

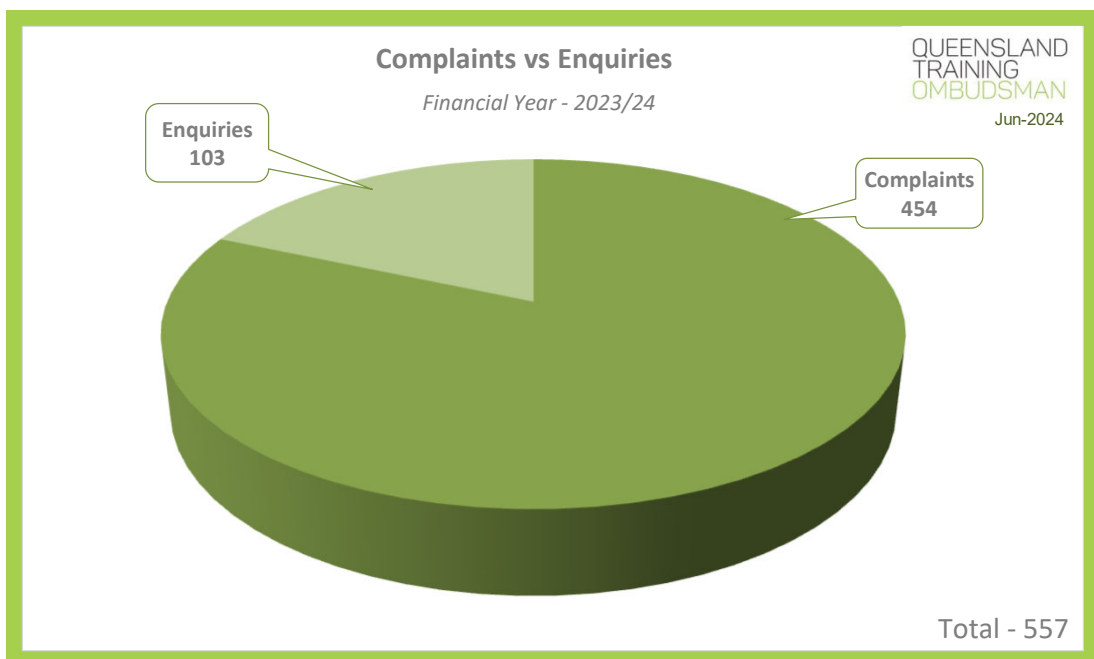
## Performance Report - as at 30 June 2024

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, 557 complaints and enquiries have been received by the OQTO to 30 June 2024.



