

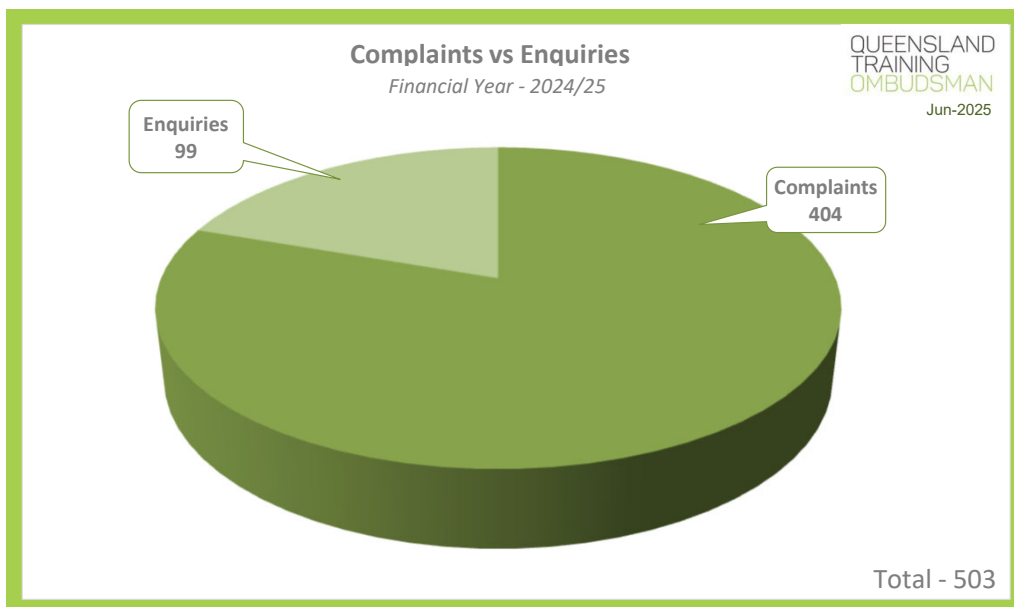
Performance Report - as at 30 June 2025

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, 503 complaints and enquiries have been received by the OQTO to 30 June 2025.



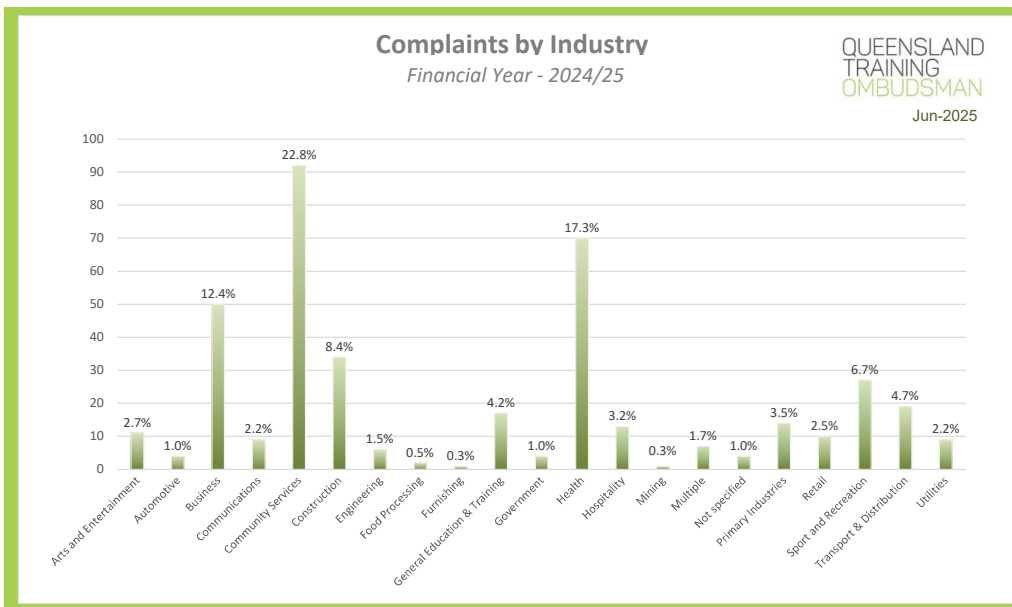
Complaint Breakdown by Issues

Issue	Number
Apprenticeships/Traineeships	23
RTO/SAS/PQS	30
RTO Matter (including Fee for Service)	257
VET FEE Help/VET Student Loan	10
TAFE Qld Matter	24
Other	60
Total - 2024/25 Financial Year	404

