

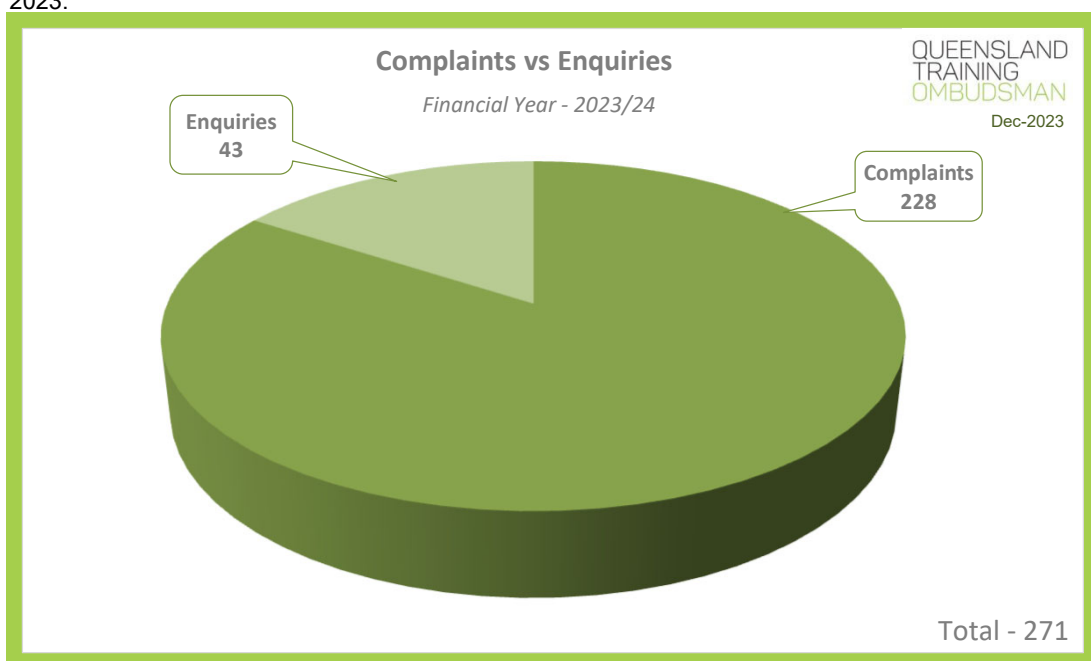
Performance Report - as at 31 December 2023

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, 271 complaints and enquiries have been received by the OQTO to 31 December 2023.



