

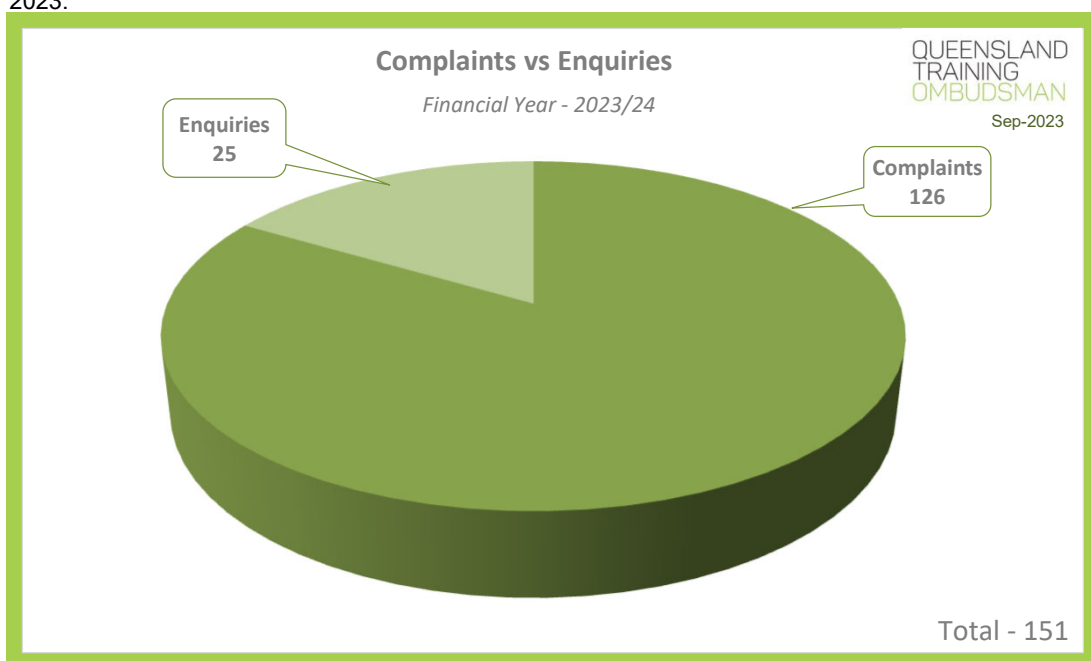
Performance Report - as at 30 September 2023

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.

2023/24 Activity

From 1 July 2023, 151 complaints and enquiries have been received by the OQTO to 30 September 2023.