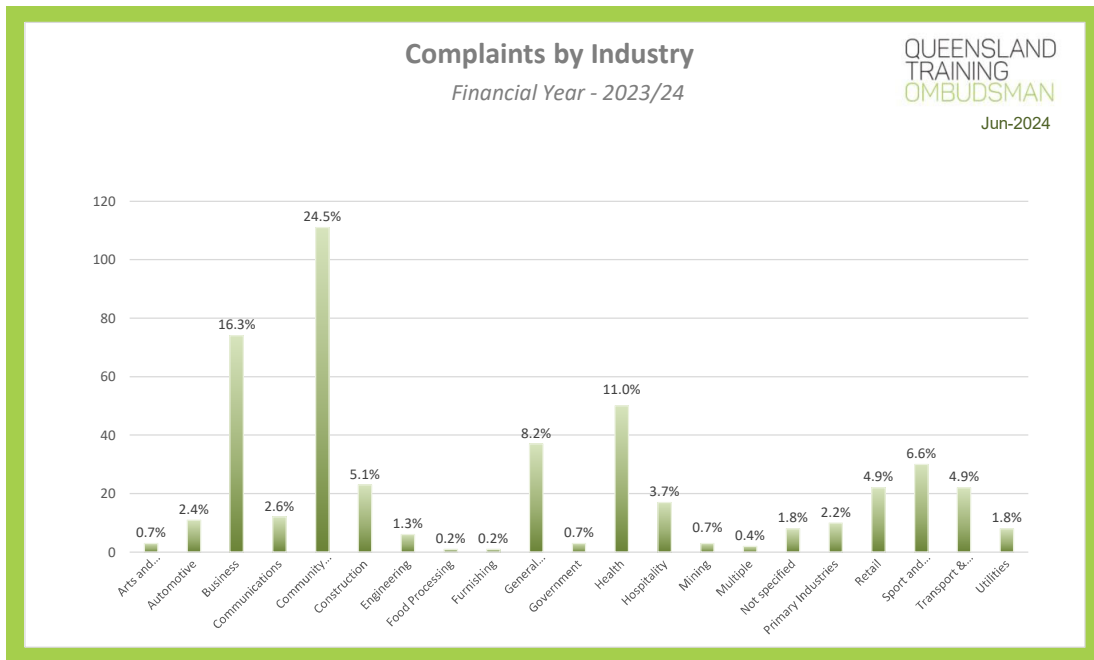
### **Complaint Breakdown by Issues**

Issue	Number
Apprenticeships/Traineeships	21
RTO/SAS/PQS	21
RTO Matter (including Fee for Service)	318
VET FEE Help/VET Student Loan	17
TAFE Qld Matter	22
Other	55
<b>Total - 2023/24 Financial Year</b>	<b>454</b>

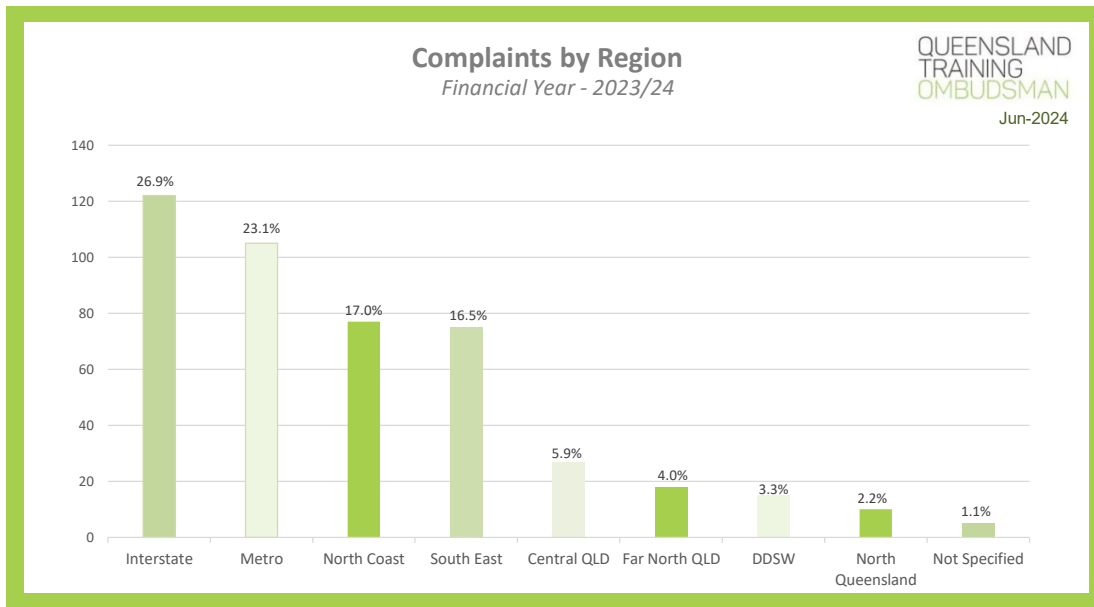
### **Complaint Breakdown by Stakeholder**

Complainant	Number
Apprentices/Trainees/Students	355
Employers	12
Government Agencies	0
Industry	6
Other Stakeholders	54
Parents/Guardians	22
RTO	1
VET Service Provider (non RTO)	4
<b>Total - 2023/24 Financial Year</b>	<b>454</b>