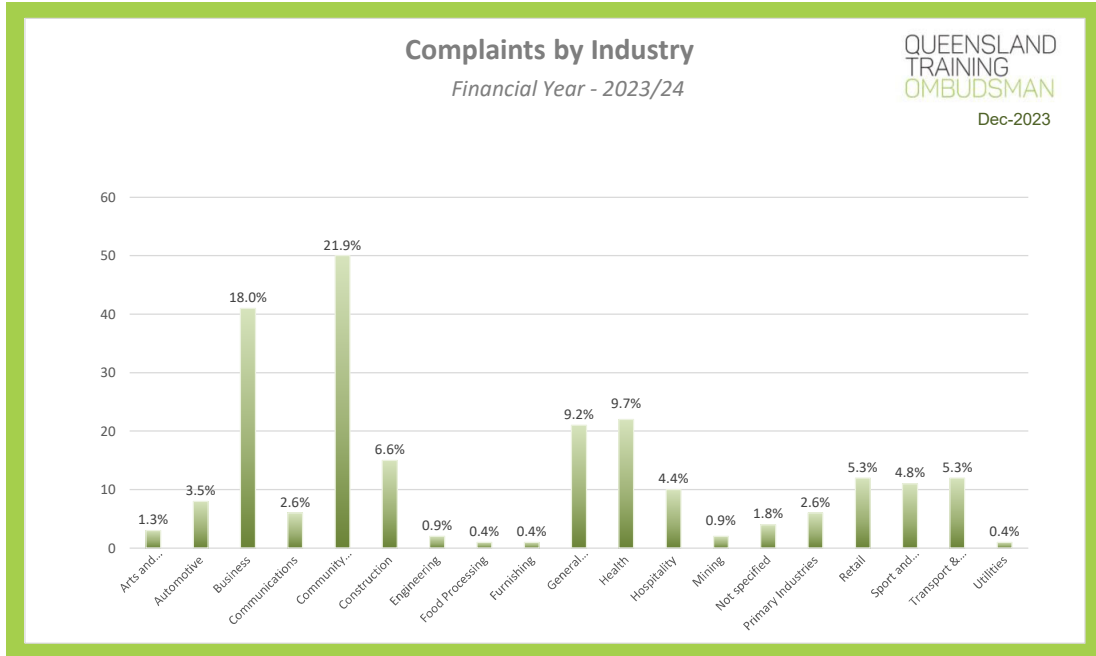
Complaint Breakdown by Issues

Issue	Number
Apprenticeships/Traineeships	10
RTO/SAS/PQS	14
RTO Matter (including Fee for Service)	158
VET FEE Help/VET Student Loan	9
TAFE Qld Matter	14
Other	23
Total - 2023/24 Financial Year	228

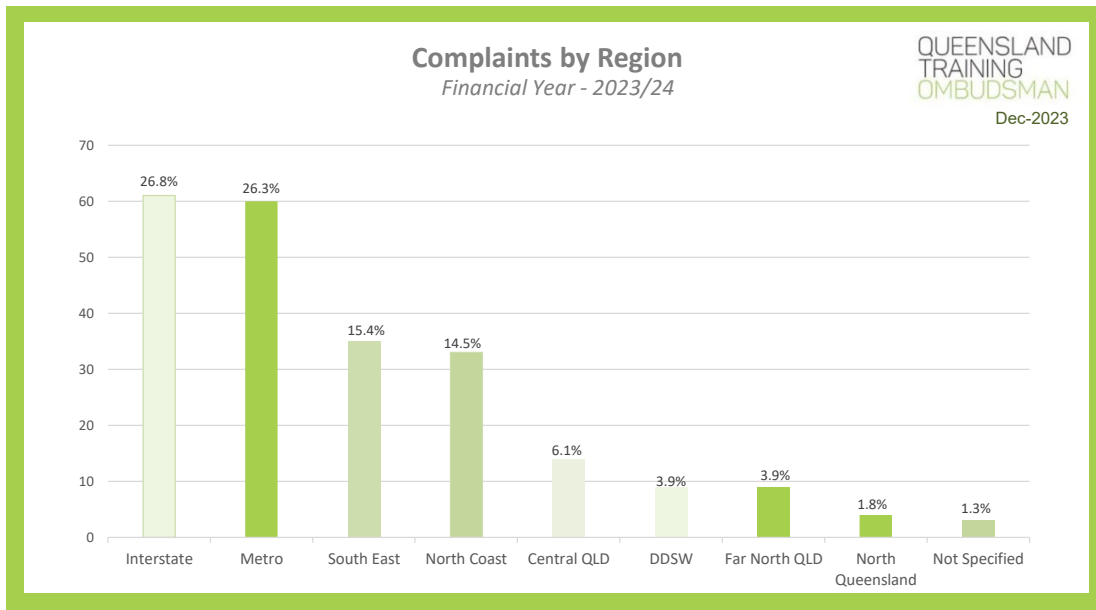
Complaint Breakdown by Stakeholder

Complainant	Number
Apprentices/Trainees/Students	184
Employers	8
Government Agencies	0
Industry	3
Other Stakeholders	23
Parents/Guardians	7
RTO	0
VET Service Provider (non RTO)	3
Total - 2023/24 Financial Year	228

