

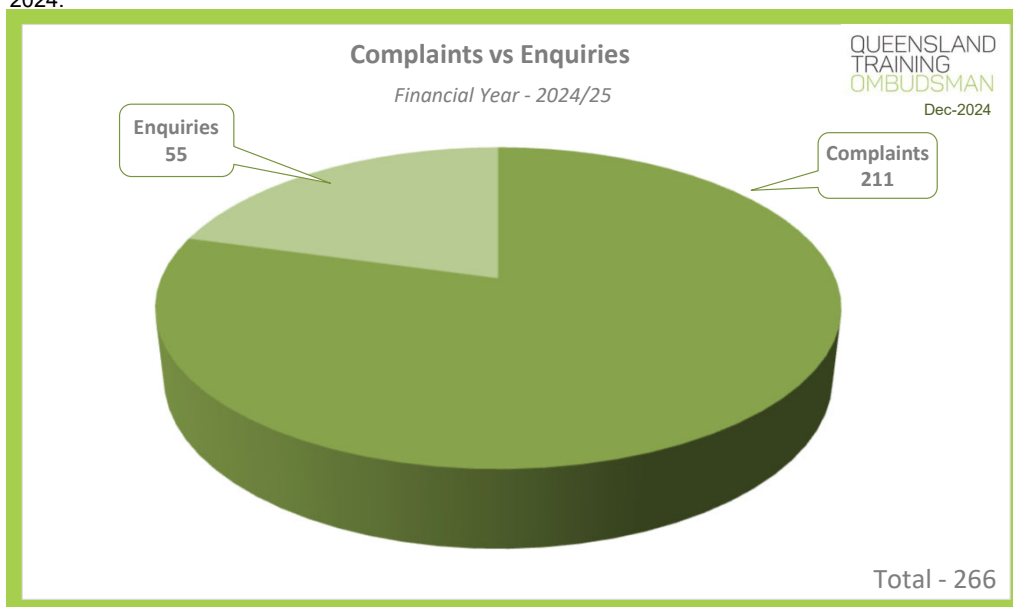
Performance Report - as at 31 December 2024

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.

2024/25 Activity

From 1 July 2024, 266 complaints and enquiries have been received by the OQTO to 31 December 2024.



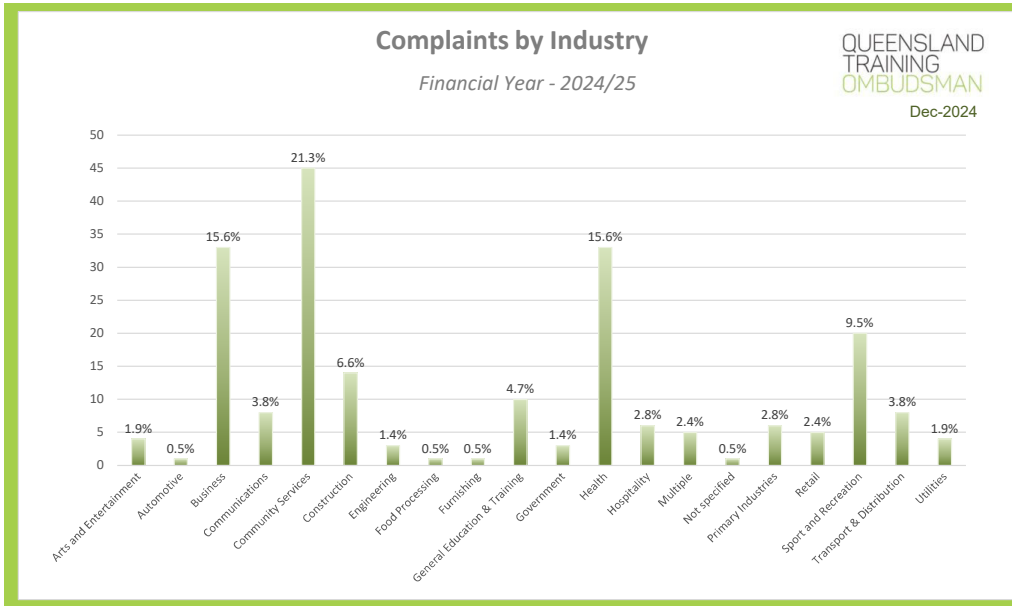
Complaint Breakdown by Issues

Issue	Number
Apprenticeships/Traineeships	9
RTO/SAS/PQS	14
RTO Matter (including Fee for Service)	145
VET FEE Help/VET Student Loan	4
TAFE Qld Matter	10
Other	29
Total - 2024/25 Financial Year	211