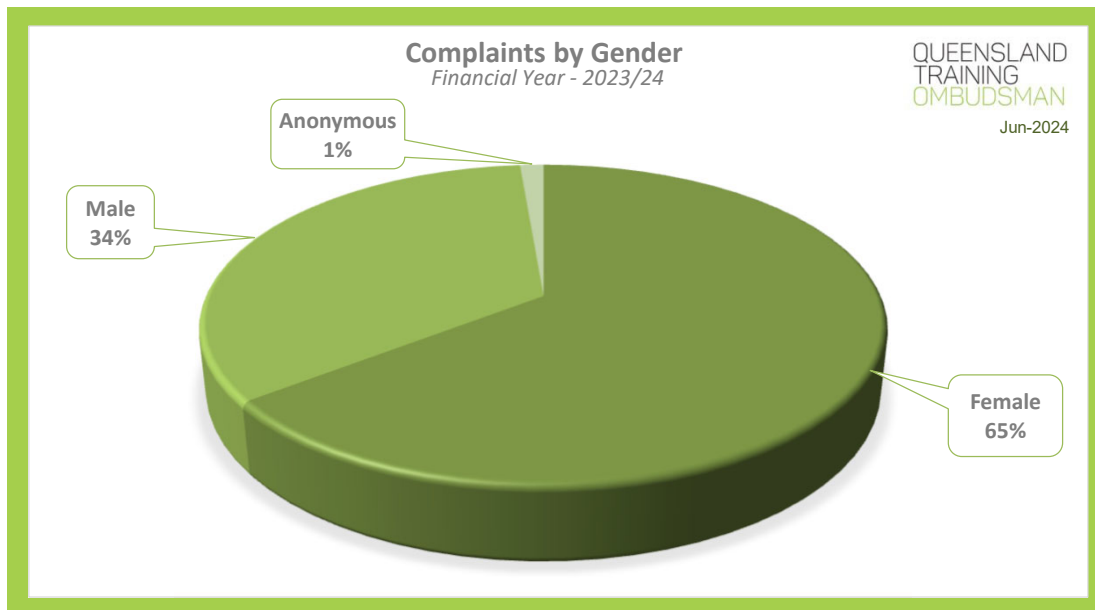
### Complaint Breakdown by Industry



### Complaint Breakdown by Location



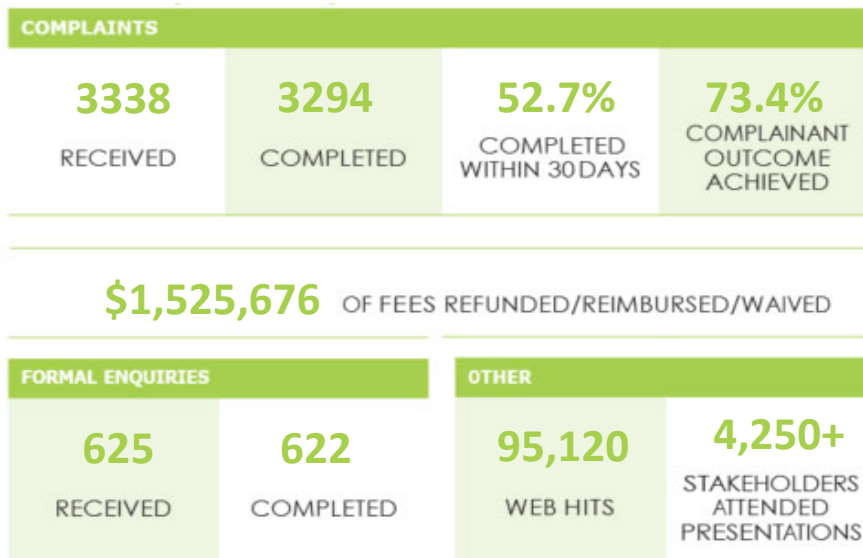
### Complaint Breakdown by Gender



