



Welcome to the delegation from the Republic of Korea

Chris Roberts
Director

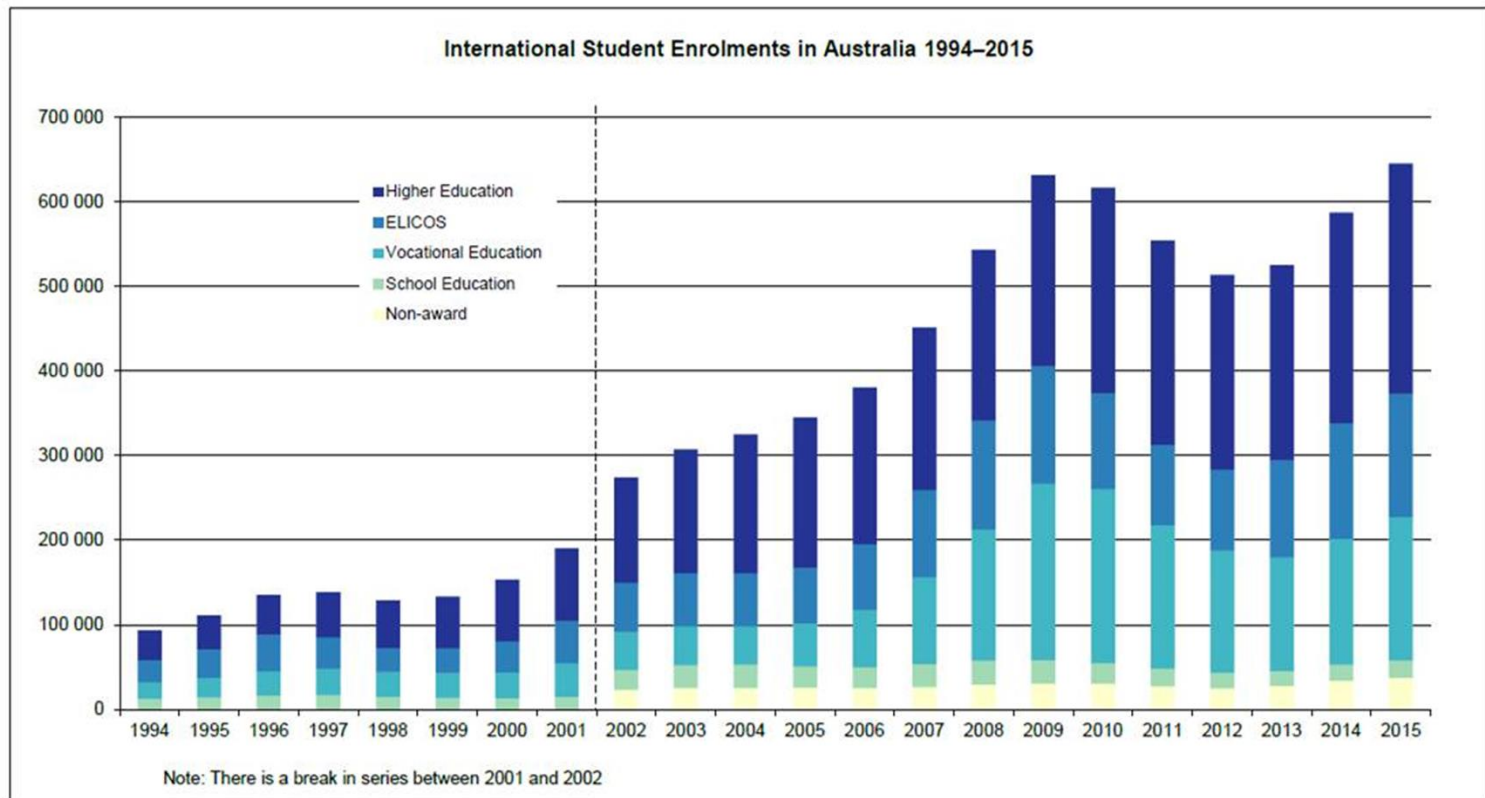
Overseas Students Ombudsman (OSO)

- Is a specialist function within the Commonwealth Ombudsman office
- It is one of the industry ombudsman functions of the Ombudsman



Private Education Providers
with Overseas Students

A short history



International Student Data 2015, Extracted: January 2016

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A short history

- The Australian Government commissioned a review of international education in Australia
- In February 2010 this review recommended the creation of the OSO
- OSO commenced 9 April 2011



Overseas Students Ombudsman (OSO)

- There are currently 162,000 students studying with 1010 private providers.
- 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.