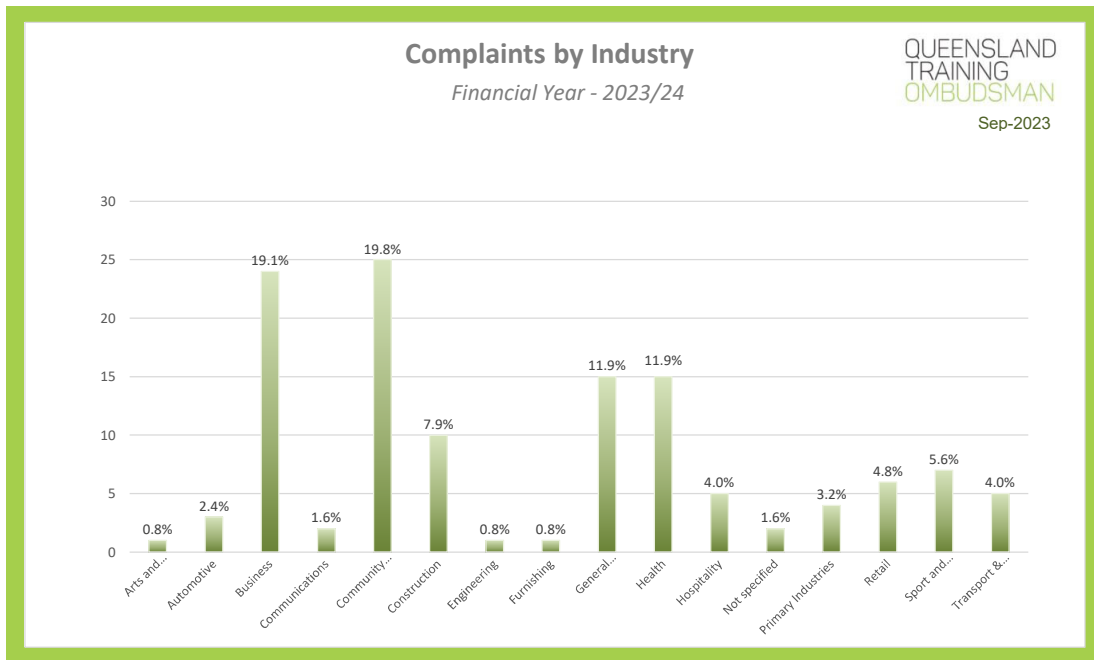
Complaint Breakdown by Issues

Issue	Number
Apprenticeships/Traineeships	3
RTO/SAS/PQS	10
RTO Matter (including Fee for Service)	91
VET FEE Help/VET Student Loan	6
TAFE Qld Matter	7
Other	9
Total - 2023/24 Financial Year	126

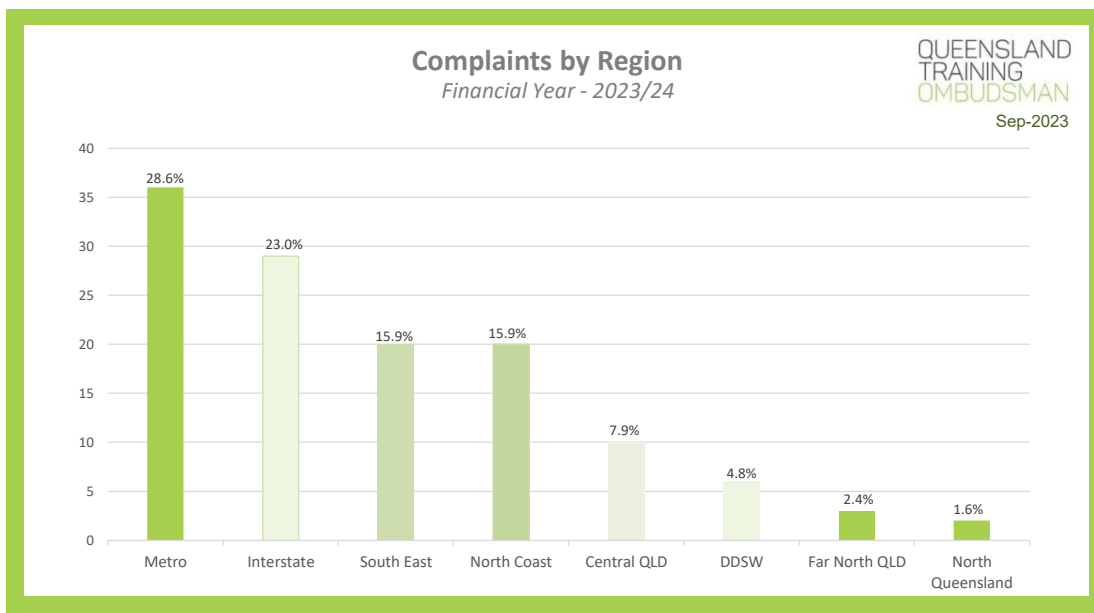
Complaint Breakdown by Stakeholder

Complainant	Number
Apprentices/Trainees/Students	109
Employers	5
Government Agencies	0
Industry	2
Other Stakeholders	6
Parents/Guardians	2
RTO	0
VET Service Provider (non RTO)	2
Total - 2023/24 Financial Year	126

