

Quarterly Performance Report
1 January to 31 March 2026

Summary of Complaints and Enquiries

Complaints

105 Received **111** Completed **53.2%** Completed Within 30 Days **71.4%** Outcome Achieved

Formal Enquiries

17 Received **16** Completed

Fees Recovered

\$43,040

Complaint Breakdown by Category

Complaint Category	Number Received
Apprenticeship / Traineeship	11
RTO Matter (including Fee-for-Service)	71
RTO SAS	6
TAFE Qld Matter	7
VET Student Loan	2
Other	8
Total	105

Complaint Breakdown by Specific Issue

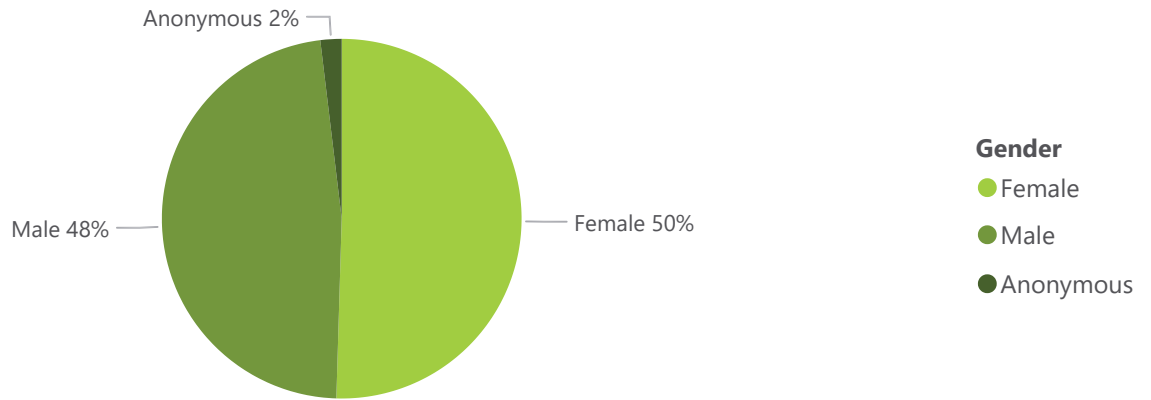
For the 1 January to 31 March 2026 quarter, the issues raised have included (noting a complainant will often raise multiple issues in their complaint):

Key Issues	Detailed Issues	Number
Marketing and Recruitment	Inappropriate advertising of course outcomes – eg RPL, licensing, employment	1
	Inappropriate advertising of course requirements or RTO	8
Enrolment	Delays in online access to materials	1
	Difficulty enrolling with RTO	2
	Difficulty in cancelling enrolment	3
Support and Progression	Bullying and/or harassment allegations	2
	Delays in accessing required course materials	2
	Lack of employer support or supervision of apprentices	8
	Lack of support by RTO to meet student needs	20
	Poor communication from RTO	9
	Seeking refund or fee waiver	39
Training and Assessment	Assessment timelines and processes not being met	8
	Poor quality training	9
	RPL not offered or provided	1
	Vocational Placement issues	14
Completion	Delays in completing apprenticeship or traineeship	2
	Issuing Statement of Attainment or qualification	11
Other	Referral to another agency	3
	RTO closure or liquidation	1
	Unaccredited training – attempt to assist	1

