

## Quarterly Performance Report 1 July to 30 September 2025

### Summary of Complaints and Enquiries

COMPLAINTS			
104	87	49.4%	72.6%
RECEIVED	COMPLETED	COMPLETED WITHIN 30 DAYS	COMPLAINANT OUTCOME ACHIEVED
FORMAL ENQUIRIES		FEES RECOVERED	
11	11	\$16,433	
RECEIVED	COMPLETED		

### Complaint Breakdown by Category

Category	Number
Apprenticeship/Traineeship	7
RTO Matter (including Fee-for-Service)	75
RTO SAS	10
TAFE Qld Matter	2
VET Student Loan	1
Other	9
<b>Total - 1 July to 30 September 2025</b>	<b>104</b>

### Complaint Breakdown by Specific Issue

For the 1 July to 30 September 2025 quarter, the issues raised have included (noting a complainant will often raise multiple issues in their complaint):

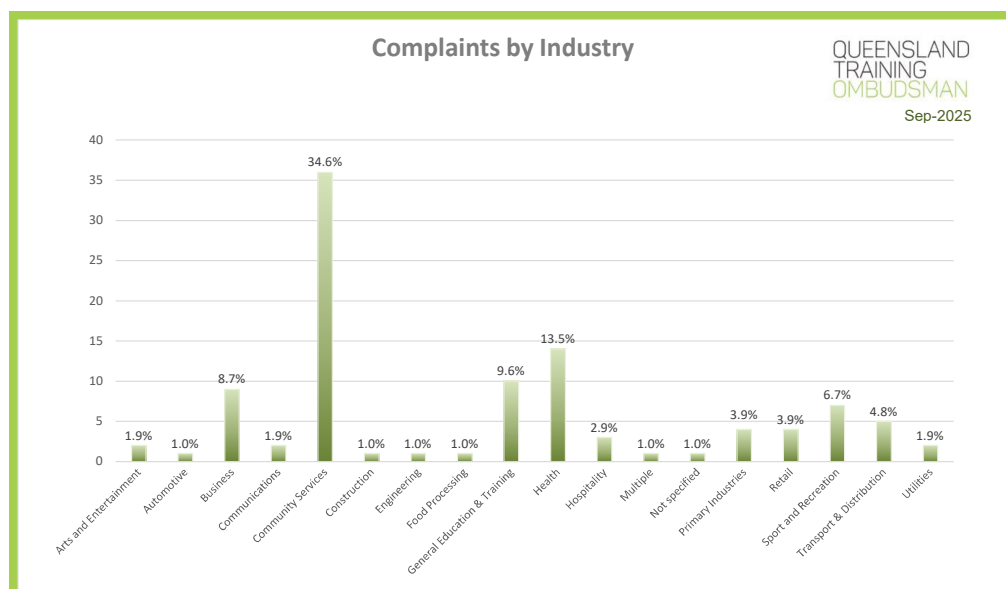
Key Issues	Detailed Issues	Number
Marketing and Recruitment	Inappropriate advertising of course requirements or RTO	9
	Inappropriate advertising of course outcomes – eg RPL, licensing, employment	3
	Use of third-party arrangements not disclosed	0
Enrolment	Difficulty enrolling with RTO	6
	Entitlement or access to subsidised training	5
	Communication of cooling off period	5
	Delays in online access to materials	0
	Difficulty in cancelling enrolment	15
Support and Progression	Poor communication from RTO	10
	Lack of support by RTO to meet student needs	19
	Delays in accessing required course materials	1
	Bullying and/or harassment allegations	0
	Lack of employer support or supervision of apprentices	4
	Seeking refund or fee waiver	38

Key Issues	Detailed Issues	Number
Training and Assessment	Poor quality training	14
	Assessment timelines and processes not being met	11
	Vocational Placement issues	12
	Misleading assessment requirements eg video role play	3
	RPL not offered or provided	4
Completion	Issuing Statement of Attainment or qualification	11
	USI Reporting	0
	Delays in completing apprenticeship or traineeship	2
	SAT Business Case for completion	0
Other	RTO closure or liquidation	1
	Referral to another agency	5
	Unaccredited training – attempt to assist	3
	Review of DTET decision re SAS or apprenticeship matter	1

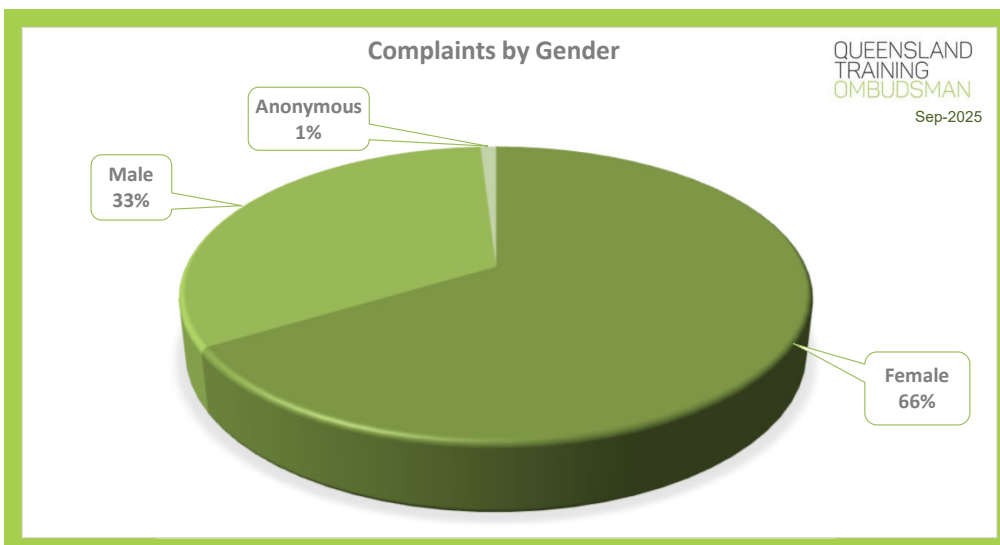
## Complaint Breakdown by Stakeholder

Complainant	Number
Apprentices/Trainees/Students	90
Employers	3
Government Agencies	0
Industry	0
Other Stakeholders	7
Parents/Guardians	3
RTO	0
VET Service Provider (non RTO)	1
<b>Total - 1 July to 30 September 2025</b>	<b>104</b>

