1. *Working Queensland* sets out the Queensland Government’s plan for creating jobs and lowering unemployment in order to lead Queensland to future prosperity. It also includes the commitment to establish an independent Training Ombudsman with the power to investigate complaints made about vocational education and training (VET), including apprenticeships and traineeships, in Queensland.
2. The Further Education and Training (Training Ombudsman) and Another Act Amendment Bill 2015 establishes the Training Ombudsman as an independent statutory position to assist VET consumers such as students, apprentices, trainees and employers. The Training Ombudsman has the following key functions:
* receive and deal with complaints about the provision of and quality of VET training, apprenticeships and traineeships, compliance with the *Further Education and Training Act 2014* and Pre-Qualified Supplier Agreements;
* advise complainants and where appropriate refer complaints to another appropriate entity;
* assess and make recommendations to the chief executive of the Department of Education and Training about complaints;
* monitor complaints;
* make recommendations and report on systemic issues relating to the provision of quality VET in Queensland, pre-qualified suppliers and apprenticeships and traineeships; and
* promotional activities and reviews.
1. Cabinet approved that the Further Education and Training (Training Ombudsman) and Another Act Amendment Bill 2015 be introduced into the Legislative Assembly.
2. *Attachments*
* [Further Education and Training (Training Ombudsman) and Another Act Amendment Bill 2015](Attachments/Bill.PDF)
* [Explanatory Notes](Attachments/ExNotes.PDF)