

Four years of the OSO

Complaints trends and issues



Chris Roberts
Director
Overseas Students Ombudsman

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Role of the OSO

- We investigate complaints about the actions of private CRICOS providers in connection with intending, current and former international students
- The OSO's jurisdiction covers:
 - 85% of CRICOS providers (965 private providers)
 - 41.9% of international students (278, 697 students)
- The State and Territory Ombudsman & SATA cover the other 15% of CRICOS providers (80 public providers) and 48.1% of students (357, 845 students)

Student Complaint handlers

	Private	Public
International students	Overseas Students Ombudsman	Victorian Ombudsman
Domestic students	Senate Inquiry has recommended the creation of a VET Training Ombudsman for domestic students	Victorian Ombudsman

What the OSO does

- We investigate complaints and appeals (more than 2,800 since 2011)
- We help private providers improve their internal complaints and appeals processes
- We report on trends and systemic issues which helps the whole sector

www.ombudsman.gov.au/about/overseas-students/oso-publications

Complaint types

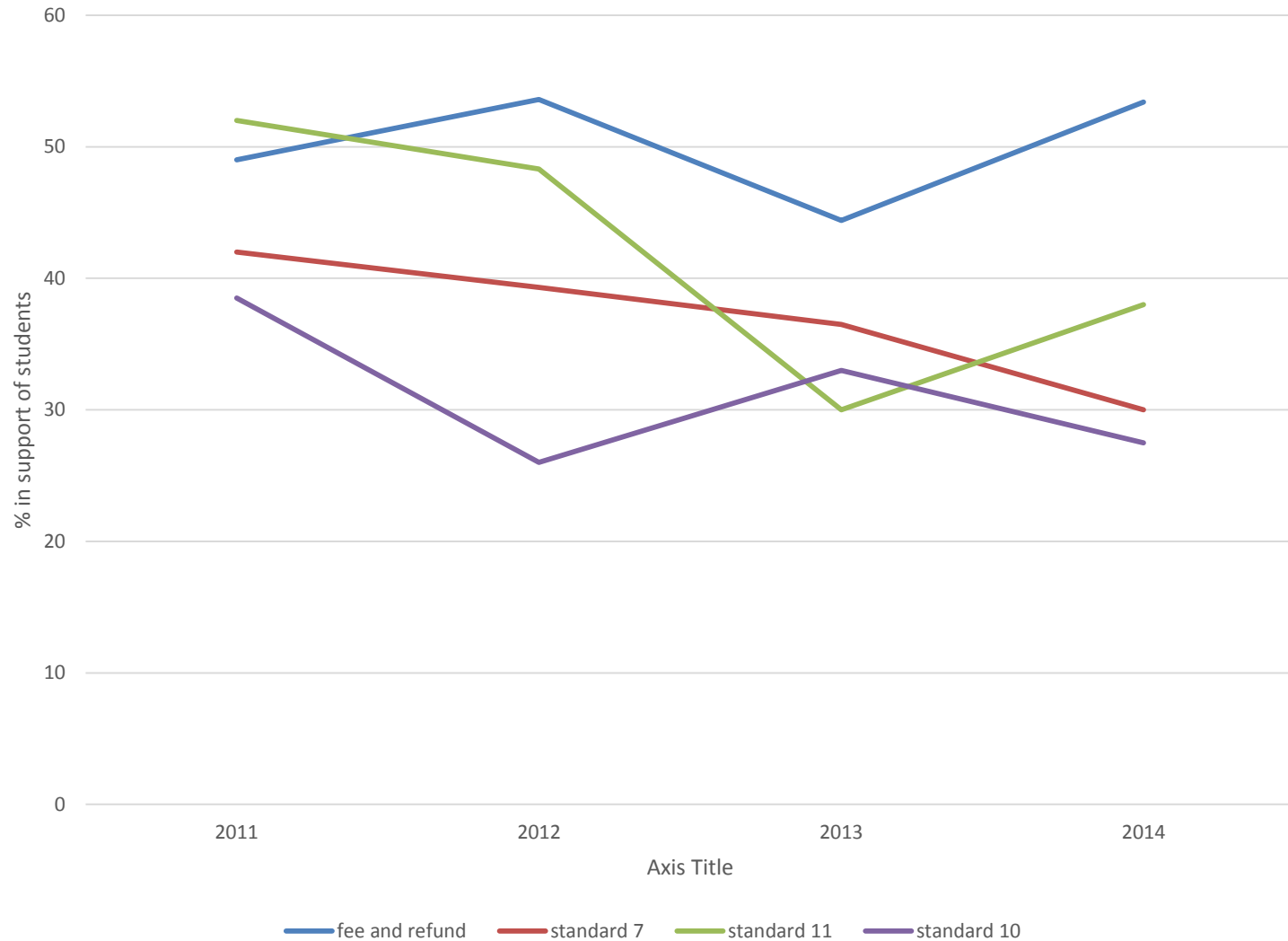
Our top four complaint issues are:

1. fee and refund complaints
2. external appeals about transfers between education providers (Standard 7)
3. external appeals about unsatisfactory attendance (Standard 11)
4. external appeals about unsatisfactory course progress (Standard 10)

Complaint outcomes

- In our first four years we found in support of:
 - providers in 41% of cases
 - students in nearly 40% of cases
 - providers chose to reconsider their decision in 10% of cases while we were still investigating
 - the remainder were otherwise finalised (withdrawn, transferred to another agency)

Complaint outcome trends



Provider analysis project

- Since 2013 we have increasingly found in support of students in attendance, fee and refund complaints
- However, providers have improved their practices in course progress and provider transfers, resulting in more decisions in support of providers in those cases
- We will be analysing the providers we most often receive complaints and appeals about to determine the reasons behind these trends

Systemic issues

- The OSO has published several issues papers highlighting systemic issues in the sector:
 - OSO Report on first four years of operation (Nov 2015)
 - Course Progress and Attendance (May 2015)
 - Written Agreements (March 2015)
 - Overseas Students Health Cover (August 2014)

OSO publications and resources

- Better practice complaints handling guide
- Presentations on a range of topics
- Issues papers and submissions
- Annual report and quarterly statistical reports
- Brochures in English and 21 other languages
- Provider and student e-newsletters
- Subscribe: www.ombudsman.gov.au/about/overseas-students/oso-publications

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