

Quarterly Performance Report

1 April to 30 June 2026

Summary of Complaints and Enquiries



Complaint Breakdown by Category

Complaint Category	Number Received
Apprenticeship / Traineeship	5
RTO Matter (including Fee-for-Service)	70
RTO SAS	6
TAFE Qld Matter	6
Other	11
Total	98

Complaint Breakdown by Specific Issue

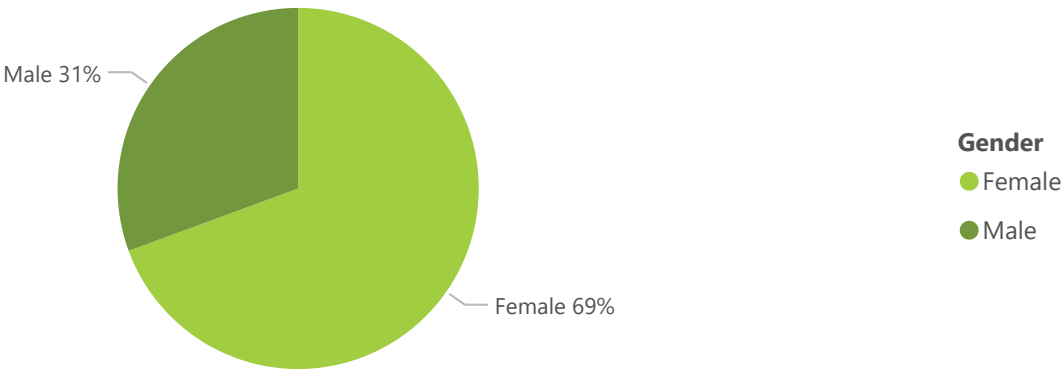
For the 1 April to 30 June 2026 quarter, the issues raised have included (noting a complainant will often raise multiple issues in their complaint):

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	6
Enrolment	Communication of cooling off period	4
	Difficulty enrolling with RTO	3
	Difficulty in cancelling enrolment	5
Support and Progression	Lack of employer support or supervision of apprentices	1
	Lack of support by RTO to meet student needs	15
	Poor communication from RTO	9
	Seeking refund or fee waiver	28
Training and Assessment	Assessment timelines and processes not being met	8
	Poor quality training	8
	RPL not offered or provided	1
	Vocational Placement issues	12
Completion	Delays in completing apprenticeship or traineeship	2
	Issuing Statement of Attainment or qualification	15
	USI Reporting	1
Other	Referral to another agency	5
	RTO closure or liquidation	11
	Unaccredited training – attempt to assist	1