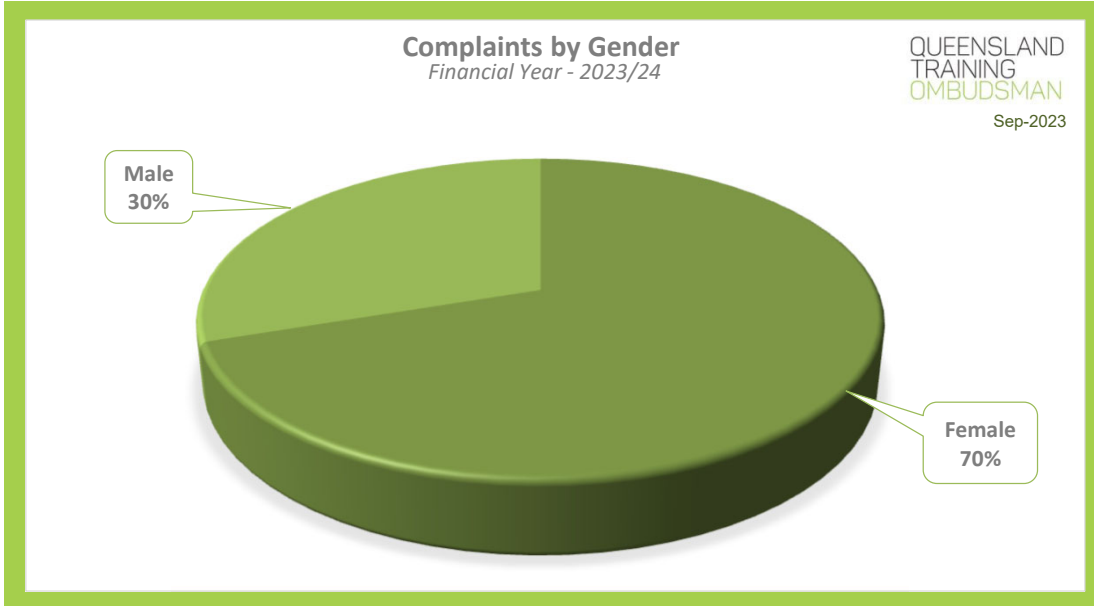
Complaint Breakdown by Industry



Complaint Breakdown by Location



Complaint Breakdown by Gender



Since 1 July 2023, \$52,662 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 2023 Activity

