



OVERSEAS STUDENTS OMBUDSMAN 

21 February – 9 March 2018

Acknowledgement of Country

The Office of the Commonwealth Ombudsman acknowledges the traditional owners of Country throughout Australia and their continuing connection to land, culture and community.

We pay our respects to elders past and present.





The value of a complaint

"Complaints should be welcomed. Every complaint should be addressed with the respect it deserves, and the prevailing attitude should be to resolve the complaint as quickly as possible."

Victorian Ombudsman Deborah Glass

- Particularly important in areas like public service where clients can't choose another service provider
- Similarities for international students:
 - may be tied to a provider through a package of courses
 - may be concerned over impact on visa

The value of a complaint



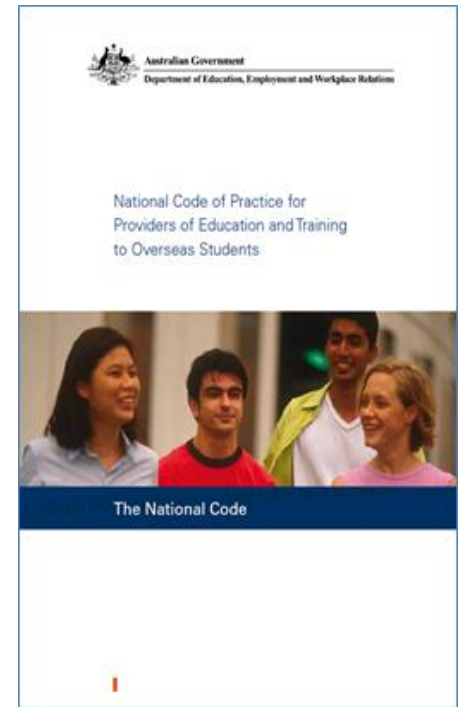
- Free feedback
- Helps identify areas where policies/procedures may not be easily understood or applied fairly
- Indication that the system is working

What system?

Standard 10 of the *National Code 2018* requires all providers to have and implement an internal complaints handling and appeals process.

Standard 6 places responsibility on education providers to give all overseas students information about their complaints and appeals process during their orientation program.

So, while we hope you're not getting too many complaints, not getting any could be a cause for concern.



A little bit about us

Under standard 10 of the National Code, providers must give students details of an independent external body to which the student can complain, if their internal appeal is unsuccessful.

