



Welcome to the delegation from the Republik of Indonesia

Chris Roberts
Director

The Overseas Students Ombudsman

- Is a specialist function within the Commonwealth Ombudsman office
- It is one of the industry ombudsman functions of the Ombudsman

- We investigate complaints from intending, current and former overseas students (450,000 in Australia)
- who have a problem with their private education and training provider in Australia.(162,000 students at 1010 private providers)
- We help the private providers manage complaints better
- How?
- by publishing reports on the broader issues we identify through our investigations.

- 2015/16 we received 874 complaints
- An increase of 27% and 69% than in the previous 2 years
- We investigated 291 of those complaints
- **Outcomes:**
 - In favour of the provider 57%
 - In favour of the student 26%
 - Resolved by the provider or complaint withdrawn 17%

Issues

- Refund and fee disputes (written agreements): 37%
- Provider's decision to refuse a student transfer to another provider: 20%
- Provider's decision to report a student to the Dept of Immigration and Border Protection for failing to meet attendance requirements: 13%

Recent reports and publications

- First Four Years of Operations
- Issue Papers and Fact Sheets for students and providers on
 - Written agreements
 - Course progress and attendance
- Quarterly statistical reports
- E-newsletters
- A video in six languages aimed at informing students about us and how to resolved their problems.

Current activities

- **Consultation Paper** about external complaint avenues for students to gauge whether the current complaint arrangements meet their needs or whether they are too confusing
- **Frequent Flyers** to analyse our complaint data to see which providers we receive more frequent complaints about. We recently published a report about *UTS:Insearch* a positive report for it being proactive about advising students of the external appeal avenues. This has led to improvements in their policies and practices.

Indonesian students in Australia

- 15,000 (June '16) enrolled with providers in the sectors:
 - Higher education 47%
 - Vocational Education and Training 42%
 - Schools, ELICOS and foundation courses 11%
- Fields of study:
 - Management and Commerce 49%
 - Society and Culture 13% (ELICOS)
 - Food and Hospitality 8%
 - Mixed field programs 5%

OSO video

<https://www.youtube.com/embed/fXwjUbs6Bu8?rel=0>

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Private Education Providers
with Overseas Students

Questions?



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