



OVERSEAS STUDENTS OMBUDSMAN 

Ron Colley, Director
13 February 2017

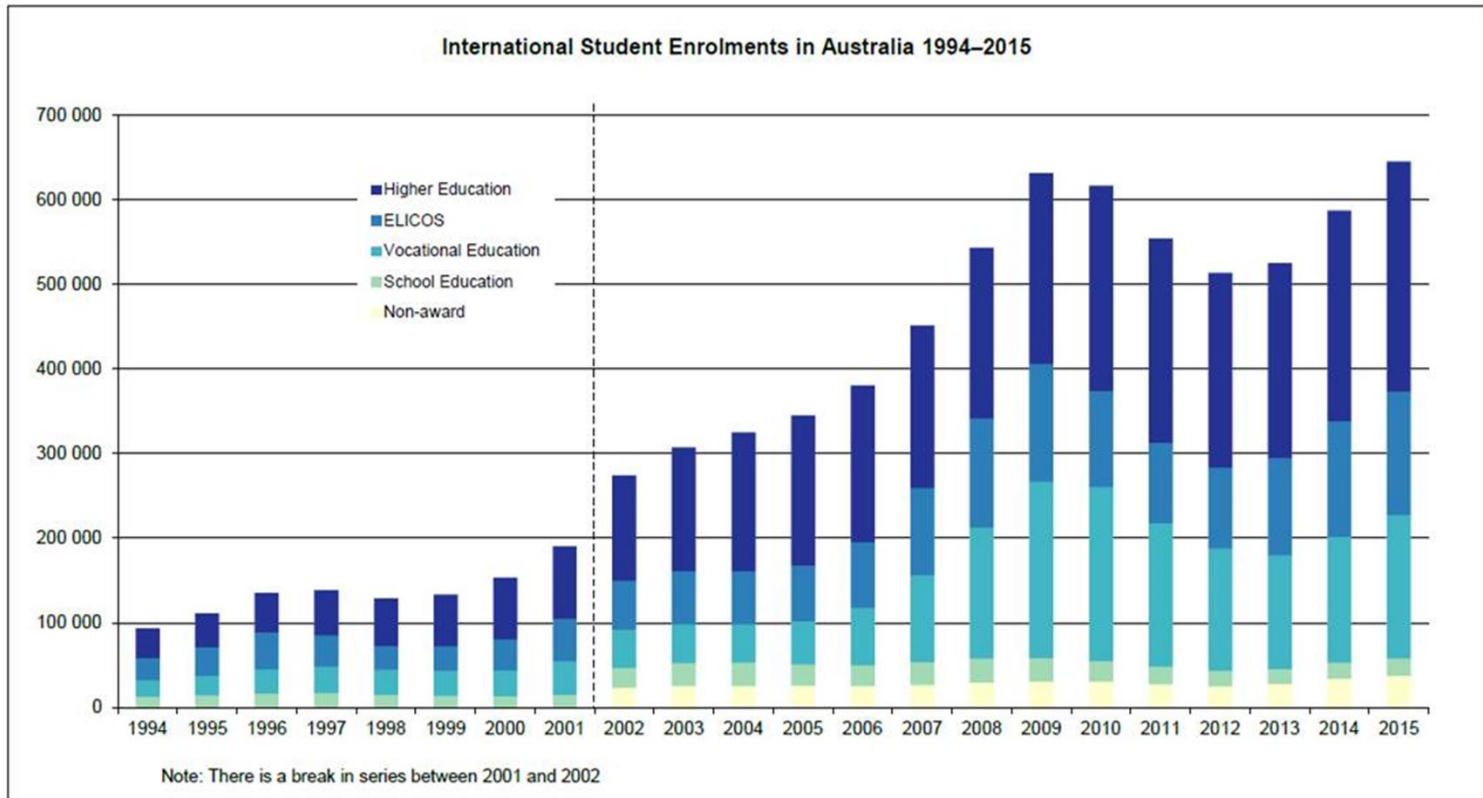
Overseas Students Ombudsman (OSO)

COMMONWEALTH OMBUDSMAN						
Defence Force	Immigration	Law Enforcement	ACT Ombudsman	Postal Industry	Overseas Students	Private Health Insurance

OSO is a specialist function within the Commonwealth Ombudsman office. 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.

