

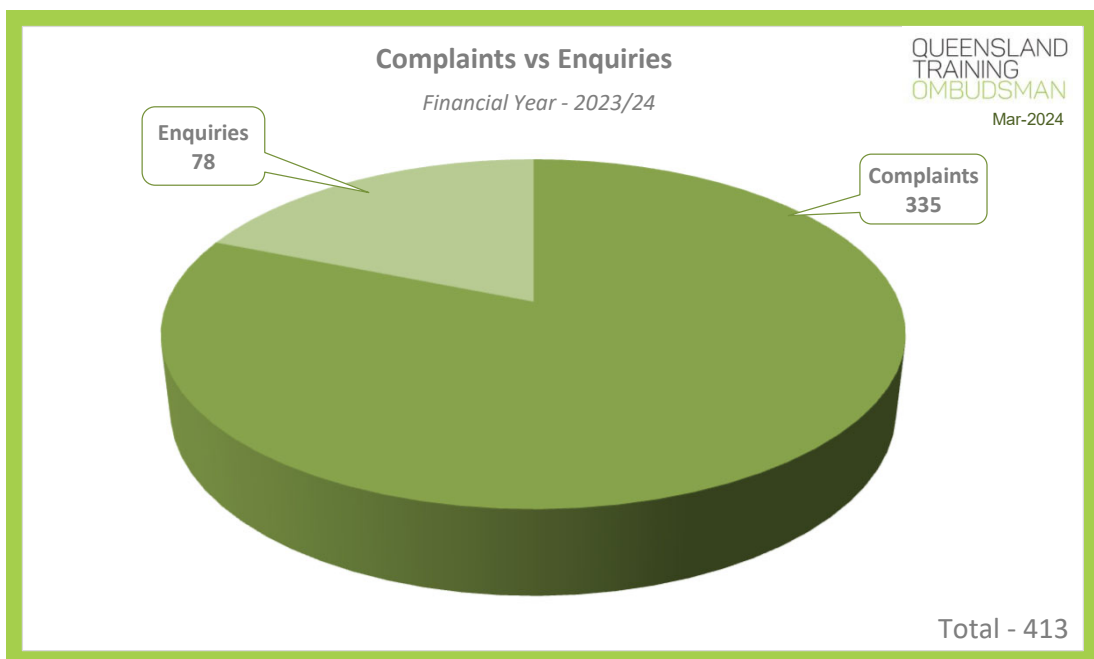
Performance Report - as at 31 March 2024

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, 413 complaints and enquiries have been received by the OQTO to 31 March 2024.



