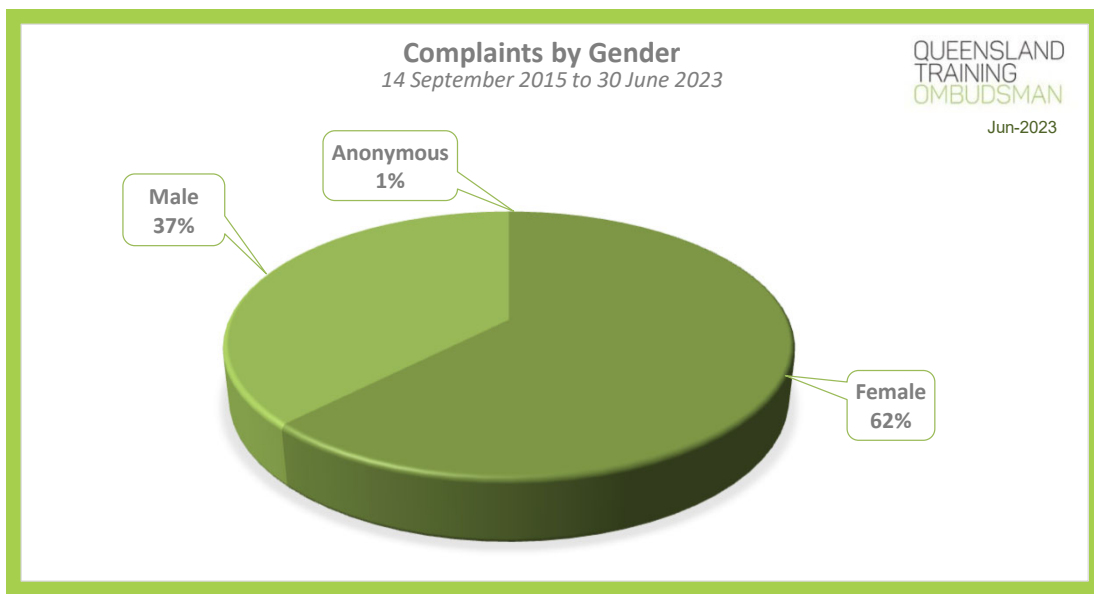
## Complaint Breakdown by Industry



### Complaint Breakdown by Location



### Complaint Breakdown by Gender





### Complaint Outcomes

Decisions	Number	% of completed complaints
Completed - complainant outcome achieved	2017	73.9
Completed – complainant outcome not achieved	587	21.5
Completed – no further action and formally withdrawn	125	4.6
<b>Total</b>	<b>2729</b>	<b>100.0</b>
Complaint Refused	76	
<b>Total Completed</b>	<b>2805</b>	

As at 30 June 2023, 2729 complaints have been completed and finalised. 2017 (73.9%) achieved the complainant's desired outcome, including cases of fee refund or waivers which totalled \$1,336,344.

587 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.

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

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

As at 30 June 2023, 79 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	111
<b>Total</b>	<b>165</b>

While there have been 165 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>1493</b>	<b>1391</b>	<b>2884</b>
<b>51.8%</b>	<b>48.2%</b>	<b>100%</b>

### Enquiry Outcomes

522 enquiries have been received by OQTO between 14 September 2015 to 30 June 2023 and 520 of these have been satisfactorily answered.