A short history



International Student Data 2015, Extracted: January 2016

Copyright © 2016 Commonwealth of Australia



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



Overview

Only education providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) can participate.

There are currently around 1019 education providers participating in the scheme.

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

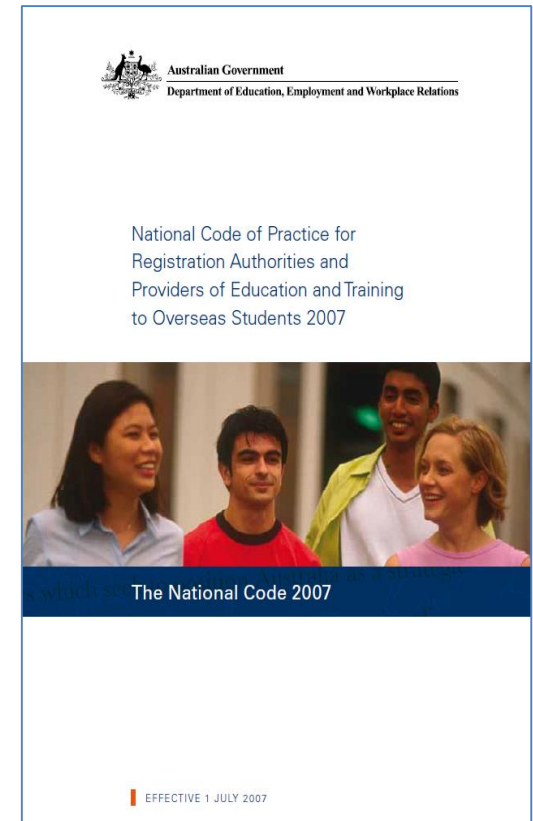
If they remain dissatisfied they can contact us for assistance.

In 2015–16, we received almost 900 complaints and appeals



Internal Complaints

Standard 6 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2007* places responsibility on education providers to give all overseas students information about the complaints and appeals process during their orientation program