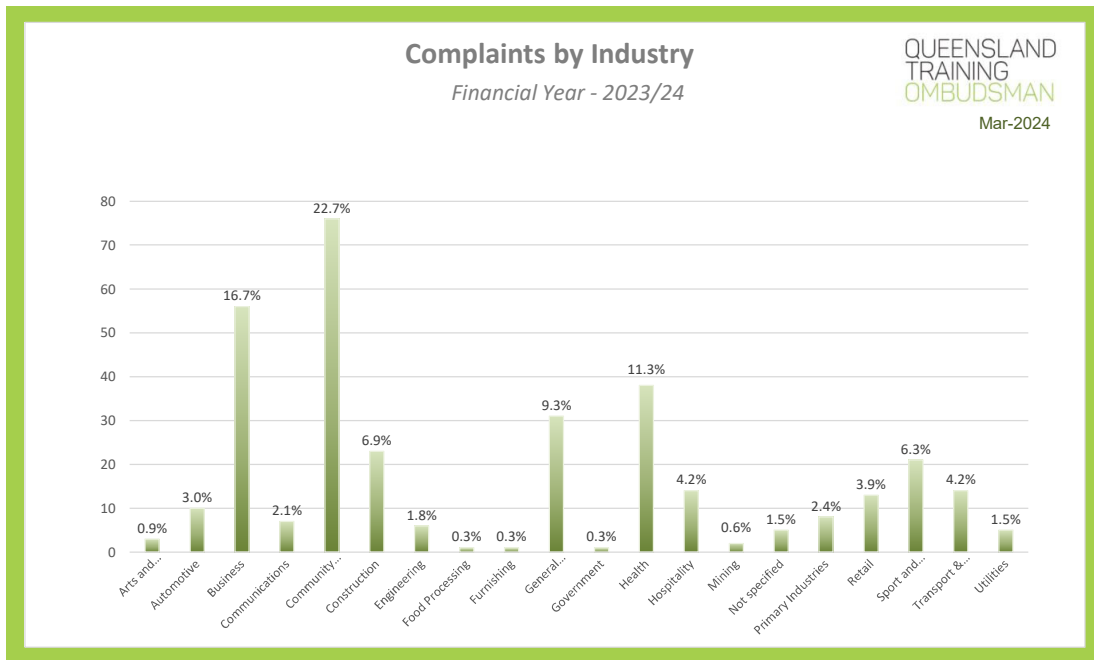
Complaint Breakdown by Issues

Issue	Number
Apprenticeships/Traineeships	16
RTO/SAS/PQS	15
RTO Matter (including Fee for Service)	236
VET FEE Help/VET Student Loan	12
TAFE Qld Matter	20
Other	36
Total - 2023/24 Financial Year	335

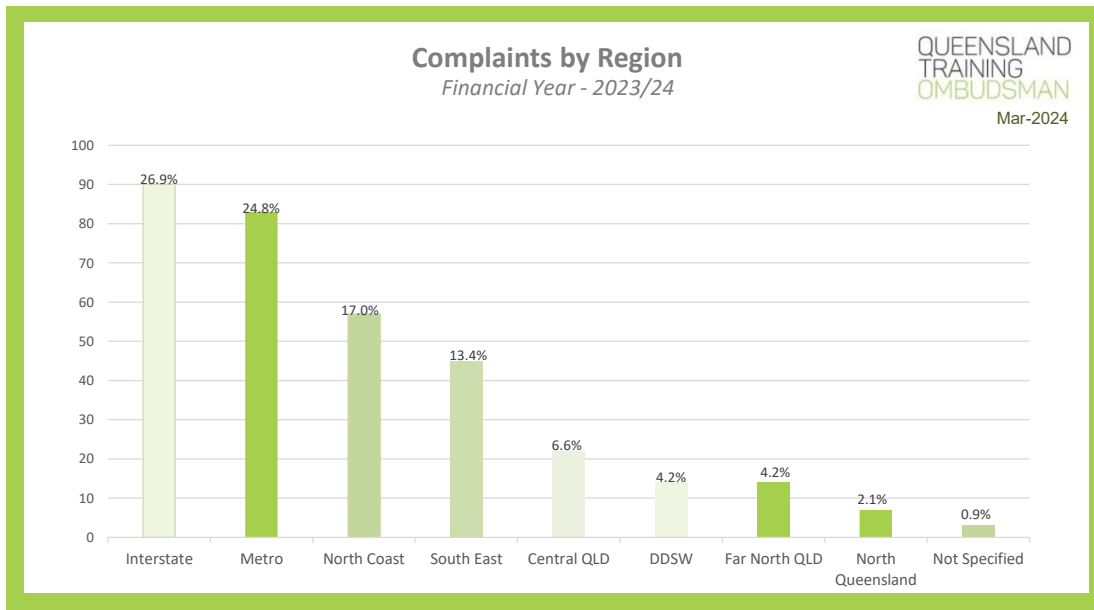
Complaint Breakdown by Stakeholder

Complainant	Number
Apprentices/Trainees/Students	260
Employers	9
Government Agencies	0
Industry	4
Other Stakeholders	42
Parents/Guardians	17
RTO	0
VET Service Provider (non RTO)	3
Total - 2023/24 Financial Year	335

