

**Overseas Students Ombudsman**  
**Quarterly Complaints Statistics 1 July – 30 September 2013**

**Overview - all complaints received about private providers**  
**1 July – 30 September 2013**

as at 11 October 2013

Complaints received  112	Closed  72	Closed without investigation	64
		Investigated & closed	13
	Still open  35	Under assessment	5
		Investigation underway	30

**All complaints received by State/Territory**  
**1 July – 30 September 2013**

State/Territory	Number of complaints received
<b>NSW</b>	46
<b>VIC</b>	36
<b>QLD</b>	15
<b>WA</b>	12
<b>TAS</b>	0
<b>ACT</b>	1
<b>NT</b>	0
<b>SA</b>	2 (transferred to the Training Advocate, SA)
<b>Total</b>	<b>112</b>

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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 12 July 2013**

<b>State/Territory</b>	<b>Number of private CRICOS providers in OSO jurisdiction</b>
<b>NSW</b>	284
<b>VIC</b>	262
<b>QLD</b>	268
<b>WA</b>	89
<b>TAS</b>	12
<b>ACT</b>	16
<b>NT</b>	6
<b>SA</b>	Out of jurisdiction
<b>Total</b>	<b>937</b>

**Investigations completed, by education sector  
1 July – 30 September 2013**

<b>Sector</b>	<b>Number of investigations completed</b>	<b>Number of providers in OSO jurisdiction by PRISMS 'main course sector'</b>
<b>ELICOS</b>	0	98
<b>Higher Education</b>	4	85
<b>Non-Award</b>	1	13
<b>Schools</b>	1	378
<b>VET</b>	7	363
<b>Total</b>	<b>13</b>	<b>937</b>

## Complaint types (123 issues for 112 complaints)

All complaints received 1 July – 30 September 2013

### Top 3 issues:

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

Complaint type	Number of complaints
Standard 1 – Marketing information and practices	1
Standard 2 – Student engagement before enrolment	1
Standard 3 – Formalisation of enrolment	8
Standard 4 – Education agents	0
Standard 5 – Younger students	1
Standard 6 – Student support services	0
Standard 7 – Transfer between registered providers	18
Standard 8 – Complaints and appeals	6
Standard 9 – Completion within expected duration	0
Standard 10 – Monitoring course Progress	6
Standard 11 – Monitoring attendance	20
Standard 12 – Course credit	3
Standard 13 – Deferring, Suspending or Cancelling enrolment	4
Standard 14 – Staff capability, resources, premises	2
Academic Transcript	0
Bullying or harassment	0
Discipline	1
Grades/assessment	8
Graduation Completion Certificate	6
Higher Education Standards Framework	0
Out of jurisdiction to investigate (OOJ)^	6
Overseas Student Health Cover	0
Provider default	6
Refunds	23
Standards for VET accredited courses+	3
Work placement/experience	0
<b>TOTAL</b>	<b>123</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.