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## Introduction

Mr Colin Neave: Overseas Students Ombudsman



Welcome to the fourth edition of the provider e-news. It has been a busy few months for us since our last edition was published in July. Complaint numbers have increased markedly, perhaps reflecting an increase in the number of overseas students coming to Australia. See our [OSO Annual Report](#) for more information about our top complaint issues and our work over the last financial year.

We have received and considered responses to our consultation paper about written agreements and hope to share with you the outcome of that process shortly. We also submitted our response to the Department of Education's ESOS Reform Discussion Paper on 29 October 2014. You can access our submission [here](#).

**Please note:** the OSO will be closed over the **Christmas break** from **12 noon on Christmas Eve** until **Monday 5 January**. If you intend to report a student for unsatisfactory attendance or course progress and their window for external appeal to our office expires during this period, please do not report the student

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until the end of the week commencing 5 January. This is because it may take a few days for us to notify providers about appeals that have come in over the Christmas period.

Please read on for common mistakes we see providers make in monitoring course progress and attendance, drawn from our experience in investigating external appeals relating to Standards 10 and 11 of the [National Code](#). We invite providers to talk to us about our decisions if the decision or any recommendations in the decision are unclear.

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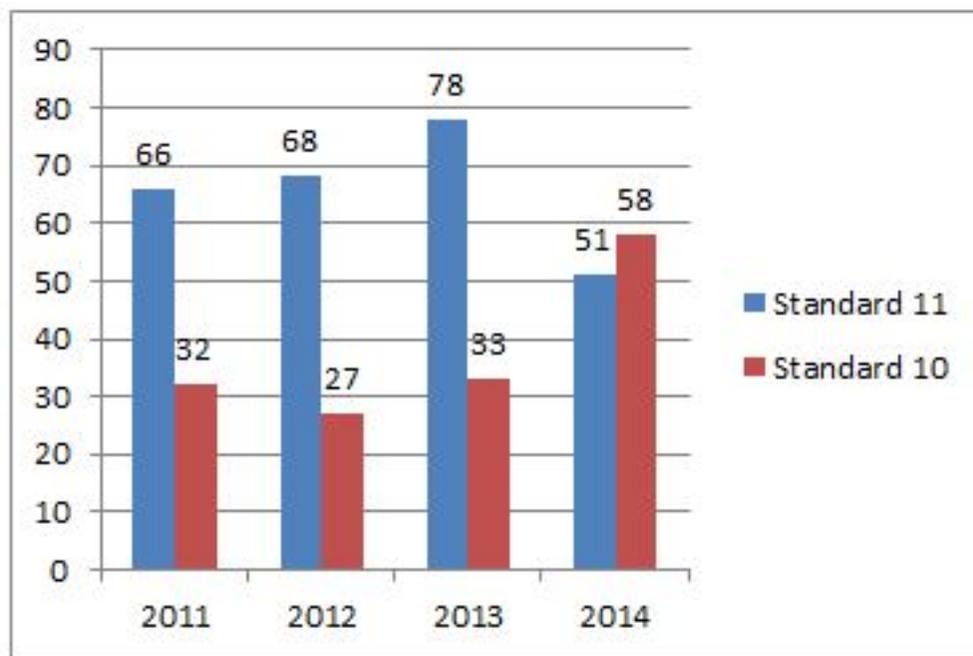
## Complaint numbers

### Course progress and attendance

The OSO has received 1,927 complaints since commencement in 2011. We have received 263 complaints that have listed attendance as an issue and 150 that have listed course progress as an issue.

Below is a snapshot of our course progress and attendance complaints about private providers by calendar year as of 28 November 2014. The year is not yet finished but we can already see a significant increase in the number of complaints that list course progress (Standard 10) as an issue compared to previous years.

### Course progress and attendance complaints received



[Read more](#)

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## Course progress and attendance

### Where can I find more information?

The ESOS Framework is designed to support the integrity of Australia's immigration system. Overseas students are generally required to finish their courses within the normal timeframe for that course, to maintain satisfactory course progress and to attend class.

[Read more](#)

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## Course progress

### Common mistakes that we see

When we investigate external appeals about unsatisfactory course progress, we sometimes see that providers make mistakes in assessing and reporting on

course progress.

Common mistakes that we see include:

[Read more](#)

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## Attendance

### Common mistakes that we see

Sometimes providers make mistakes monitoring or reporting on course attendance. One of the most common mistakes providers make is failure to give adequate notification to students of their intention to report them to the DIBP for inadequate attendance, including:

[Read more](#)

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## Case Studies

Mr A's provider told him that he would be reported to DIBP for unsatisfactory course progress. When Mr A complained to our office, we agreed with the provider that Mr A's course progress was not satisfactory. However, we found that the provider had not properly applied its appeals policy because it reported Mr A before the deadline for lodging an internal appeal had passed.

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