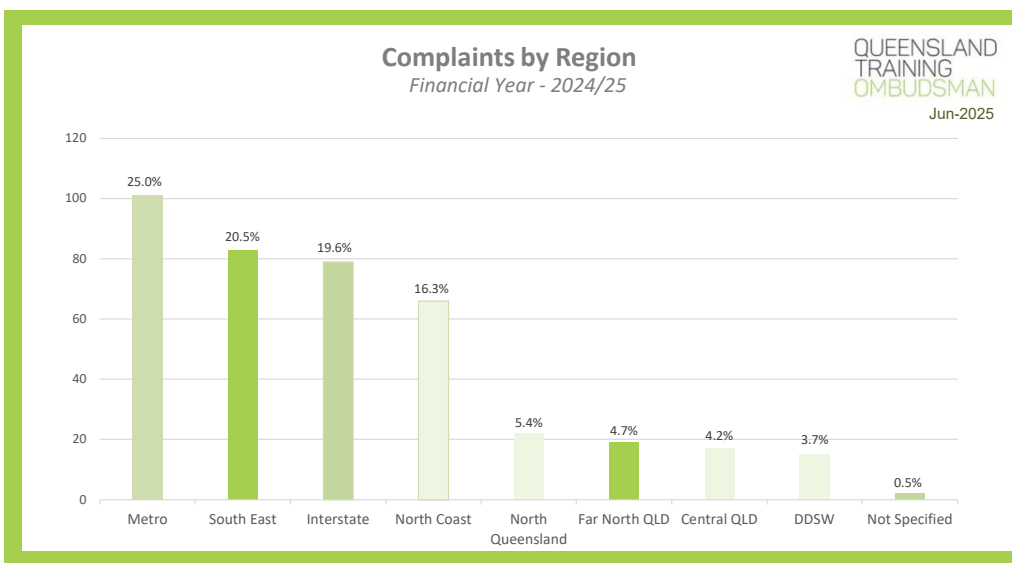
Complaint Breakdown by Stakeholder

Complainant	Number
Apprentices/Trainees/Students	297
Employers	7
Government Agencies	0
Industry	2
Other Stakeholders	65
Parents/Guardians	24
RTO	7
VET Service Provider (non RTO)	2
Total - 2024/25 Financial Year	404