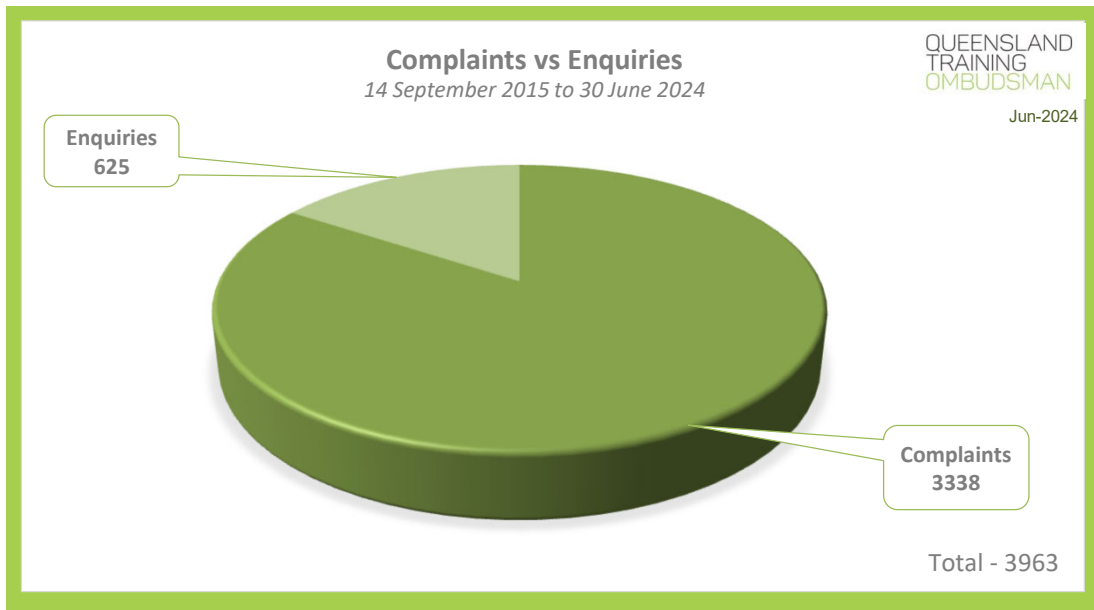
Since 1 July 2023, \$189,332 in fees have been waived or recovered for students as a result of the Queensland Training Ombudsman’s investigation and intervention.