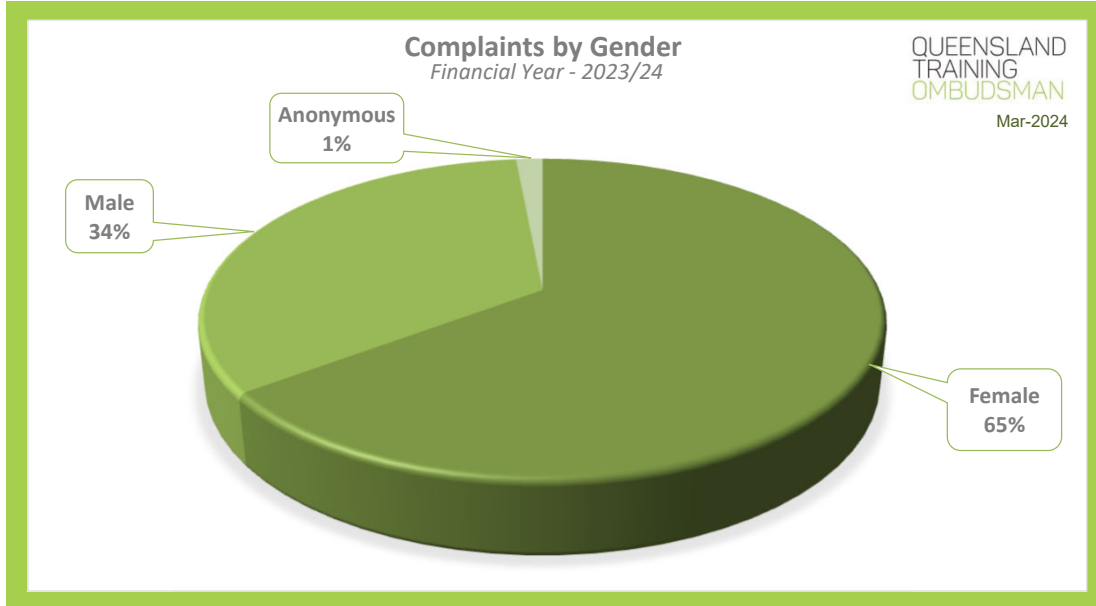
Complaint Breakdown by Industry



Complaint Breakdown by Location



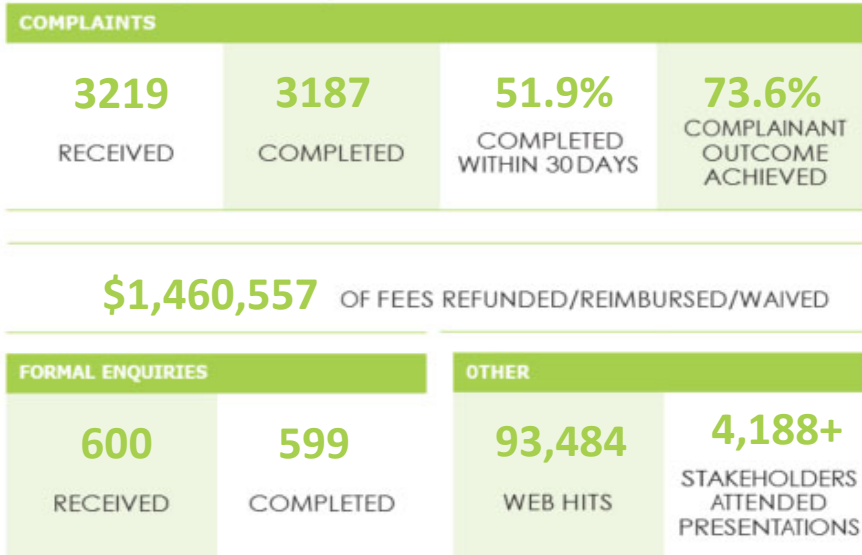
Complaint Breakdown by Gender