External Complaints

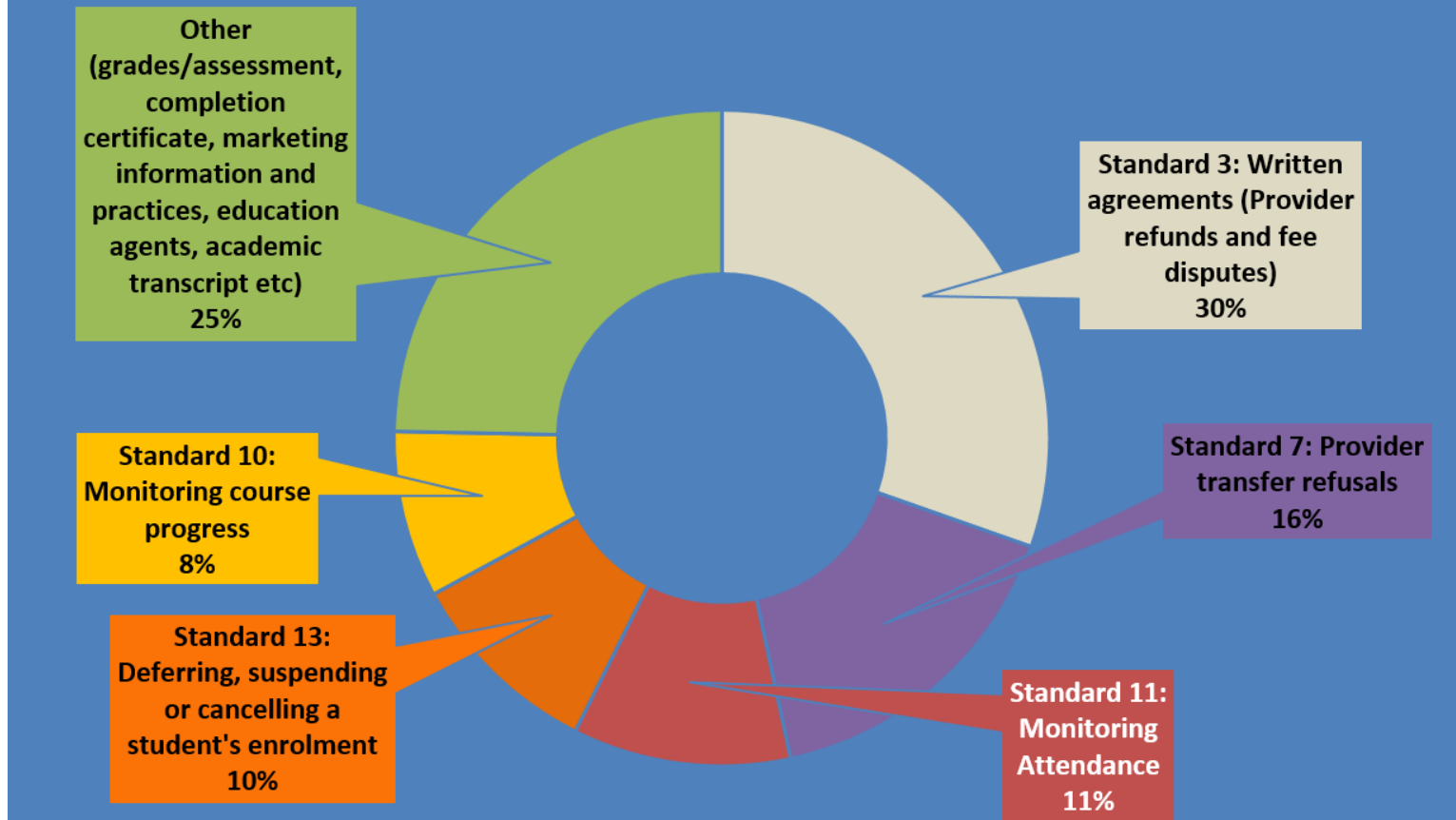
Standard 8 of the National Code places responsibility on education providers to:

- Provide international students with access to an independent, external complaints handling person or body
- To direct students to the appropriate external complaints handler



