

Quarterly Performance Report
1 October to 31 December 2025

Summary of Complaints and Enquiries



Complaint Breakdown by Category

Complaint Category	Number Received
Apprenticeship / Traineeship	6
RTO Matter (including Fee-for-Service)	64
RTO SAS	9
TAFE Qld Matter	6
VET Student Loan	2
Other	7
Total	94

Complaint Breakdown by Specific Issue

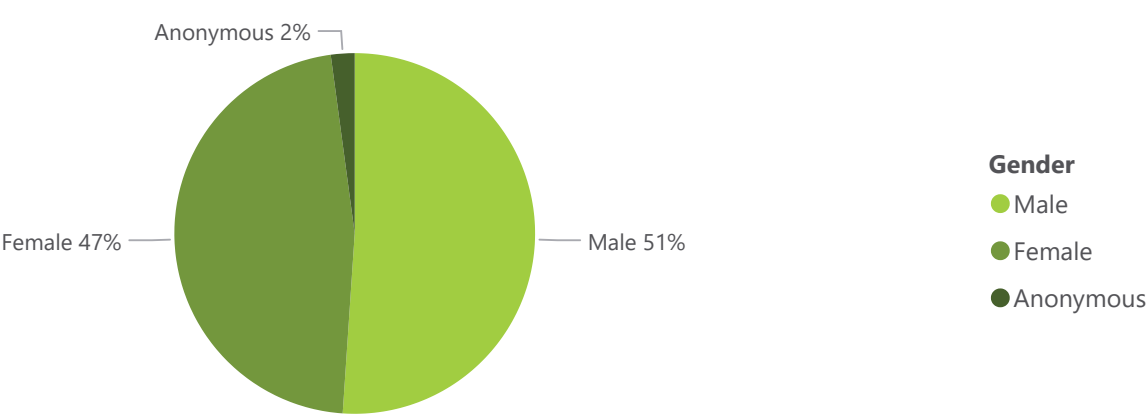
For the 1 October to 31 December 2025 quarter, the issues raised have included (noting a complainant will often raise multiple issues in their complaint):

Key Issues	Detailed Issues	Number
Marketing and Recruitment	Inappropriate advertising of course requirements or RTO	4
Enrolment	Delays in online access to materials	2
	Difficulty enrolling with RTO	2
	Difficulty in cancelling enrolment	9
Support and Progression	Bullying and/or harassment allegations	1
	Delays in accessing required course materials	3
	Lack of employer support or supervision of apprentices	3
	Lack of support by RTO to meet student needs	22
	Poor communication from RTO	9
	Seeking refund or fee waiver	30
Training and Assessment	Assessment timelines and processes not being met	7
	Misleading assessment requirements eg video role play	2
	Poor quality training	9
	RPL not offered or provided	1
	Vocational Placement issues	12
Completion	Delays in completing apprenticeship or traineeship	1
	Issuing Statement of Attainment or qualification	13
Other	Referral to another agency	2
	Review of DTET decision re SAS or apprenticeship matter	3
	RTO closure or liquidation	5
	Unaccredited training – attempt to assist	4

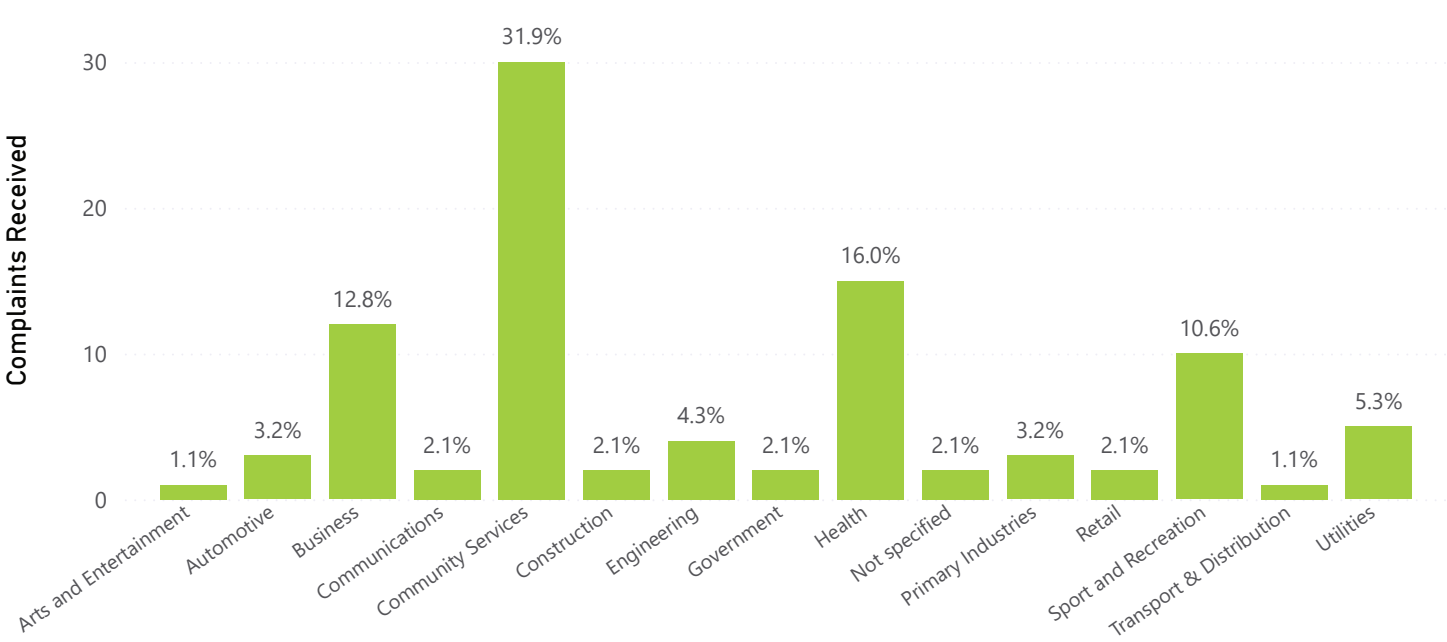
Complaint Breakdown by Category

Complainant	Number
Apprentices/Trainees/Students	74
Employer	1
Other	9
Parent/Guardian	6
RTO	4
Total	94