## Complaint Breakdown by Industry



## Complaint Breakdown by Gender



## Complaint Outcomes

Outcomes	Number	Percentage of
Completed - complainant outcome achieved	61	72.6%
Completed – complainant outcome not achieved	21	25.0%
Completed – no further action and formally withdrawn	2	2.4%
<b>Total</b>	<b>84</b>	<b>100.0%</b>
Complaint Refused	3	
<b>Total completed</b>	<b>87</b>	

## Specific Details of Complaint Outcomes Achieved

- \$16,433 in fee waivers and refunds for 11 complainants.
- Specific issues addressed for 61 complainants enabling them to continue with their studies.
- Although nine complaints were not within the remit of this Office, a successful resolution was achieved for three complainants.

## 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
43	44	87
49.4%	50.6%	100%

### Enquiry Breakdown by Specific Issue

For the 1 July to 30 September 2025 quarter, the enquiries received have related to:

Key Issues	Detailed Issues	Number
Marketing and Recruitment	Inappropriate advertising of course requirements or RTO	0
	Inappropriate advertising of course outcomes – eg RPL, licensing, employment	0
	Use of third-party arrangements not disclosed	0
Enrolment	Difficulty enrolling with RTO	2
	Entitlement or access to subsidised training	1
	Communication of cooling off period	0
	Delays in online access to materials	0
	Difficulty in cancelling enrolment	0
Support and Progression	Poor communication from RTO	1
	Lack of support by RTO to meet student needs	3
	Delays in accessing required course materials	0
	Bullying and/or harassment allegations	0
	Lack of employer support or supervision of apprentices	1
	Seeking refund or fee waiver	0
Training and Assessment	Poor quality training	0
	Assessment timelines and processes not being met	0
	Vocational Placement issues	0
	Misleading assessment requirements eg video role play	0
	RPL not offered or provided	1
Completion	Issuing Statement of Attainment or qualification	0
	USI Reporting	0
	Delays in completing apprenticeship or traineeship	1
	SAT Business Case for completion	1
Other	RTO closure or liquidation	1
	Referral to another agency	1
	Unaccredited training – attempt to assist	0
	Review of DTET decision re SAS or apprenticeship matter	0

### Specific Details of Enquiry Outcomes Achieved

- 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.
- Enquiry regarding an RTO that had gone into liquidation was provided with contact details for the appointed administrator. A link to the Skills Gateway was also provided.

## Case Studies

### Delays in qualification being issued

<p><b>The Complaint</b></p> <p>The complainant was enrolled in a Diploma of Early Childhood Education and Care and was experiencing issues regarding significant and unjustified delays in the marking of her assessments and finalisation of her qualification.</p>	<p><b>Resolution</b></p> <p>The RTO completed the marking process and issued the diploma certificate.</p> <p><i>I truly appreciate the support and professionalism shown by your office. I believe that my college responded only after I contacted your organisation, which demonstrates how important and effective your service is for students who struggle to have their concerns addressed.</i></p> <p><i>Thank you once again for your assistance. I hope more students who face similar challenges become aware of the valuable role the Queensland Training Ombudsman plays in supporting fair and timely outcomes in vocational education.</i></p>
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### Request for cancellation of enrolment and refund of fees paid

<p><b>The Complaint</b></p> <p>The complainant was enrolled in a Real Estate course and experienced a significant deterioration in his mental health preventing him from completing the course. The complainant was seeking to cancel the course and receive a full refund of fees paid.</p>	<p><b>Resolution</b></p> <p>OQTO contacted the training organisation and discussed the issues relating to withdrawal due to medical issues. They eventually agreed to provide a full refund of fees paid.</p> <p><i>I am happy to receive the full refund as I believed this would not have happened without the intervention of your Office.</i></p>
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### Complainant unable to complete course due to restrictions by placement facility

<p><b>The Complaint</b></p> <p>The complainant was enrolled in a Certificate III in Early Childhood Education and Care. She could not complete her placement as her employer at the facility would not allow videotaping of her work to provide evidence of her competency. Despite several suggestions made, the RTO was firm on its requirement for taping the evidence.</p>	<p><b>Resolution</b></p> <p>OQTO contacted the RTO and discussed the issues. The RTO stated they were required to obtain evidence of the student's skills and, as she was an online student, there was no other way to obtain the evidence required. OQTO was able to produce documents from ASQA and the Jobs and Skills Council specifying the assessment requirements especially concerning direct observation. The RTO subsequently made the necessary arrangements for the assessor to visit the facility and the student completed the placement and received their qualification.</p> <p><i>Thank you so much. I'm really pleased with the outcome as I would still be in dispute with the RTO without the assistance you provided.</i></p>
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## Stakeholder Engagement and Reviews

- Completed a review of VET delivery in Queensland broken down by Local Government Area.
- Attended DTET DDSW Reference Group Meeting.
- 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.

## Summary of Complaints and Enquiries 2025/26

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FORMAL ENQUIRIES		FEES RECOVERED	
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## Complaints and Enquiries Received 2025/26