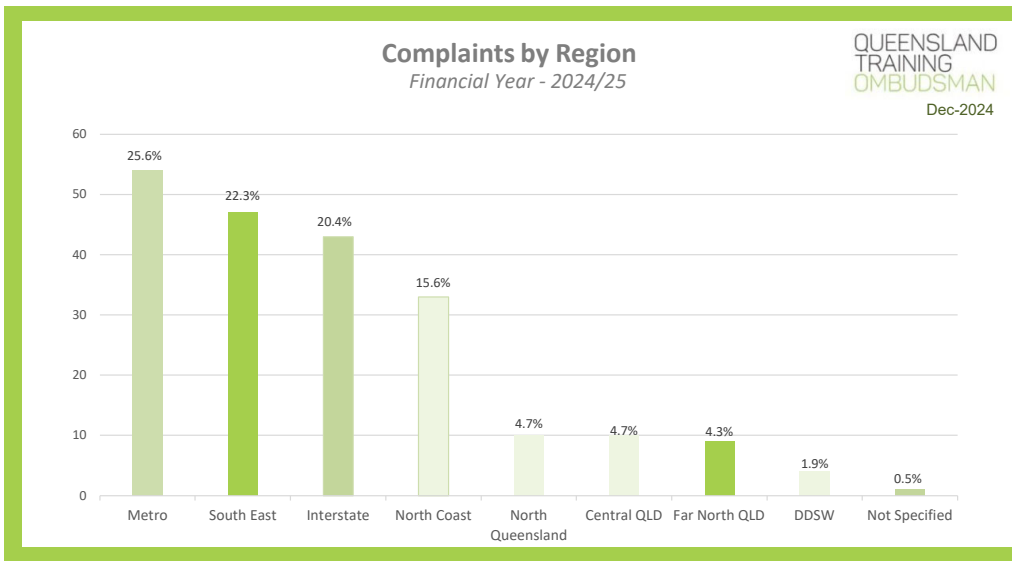
Complaint Breakdown by Stakeholder

Complainant	Number
Apprentices/Trainees/Students	156
Employers	4
Government Agencies	0
Industry	1
Other Stakeholders	36
Parents/Guardians	11
RTO	3
VET Service Provider (non RTO)	0
Total - 2024/25 Financial Year	211