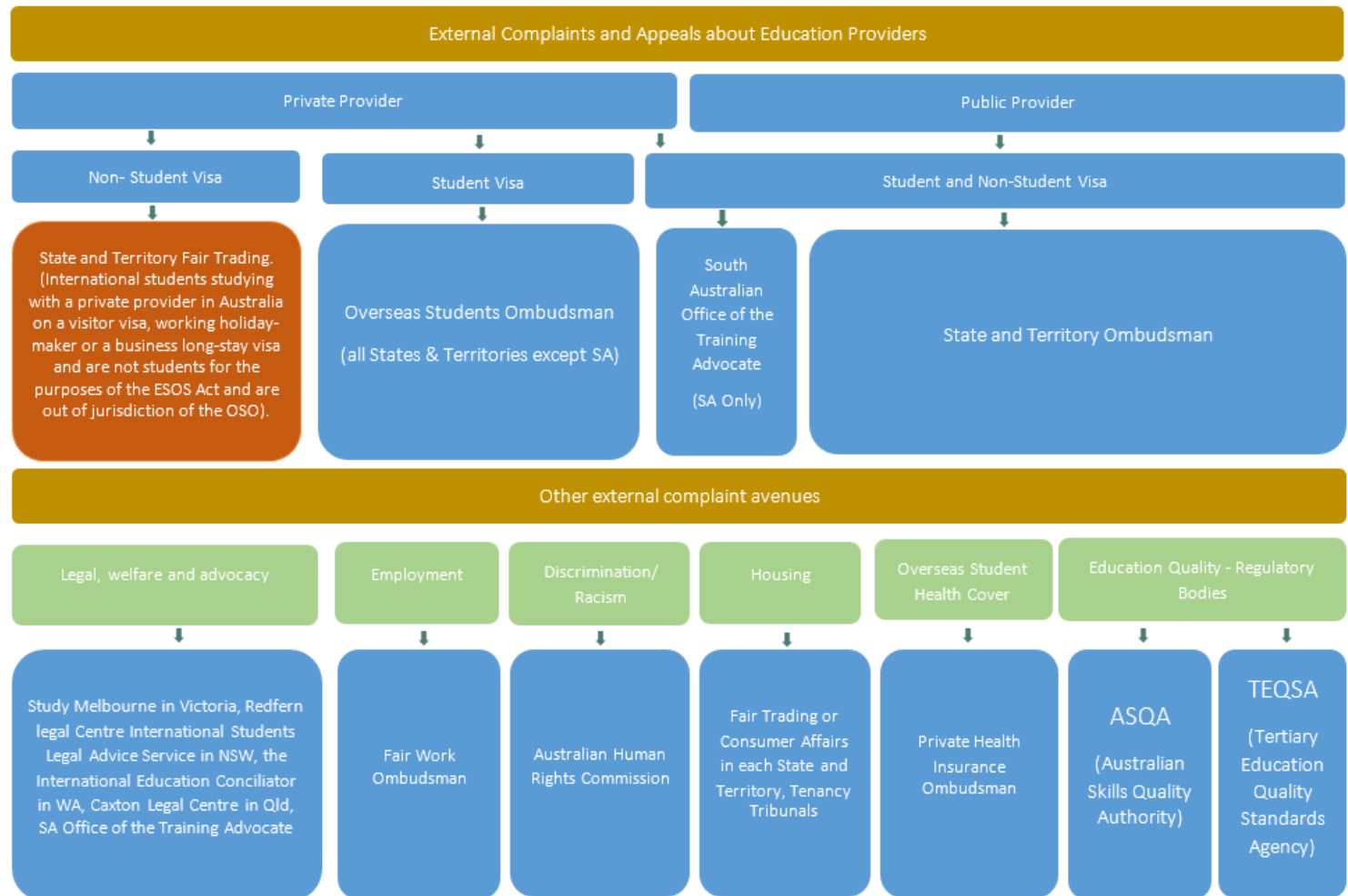
The Overseas Students Ombudsman, a specialist function of the office of the Commonwealth Ombudsman, is one of those bodies.

We:

- investigate complaints about problems that intending, current or former overseas students have with **private** schools, colleges and universities (education providers) in Australia
- provide information about best practice complaint-handling to help private education providers manage internal complaints effectively
- publish reports on problems and broader issues in international education that we identify through our investigations.



How do students know where to complain?



Complaints to the Overseas Students Ombudsman

When we receive a complaint, it's usually an indication that the provider's complaints and appeals process is working well.



number of complaints received in 2016–2017



number of registered private education providers



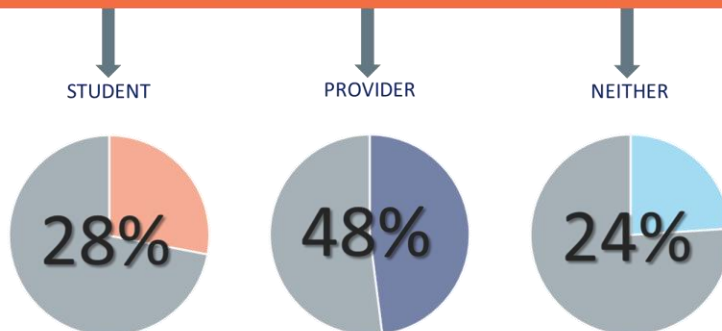
number of private education providers about which we have received complaints

If you are a registered private education provider, please check that your complaints and appeals policies and processes are compliant with the National Code, and that you are referring complainants to an appropriate external body

Independent and impartial



Which party did our resolution support?*



....and free to
provider and student

Private education providers do not need to refer students to the Overseas Students Ombudsman, as long as their external body is appropriate.