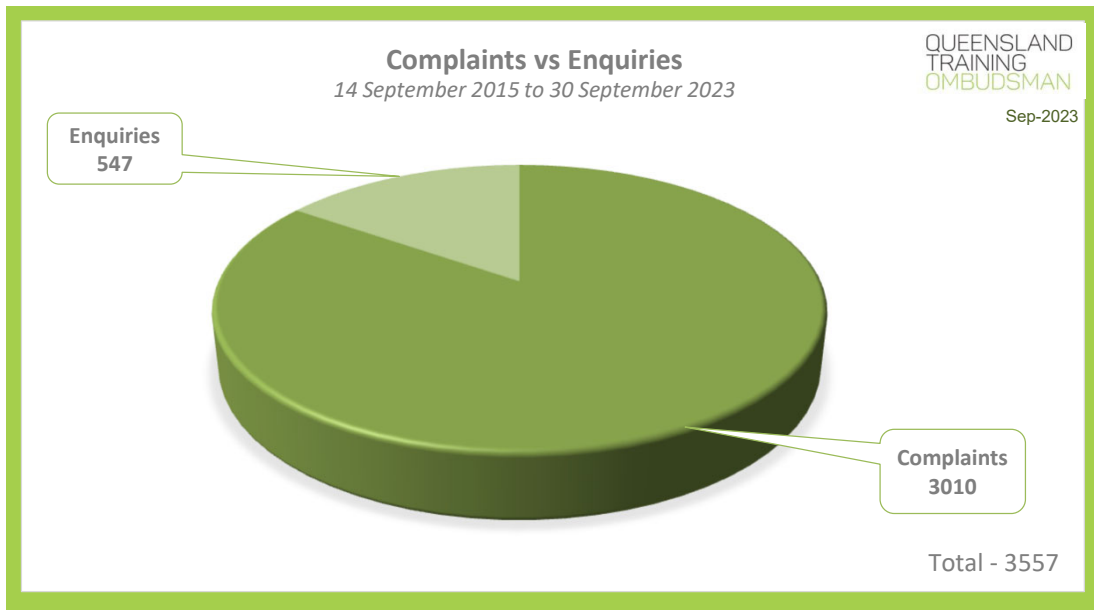
Summary of Complaints and Enquiries

COMPLAINTS			
3010	2948	51.9%	73.8%
RECEIVED	COMPLETED	COMPLETED WITHIN 30 DAYS	COMPLAINANT OUTCOME ACHIEVED

\$1,389,006 OF FEES REFUNDED/REIMBURSED/WAIVED

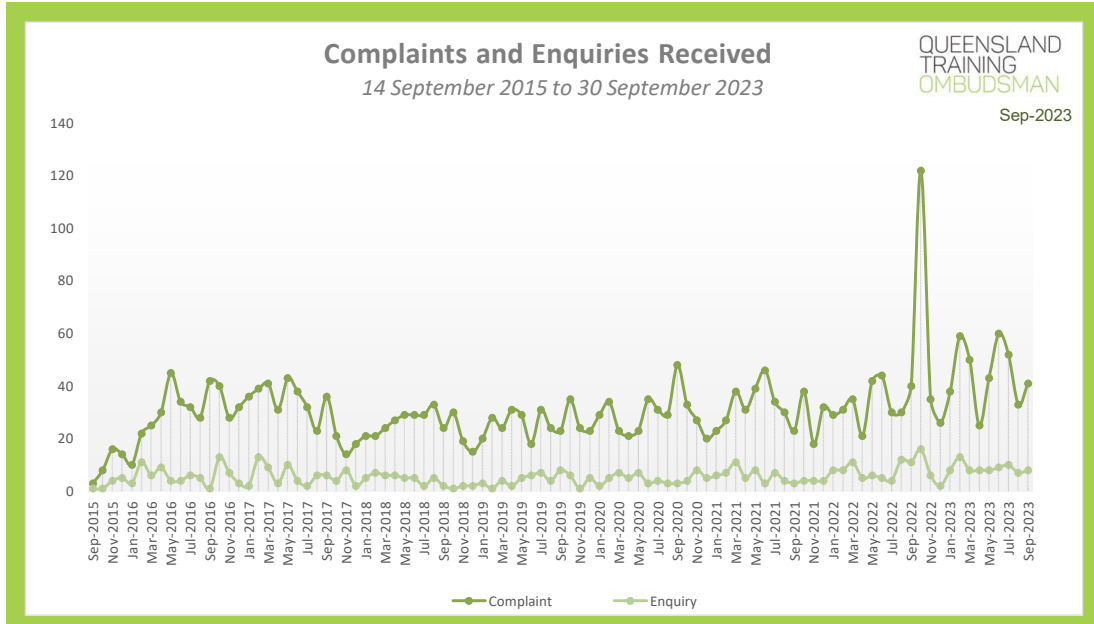
FORMAL ENQUIRIES		OTHER	
547	542	89,240	4,145+
RECEIVED	COMPLETED	WEB HITS	STAKEHOLDERS ATTENDED PRESENTATIONS