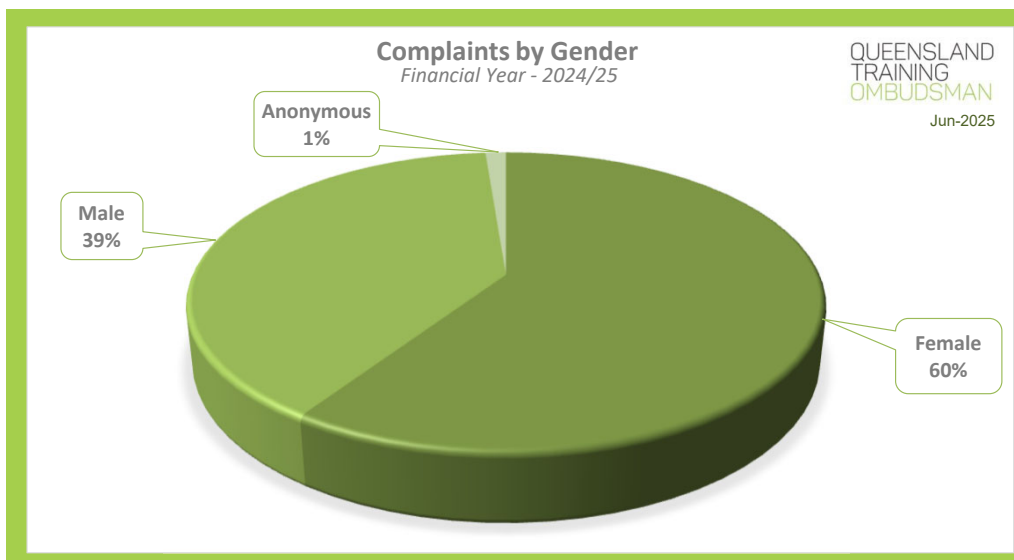
Complaint Breakdown by Industry



Complaint Breakdown by Location



Complaint Breakdown by Gender



Since 1 July 2024, \$207,292 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 completed a review of the pricing and subsidy framework for the delivery of government funded VET in Queensland. Significant consultation was undertaken with RTOs, peak bodies, unions and industry organisations as part of this review. This engagement was in addition to regular engagement activities undertaken by the Queensland Training Ombudsman.

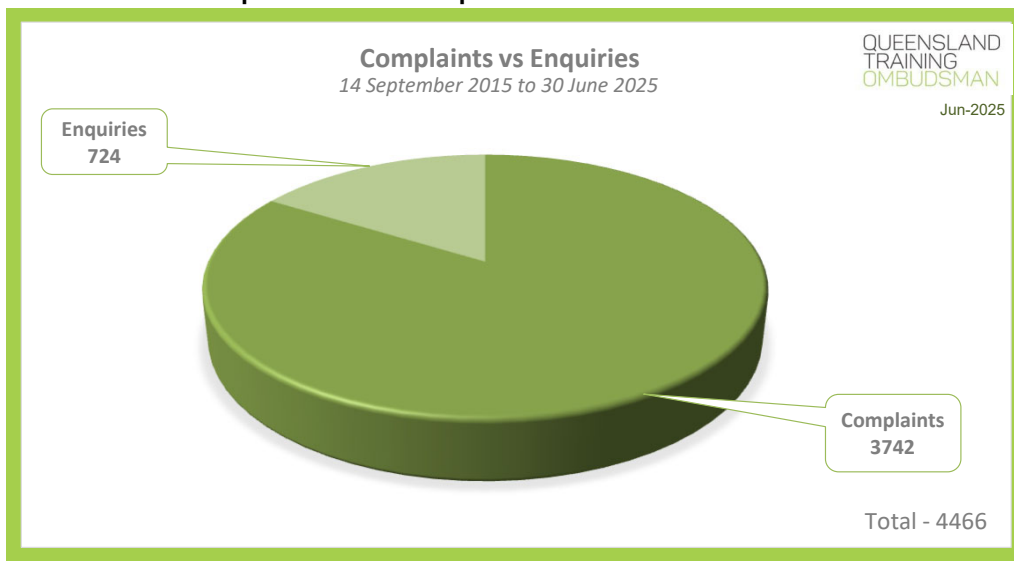
Full details of stakeholders engaged are outlined in the Annual Reports and Systemic Review Reports as published on the Queensland Training Ombudsman's website.

