

Overseas Students Ombudsman
Quarterly Complaints Statistics 1 October – 31 December 2013

Overview - all complaints received about private providers
1 October – 31 December 2013

as at 13 January 2014

Complaints received 110	Closed 73	Closed without investigation	51
		Investigated & closed	22
	Still open 37	Under assessment	4
		Investigation underway	33

All complaints received by State/Territory
1 October – 31 December 2013

State/Territory	Number of complaints received
NSW	32
VIC	49
QLD	13
WA	10
TAS	0
ACT	5
NT	0
SA	1
Total	110

**Private registered providers within OSO jurisdiction
as at 13 January 2014**

State/Territory	Number of private CRICOS providers in OSO jurisdiction
NSW	269
VIC	240
QLD	256
WA	85
TAS	11
ACT	12
NT	5
SA	100
Total	996

**Investigations completed, by education sector
1 October – 31 December 2013**

Sector	Number of investigations completed	Number of providers in OSO jurisdiction by PRISMS 'main course sector'
ELICOS	5	102
Higher Education	9	82
Non-Award	3	10
Schools	2	428
VET	16	374
Total	35	996

Complaint types (122 issues for 110 complaints)

All complaints received 1 October – 31 December 2013

Top 3 issues:

- Provider refunds
- Standard* 7 – Transfer between registered providers
- Standard 11 – Monitoring attendance

Complaint type	Number of complaints
Standard 1 – Marketing information and practices	0
Standard 2 – Student engagement before enrolment	1
Standard 3 – Formalisation of enrolment	11
Standard 4 – Education agents	5
Standard 5 – Younger students	
Standard 6 – Student support services	
Standard 7 – Transfer between registered providers	20
Standard 8 – Complaints and appeals	6
Standard 9 – Completion within expected duration	1
Standard 10 – Monitoring course Progress	11
Standard 11 – Monitoring attendance	15
Standard 12 – Course credit	
Standard 13 – Deferring, Suspending or Cancelling enrolment	4
Standard 14 – Staff capability, resources, premises	4
Academic Transcript	
Bullying or harassment	
Discipline	1
Grades/assessment	8
Graduation Completion Certificate	4
Higher Education Standards Framework	
Out of jurisdiction to investigate (OOJ)^	1
Overseas Student Health Cover	
Provider default	4
Provider refunds	24
Standards for VET accredited courses+	
Work placement/experience	2
TOTAL	122

* 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.