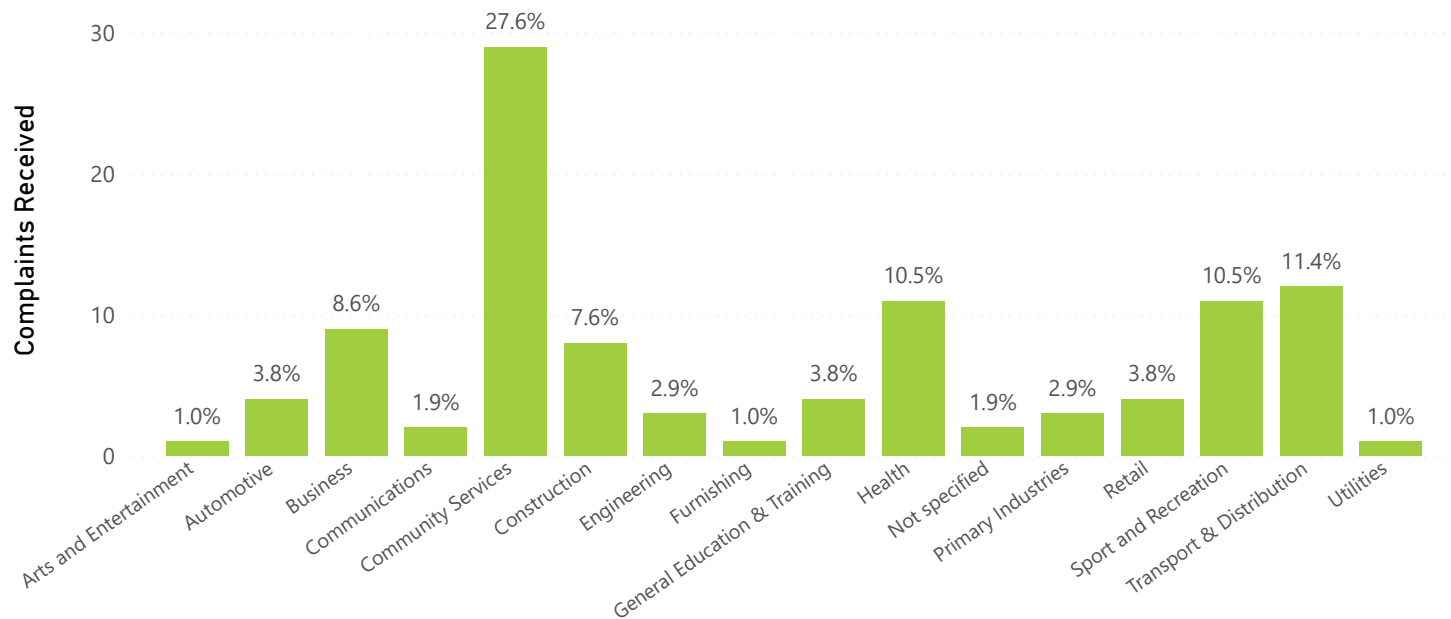
Complaint Breakdown by Category

Complainant	Number
Apprentices/Trainees/Students	87
Employer	2
Other	5
Parent/Guardian	11
Total	105

Complaint Breakdown by Gender



Complaint Breakdown by Industry



Complaint Outcomes

Outcomes	Number	Percent of Grand Total
Completed		
Completed - complainant outcome achieved	75	71.4%
Completed – complainant outcome not achieved	25	23.8%
Completed – no further action and formally withdrawn	5	4.8%
Total Completed	105	100.0%
Refused		
Complaint Refused	6	
Total Outcomes	111	

Specific Details of Complaint Outcomes Achieved

- \$43,040 in fee waivers and refunds for 16 complainants.
- Free extensions offered to enable 10 complainants to complete their training.
- Specific issues addressed for 74 complainants enabling them to continue with their studies.
- Although 18 complaints were not within the remit of this Office, a successful resolution was achieved for six 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
59	52	111
53.2%	46.8%	100%

Enquiry Breakdown by Specific Issue

For the 1 January to 31 March 2026 quarter, the enquiries have related to:


Key Issues	Detailed Issues	Number
Enrolment	Difficulty in cancelling enrolment	2
Support and Progression	Bullying and/or harassment allegations	1
	Lack of employer support or supervision of apprentices	1
	Poor communication from RTO	1
	Seeking refund or fee waiver	3
Completion	Issuing Statement of Attainment or qualification	5
Other	Referral to another agency	8

Specific Details of Enquiry Outcomes Achieved


- Enquiry regarding an RTI application with DTET that was taking too long to process was provided with information for DTET's complaints process so a complaint could be lodged directly with them. Also provided information for the Queensland Ombudsman if the enquirer wasn't satisfied with the outcome of their complaint with DTET.
- Enquiries regarding apprentice wages and tool allowances were provided with information for the Fair Work Ombudsman which is the responsible agency for the administration of the payment of wages and entitlements set down under the Modern Award system.
- Enquiry from an RTO seeking to become a Construction Skills Queensland (CSQ) approved provider was advised CSQ was open to responding to requests that are industry led and letters from employers should be provided as supporting document.
- 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


Practical workshops not being provided

<p>Complaint</p> <p>The complainant was enrolled in a Certificate IV in Outdoor Education on the understanding multiple one-on-one workshops would be provided. Due to a lack of in-person training options being provided, the complainant was seeking to withdraw from the course.</p>	<p>Resolution</p> <p>OQTO contacted the RTO to discuss the concerns raised regarding practical sessions not being provided as advertised, and actions to address this issue for future students.</p> <p>After further discussion, the RTO agreed to withdraw the enrolment, provide a partial refund and issue a Statement of Attainment for units that had been successfully completed.</p>
	<p></p> <p><i>Thank you for your assistance.</i></p>

Claim for waiver of fees and withdrawal of action by Receiver and Debt Collection Agency

<p>Complaint</p> <p>The complainant was enrolled in an Advanced Certificate in Criminal Psychology. Due to financial difficulties, she tried to withdraw from the course and have the fees waived but the RTO advised the fees would still be due. As nothing was communicated for the next eight months, she assumed she was cancelled. The company went into receivership and the receiver arranged for an alternative RTO to continue the training. They then engaged a debt collector to collect the outstanding fees.</p>	<p>Resolution</p> <p>OQTO contacted the RTO, the Receiver and the Debt Collection Agency to discuss the issues raised. Following numerous discussions, an agreement was reached to waive the outstanding fee of \$7,993 due to consideration of the complainant's special circumstances.</p>
	<p></p> <p><i>Thank you I am very grateful for the efforts made to resolve the matter.</i></p>

Transferring to another RTO caused communication issues

<p>Complaint</p> <p>The complainant was enrolled in a Certificate III in Individual Support. He changed RTOs and had completed his placement with the original RTO. The placement facility would not forward details of the placement work stating they only had an arrangement with the original RTO. The complainant was frustrated as the new RTO could not deem him competent without the placement records.</p>	<p>Resolution</p> <p>OQTO contacted both RTOs and the placement facility and was able to obtain the placement records allowing the completion of the training and the new RTO to issue the qualification.</p>
	<p></p> <p><i>Thank you I am very grateful for the assistance provided as I had reached a dead end and did not think I would get my qualification.</i></p>

Stakeholder Engagement and Reviews

- Presented at the Higher Education and Registered Training Stakeholders meeting in March.
- Continued liaison with DTET regarding implementation of previous review recommendations and Skills Gateway review.
- 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

303

Received

301

Completed

50.8%

Completed Within 30 Days

69.3%

Outcome Achieved

Formal Enquiries

45

Received

44

Completed

Fees Recovered

\$93,893

Complaints and Enquiries Received 2025/2026

● Complaints ● Enquiries