Other external bodies usually charge a fee which would be mostly payable by provider.

*10.3....overseas student's right to access an external
complaints handling and appeals process
at minimal or no cost*

OVERSEAS STUDENTS OMBUDSMAN

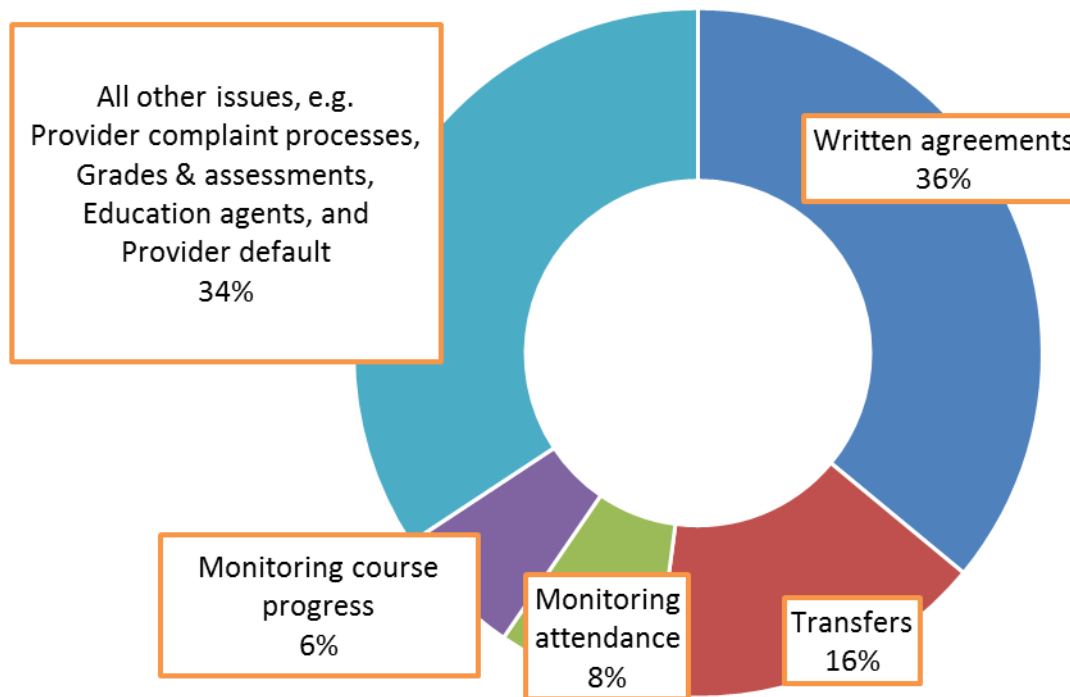


*Date range April 2011 – January 2018

Data and analysis

Referring your external complainants to us also helps us identify common areas of dispute between providers and international students