### 14 September 2015 – 30 June 2024 Activity

#### Summary of Complaints and Enquiries

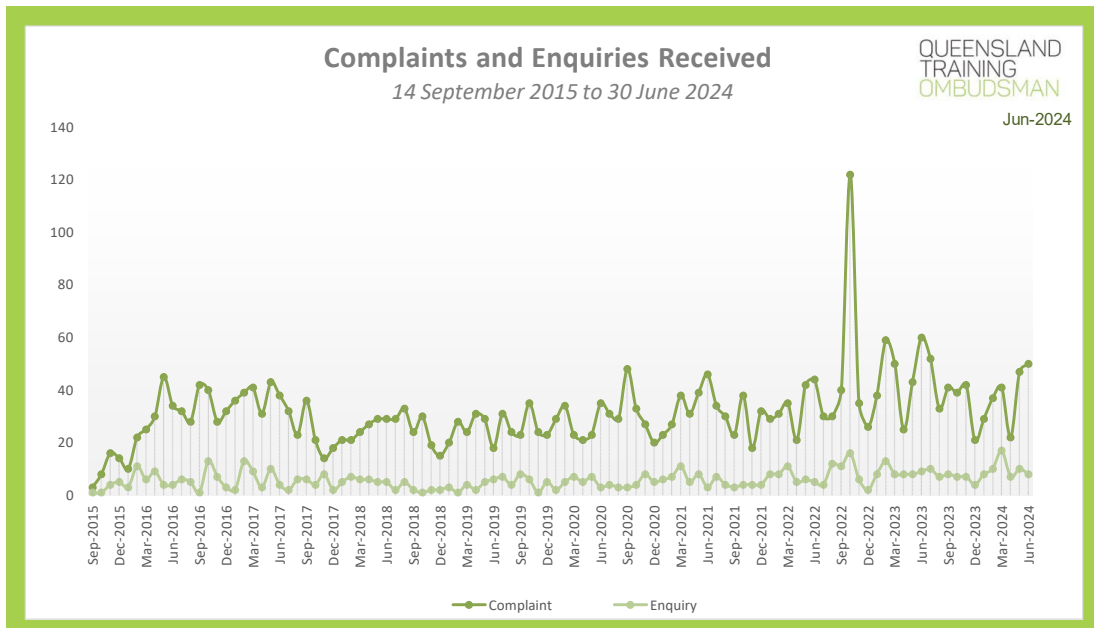


### Breakdown of Complaints versus Enquiries



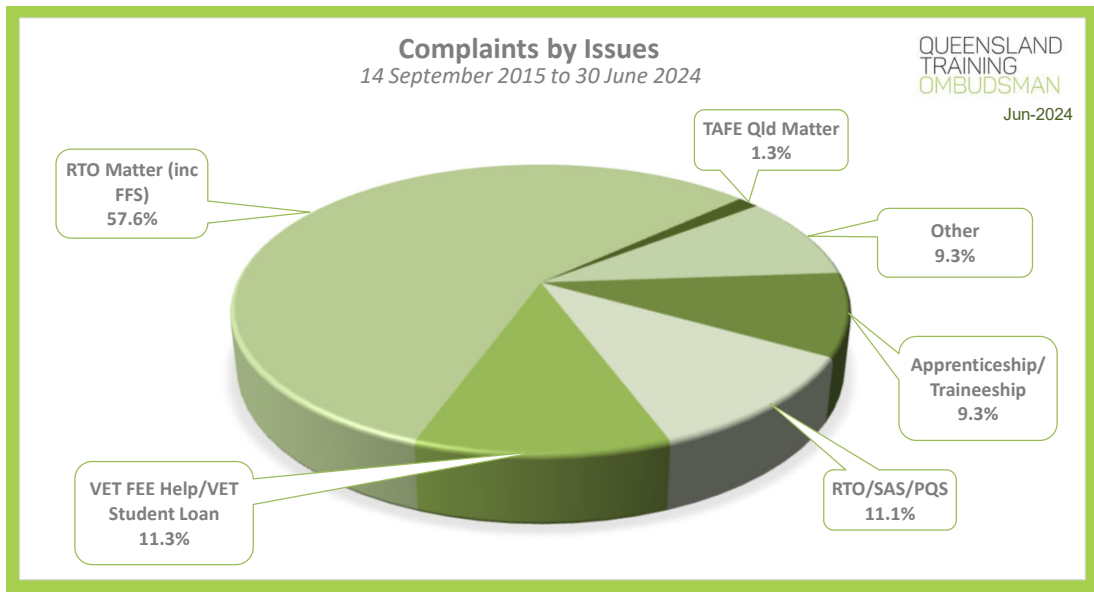
As at 30 June 2024, the Queensland Training Ombudsman received a total of 3963 complaints and enquiries dealing with training issues and/or helping people to navigate the complex VET sector.

### 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	454	103	557
<b>Total complaints/enquiries since commencement</b>	<b>3338</b>	<b>625</b>	<b>3963</b>