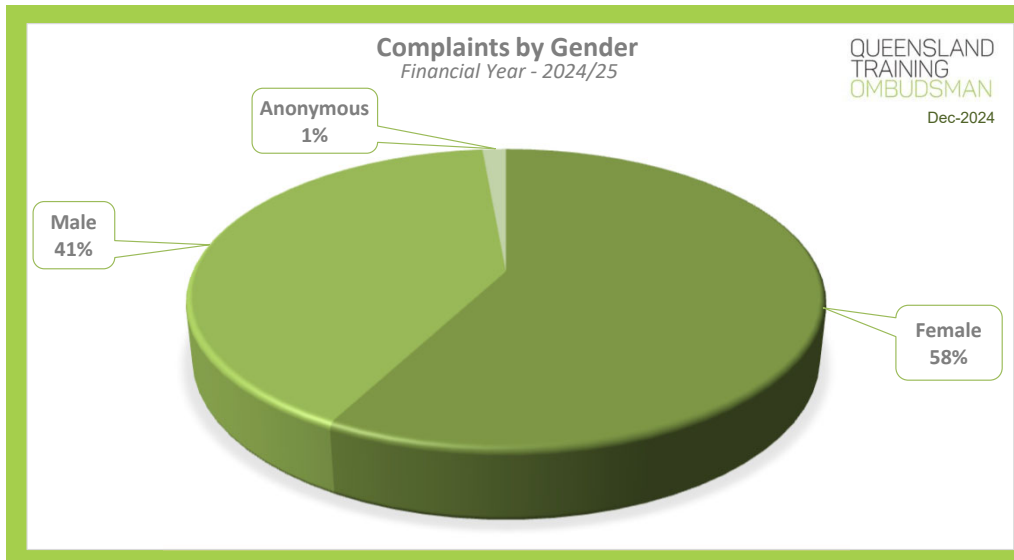
Complaint Breakdown by Industry



Complaint Breakdown by Location



Complaint Breakdown by Gender



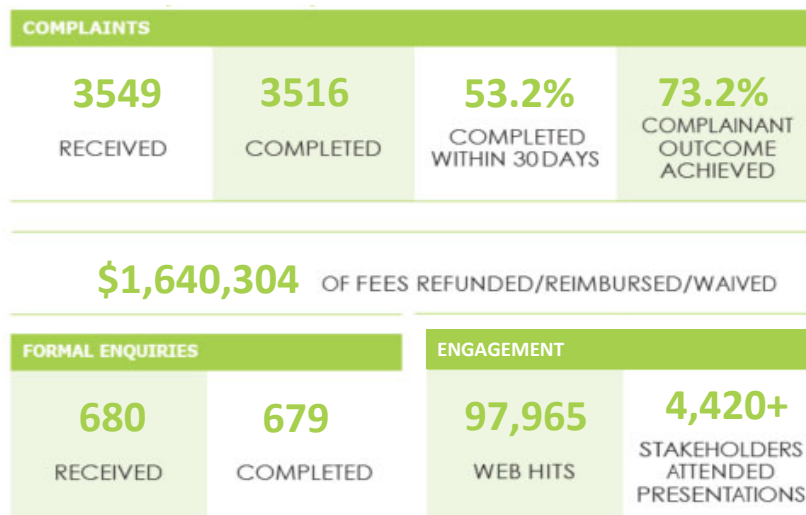
Since 1 July 2024, \$114,628 in fees have been waived or recovered for students as a result of the Queensland Training Ombudsman's investigation and intervention.

Reviews and Stakeholder Engagement

The Queensland Training Ombudsman is currently reviewing the pricing and subsidy framework for the delivery of government funded VET in Queensland. Significant consultation has been undertaken with RTOs, peak bodies, unions and industry organisations as part of this review. This engagement is in addition to regular engagement activities undertaken by the Queensland Training Ombudsman.

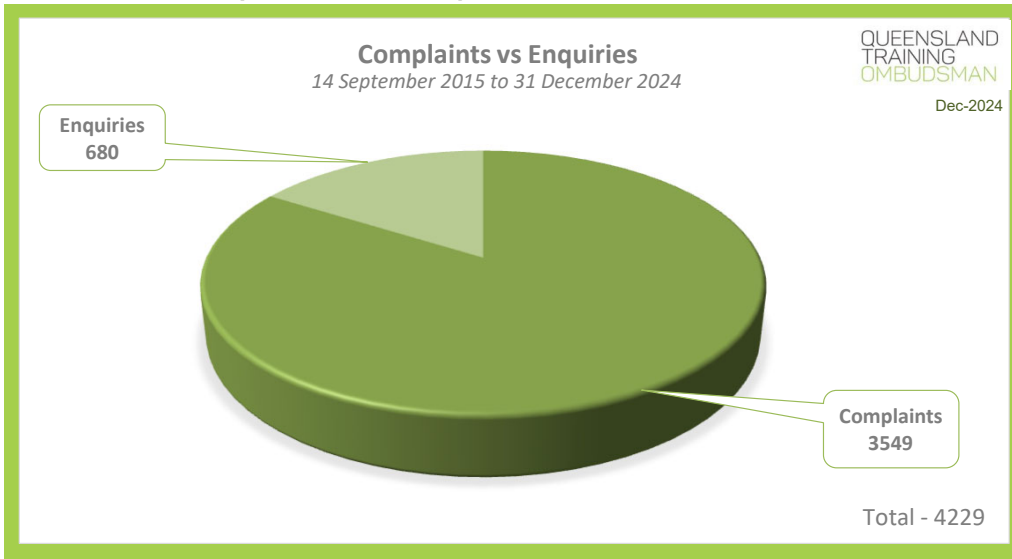
14 September 2015 – 31 December 2024 Activity