14 September 2015 – 30 June 2025 Activity

Summary of Complaints and Enquiries

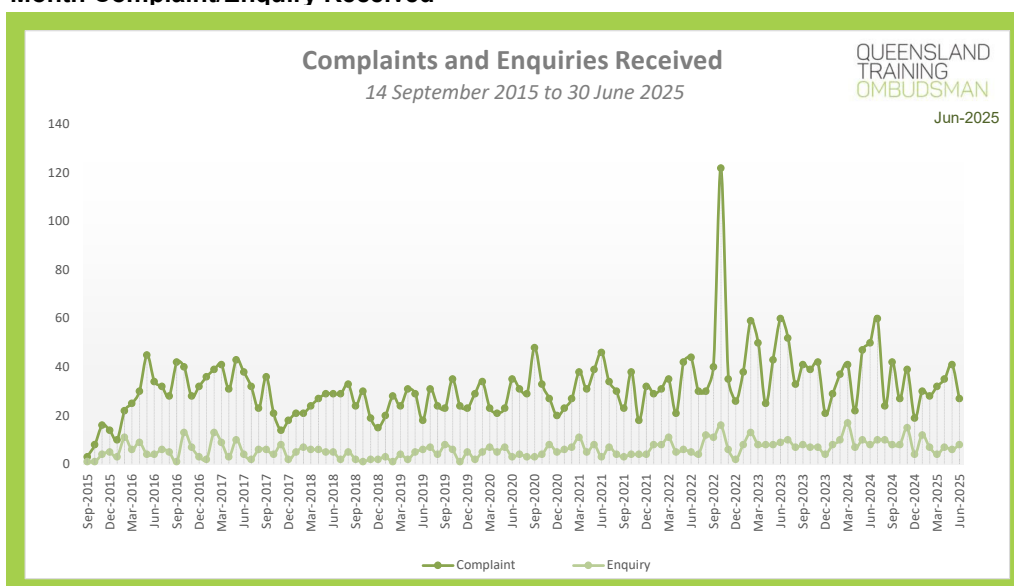
COMPLAINTS			
3742	3701	53.4%	73.1%
RECEIVED	COMPLETED	COMPLETED WITHIN 30 DAYS	COMPLAINANT OUTCOME ACHIEVED
\$1,732,967 OF FEES REFUNDED/REIMBURSED/WAIVED			
FORMAL ENQUIRIES		ENGAGEMENT	
724	724	104,391	4,900+
RECEIVED	COMPLETED	WEB HITS	STAKEHOLDERS ATTENDED PRESENTATIONS

Breakdown of Complaints versus Enquiries



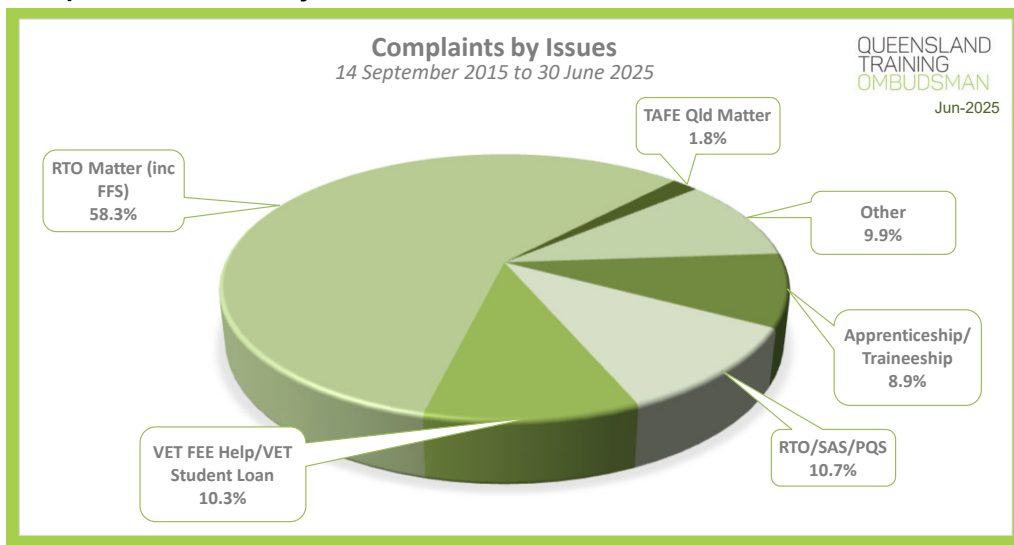
As at 30 June 2025, the Queensland Training Ombudsman received a total of 4466 complaints and enquiries dealing with training issues and/or helping people to navigate the complex VET sector.