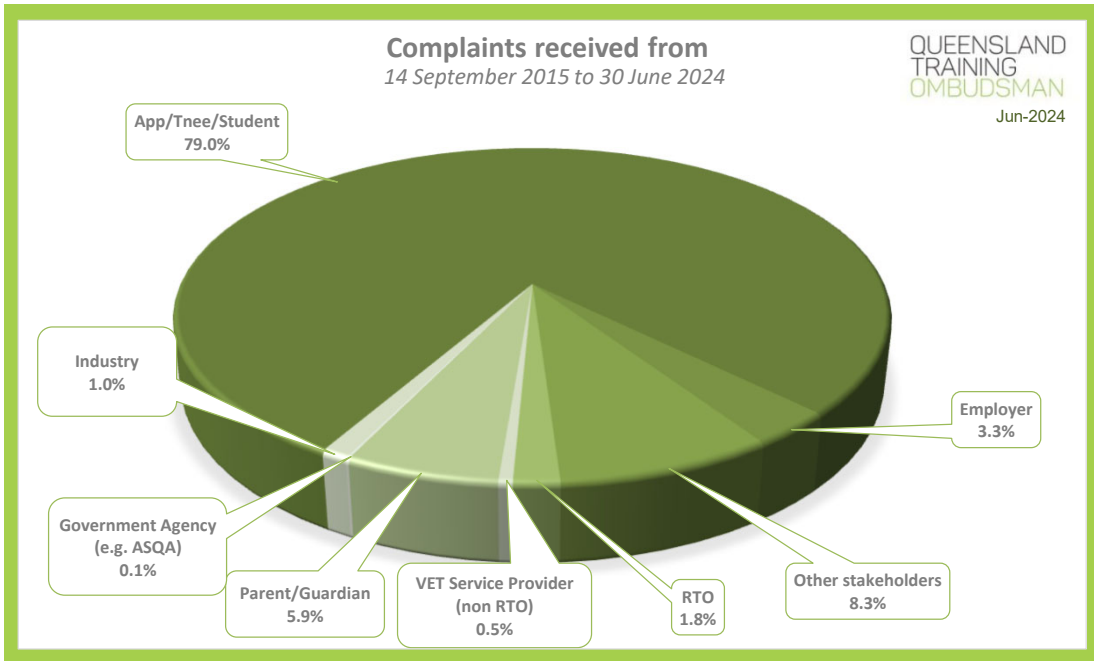
### Complaint Breakdown by Issues



Issue	Number	Percentage
<b>Apprenticeships/Traineeships</b>		
- Current Govt Policy (35)		
- Duration (3)		
- Employer Behaviour (89)		
- 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 (106)		
- SATs (11)		
- VETIS (0)		
	309	9.3
<b>RTO/SAS/PQS</b>		
- Current Govt Policy (15)		
- Duration (0)		
- Employer Behaviour (1)		
- Enrolment/ Refund (33)		
- Fees (11)		
- Incentives (1)		
- No Tg/Emp Provided (2)		
- Not Specified (0)		
- Other Stakeholder Behaviour (3)		
- Quality (18)		
- Recruit/ Market/ Assess (9)		
- RTO Behaviour (277)		
- SATs (0)		
- VETIS (2)		
	372	11.1