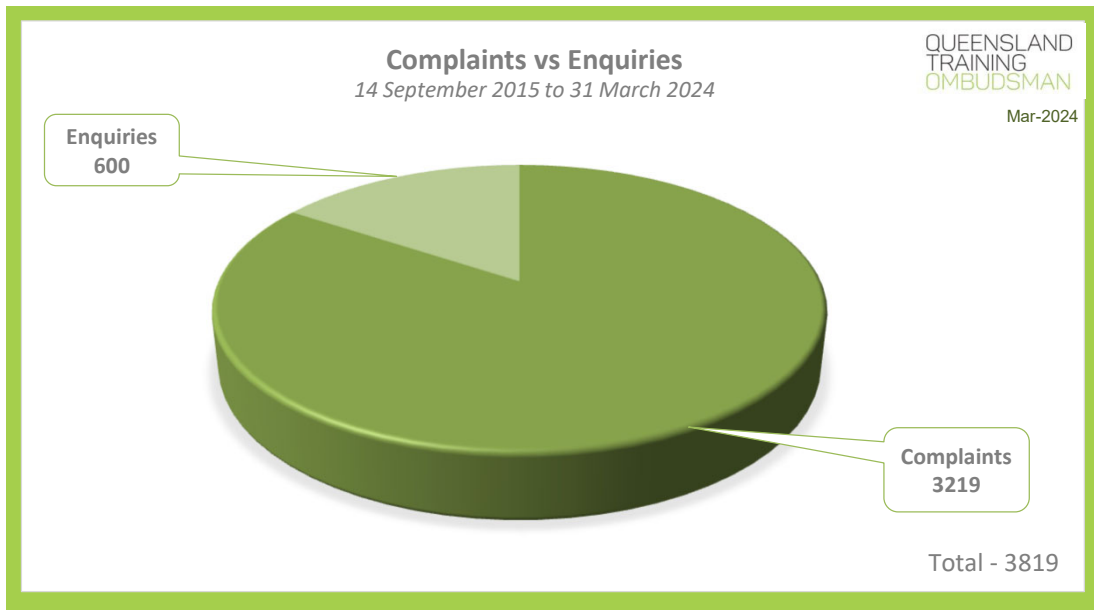
Since 1 July 2023, \$124,213 in fees have been waived or recovered for students as a result of the Queensland Training Ombudsman’s investigation and intervention.