Summary of Complaints and Enquiries



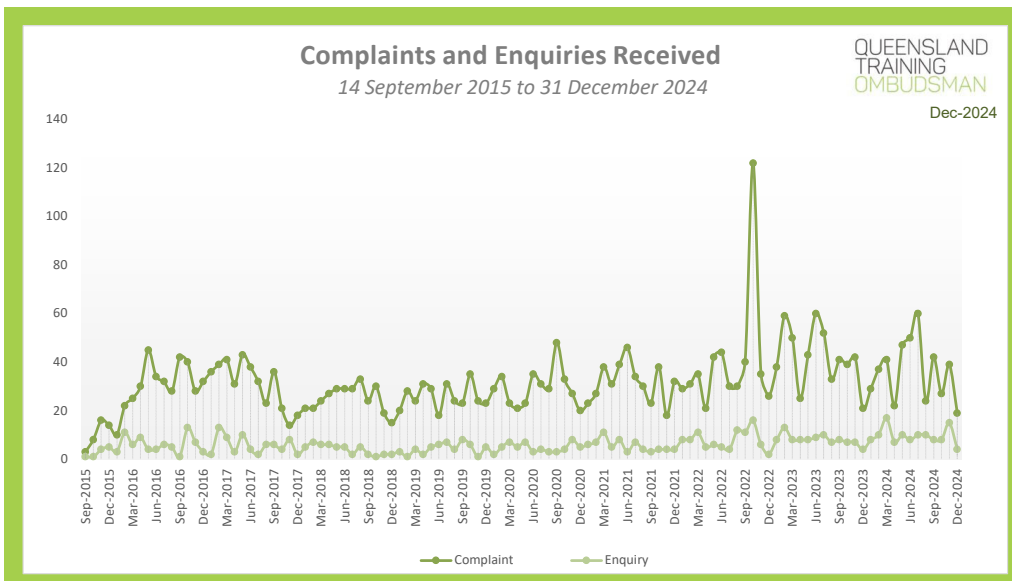
Full details of stakeholders engaged are outlined in the Annual Reports and Systemic Review Reports as published on the Queensland Training Ombudsman's website.

Breakdown of Complaints versus Enquiries



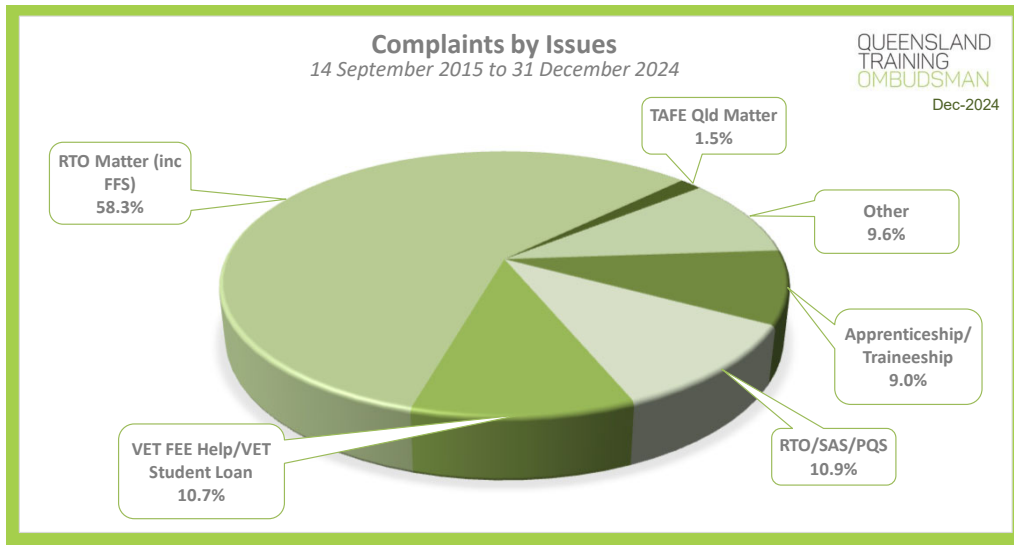
As at 31 December 2024, the Queensland Training Ombudsman received a total of 4229 complaints and enquiries dealing with training issues and/or helping people to navigate the complex VET sector.

