

Overseas Students Ombudsman
Quarterly Complaints Statistics 1 January – 31 March 2014

Overview - all complaints received about private providers
1 January – 31 March 2014

as at 7 April 2014

Complaints received 143	Closed 81	Closed without investigation	60
		Investigated & closed	20
	Still open 62	Under assessment	13
		Investigation underway	49

All complaints received by State/Territory
1 January – 31 March 2014

State/Territory	Number of complaints received
NSW	65
VIC	48
QLD	19
WA	6
TAS	0
ACT	2
NT	0
SA	2
Total	143

**Private registered providers within OSO jurisdiction
as at 22 April 2014**

State/Territory	Number of private CRICOS providers in OSO jurisdiction
NSW	256
VIC	232
QLD	241
WA	82
TAS	10
ACT	11
NT	5
SA	94*
NATIONAL	27
Total	958

**Investigations completed, by education sector
1 January – 31 March 2014**

Sector	Number of investigations completed	Number of providers in OSO jurisdiction by PRISMS 'main course sector'
ELICOS	7	92
Higher Education	7	64
Non-Award	3	10
Schools	4	368
VET	22	328
Total	43	862**

*This figure was obtained on 3 July 2014

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

Complaint types (134 issues for 143 complaints)

All complaints received 1 January – 31 March 2014

Top 3 issues:

- Standard 10 - monitoring course progress
- Provider refunds
- Standard 7 – transfer between registered providers

Complaint type	Number of complaints
Standard 10 – Monitoring course Progress	25
Provider refunds	20
Standard 7 – Transfer between registered providers	16
Standard 11 – Monitoring attendance	12
Standard 3 – Formalisation of enrolment	11
Grades/assessment	8
Graduation Completion Certificate	5
Out of jurisdiction to investigate (OOJ)^	5
Standard 4 – Education agents	4
Standard 13 – Deferring, Suspending or Cancelling enrolment	4
Standard 14 – Staff capability, resources, premises	4
Standards for VET accredited courses+	4
Academic Transcript	3
Bullying or harassment	3
Provider default	3
Standard 2 – Student engagement before enrolment	2
Standard 9 – Completion within expected duration	2
Standard 5 – Younger students	1
Standard 12 – Course credit	1
Standard 8 – Complaints and appeals	1
Standard 6 – Student support services	0
Discipline	0
Higher Education Standards Framework	0
Overseas Student Health Cover	0
Work placement/experience	0
Standard 1 – Marketing information and practices	0
TOTAL	134

* 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.