Overseas Students Ombudsman (OSO)

What happens if a student has a problem?

Students must first give the education provider a chance to fix the problem by following its complaints and appeals process.

If they remain dissatisfied they can contact us for assistance.



Korean students in Australia

The Republic of Korea is ranked as the **fifth largest source country** for overall international student enrolments in Australia

Our most recent data shows there were over 19,000 Korean student enrolments with Australian education providers in 2016

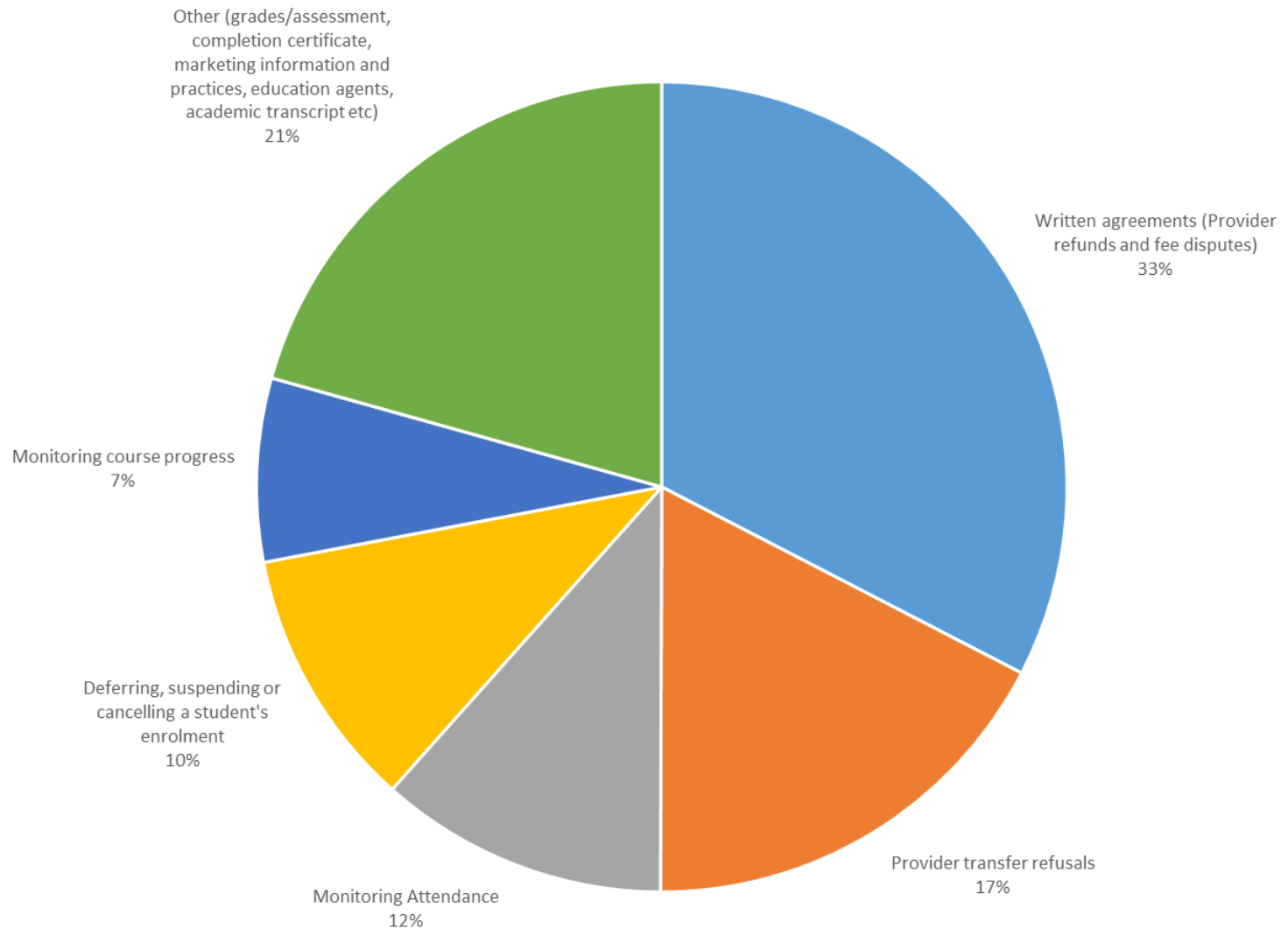
Korean enrolments by sector:

- Vocational Education and Training (VET) 46%
- Higher education 29%
- English Language Intensive Courses for Overseas (ELICOS) 19%
- Schools 6%

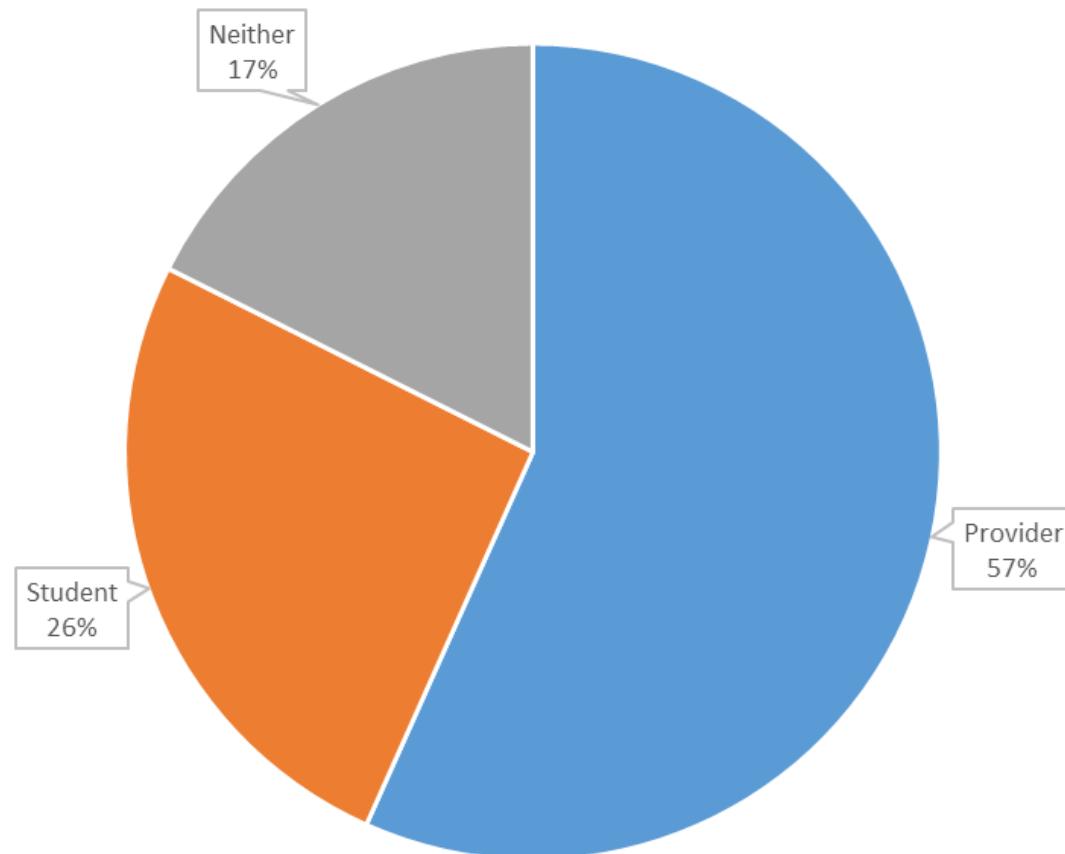
The most popular field of study for Korean students is:

- Management and Commerce
- Health
- Food, Hospitality and Personal Services

Complaint issues 2015-16



Who the outcome supported



Overseas Students Ombudsman (OSO)

- Reports:
 - First Four Years of Operations
 - Providers we receive the most complaints about
- Issue Papers and Fact Sheets for students and providers
 - Written agreements
 - Course progress and attendance
- Quarterly statistical reports
- E-newsletters
- Consultation Paper about external complaint avenues for international students to gauge whether the current arrangements meet student needs

OSO video

<https://www.youtube.com/embed/skJm064LRqI?rel=0>

Overseas Students Ombudsman (OSO)

Looking forward:

- Australia's National Strategy for International Education 2025 and the AIE2025 Roadmap, which envisages Australia welcoming 720,000 international students by 2025.
- The strategy notes the OSO's role in supporting this growth by ensuring strong student protections.
- As the international education sector continues to grow, we anticipate a continued increase in complaints and to the OSO.

FOR MORE INFORMATION

Watch our video on our website: ombudsman.gov.au

and select Private Education Providers with Overseas Students



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