

Quarterly Performance Report

1 July to 30 September 2026

Summary of Complaints and Enquiries

Complaints

107

Received

122

Completed

64.8%

Completed Within 30 Days

56.4%

Outcome Achieved

Formal Enquiries

21

Received

21

Completed

Fees Recovered

\$50,822

Complaint Breakdown by Category

Complaint Category	Number Received
Apprenticeship / Traineeship	7
RTO Matter (including Fee-for-Service)	66
RTO SAS	14
TAFE Qld Matter	6
VET Student Loan	2
Other	12
Total	107

Complaint Breakdown by Specific Issue

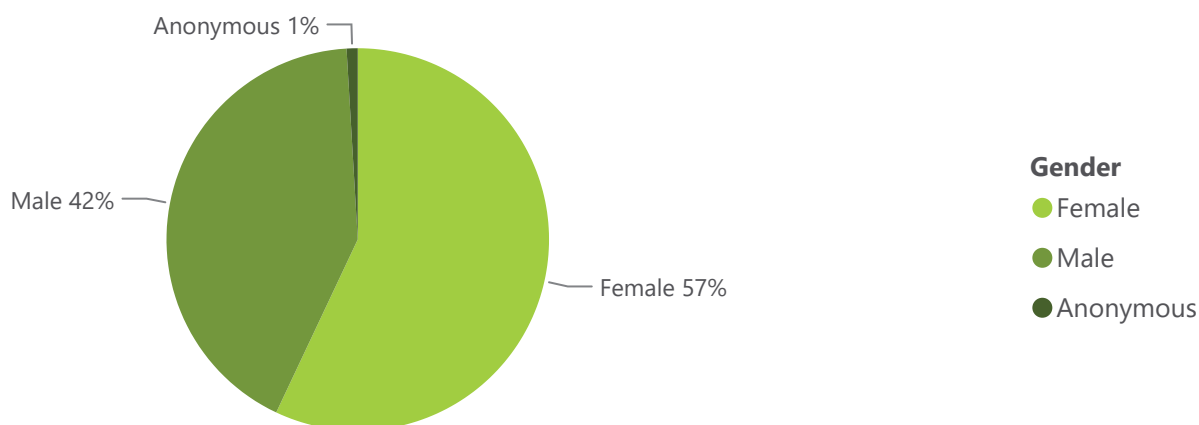
For the 1 July to 30 September 2026 quarter, the issues raised have included (noting a complainant will often raise multiple issues in their complaint):

Key Issues	Detailed Issues	Number
Marketing and Recruitment	Inappropriate advertising of course outcomes – eg RPL, licensing, employment	2
	Inappropriate advertising of course requirements or RTO	6
Enrolment	Difficulty enrolling with RTO	3
	Difficulty in cancelling enrolment	3
Support and Progression	Delays in accessing required course materials	1
	Lack of employer support or supervision of apprentices	2
	Lack of support by RTO to meet student needs	10
	Poor communication from RTO	5
	Seeking refund or fee waiver	22
Training and Assessment	Assessment timelines and processes not being met	9
	Poor quality training	12
	RPL not offered or provided	1
	Vocational Placement issues	9
Completion	Delays in completing apprenticeship or traineeship	2
	Issuing Statement of Attainment or qualification	12
	USI Reporting	2
Other	Referral to another agency	4
	Review of DTET decision re SAS or apprenticeship matter	4
	RTO closure or liquidation	23