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
Total complaints/enquiries for 2024/25	211	55	266
Total complaints/enquiries since commencement	3549	680	4229

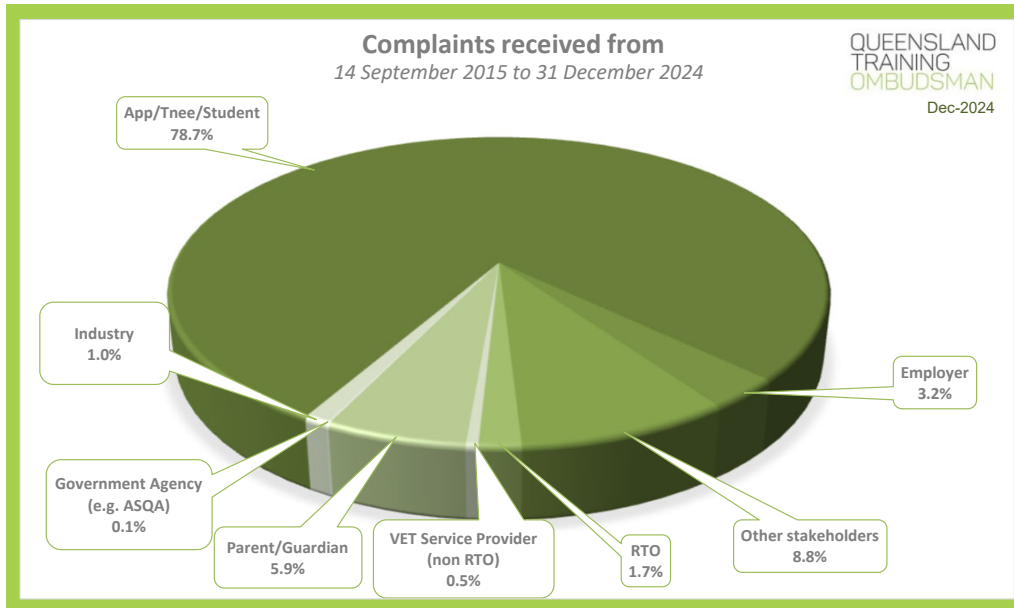
Complaint Breakdown by Issues



Issue	Number	Percentage
Apprenticeships/Traineeships		
- Current Govt Policy (35)		
- Duration (3)		
- Employer Behaviour (93)		
- 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 (110)		
- SATs (12)		
- VETIS (0)		
	318	9.0
RTO/SAS/PQS		
- Current Govt Policy (17)		
- Duration (0)		
- Employer Behaviour (1)		
- Enrolment/ Refund (34)		
- Fees (11)		
- Incentives (1)		
- No Tg/Emp Provided (2)		
- Not Specified (0)		
- Other Stakeholder Behaviour (3)		
- Quality (18)		
- Recruit/ Market/ Assess (9)		
- RTO Behaviour (288)		
- SATs (0)		
- VETIS (2)		
	386	10.9