14 September 2015 – 31 March 2024 Activity

Summary of Complaints and Enquiries

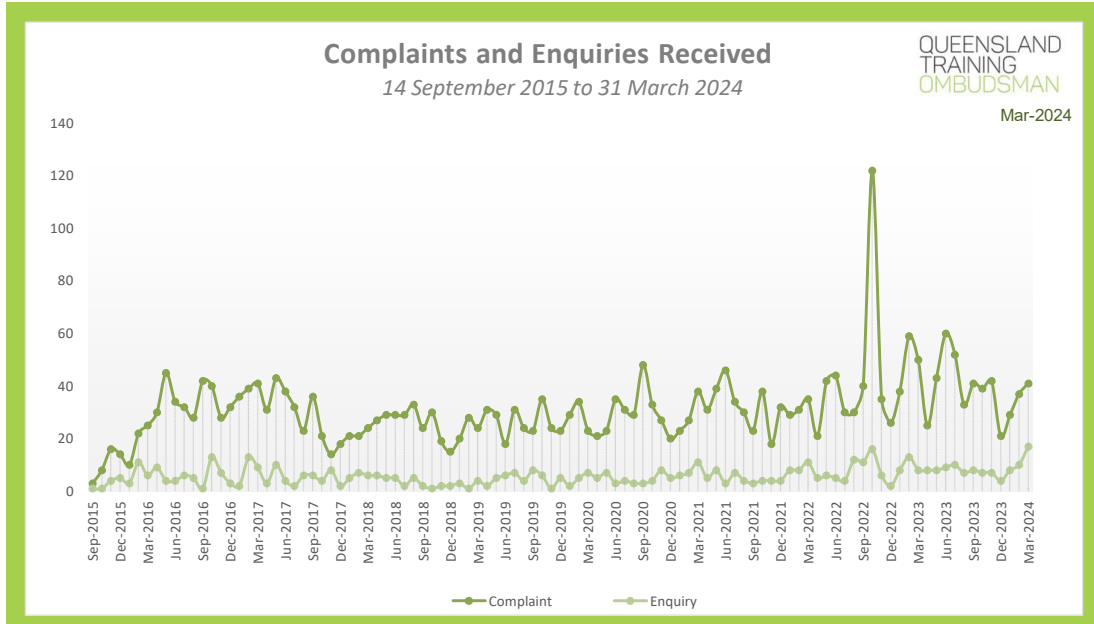


Breakdown of Complaints versus Enquiries



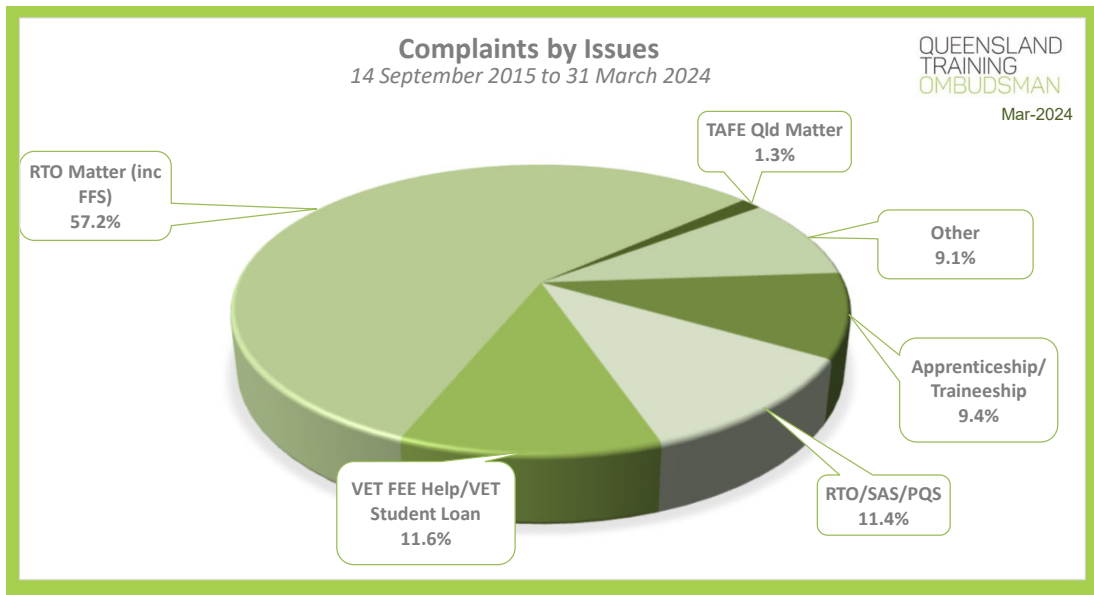
As at 31 March 2024, the Queensland Training Ombudsman received a total of 3819 complaints and enquiries dealing with training issues and/or helping people to navigate the complex VET sector.