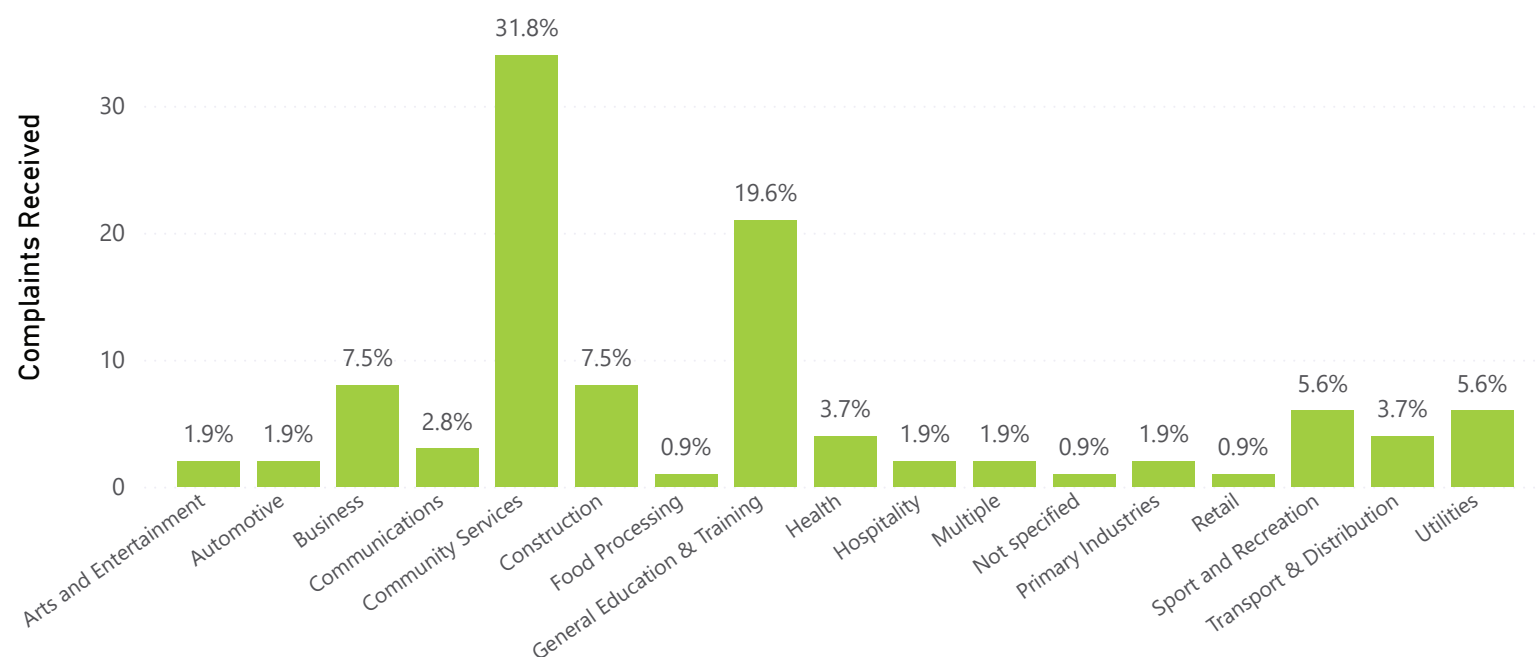
Complaint Breakdown by Category

Complainant	Number
Apprentices/Trainees/Students	83
Employer	3
Other	14
Parent/Guardian	6
RTO	1
Total	107

Complaint Breakdown by Gender



Complaint Breakdown by Industry



Complaint Outcomes

Outcomes	Number	Percent of Grand Total
Completed		
Completed - complainant outcome achieved	66	56.4%
Completed – complainant outcome not achieved	49	41.9%
Completed – no further action and formally withdrawn	2	1.7%
Total Completed	117	100.0%
Refused		
Complaint Refused	5	
Total Outcomes	122	

Specific Details of Complaint Outcomes Achieved

- \$50,822 in fee waivers and refunds for 18 complainants.
- Free extensions offered to enable four complainants to complete their training.
- Specific issues addressed for 66 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
79	43	122
64.8%	35.2%	100%

Enquiry Breakdown by Specific Issue

For the 1 July to 30 September 2026 quarter, the enquiries have related to:

Key Issues	Detailed Issues	Number
Marketing and Recruitment	Inappropriate advertising of course requirements or RTO	1
Enrolment	Entitlement or access to subsidised training	2
Support and Progression	Lack of employer support or supervision of apprentices	3
	Lack of support by RTO to meet student needs	3
	Poor communication from RTO	2
	Seeking refund or fee waiver	2
Training and Assessment	Assessment timelines and processes not being met	1
	Poor quality training	1
Completion	Issuing Statement of Attainment or qualification	1
Other	Referral to another agency	7
	Review of DTET decision re SAS or apprenticeship matter	1
	RTO closure or liquidation	1
	Unaccredited training – attempt to assist	1

Case Studies

Access to Funding

Complaint The complainant was seeking to undertake a funded Certificate IV in Electrical – Instrumentation. However, he was advised he was not eligible for a subsidised place due to records showing he had previously completed a Diploma of Hospitality through Recognition of Prior Learning (RPL). The complainant had no recollection of doing the training or receiving the qualification.	Resolution OQTO reviewed the matter and identified the previous RTO recorded that the entire qualification was awarded through RPL, despite the complainant only working in the industry for a brief period. The RTO has since lost its Skills Assure Supplier contract, is no longer registered as an RTO, and was placed in to liquidation. OQTO wrote to DTET to provide background information and recommended a waiver be provided through the Flexible Training Fund to support the complainant to complete a subsidised qualification. The recommendation was approved and the complainant successfully commenced training in their selected qualification, to enable advancement of their career.  <i>I really appreciate your assistance and am very grateful I can undertake subsidised training in my chosen field.</i>
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Progression of Recognition of Prior Learning (RPL) Application

Complaint The complainant was completing a Certificate IV in Ageing Support and stated all required RPL evidence for completion of the last three units of the qualification had been submitted. However, she had not been issued her certificate.	Resolution After liaising with the RTO and reviewing evidence, it was identified there were still several tasks required to be completed to gather the necessary evidence to award RPL. OQTO had multiple contacts with the RTO and complainant to gather and provide information to work towards a resolution. OQTO co-ordinated for the parties to positively work together to achieve a successful outcome. This resulted in the required evidence being successfully obtained, and the qualification awarded.  <i>Thank you for helping me get this across the line. I am extremely grateful for all you have done for me.</i>
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Withdrawal from Course and Seeking a Waiver of Fees

Complaint The complainant enrolled in a Certificate III in Early Childhood Education and Care and withdrew from the course due to financial hardship and was seeking a waiver of the fees.	Resolution OQTO contacted the RTO to discuss the matter and seek a resolution. After several discussions with the complainant and RTO, sufficient evidence was produced for the RTO to agree to waive the full fees.  <i>I am extremely happy and relieved with the outcome. This whole situation had become very stressful for me.</i>
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Stakeholder Engagement and Reviews

- Attended DTET Far North Queensland Reference Group Meeting.
- 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.

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Complaints and Enquiries Received 2026/2027

● Complaints ● Enquiries