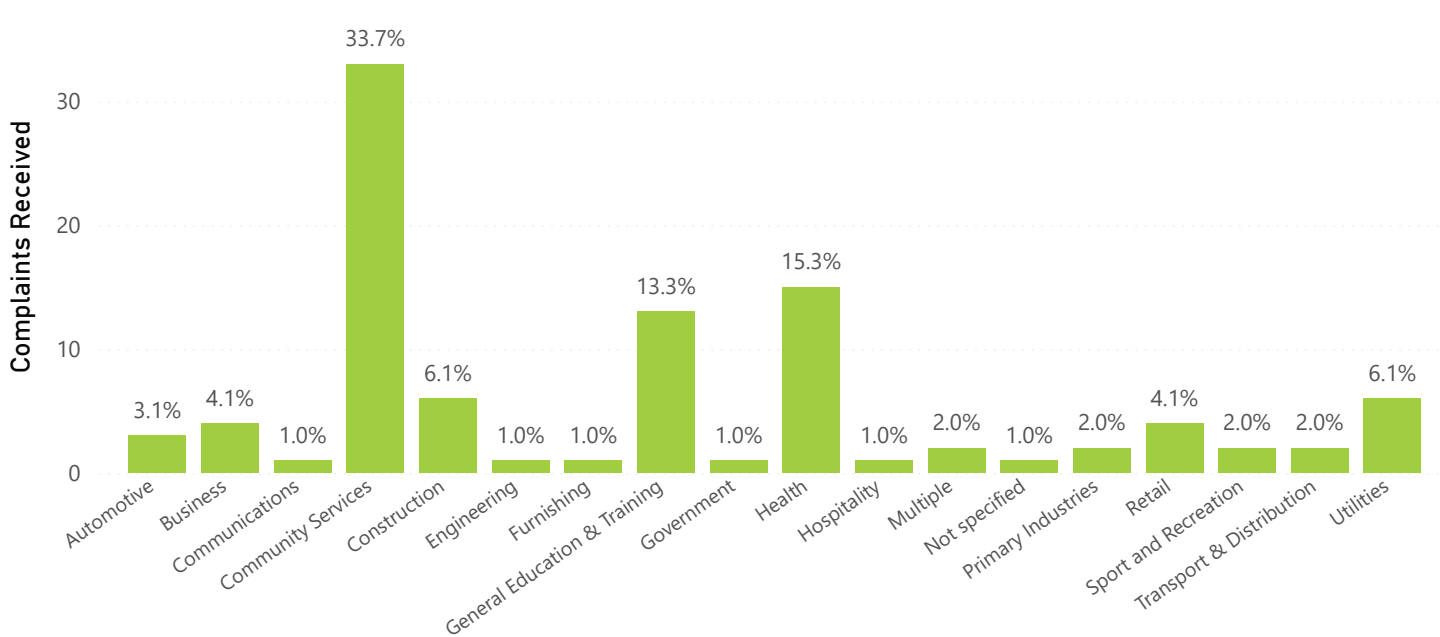
Complaint Breakdown by Category

Complainant	Number
Apprentices/Trainees/Students	80
Employer	4
Industry	1
Other	10
Parent/Guardian	3
Total	98

Complaint Breakdown by Gender



Complaint Breakdown by Industry



Complaint Outcomes

Outcomes	Number	Percent of Grand Total
Completed		
Completed - complainant outcome achieved	53	56.4%
Completed – complainant outcome not achieved	39	41.5%
Completed – no further action and formally withdrawn	2	2.1%
Total Completed	94	100.0%
Refused		
Complaint Refused	4	
Total Outcomes	98	

Specific Details of Complaint Outcomes Achieved

- \$5,850 in fee waivers and refunds for six complainants.
- Free extensions offered to enable eight complainants to complete their training.
- Specific issues addressed for 53 complainants enabling them to continue with their studies.

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
62	36	98
63.3%	36.7%	100%

Enquiry Breakdown by Specific Issue

For the 1 April to 30 June 2026 quarter, the enquiries have related to:

Key Issues	Detailed Issues	Number
Enrolment	Difficulty enrolling with RTO	1
	Difficulty in cancelling enrolment	1
	Entitlement or access to subsidised training	1
Support and Progression	Delays in accessing required course materials	1
	Lack of employer support or supervision of apprentices	1
	Lack of support by RTO to meet student needs	4
	Poor communication from RTO	3
	Seeking refund or fee waiver	1
Training and Assessment	Poor quality training	1
	Vocational Placement issues	2
Completion	Issuing Statement of Attainment or qualification	1
Other	Referral to another agency	4
	RTO closure or liquidation	1
	Unaccredited training – attempt to assist	1

Case Studies

Delays in assessment marking / issuance of qualification

Complaint The complainant was enrolled in a Certificate IV in Training and Assessment and raised concerns regarding poor communication from the RTO. They outlined significant delays being experienced in having their submitted work assessed, despite multiple attempts to engage with the RTO to resolve.	Resolution OQTO contacted the RTO to discuss the matter and seek a resolution. The RTO provided details pertaining to delays in marking assessments and advised they are putting actions in place to rectify the matter. The RTO subsequently advised they completed the required assessments and issued the qualification to the complainant.  Thank you so much for your help. You managed to help resolve this in less than a day. After waiting more than nine weeks for an outcome, I had genuinely started to wonder whether I would ever receive my certificate. I really appreciate your assistance and the time you took to help me. Thank you again for your support.
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USI record not updated

Complaint The complainant raised concerns regarding their Certificate III in Heavy Commercial Vehicle Mechanical Technology. The complainant had completed their certificate early in 2025 and been issued the qualification. However, the USI record had not been updated.	Resolution OQTO had several conversations with the RTO to discuss the matter and outline ways to resolve the issue. The RTO responded to advise they were processing the complainant’s USI record and it would be updated within the week.  I just wanted to say a heartfelt thank you for all your help and support. After more than 14 months, I'm very happy that my USI upgrade has finally been completed. I really appreciate the efforts of everyone involved in helping move the process forward. A special thank you to the OQTO Officer for his patience, kindness, and dedication throughout this journey. Your support made all the difference, and I'm truly grateful.
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Provision of placement facility and course extension

Complaint The complainant was enrolled in a Certificate IV in Allied Health Assistance. They were having difficulty obtaining a placement position and the RTO wasn’t providing any assistance. The complainant was seeking a course extension.	Resolution OQTO contacted the RTO to discuss the matter and seek a resolution. The RTO agreed to increase assistance with finding a placement position. They also agreed to offer a complimentary extension for three months to be reviewed if necessary.  I am so thankful for your assistance as it looked like I would have to stop the course if I had to pay more fees.
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Stakeholder Engagement and Reviews

- 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			
401	399	53.9%	66.1%
Received	Completed	Completed Within 30 Days	Outcome Achieved
Formal Enquiries		Fees Recovered	
64	62	\$99,743	
Received	Completed		

Complaints and Enquiries Received 2025/2026