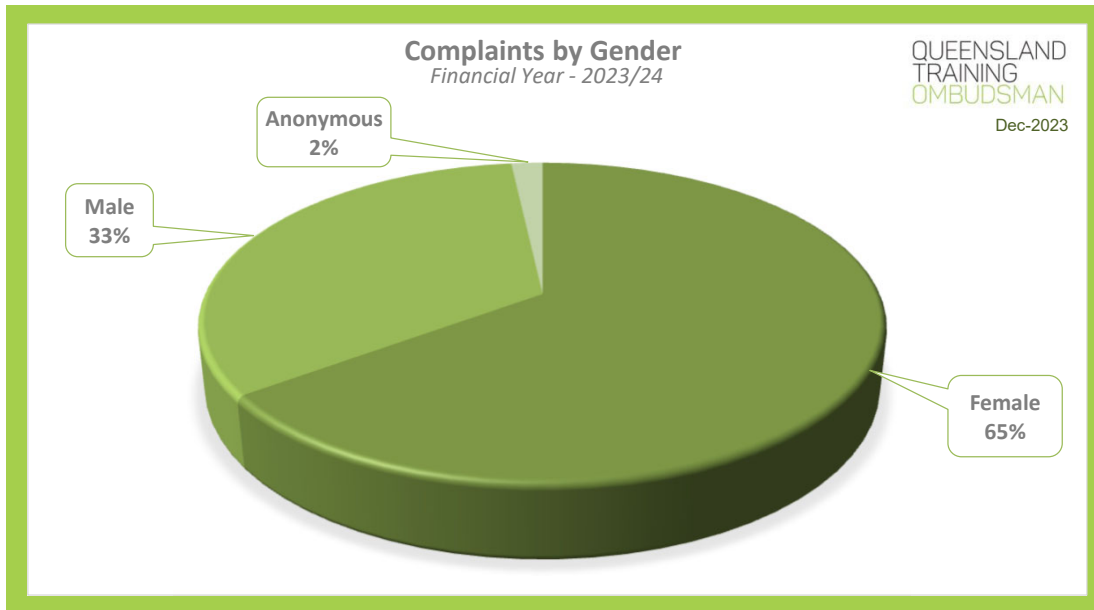
Complaint Breakdown by Industry



Complaint Breakdown by Location



Complaint Breakdown by Gender



Since 1 July 2023, \$87,167 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 2023 Activity

