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Welcome



Welcome to the latest OSO provider e-news.






Complaints and external appeals to my office are increasing – up 25% this financial year and 14 % the year before that.

We think this is due to increasing international student numbers and greater awareness of our role. However, some complaints are avoidable.

Read on to see how you can learn from the problems we see in our investigations and how you can prevent unnecessary complaints and appeals. Take the **written agreements checklist challenge** or find out about common mistakes providers make when **recording and reporting on course progress and attendance**.

Information about student complaints that we have received and resolved in the last quarter is available in our quarterly report summarised below.

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FAQs for Providers

[FAQs for Students in English](#)

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Course Progress and Attendance

On 29 May 2015, the OSO published a [Course Progress and Attendance Issues Paper](#) on systemic issues we see with private providers' monitoring and reporting of overseas students for unsatisfactory course progress and attendance. We also published a [Fact Sheet for Overseas Students](#).

[Read more](#)

Fee and refund disputes? Take the checklist challenge

Is your written agreement compliant with the ESOS framework? If not you could be liable to pay refunds in cases where you otherwise would not be. Is your written agreement with students clear and transparent and does it say what you think it says and mean what you think it means? If not, you may have disputes with students that could have been avoided.

Why not take our written agreements provider checklist challenge to see if you can identify and then fix any problems with your written agreement?

You can find the [checklist](#) here.

Quarterly Report

The OSO received 161 complaints and external appeals in January-March 2015 covering 172 issues. The OSO has experienced a 12.5% increase in complaints received since the same quarter in 2014.

The top five complaint issues were:

- Provider refunds
- Standard 3 – Formalisation of enrolment
- Standard 7 – Transfer between registered providers
- Standard 10 – Monitoring course progress
- Standard 13 - Deferring, cancelling or suspending enrolment.

See the full [quarterly report](#) for more details of complaint trends and our other activities during last quarter.

Overseas Student Health Cover

In August 2014, we published an Overseas Students Health Cover (OSHC) issues paper, which discussed problems we had identified with some education providers failing to purchase OSHC for overseas students but stating in the Provider Registration and International Student Management System that they had. We also found some providers were incorrectly starting OSHC from the course start date rather than the student's intended date of arrival in Australia.

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