

**Overseas Students Ombudsman**  
**Quarterly Complaints Statistics 1 July – 30 September 2012**

**All complaints received**  
**1 July – 30 September 2012**

**Complaints received**  
 112

**All complaints received by State/Territory**  
**1 July – 30 September 2012**

<b>State/Territory</b>	<b>Number of complaints received</b>
<b>NSW</b>	53
<b>VIC</b>	37
<b>QLD</b>	15
<b>WA</b>	7
<b>TAS</b>	0
<b>ACT</b>	0
<b>NT</b>	0
<b>SA</b>	Out of jurisdiction
<b>Total</b>	<b>112</b>

**Private registered providers within OSO jurisdiction  
as at 25 March 2013**

<b>State/Territory</b>	<b>Number of private CRICOS providers in OSO jurisdiction</b>
<b>NSW</b>	284
<b>VIC</b>	268
<b>QLD</b>	285
<b>WA</b>	94
<b>TAS</b>	14
<b>ACT</b>	12
<b>NT</b>	6
<b>SA</b>	Out of jurisdiction
<b>Total</b>	<b>963</b>

**Investigations completed, by education sector  
1 July – 30 September 2012**

<b>Sector</b>	<b>Number of investigations completed</b>	<b>Number of providers in OSO jurisdiction by PRISMS 'main course sector'</b>
<b>VET</b>	16	400
<b>Schools</b>	1	370
<b>ELICOS</b>	2	100
<b>Higher Education</b>	5	80
<b>Non-Award</b>	5	13
<b>Total</b>	<b>29</b>	<b>963</b>

## Complaint types (128 issues for 112 complaints)

All complaints received 1 July – 30 September 2012

### Top 3 issues:

- Standard\* 7 – Transfer between registered providers
- Refunds
- Standard 11 – Monitoring attendance

Complaint type	Number of complaints
Standard 1 – Marketing information and practices	1
Standard 2 – Student engagement before enrolment	8
Standard 3 – Formalisation of enrolment	-
Standard 4 – Education agents	-
Standard 5 – Younger students	-
Standard 6 – Student support services	-
Standard 7 – Transfer between registered providers	28
Standard 8 – Complaints and appeals	2
Standard 9 – Completion within expected duration	2
Standard 10 – Monitoring course Progress	6
Standard 11 – Monitoring attendance	17
Standard 12 – Course credit	3
Standard 13 – Deferring, Suspending or Cancelling enrolment	3
Standard 14 – Staff capability, resources, premises	6
Australian Qualifications Framework (AQF) standards	-
Standards for VET accredited courses+	3
Bullying or harassment	5
Discipline	-
Grades/assessment	5
Graduation & awards	8
Out of jurisdiction to investigate (OOJ)^	1
Overseas Student Health Cover	-
Provider default	4
Refunds	26
Work placement/experience	-
<b>TOTAL</b>	<b>128</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 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.