Common complaint issues



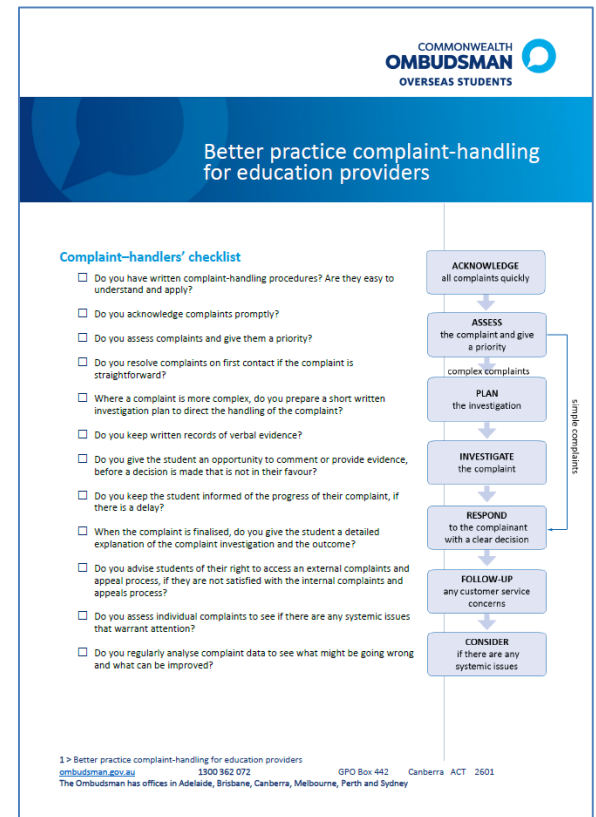
DET resources

- ESOS Act
- The National Code
- The National Code Fact Sheets (on DET international education website)
- ESOS Enquiry Line & Mailbox
 - For questions about how to interpret or comply with the ESOS Act or the National Code
 - internationaleducation.gov.au
 - 1300 615 262

Our resources

For providers:

- Better Practice Complaint Handling for Education Providers
- Fact sheets
 - Written agreements, fees and refunds
 - Education agents
 - What to expect if a student contacts us
 - Recommendations
- Reports
 - Quarterly Statistical Summaries
 - Issues papers and consultation papers on systemic issues
- Presentations
 - e.g. Professional Development session on updated National Code
 - occasional workshops and webinars on complaint-handling processes



Our resources

For students:

- Fact sheets
 - Attendance
 - Course progress
 - Education agents
 - Fees and refunds
 - Transferring between education providers
 - Written agreements
- Videos
 - in 7 languages including English
 - providers can use during orientation sessions



E\
OSO+03+HB.mp4

Comments, observations, recommendations

- The Ombudsman will sometimes provide comments, observations or recommendations to providers at the conclusion of an investigation
- We may make a recommendation to implement a specific remedy, and also recommend changes to policies/processes to be compliant with ESOS/National Code and avoid situation re-occurring
- Formal recommendations made by the Ombudsman must be implemented immediately (per Standard 10 of the National Code: Complaints and Appeals (10.4))

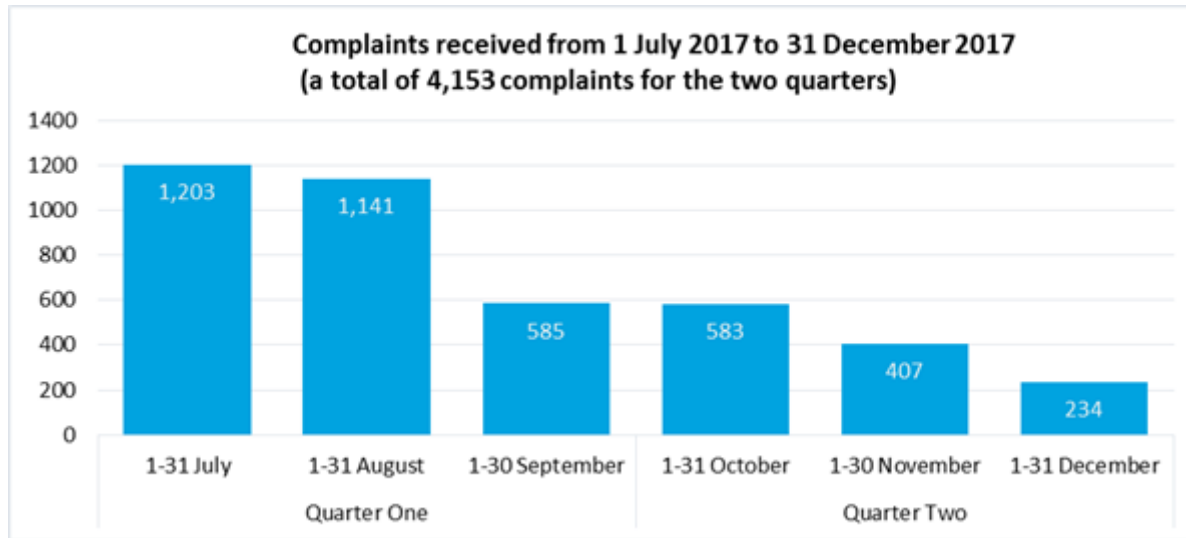
What we'd like from you...