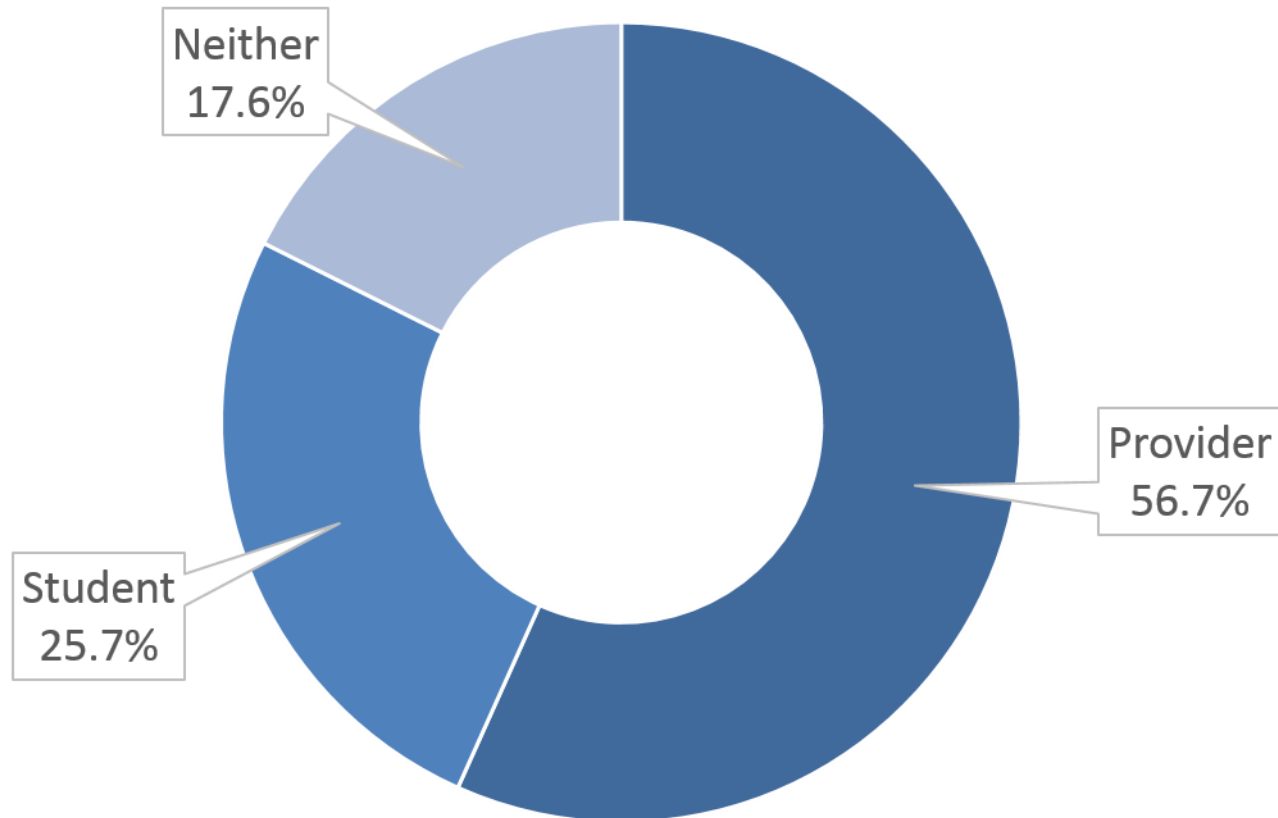
Complaint issues

COMPLAINT ISSUES 2015-16



Investigation Outcomes

Who the outcome supported 2015-16



Key Resources

ESOS Act

The National Code

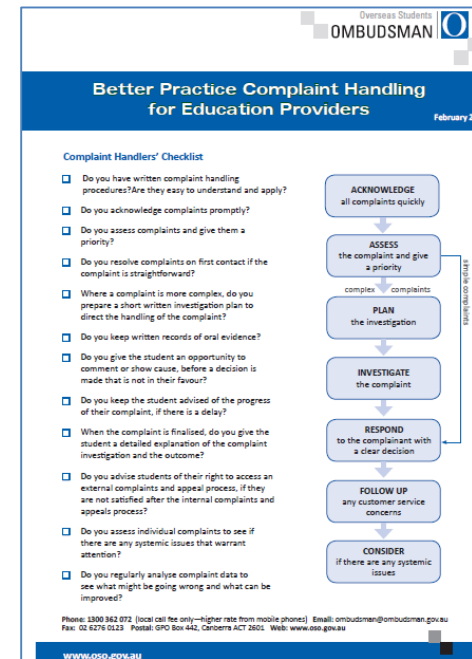
The National Code Explanatory Guide

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

Resources

- Better Practice Complaint Handling for Education Providers
- Complaint Handling at Universities: Australasian Best Practice Guidelines
- Written Agreements Checklist
- Reports
 - Quarterly Statistical Reports
 - OSO Education Provider Reports
- Issues Papers
 - Course Progress and Attendance
 - Overseas Students Health Cover
- e-Newsletters for providers



Resources

The OSO assists providers by:

- Collecting and analysing data on complaint trends, common issues
- Publishing this information on their websites
- Conducting workshops and webinars on complaint handling processes
- Fact Sheets and Videos (can be used at orientation sessions)
- Respond to individual provider enquiries.

Resources

Comments, observations and recommendations

- The OSO will sometimes provide comments, observations or recommendations to providers at the conclusion of an investigation
- Providers can use this information to identify systemic issues or inform changes to policies and procedures

What we'd like from you...

- We'd love to hear your feedback
- What (more) would you like from us?
- Stay tuned for our next provider e-news and future provider survey

OSO video

<https://www.youtube.com/watch?v=4bEygPNYUoQ>

<http://www.ombudsman.gov.au/about/overseas-students/oso-publications#videos>

Also available in Korean, Hindi, Indonesian, Malay, Mandarin, Vietnamese.

Questions?



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

OVERSEAS STUDENTS OMBUDSMAN 

COMMONWEALTH
OMBUDSMAN 