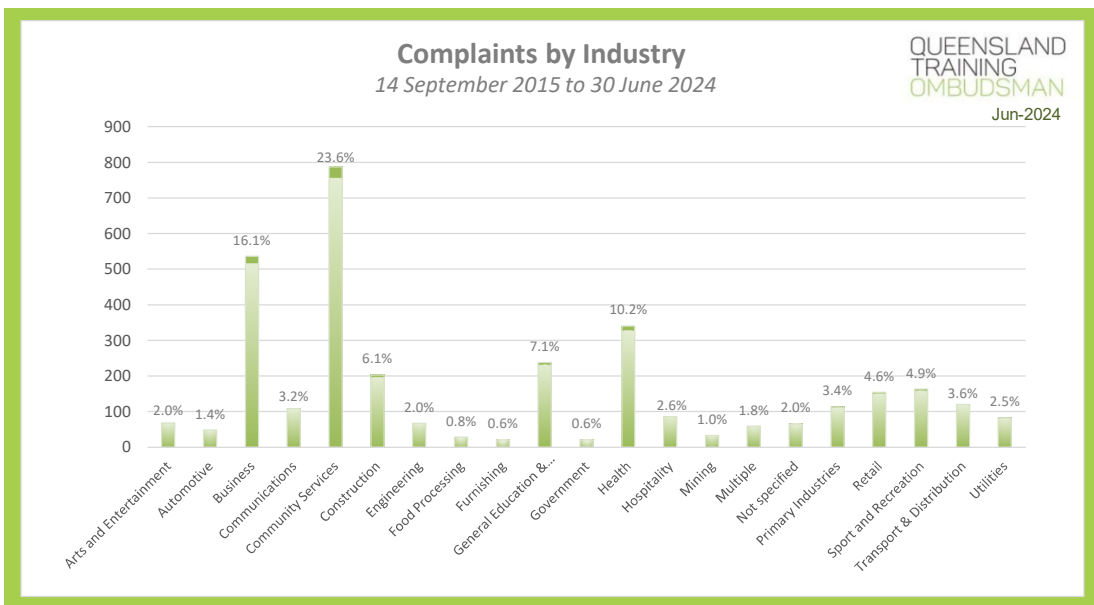
Issue	Number	Percentage
<b>VET FEE Help/VET Student Loan</b> - Current Govt Policy (1) - Duration (0) - Employer Behaviour (5) - Enrolment/ Refund (250) - Fees (9) - Incentives (0) - No Tg/Emp Provided (0) - Not Specified (2) - Other Stakeholder Behaviour (5) - Quality (12) - Recruit/ Market/ Assess (14) - RTO Behaviour (79) - SATs (0) - VETIS (0)	377	11.3
<b>RTO Matter (including Fee for Service)</b> - Current Govt Policy (10) - Duration (2) - Employer Behaviour (1) - Enrolment/ Refund (552) - Fees (42) - Incentives (0) - No Tg/Emp Provided (2) - Not Specified (0) - Other Stakeholder Behaviour (6) - Quality (52) - Recruit/ Market/ Assess (5) - RTO Behaviour (1252) - SATs (0) - VETIS (0)	1924	57.6
<b>TAFE Qld Matter</b> - 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 (34) - SATs (0) - VETIS (0)	44	1.3
<b>Other</b> - 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 (192) - Quality (2) - Recruit/ Market/ Assess (4) - RTO Behaviour (14) - SATs (0) - VETIS (1)	312	9.3
<b>Total</b>	<b>3338</b>	<b>100.0</b>