- We'd love to hear your feedback
- What (more) would you like from us?
- Have a look at some recent Provider e-News editions on the publications section of our website.
 - <http://www.ombudsman.gov.au/publications/oso-publications>

Sign up and stay tuned for our next edition.

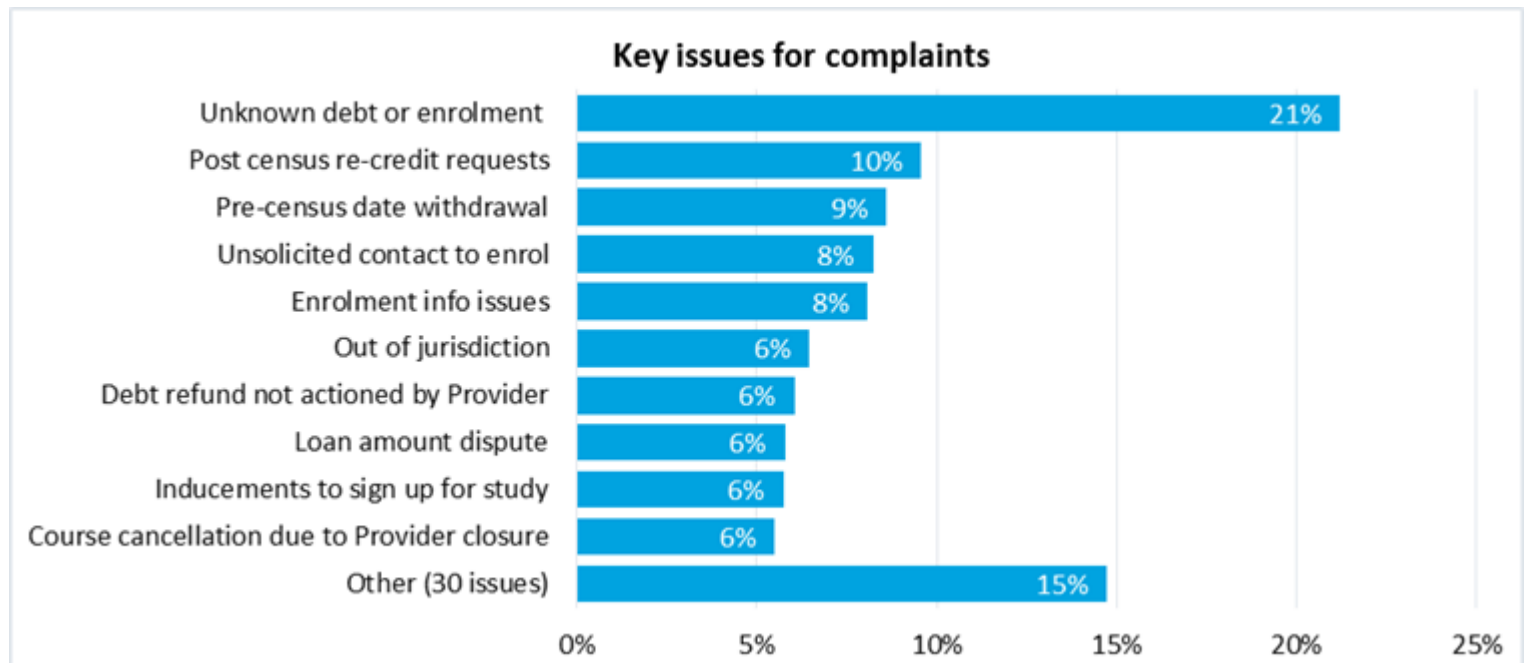
VET Student Loans Ombudsman

Complaint numbers



VET Student Loans Ombudsman

Top ten issues for complainants



Want to know more?

- Providers and organisations can contact the VET Student Loans Ombudsman team via this email address:

VET.StudentLoans@ombudsman.gov.au

Questions?



For more information visit ombudsman.gov.au and select
Private Education Providers with Overseas Students

OVERSEAS STUDENTS OMBUDSMAN 

**COMMONWEALTH
OMBUDSMAN** 