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	335	78	413
Total complaints/enquiries since commencement	3219	600	3819

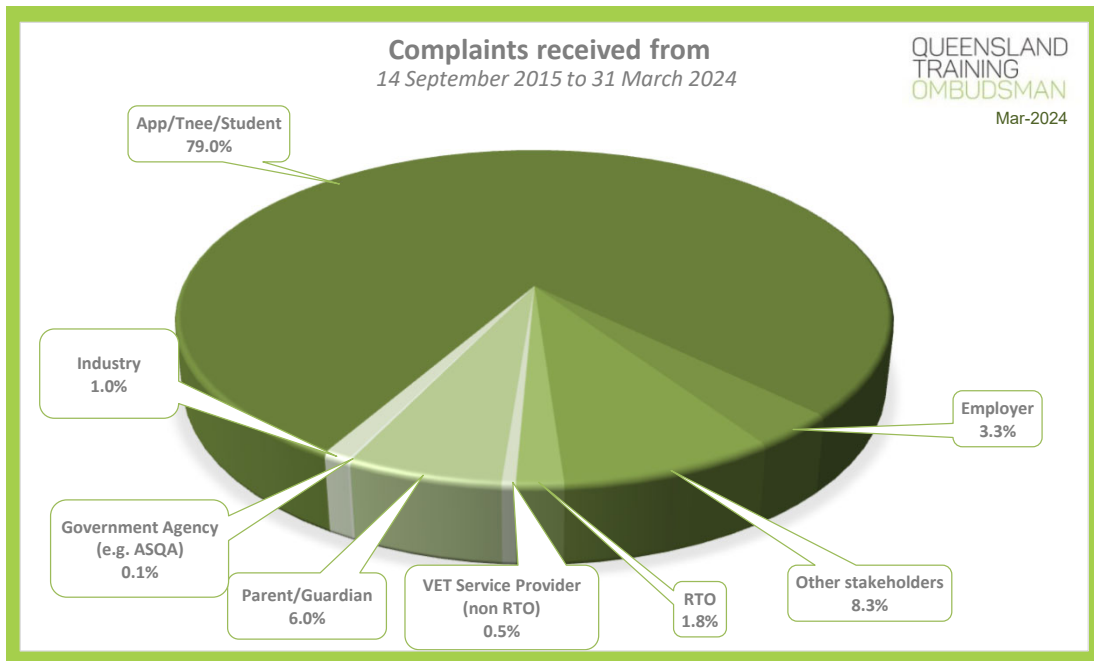
Complaint Breakdown by Issues



Issue	Number	Percentage
Apprenticeships/Traineeships		
- Current Govt Policy (34)		
- Duration (3)		
- Employer Behaviour (87)		
- 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 (104)		
- SATs (11)		
- VETiS (0)		
	304	9.4
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 (274)		
- SATs (0)		
- VETiS (2)		
	366	11.4

