

Overseas Students Ombudsman
Quarterly Complaints Statistics 1 January – 31 March 2013

Overview - all complaints received
1 January – 31 March 2013

Complaints received 100	Closed 64	Closed without investigation	49
		Investigated & closed	15
	Still open 36	Under assessment	3
		Investigation underway	33

All complaints received by State/Territory
1 January – 31 March 2013

State/Territory	Number of complaints received
NSW	49
VIC	33
QLD	12
WA	6
TAS	0
ACT	0
NT	0
SA	Out of jurisdiction
Total	100

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 25 March 2013**

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

**Investigations completed, by education sector
1 January – 31 March 2013**

Sector	Number of investigations completed	Number of providers in OSO jurisdiction by PRISMS 'main course sector'
VET	12	400
Schools	0	370
ELICOS	1	100
Higher Education	2	80
Non-Award	0	13
Total	15	963

Complaint types (106 issues for 100 complaints)

All complaints received 1 January – 31 March 2013

Top 3 issues:

- Refunds
- Standard* 7 – Transfer between registered providers
- Standard 3 – Formalisation of enrolment

Complaint type	Number of complaints
Standard 1 – Marketing information and practices	-
Standard 2 – Student engagement before enrolment	4
Standard 3 – Formalisation of enrolment	19
Standard 4 – Education agents	-
Standard 5 – Younger students	1
Standard 6 – Student support services	-
Standard 7 – Transfer between registered providers	19
Standard 8 – Complaints and appeals	2
Standard 9 – Completion within expected duration	1
Standard 10 – Monitoring course Progress	12
Standard 11 – Monitoring attendance	12
Standard 12 – Course credit	-
Standard 13 – Deferring, Suspending or Cancelling enrolment	7
Standard 14 – Staff capability, resources, premises	3
Australian Qualifications Framework (AQF) standards	1
Standards for VET accredited courses+	-
Bullying or harassment	2
Discipline	-
Grades/assessment	2
Graduation & awards	2
Out of jurisdiction to investigate (OOJ)^	5
Overseas Student Health Cover	-
Provider default	1
Refunds	13
Work placement/experience	-
TOTAL	106

* 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.