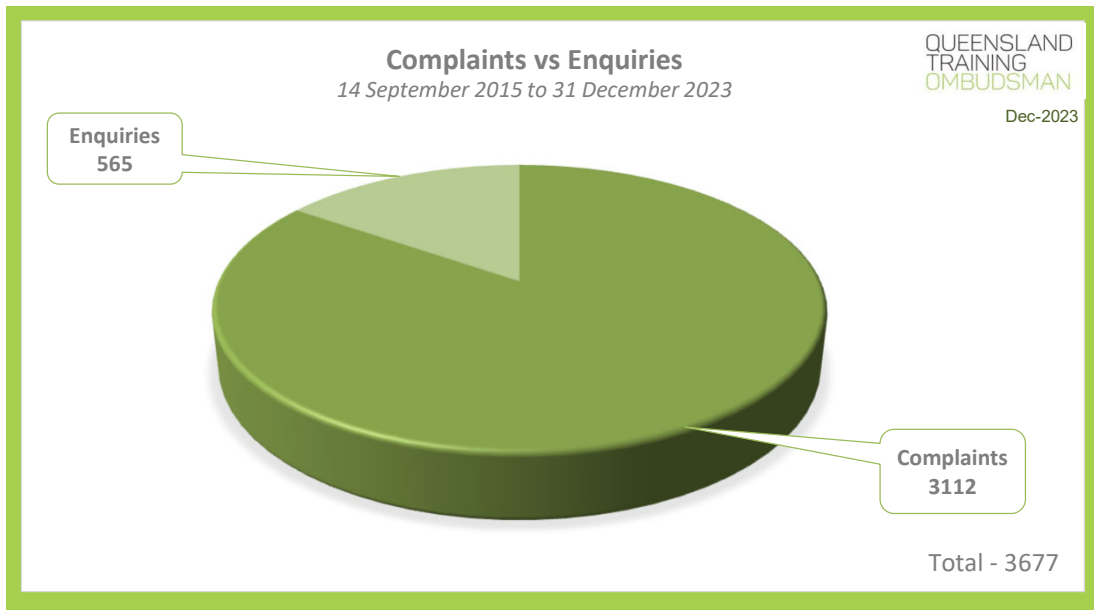
Summary of Complaints and Enquiries

COMPLAINTS			
3112	3084	51.3%	73.9%
RECEIVED	COMPLETED	COMPLETED WITHIN 30 DAYS	COMPLAINANT OUTCOME ACHIEVED

\$1,423,511 OF FEES REFUNDED/REIMBURSED/WAIVED

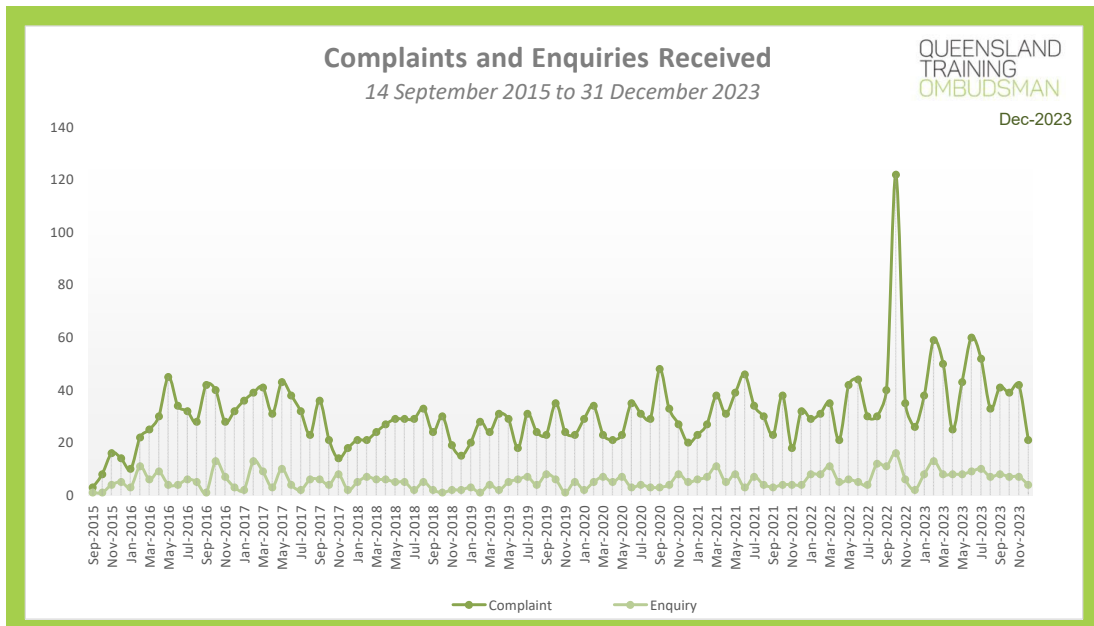
FORMAL ENQUIRIES		OTHER	
565	565	91,227	4,188+
RECEIVED	COMPLETED	WEB HITS	STAKEHOLDERS ATTENDED PRESENTATIONS