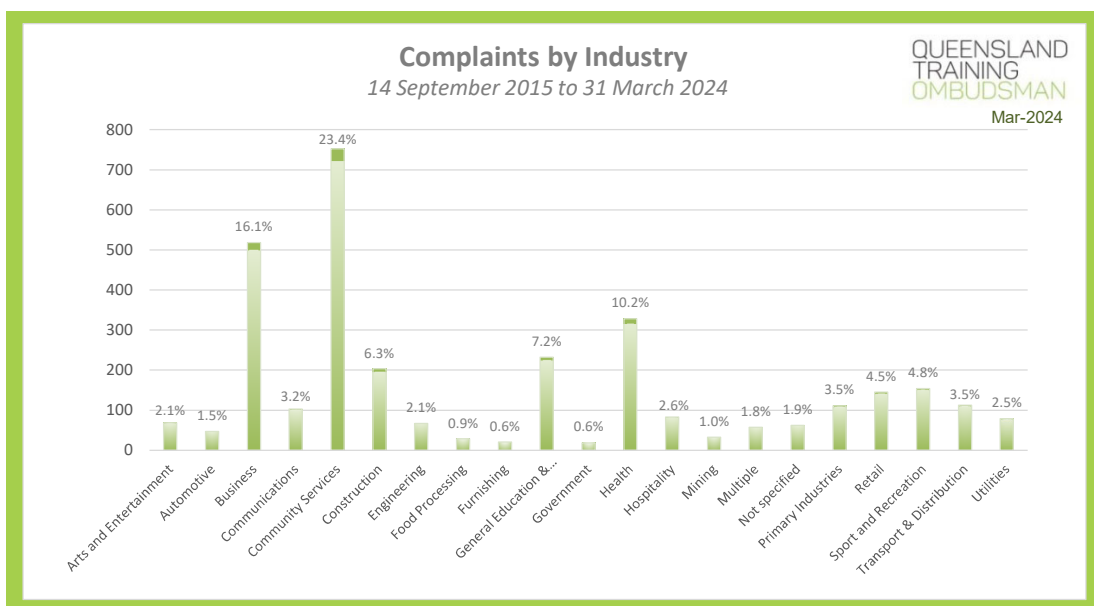
Issue	Number	Percentage
VET FEE Help/VET Student Loan - Current Govt Policy (1) - Duration (0) - Employer Behaviour (4) - Enrolment/ Refund (250) - Fees (9) - Incentives (0) - No Tg/Emp Provided (0) - Not Specified (1) - Other Stakeholder Behaviour (5) - Quality (12) - Recruit/ Market/ Assess (11) - RTO Behaviour (79) - SATs (0) - VETIS (0)	372	11.6
RTO Matter (including Fee for Service) - Current Govt Policy (9) - Duration (2) - Employer Behaviour (1) - Enrolment/ Refund (543) - Fees (39) - Incentives (0) - No Tg/Emp Provided (2) - Not Specified (0) - Other Stakeholder Behaviour (5) - Quality (48) - Recruit/ Market/ Assess (5) - RTO Behaviour (1188) - SATs (0) - VETIS (0)	1842	57.2
TAFE Qld Matter - Current Govt Policy (3) - 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 (3) - Recruit/ Market/ Assess (0) - RTO Behaviour (32) - SATs (0) - VETIS (0)	42	1.3
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 (174) - Quality (1) - Recruit/ Market/ Assess (4) - RTO Behaviour (14) - SATs (0) - VETIS (1)	293	9.1
Total	3219	100.0