Breakdown of Complaints versus Enquiries



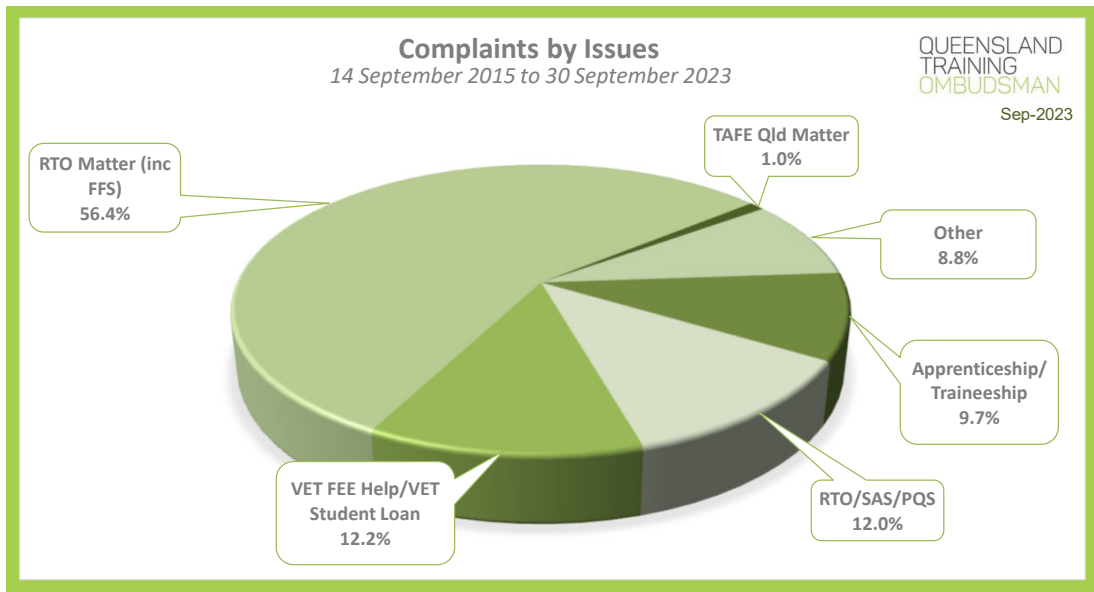
As at 30 September 2023, the Queensland Training Ombudsman received a total of 3557 complaints and enquiries dealing with training issues and/or helping people to navigate the complex VET sector.

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
Total complaints/enquiries for 2023/24	126	25	151
Total complaints/enquiries since commencement	3010	547	3557