Breakdown of Complaints versus Enquiries



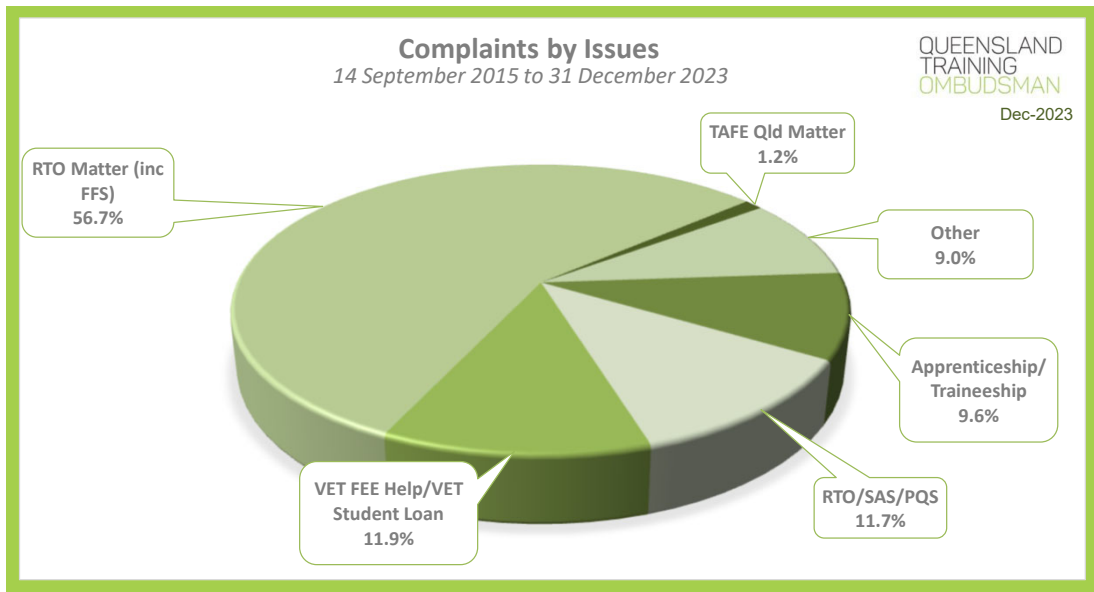
As at 31 December 2023, the Queensland Training Ombudsman received a total of 3677 complaints and enquiries dealing with training issues and/or helping people to navigate the complex VET sector.

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	228	43	271
Total complaints/enquiries since commencement	3112	565	3677