Complaint Breakdown by Stakeholder

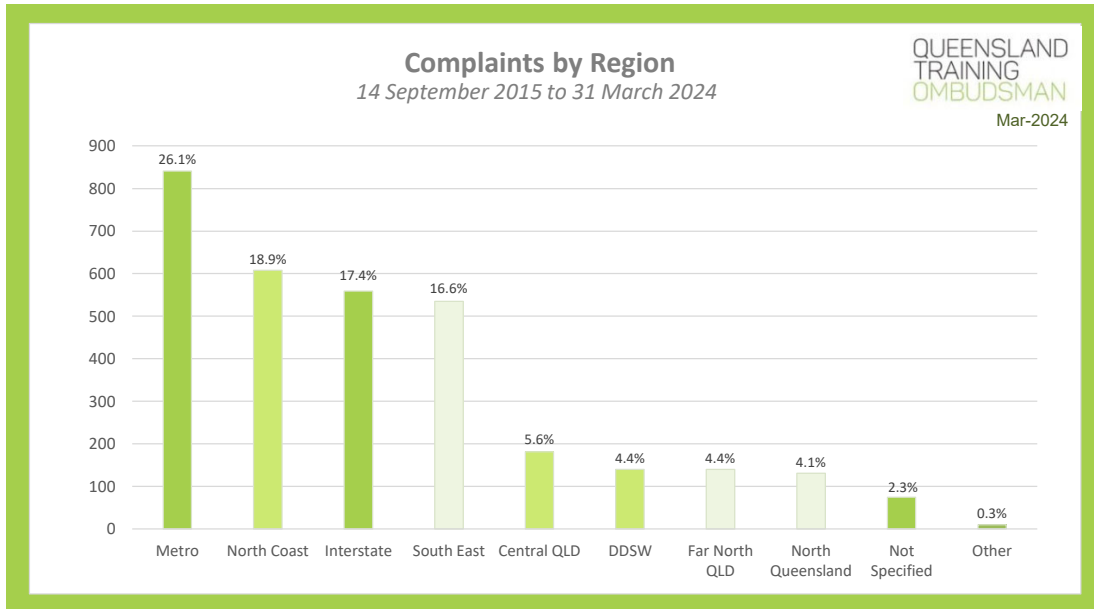


Complainant	Number	Percentage
Apprentices/Trainees/Students	2543	79.0
Employers	106	3.3
Government Agencies	4	0.1
Industry	33	1.0
Other Stakeholders	266	8.3
Parents/Guardians	192	6.0
RTO	58	1.8
VET Service Provider (non RTO)	17	0.5
Total	3219	100.0

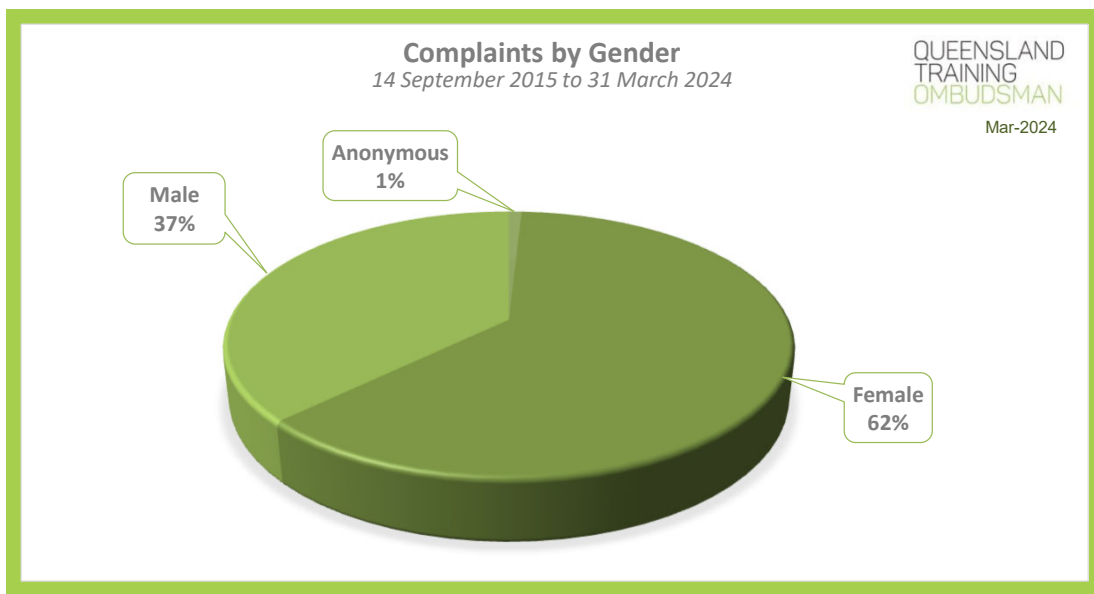
Complaint Breakdown by Industry



Complaint Breakdown by Location



Complaint Breakdown by Gender



Complaint Outcomes

Decisions	Number	% of completed complaints
Completed - complainant outcome achieved	2274	73.6
Completed – complainant outcome not achieved	648	21.0
Completed – no further action and formally withdrawn	167	5.4
Total	3089	100.0
Complaint Refused	98	
Total Completed	3187	

As at 31 March 2024, 3089 complaints have been completed and finalised. 2274 (73.6%) achieved the complainant's desired outcome, including cases of fee refund or waivers which totalled \$1,460,557.

648 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.

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

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

As at 31 March 2024, 32 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	118
Total	172

While there have been 172 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
1671	1548	3219
51.9%	48.1%	100%

Enquiry Outcomes

600 enquiries have been received by QQTO between 14 September 2015 to 31 March 2024 and 599 of these have been satisfactorily answered.