

**Overseas Students Ombudsman**  
**Quarterly Complaints Statistics 1 October – 31 December 2014**

**Overview - all complaints received about private providers**  
**1 October – 31 December 2014**

as at 1 January 2015

Complaints received  159	Closed  113	Closed without investigation	90
		Investigated & closed	23
	Still open  46	Under assessment	14
		Investigation underway	32

**All complaints received by State/Territory**  
**1 October – 31 December**

State/Territory	Number of complaints received
<b>NSW</b>	59
<b>VIC</b>	46
<b>QLD</b>	13
<b>WA</b>	24
<b>ACT</b>	1
<b>National</b>	0
<b>NT</b>	0
<b>SA</b>	1
<b>TAS</b>	0
<b>Total</b>	<b>159</b>

**Private registered providers within OSO jurisdiction  
as at 1 January 2015**

State/Territory	Number of private CRICOS providers in OSO jurisdiction
NSW	255
VIC	238
QLD	240
WA	84
TAS	10
ACT	11
NT	5
SA	90
NATIONAL	30
<b>Total</b>	<b>963</b>

**Investigations completed, by education sector  
1 October – 31 December**

Sector	Number of investigations completed	Number of providers in OSO jurisdiction by PRISMS 'main course sector'
ELICOS	12	96
Higher Education	19	71
Non-Award/other <sup>1</sup>	9	11
Schools	3	414
VET	32	371
<b>Total</b>	<b>75</b>	<b>963</b>

<sup>1</sup> Of the investigated complaints in the non-award other sector field 5 related to non AQF award ELICOS courses, three to foundation courses and one to an unspecified category.

## Complaint types (172 issues for 159 complaints)

All complaints received 1 October – 31 December 2014

### Top 3 issues:

- Standard 7 – transfer between registered providers
- Provider refunds
- Standard 3 – Formalisation of enrolment

Complaint type	Number of complaints
Standard 7 – Transfer between registered providers	40
Provider refunds	26
Standard 3 – Formalisation of enrolment	20
Standard 10 – Monitoring course progress	13
Standard 11 – Monitoring attendance	11
Standard 13 – Deferring, suspending or cancelling enrolment	10
Standard 8 – Complaints and appeals	5
Graduation completion certificate	5
Standard 4 – Education agents	5
Grades/assessment	4
Provider default	4
Out of jurisdiction to investigate (OOJ)^	4
Standard 1 – Marketing information and practices	4
Standard 2 – Student engagement before enrolment	4
Standard 12 – Course credit	4
Standard 14 – Staff capability, resources, premises	3
Standards for VET accredited courses+	3
Academic transcript	2
Work placement/experience	2
Bullying or harassment	2
Higher education standards framework	1
Standard 5 – Younger students	1
Standard 6 – Student support services	0
Standard 9 – Completion within expected duration	0
Overseas Student Health Cover	0
Discipline	0
<b>TOTAL</b>	<b>173</b>

\* Standards 1 -14 from the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

+Vocational Education and Training (VET)

^ Out of jurisdiction means the provider was in jurisdiction but the student was out of jurisdiction because they were not on, or previously holding, a student visa or the issue complained of was out of jurisdiction e.g. discrimination, employment, privacy issues.