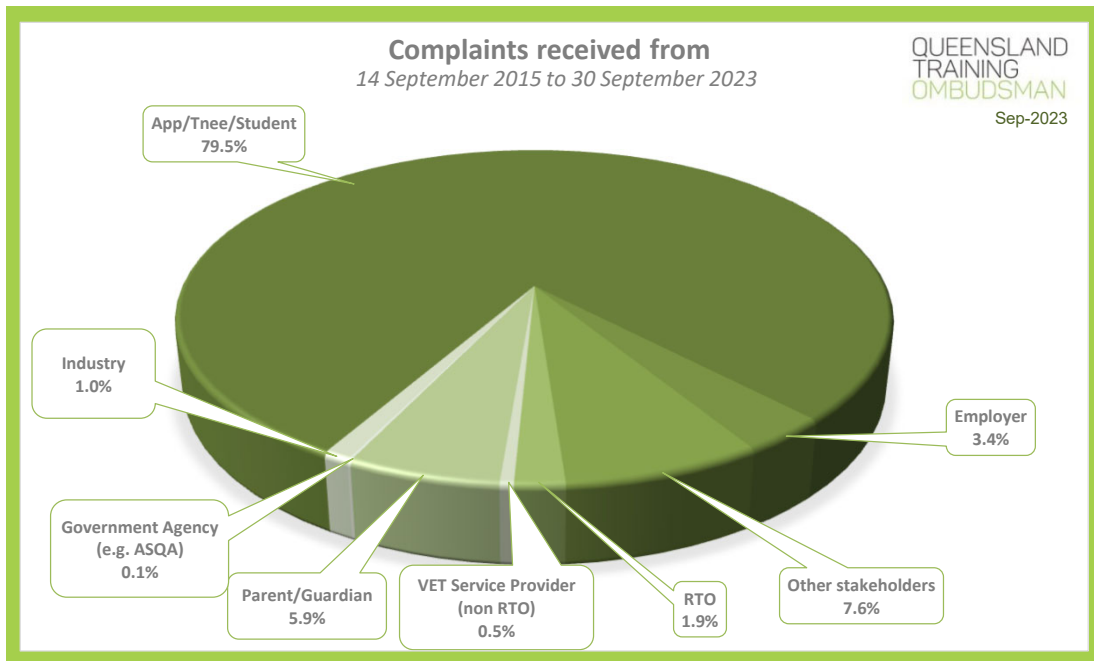
Complaint Breakdown by Issues



Issue	Number	Percentage
Apprenticeships/Traineeships		
- Current Govt Policy (0)		
- Duration (0)		
- Employer Behaviour (2)		
- Enrolment/ Refund (0)		
- Fees (0)		
- Incentives (0)		
- No Tg/Emp Provided (0)		
- Not Specified (0)		
- Other Stakeholder Behaviour (1)		
- Quality (0)		
- Recruit/ Market/ Assess (0)		
- RTO Behaviour (0)		
- SATs (0)		
- VETiS (0)		
	291	9.7
RTO/SAS/PQS		
- Current Govt Policy (0)		
- Duration (0)		
- Employer Behaviour (0)		
- Enrolment/ Refund (0)		
- Fees (1)		
- Incentives (0)		
- No Tg/Emp Provided (0)		
- Not Specified (0)		
- Other Stakeholder Behaviour (0)		
- Quality (2)		
- Recruit/ Market/ Assess (0)		
- RTO Behaviour (7)		
- SATs (0)		
- VETiS (0)		
	361	12.0

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)	366	12.2
- Not Specified (0)		
- Other Stakeholder Behaviour (0)		
- Quality (0)		
- Recruit/ Market/ Assess (0)		
- RTO Behaviour (0)		
- SATs (0)		
- VETIS (0)		
RTO Matter (including Fee for Service)		
- Current Govt Policy (0)		
- Duration (0)		
- Employer Behaviour (0)		
- Enrolment/ Refund (11)		
- Fees (0)		
- Incentives (0)		
- No Tg/Emp Provided (0)	1697	56.4
- Not Specified (0)		
- Other Stakeholder Behaviour (0)		
- Quality (8)		
- Recruit/ Market/ Assess (0)		
- RTO Behaviour (72)		
- SATs (0)		
- VETIS (0)		
TAFE Qld Matter		
- Current Govt Policy (0)		
- Duration (0)		
- Employer Behaviour (0)		
- Enrolment/ Refund (0)		
- Fees (0)		
- Incentives (0)		
- No Tg/Emp Provided (0)	29	1.0
- Not Specified (0)		
- Other Stakeholder Behaviour (0)		
- Quality (1)		
- Recruit/ Market/ Assess (0)		
- RTO Behaviour (6)		
- SATs (0)		
- VETIS (0)		
Other		
- Current Govt Policy (0)		
- Duration (0)		
- Employer Behaviour (0)		
- Enrolment/ Refund (0)		
- Fees (0)		
- Incentives (0)		
- No Tg/Emp Provided (0)	266	8.8
- Not Specified (0)		
- Other Stakeholder Behaviour (0)		
- Quality (1)		
- Recruit/ Market/ Assess (0)		
- RTO Behaviour (6)		
- SATs (0)		
- VETIS (0)		
Total	3010	100.0