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	404	99	503
Total complaints/enquiries since commencement	3742	724	4466

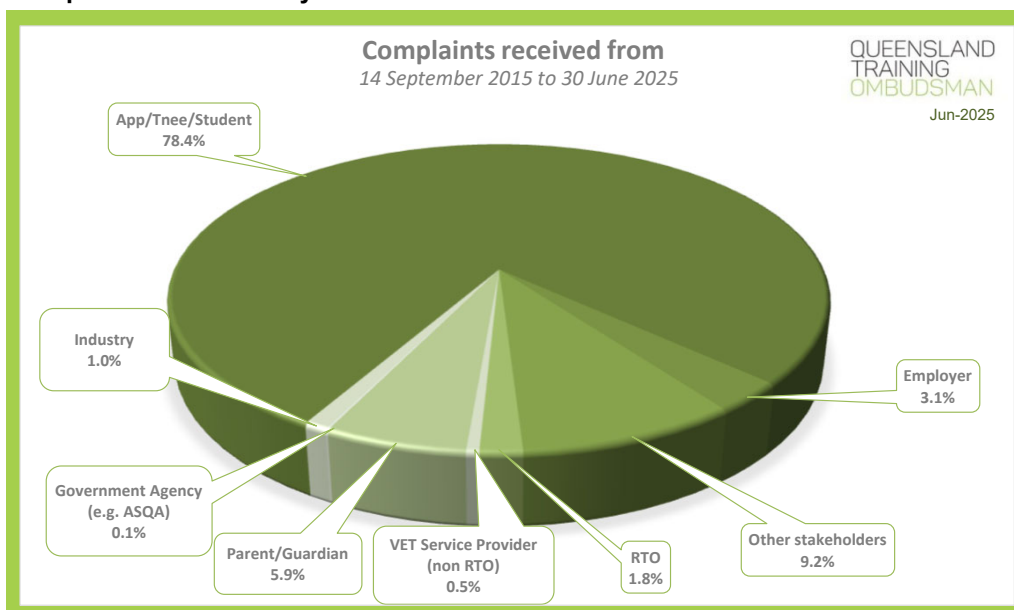
Complaint Breakdown by Issues



Issue	Number	Percentage
Apprenticeships/Traineeships		
- Current Govt Policy (35)		
- Duration (3)		
- Employer Behaviour (98)		
- Enrolment/ Refund (4)		
- Fees (11)		
- Incentives (10)		
- No Tg/Emp Provided (7)		
- Not Specified (4)		
- Other Stakeholder Behaviour (25)		
- Quality (6)		
- Recruit/ Market/ Assess (0)		
- RTO Behaviour (117)		
- SATs (12)		
- VETIS (0)		
	332	8.9
RTO/SAS/PQS		
- Current Govt Policy (20)		
- Duration (0)		
- Employer Behaviour (1)		
- Enrolment/ Refund (36)		
- Fees (11)		
- Incentives (1)		
- No Tg/Emp Provided (2)		
- Not Specified (0)		
- Other Stakeholder Behaviour (3)		
- Quality (21)		
- Recruit/ Market/ Assess (10)		
- RTO Behaviour (295)		
- SATs (0)		
- VETIS (2)		
	402	10.7