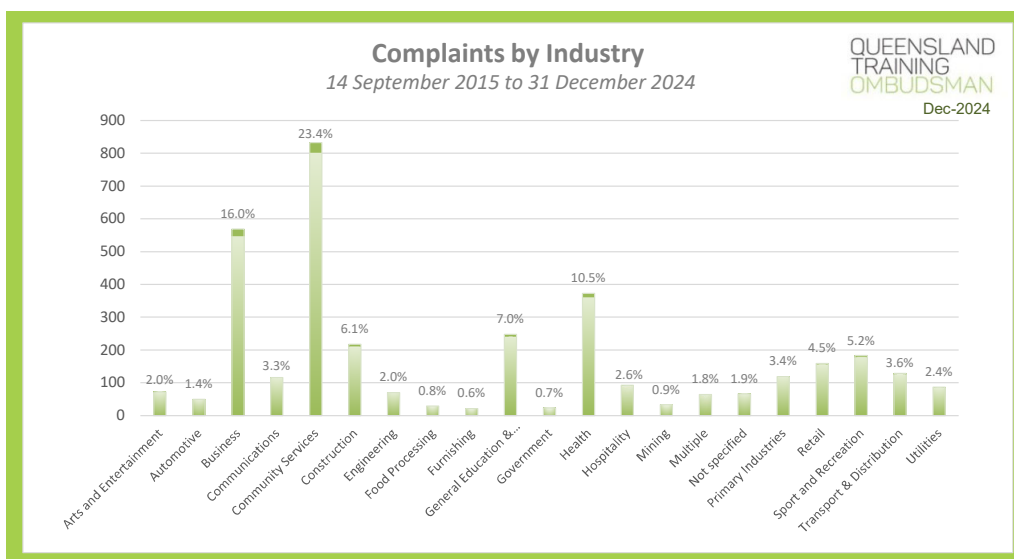
Issue	Number	Percentage
VET FEE Help/VET Student Loan - Current Govt Policy (1) - Duration (0) - Employer Behaviour (6) - Enrolment/ Refund (252) - Fees (10) - Incentives (0) - No Tg/Emp Provided (0) - Not Specified (2) - Other Stakeholder Behaviour (5) - Quality (12) - Recruit/ Market/ Assess (14) - RTO Behaviour (79) - SATs (0) - VETiS (0)	381	10.7
RTO Matter (including Fee for Service) - Current Govt Policy (10) - Duration (2) - Employer Behaviour (1) - Enrolment/ Refund (571) - Fees (47) - Incentives (0) - No Tg/Emp Provided (2) - Not Specified (0) - Other Stakeholder Behaviour (7) - Quality (64) - Recruit/ Market/ Assess (5) - RTO Behaviour (1360) - SATs (0) - VETiS (0)	2069	58.3
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 (5) - Recruit/ Market/ Assess (0) - RTO Behaviour (42) - SATs (0) - VETiS (0)	54	1.5
Other - Current Govt Policy (22) - Duration (0) - Employer Behaviour (6) - Enrolment/ Refund (63) - Fees (6) - Incentives (1) - No Tg/Emp Provided (0) - Not Specified (5) - Other Stakeholder Behaviour (217) - Quality (2) - Recruit/ Market/ Assess (4) - RTO Behaviour (14) - SATs (0) - VETiS (1)	341	9.6
Total	3549	100.0

