

Overseas Students Ombudsman
Quarterly Complaints Statistics 1 April – 30 June 2013

Overview - all complaints received about private providers
1 April – 30 June 2013

as at 11 July 2013

Complaints received 122	Closed 80	Closed without investigation	70
		Investigated & closed	10
	Still open 42	Under assessment	5
		Investigation underway	37

All complaints received by State/Territory
1 April – 30 June 2013

State/Territory	Number of complaints received
NSW	50
VIC	41
QLD	18
WA	13
TAS	0
ACT	0
NT	0
SA	Out of jurisdiction
Total	122

Complaints data generated from the Overseas Students Ombudsman's complaint management system, Resolve. Data on number of providers by State/Territory and Main Course Sector provided by the Department of Innovation, Industry, Science, Research and Tertiary Education (DIISRTE) from the Provider Registration and International Student Management System (PRISMS).

**Private registered providers within OSO jurisdiction
as at 12 July 2013**

State/Territory	Number of private CRICOS providers in OSO jurisdiction
NSW	286
VIC	265
QLD	276
WA	90
TAS	14
ACT	10
NT	6
SA	Out of jurisdiction
Total	947

**Investigations completed, by education sector
1 April – 30 June 2013**

Sector	Number of investigations completed	Number of providers in OSO jurisdiction by PRISMS 'main course sector'
VET	9	381
Schools	0	373
ELICOS	1	100
Higher Education	0	80
Non-Award	0	13
Total	10	947

Complaint types (126 issues for 122 complaints,

All complaints received 1 April – 30 June 2013

Top 3 issues:

- Standard* 11 – Monitoring attendance
- Refunds
- Standard 7 – Transfer between registered providers

Complaint type	Number of complaints
Standard 1 – Marketing information and practices	-
Standard 2 – Student engagement before enrolment	1
Standard 3 – Formalisation of enrolment	13
Standard 4 – Education agents	1
Standard 5 – Younger students	2
Standard 6 – Student support services	-
Standard 7 – Transfer between registered providers	21
Standard 8 – Complaints and appeals	3
Standard 9 – Completion within expected duration	1
Standard 10 – Monitoring course Progress	3
Standard 11 – Monitoring attendance	30
Standard 12 – Course credit	3
Standard 13 – Deferring, Suspending or Cancelling enrolment	4
Standard 14 – Staff capability, resources, premises	2
Australian Qualifications Framework (AQF) standards	7
Standards for VET accredited courses+	2
Bullying or harassment	-
Discipline	-
Grades/assessment	4
Graduation & awards	2
Out of jurisdiction to investigate (OOJ)^	1
Overseas Student Health Cover	1
Provider default	4
Refunds	21
Work placement/experience	-
TOTAL	126

* Standards 1 -14 from the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

+Vocational Education and Training (VET)

^ Out of jurisdiction means the provider was in jurisdiction but the student was out of jurisdiction because they were not on, or previously holding, a student visa or the issue complained of was out of jurisdiction e.g. discrimination, employment, privacy issues.