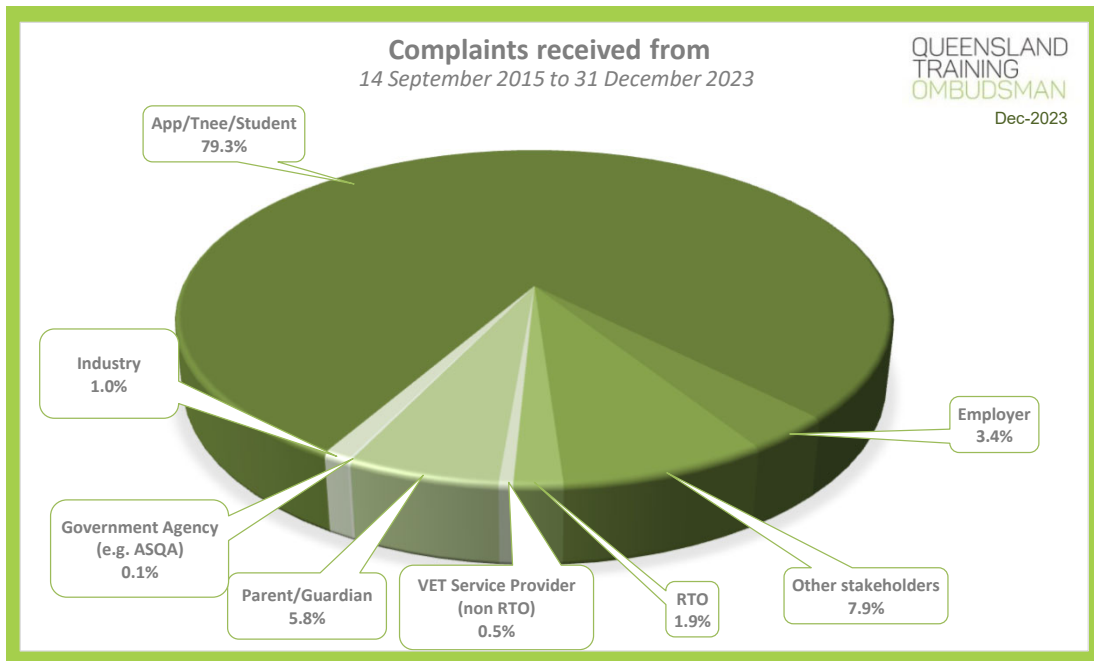
Complaint Breakdown by Issues



Issue	Number	Percentage
Apprenticeships/Traineeships		
- Current Govt Policy (34)		
- Duration (2)		
- Employer Behaviour (85)		
- Enrolment/ Refund (4)		
- Fees (11)		
- Incentives (9)		
- No Tg/Emp Provided (7)		
- Not Specified (4)		
- Other Stakeholder Behaviour (25)		
- Quality (5)		
- Recruit/ Market/ Assess (0)		
- RTO Behaviour (101)		
- SATs (11)		
- VETiS (0)		
	298	9.6
RTO/SAS/PQS		
- Current Govt Policy (15)		
- Duration (0)		
- Employer Behaviour (1)		
- Enrolment/ Refund (32)		
- Fees (11)		
- Incentives (1)		
- No Tg/Emp Provided (2)		
- Not Specified (0)		
- Other Stakeholder Behaviour (3)		
- Quality (16)		
- Recruit/ Market/ Assess (9)		
- RTO Behaviour (273)		
- SATs (0)		
- VETiS (2)		
	365	11.7

Issue	Number	Percentage
VET FEE Help/VET Student Loan - Current Govt Policy (1) - Duration (0) - Employer Behaviour (2) - Enrolment/ Refund (250) - Fees (9) - Incentives (0) - No Tg/Emp Provided (0) - Not Specified (0) - Other Stakeholder Behaviour (5) - Quality (12) - Recruit/ Market/ Assess (11) - RTO Behaviour (79) - SATs (0) - VETIS (0)	369	11.9
RTO Matter (including Fee for Service) - Current Govt Policy (9) - Duration (2) - Employer Behaviour (1) - Enrolment/ Refund (538) - Fees (38) - Incentives (0) - No Tg/Emp Provided (2) - Not Specified (0) - Other Stakeholder Behaviour (5) - Quality (45) - Recruit/ Market/ Assess (5) - RTO Behaviour (1119) - SATs (0) - VETIS (0)	1764	56.7
TAFE Qld Matter - Current Govt Policy (2) - Duration (0) - Employer Behaviour (0) - Enrolment/ Refund (2) - Fees (1) - Incentives (0) - No Tg/Emp Provided (0) - Not Specified (0) - Other Stakeholder Behaviour (1) - Quality (2) - Recruit/ Market/ Assess (0) - RTO Behaviour (28) - SATs (0) - VETIS (0)	36	1.2
Other - Current Govt Policy (21) - Duration (0) - Employer Behaviour (6) - Enrolment/ Refund (61) - Fees (5) - Incentives (1) - No Tg/Emp Provided (0) - Not Specified (5) - Other Stakeholder Behaviour (161) - Quality (1) - Recruit/ Market/ Assess (4) - RTO Behaviour (14) - SATs (0) - VETIS (1)	280	9.0
Total	3112	100.0