Complaint Breakdown by Stakeholder

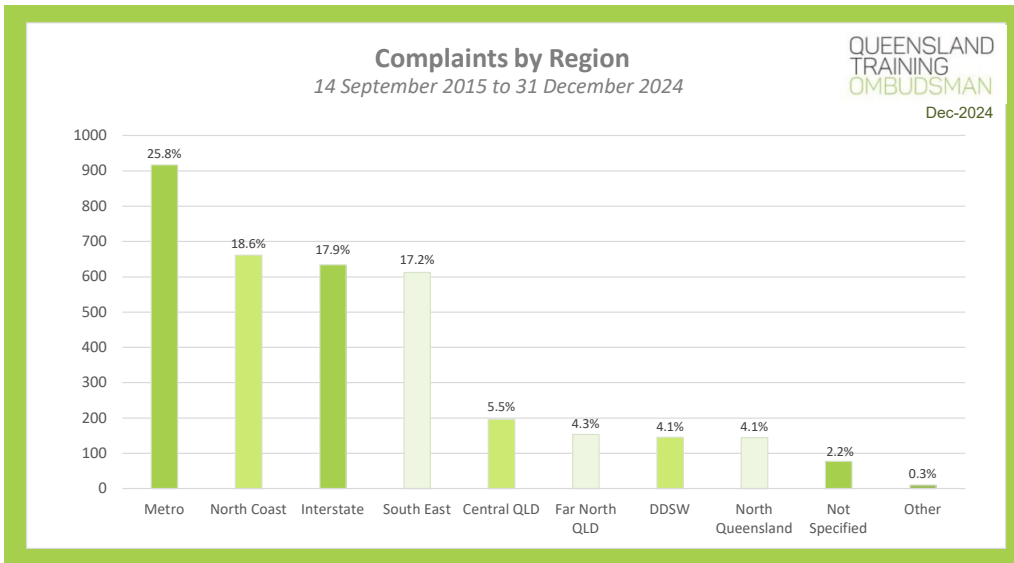


Complainant	Number	Percentage
Apprentices/Trainees/Students	2794	78.7
Employers	113	3.2
Government Agencies	4	0.1
Industry	36	1.0
Other Stakeholders	314	8.8
Parents/Guardians	208	5.9
RTO	62	1.7
VET Service Provider (non RTO)	18	0.5
Total	3549	100.0

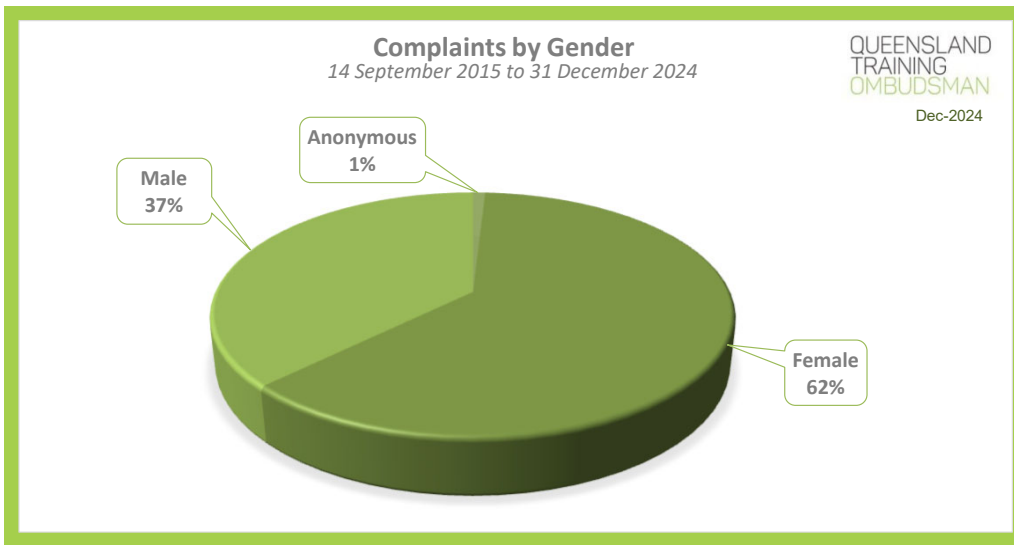
Complaint Breakdown by Industry



Complaint Breakdown by Location



Complaint Breakdown by Gender



Complaint Outcomes

Decisions	Number	% of completed complaints
Completed - complainant outcome achieved	2479	73.2
Completed – complainant outcome not achieved	717	21.2
Completed – no further action and formally withdrawn	191	5.6
Total	3387	100.0
Complaint Refused	129	
Total Completed	3516	

As at 31 December 2024, 3387 complaints have been completed and finalised. 2479 (73.2%) achieved the complainant's desired outcome, including cases of fee refund or waivers which totalled \$1,640,304.

717 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.

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

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

As at 31 December 2024, 33 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	122
Total	176

While there have been 176 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.

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
1888	1661	3549
53.2%	46.8%	100%

Enquiry Outcomes

680 enquiries have been received by OQTO between 14 September 2015 to 31 December 2024 and 679 of these have been satisfactorily answered.