**Complaint Breakdown by Stakeholder**

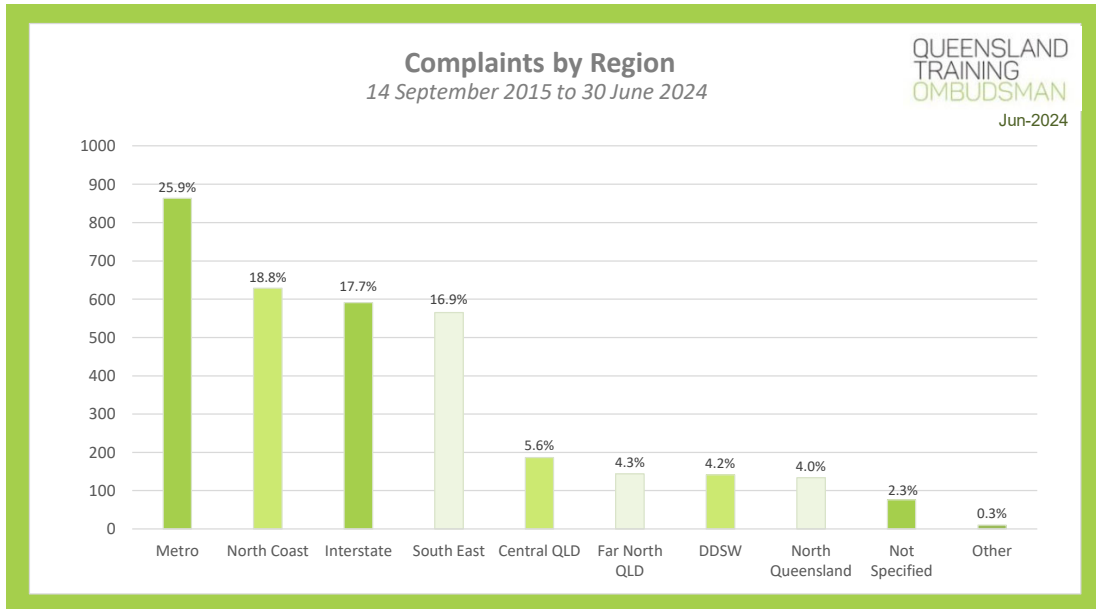


Complainant	Number	Percentage
Apprentices/Trainees/Students	2638	79.0
Employers	109	3.3
Government Agencies	4	0.1
Industry	35	1.0
Other Stakeholders	278	8.3
Parents/Guardians	197	5.9
RTO	59	1.8
VET Service Provider (non RTO)	18	0.5
<b>Total</b>	<b>3338</b>	<b>100.0</b>

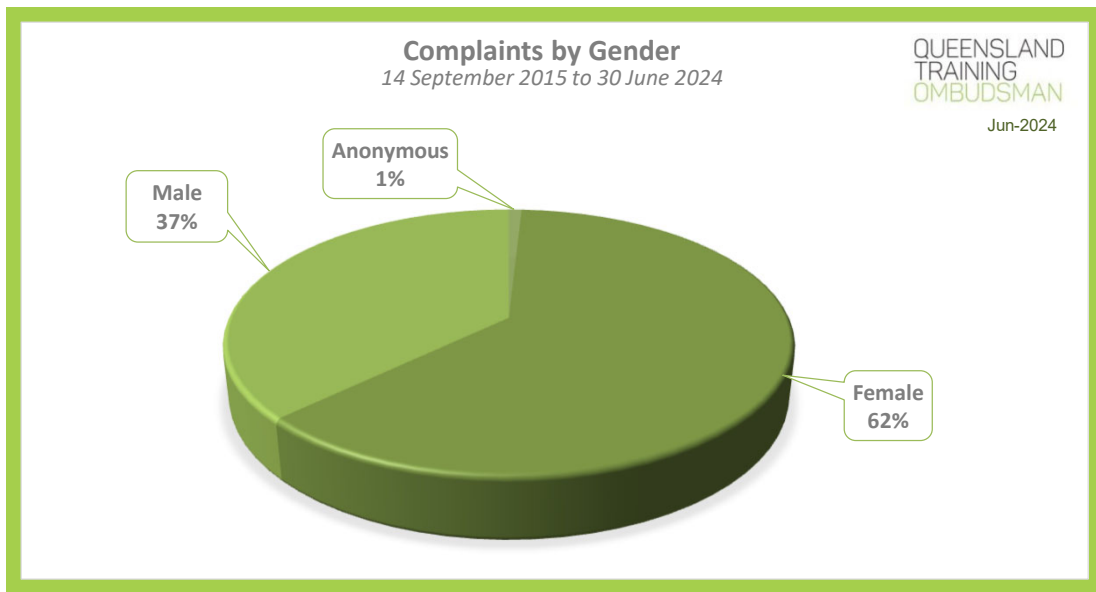
**Complaint Breakdown by Industry**



### Complaint Breakdown by Location



### Complaint Breakdown by Gender





## Complaint Outcomes

Decisions	Number	% of completed complaints
Completed - complainant outcome achieved	2339	73.4
Completed – complainant outcome not achieved	662	20.8
Completed – no further action and formally withdrawn	185	5.8
<b>Total</b>	<b>3186</b>	<b>100.0</b>
Complaint Refused	108	
<b>Total Completed</b>	<b>3294</b>	

As at 30 June 2024, 3186 complaints have been completed and finalised. 2339 (73.4%) achieved the complainant's desired outcome, including cases of fee refund or waivers which totalled \$1,525,676.

662 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.

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

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

As at 30 June 2024, 44 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	119
<b>Total</b>	<b>173</b>

While there have been 173 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>1759</b>	<b>1579</b>	<b>3338</b>
<b>52.7%</b>	<b>47.3%</b>	<b>100%</b>

### Enquiry Outcomes

625 enquiries have been received by OQTO between 14 September 2015 to 30 June 2024 and 622 of these have been satisfactorily answered.