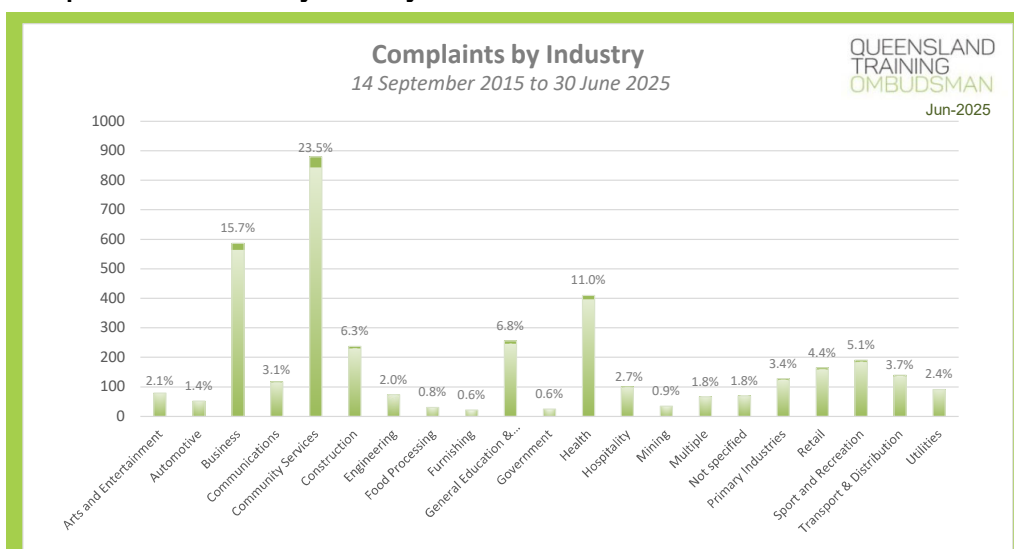
Issue	Number	Percentage
VET FEE Help/VET Student Loan - Current Govt Policy (1) - Duration (0) - Employer Behaviour (8) - Enrolment/ Refund (253) - Fees (10) - Incentives (0) - No Tg/Emp Provided (0) - Not Specified (2) - Other Stakeholder Behaviour (5) - Quality (12) - Recruit/ Market/ Assess (17) - RTO Behaviour (79) - SATs (0) - VETiS (0)	387	10.3
RTO Matter (including Fee for Service) - Current Govt Policy (10) - Duration (2) - Employer Behaviour (1) - Enrolment/ Refund (594) - Fees (48) - Incentives (0) - No Tg/Emp Provided (2) - Not Specified (0) - Other Stakeholder Behaviour (7) - Quality (79) - Recruit/ Market/ Assess (6) - RTO Behaviour (1432) - SATs (0) - VETiS (0)	2181	58.3
TAFE Qld Matter - Current Govt Policy (3) - Duration (0) - Employer Behaviour (0) - Enrolment/ Refund (5) - Fees (1) - Incentives (0) - No Tg/Emp Provided (0) - Not Specified (0) - Other Stakeholder Behaviour (1) - Quality (5) - Recruit/ Market/ Assess (0) - RTO Behaviour (53) - SATs (0) - VETiS (0)	68	1.8
Other - Current Govt Policy (22) - Duration (0) - Employer Behaviour (6) - Enrolment/ Refund (63) - Fees (7) - Incentives (1) - No Tg/Emp Provided (0) - Not Specified (5) - Other Stakeholder Behaviour (245) - Quality (2) - Recruit/ Market/ Assess (4) - RTO Behaviour (16) - SATs (0) - VETiS (1)	372	9.9
Total	3742	100.0

