1. The Queensland Training Ombudsman (QTO) is a statutory position that reports directly to the Minister for Employment and Small Business and Minister for Training and Skills Development (the Minister).
2. The QTO is established under section 112B(1) of the *Further Education and Training Act 2014.*
3. The QTO provides a dedicated single point of contact to support consumers with advocacy, comprehensive advice, referral services and solutions. All complaints and investigations are conducted free of charge and in accordance with the principles of procedural fairness.
4. In addition, the QTO identifies systemic issues and recommends changes to the Minister to positively impact the provision of quality vocational education and training (VET) in Queensland. The QTO is also required to carry out promotional and educational activities related to Queensland VET, as well as undertake reviews and research commissioned by the Minister.
5. Cabinet endorsedthat Mr Geoffrey Favell be recommended to the Governor in Council for reappointment as the Queensland Training Ombudsman for a three-year term commencing from 29 September 2020.
6. *Attachments*

* Nil.