

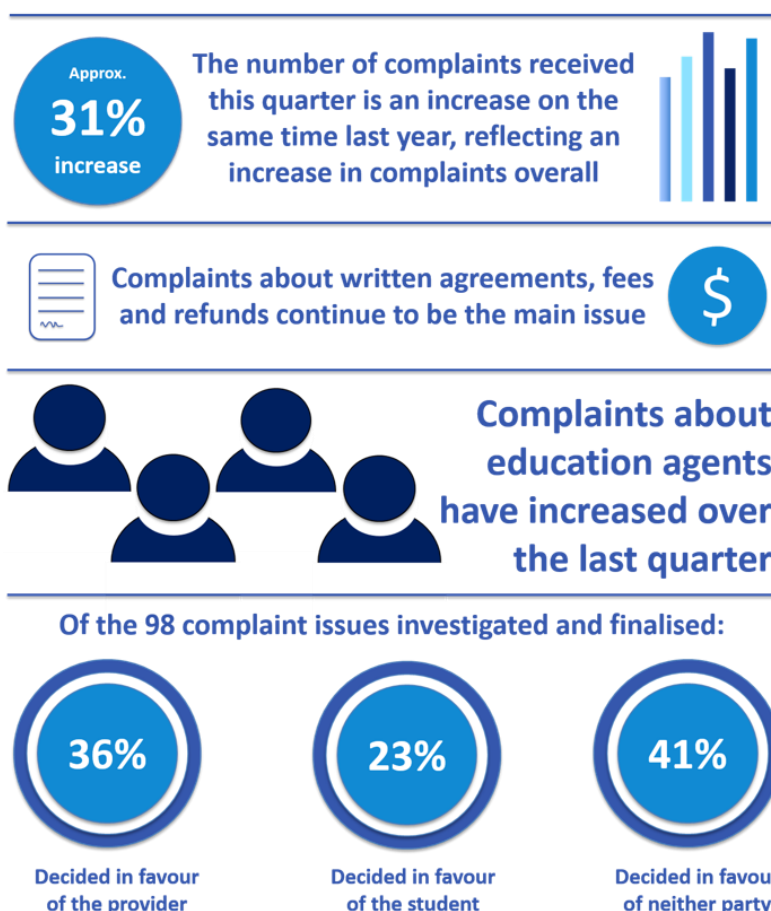
# Provider e-newsletter edition 9 – May 2017

## Quarterly statistical report (January – March 2017)

The Overseas Students Ombudsman [quarterly statistical report](#) is now available on our website. Check out our infographic below for a brief overview of the report findings.

### Quarterly report at a glance

Jan – Mar 2017



## Outreach and engagement

The Overseas Students Ombudsman has been busy meeting with our stakeholders at a number of events. We presented at the International Consultants for Education and Fairs (ICEF) Australia and New Zealand Agents (ANZA) Workshop, Victorian Schools and Regulatory Authority, Universities Australia Deputy and Pro Vice Chancellors meeting as well as appearing at the Council for International Education.

You can find copies of these [presentations](#) on our website.



*Overseas Students Ombudsman Director Ron Colley presenting at the International Consultants for Education and Fairs (ICEF) Australia and New Zealand Agents (ANZA) Workshop in Cairns*

### What's new at the Commonwealth Ombudsman?

The [Vet Student Loans Ombudsman](#) will commence operation on 1 July, 2017. The Overseas Students Ombudsman will be supporting the soon to be established Vet Student Loans Ombudsman at the [ASQA Training Providers Briefing Sessions](#) around the country during April, May and June. If you would like to meet with us while we are visiting your state or territory, please send an email to Ron Colley, Director at [Ron.Colley@Ombudsman.gov.au](mailto:Ron.Colley@Ombudsman.gov.au).

We will also present at the [2017 NEAS Management Conference](#) in May. Our presentation will be about current issues in international education arising from complaints.

### National code

Earlier this year the Department of Education and Training (DET) released a [Consultation draft of a revised National Code of Practice for Providers of Education and Training to Overseas Students](#) (the National Code) for public comment. DET is considering submissions and is expected to finalise the new National Code in the coming months.

The OSO currently publishes [resources](#) to assist education providers to implement best practice complaints handling and to comply with their obligations under the current National Code and ESOS framework. We will be reviewing these once the new code comes into effect and we encourage education providers to utilise any online resources DET publishes and attend training sessions delivered by DET to ensure that practices, procedures and policies comply with the updated National Code.

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Check out the Commonwealth Ombudsman on Twitter and Facebook. Follow us for news, information and to find out what's happening in our office.