Complaint Breakdown by Stakeholder

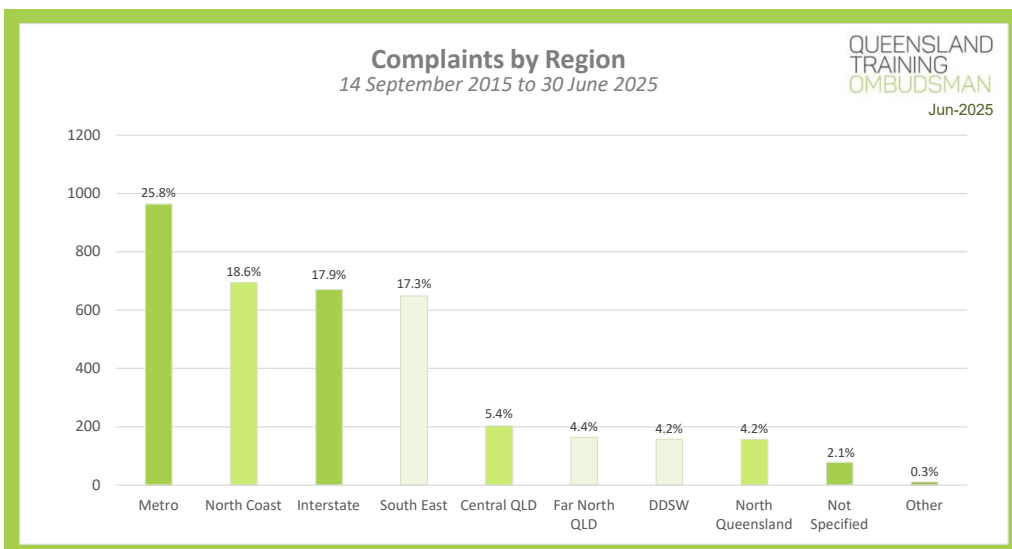


Complainant	Number	Percentage
Apprentices/Trainees/Students	2935	78.4
Employers	116	3.1
Government Agencies	4	0.1
Industry	37	1.0
Other Stakeholders	343	9.2
Parents/Guardians	221	5.9
RTO	66	1.8
VET Service Provider (non RTO)	20	0.5
Total	3742	100.0

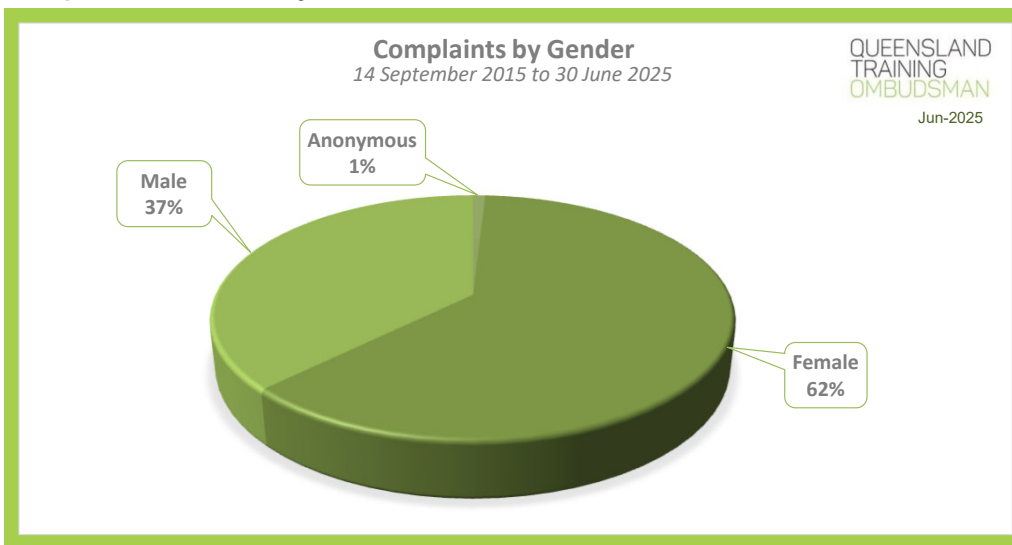
Complaint Breakdown by Industry



Complaint Breakdown by Location



Complaint Breakdown by Gender



Complaint Outcomes

Decisions	Number	% of completed complaints
Completed - complainant outcome achieved	2605	73.1
Completed – complainant outcome not achieved	766	21.5
Completed – no further action and formally withdrawn	195	5.5
Total	3566	100.0
Complaint Refused	135	
Total Completed	3701	

As at 30 June 2025, 3566 complaints have been completed and finalised. 2605 (73.1%) achieved the complainant's desired outcome, including cases of fee refund or waivers which totalled \$1,732,967.

766 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.

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

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

As at 30 June 2025, 41 complaints are still under investigation.

Formal Referrals to Other Agencies

Referrals	Number
ASQA	9
Australian Maritime Safety Authority	2
Commonwealth DET	1
DESBT	9
DTET	3
Queensland DET	32
Fair Work Ombudsman	1
Office of Industrial Relations	4
VET Student Loans Ombudsman	127
Total	188

While there have been 188 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
1999	1743	3742
53.4%	46.6%	100%

Enquiry Outcomes

724 enquiries have been received by QQTO between 14 September 2015 to 30 June 2025 and 724 of these have been satisfactorily answered.