Complaint Breakdown by Gender



Complaint Breakdown by Industry



Complaint Outcomes

Outcomes	Number	Percent of Grand Total
Completed		
Completed - complainant outcome achieved	65	64.4%
Completed – complainant outcome not achieved	31	30.7%
Completed – no further action and formally withdrawn	5	5.0%
Total Completed	101	100.0%
Refused		
Complaint Refused	2	
Total Outcomes	103	

Specific Details of Complaint Outcomes Achieved

- \$34,420 in fee waivers and refunds for 15 complainants.
- One free extension offered to enable the student to complete their training.
- Specific issues addressed for 65 complainants enabling them to continue with their studies.
- Although 11 complaints were not within the remit of this Office, a successful resolution was achieved for seven complainants.

Timeframes to Close Complaints

Timeframe data 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
51	52	103
49.5%	50.5%	100%

Enquiry Breakdown by Specific Issue

For the 1 October to 31 December 2025 quarter, the enquiries have related to:


Key Issues	Detailed Issues	Number
Marketing and Recruitment	Inappropriate advertising of course requirements or RTO	1
Enrolment	Difficulty in cancelling enrolment	1
Support and Progression	Bullying and/or harassment allegations	1
	Lack of employer support or supervision of apprentices	1
	Lack of support by RTO to meet student needs	2
	Poor communication from RTO	1
	Seeking refund or fee waiver	1
Training and Assessment	Vocational Placement issues	1
Completion		
	Issuing Statement of Attainment or qualification	3
Other		
	Referral to another agency	7
	Unaccredited training – attempt to assist	1

Specific Details of Enquiry Outcomes Achieved


- Enquiry regarding how to get recognition for a Fijian Certificate III in Carpentry in Australia was provided with information for TAFE Queensland who partners with Fiji through its implementation of the Australia Pacific Training Coalition, an Australian Government initiative that provides vocational training in Fiji and the Pacific.
- Enquiries from international students experiencing issues with their Registered Training Organisations was provided with information for the Office of the Commonwealth Ombudsman as the appropriate agency to deal with complaints from international students about private education providers in Australia.
- Enquiry regarding whether various building and construction TAFE qualifications were accepted globally was advised those particular qualifications were delivered under the Australian Qualifications Framework and the specific country being visiting would need to determine if the qualification is acceptable.
- Relevant information relating to DTET was provided for enquiries regarding apprenticeships, funding eligibility, financial support.
- Enquiries regarding various training courses were provided with a link to the Skills Gateway so they could search for RTOs who deliver training in the interested industry and see which RTOs provide subsidised training.

Case Studies


Inability to continue paying course fees

<p>Complaint</p> <p>The complainant is on a disability pension and was struggling to pay the course fees for the qualification in which he enrolled. The RTO had sent his account to the debt collector who were considering court action.</p>	<p>Resolution</p> <p>OQTO had discussions with the RTO regarding the complainant’s circumstances and they agreed to waive the balance of the outstanding fees of \$2,800.</p>
	 <p><i>Thank you so much for your assistance with this matter. I am very pleased with the result.</i></p>

RTO not issuing qualification

<p>Complaint</p> <p>The complainant advised they had completed all required components of a Certificate IV in School Based Education Support. However, their qualification had not been awarded.</p>	<p>Resolution</p> <p>OQTO contacted the RTO to obtain additional background information and determine if the qualification could be awarded. The RTO subsequently advised OQTO the certificate had been issued and the student had graduated.</p>
	 <p><i>I appreciate you contacting them. I do believe that without your assistance this issue would have continued on.</i></p>

Completion of Vocational Placement

<p>Complaint</p> <p>The complainant had completed the theory component of her course. However, her placement facility would not allow video recording which meant the requirements to assess her work could not be met.</p>	<p>Resolution</p> <p>Following discussions with the RTO and the facility, an agreement was reached between the RTO and the complainant to cancel the enrolment and refund the fees paid by the complainant.</p>
	 <p><i>Thank you so much for this outcome and relief from the stress it has been causing</i></p>

Stakeholder Engagement and Reviews

- Attended DTET North Coast Reference Group Meetings in Caboolture, Nambour and Maryborough.
- Continued liaison with DTET regarding implementation of previous review recommendations and Skills Gateway review.
- Review of Stage 1 and 2 SAS decisions when requested by an RTO.
- Ongoing engagement with the Australian Skills Quality Authority.
- Ongoing engagement with the Department of Housing and Public Works regarding tenancy related matters.
- Electrical Quality Training Group participation (with DTET and Electrical Safety Office) to ensure ongoing effectiveness of training in the electrical sector.

Summary of Complaints and Enquiries for 2025/2026

Complaints			
198 Received	190 Completed	49.5% Completed Within 30 Days	68.1% Outcome Achieved
Formal Enquiries		Fees Recovered	
28 Received	28 Completed	\$50,853	

Complaints and Enquiries Received 2025/2026

