

Overseas Students Ombudsman
Quarterly Complaints Statistics 1 April – 30 June 2014

Overview - all complaints received about private providers
1 April – 30 June 2014

as at 10 July 2014

| | | | |
|----------------------------|------------------|------------------------------|----|
| Complaints received 154 | Closed 117 | Closed without investigation | 98 |
| | | Investigated & closed | 19 |
| | Still open 37 | Under assessment | 5 |
| | | Investigation underway | 32 |

All complaints received by State/Territory
1 April – 30 June 2014

| State/Territory | Number of complaints received |
|-----------------|-------------------------------|
| NSW | 59 |
| VIC | 62 |
| QLD | 15 |
| WA | 16 |
| ACT | 1 |
| National | 1 |
| NT | 0 |
| SA | 0 |
| TAS | 0 |
| Total | 154 |

Complaints data generated from the Overseas Students Ombudsman's complaint management system, Resolve. Data on number of providers by State/Territory and Main Course Sector provided by the Department of Innovation, Industry, Science, Research and Tertiary Education (DIISRTE) from the Provider Registration and International Student Management System (PRISMS).

**Private registered providers within OSO jurisdiction
as at 10 July 2014**

| State/Territory | Number of private CRICOS providers in OSO jurisdiction |
|-----------------|--|
| NSW | 257 |
| VIC | 233 |
| QLD | 242 |
| WA | 81 |
| TAS | 10 |
| ACT | 11 |
| NT | 5 |
| SA | 94 |
| NATIONAL | 30 |
| Total | 963 |

**Investigations completed, by education sector
1 April – 30 June 2014**

| Sector | Number of investigations completed | Number of providers in OSO jurisdiction by PRISMS 'main course sector' |
|------------------|------------------------------------|--|
| ELICOS | 13 | 99 |
| Higher Education | 26 | 68 |
| Non-Award | 6 | 11 |
| Schools | 6 | 425 |
| VET | 42 | 359 |
| Total | 93 | 962 |

**One registered providers had no courses registered and therefore were not recorded as having a main course sector.

Complaint types (163 issues for 154 complaints)

All complaints received 1 April – 30 June 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 | 30 |
| Provider refunds | 29 |
| Standard 3 – Formalisation of enrolment | 24 |
| Standard 11 – Monitoring attendance | 13 |
| Standard 14 – Staff capability, resources, premises | 10 |
| Grades/assessment | 8 |
| Standard 8 – Complaints and appeals | 8 |
| Out of jurisdiction to investigate (OOJ)^ | 6 |
| Standard 10 – Monitoring course Progress | 6 |
| Graduation Completion Certificate | 6 |
| Provider default | 5 |
| Standard 4 – Education agents | 5 |
| Work placement/experience | 3 |
| Standard 13 – Deferring, Suspending or Cancelling enrolment | 2 |
| Standard 12 – Course credit | 2 |
| Standard 2 – Student engagement before enrolment | 2 |
| Bullying or harassment | 2 |
| Higher Education Standards Framework | 1 |
| Overseas Student Health Cover | 1 |
| Standards for VET accredited courses+ | 0 |
| Academic Transcript | 0 |
| Discipline | 0 |
| Standard 9 – Completion within expected duration | 0 |
| Standard 5 – Younger students | 0 |
| Standard 6 – Student support services | 0 |
| Standard 1 – Marketing information and practices | 0 |
| TOTAL | 163 |

* 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.