Complaint Breakdown by Stakeholder

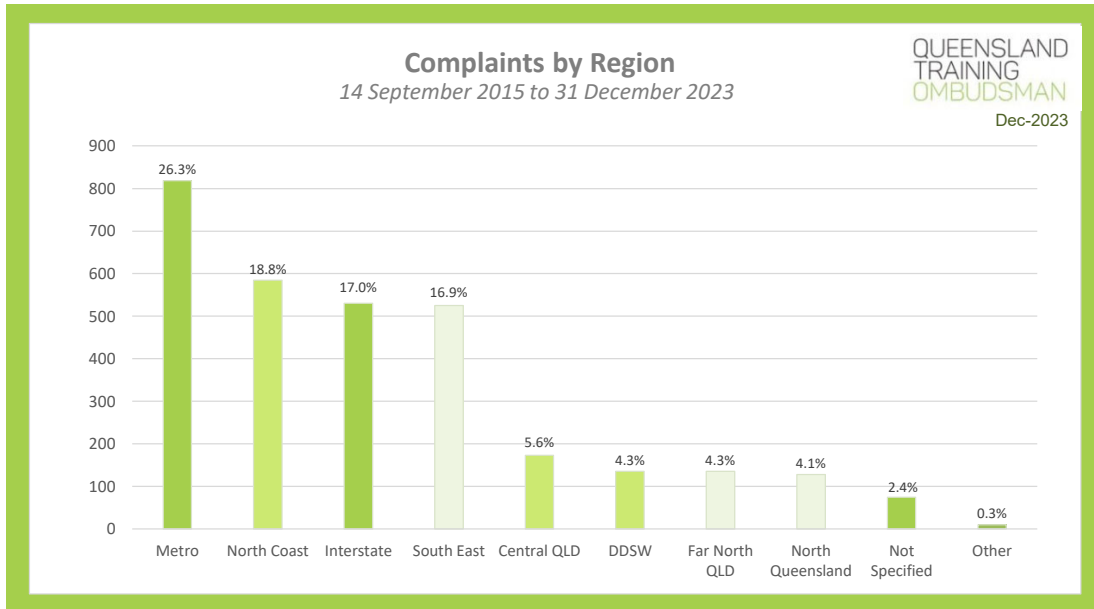


Complainant	Number	Percentage
Apprentices/Trainees/Students	2467	79.3
Employers	105	3.4
Government Agencies	4	0.1
Industry	32	1.0
Other Stakeholders	247	7.9
Parents/Guardians	182	5.8
RTO	58	1.9
VET Service Provider (non RTO)	17	0.5
Total	3112	100.0

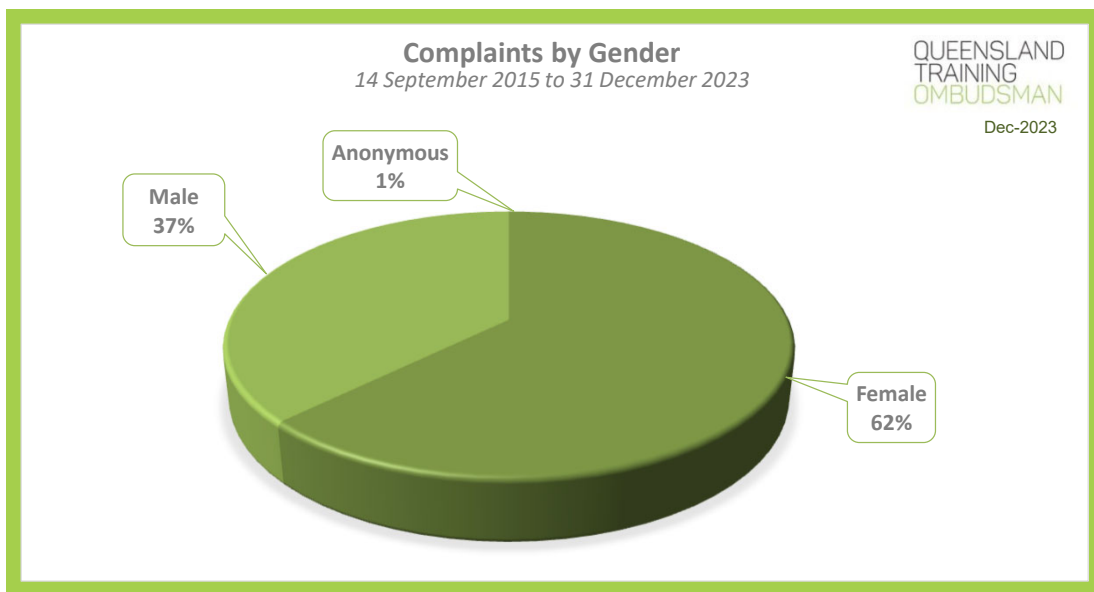
Complaint Breakdown by Industry



Complaint Breakdown by Location



Complaint Breakdown by Gender



Complaint Outcomes

Decisions	Number	% of completed complaints
Completed - complainant outcome achieved	2213	73.9
Completed – complainant outcome not achieved	626	20.9
Completed – no further action and formally withdrawn	157	5.2
Total	2996	100.0
Complaint Refused	88	
Total Completed	3084	

As at 31 December 2023, 2996 complaints have been completed and finalised. 2213 (73.9%) achieved the complainant's desired outcome, including cases of fee refund or waivers which totalled \$1,423,511.

626 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.

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

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

As at 31 December 2023, 28 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	116
Total	170

While there have been 170 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
1596	1516	3112
51.3%	48.7%	100%

Enquiry Outcomes

565 enquiries have been received by QQTO between 14 September 2015 to 31 December 2023 and 565 of these have been satisfactorily answered.