Complaint Breakdown by Stakeholder

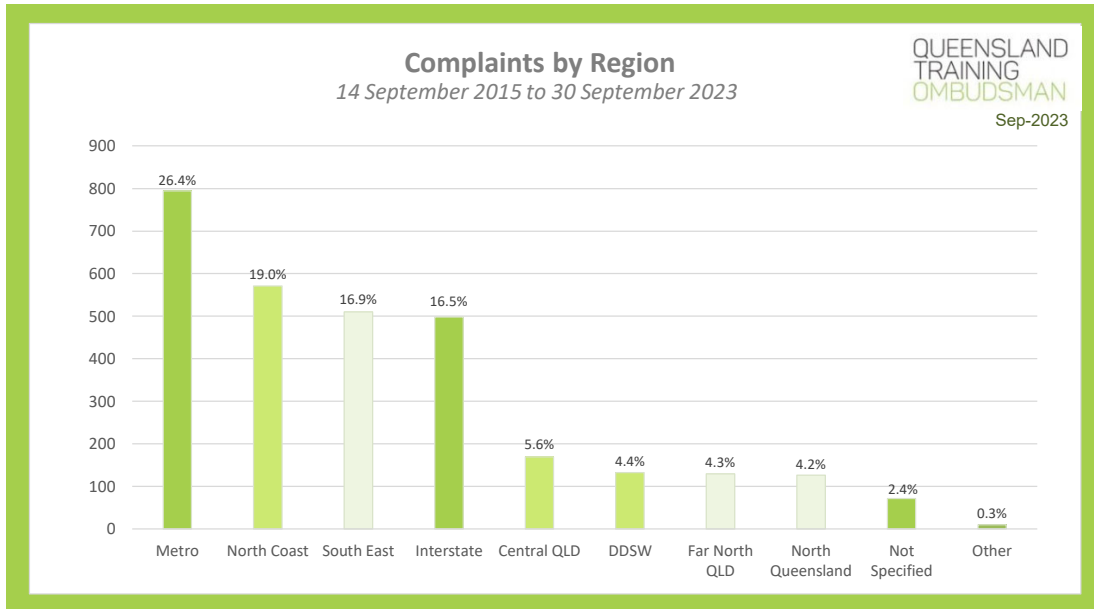


Complainant	Number	Percentage
Apprentices/Trainees/Students	2392	79.5
Employers	102	3.4
Government Agencies	4	0.1
Industry	31	1.0
Other Stakeholders	230	7.6
Parents/Guardians	177	5.9
RTO	58	1.9
VET Service Provider (non RTO)	16	0.5
Total	3010	100.0

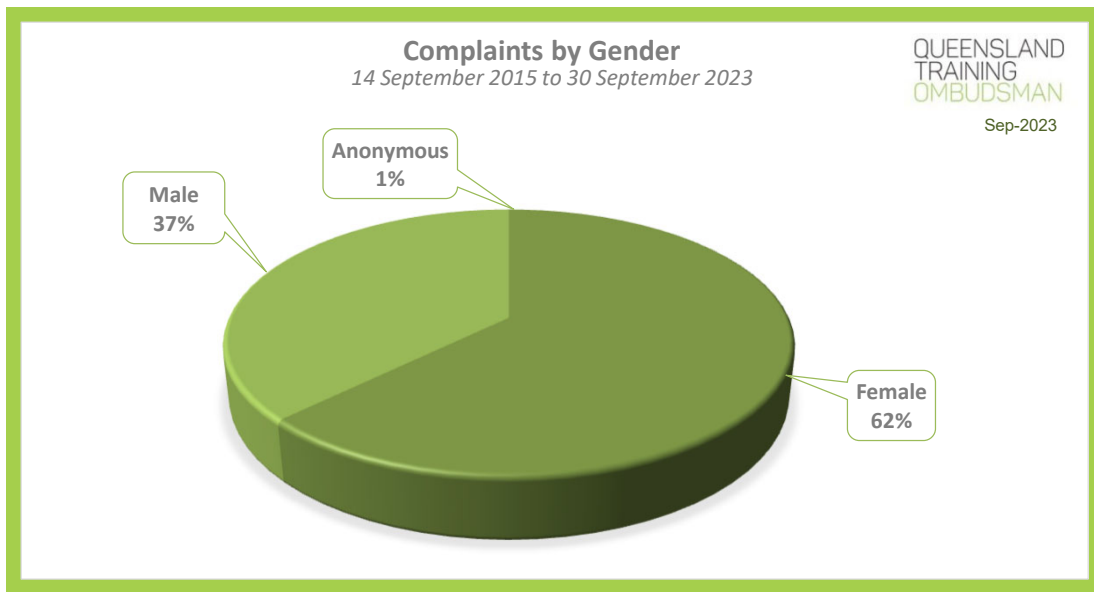
Complaint Breakdown by Industry



Complaint Breakdown by Location



Complaint Breakdown by Gender



Complaint Outcomes

Decisions	Number	% of completed complaints
Completed - complainant outcome achieved	2118	73.8
Completed – complainant outcome not achieved	602	21.0
Completed – no further action and formally withdrawn	148	5.2
Total	2868	100.0
Complaint Refused	80	
Total Completed	2948	

As at 30 September 2023, 2868 complaints have been completed and finalised. 2118 (73.8%) achieved the complainant's desired outcome, including cases of fee refund or waivers which totalled \$1,389,006.

602 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.

148 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 30 September 2023, 62 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	114
Total	168

While there have been 168 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
1563	1447	3010
51.9%	48.1%	100%

Enquiry Outcomes

547 enquiries have been received by QQTO between 14 September 2015 to 30 September 2023 and 542 of these have been satisfactorily answered.