

Overseas Students Ombudsman
Quarterly Complaints Statistics 1 October – 31 December 2012

All complaints received
1 October – 31 December 2012

Complaints received
 108

All complaints received by State/Territory
1 October – 31 December 2012

State/Territory	Number of complaints received
NSW	33
VIC	35
QLD	17
WA	23
TAS	0
ACT	0
NT	0
SA	Out of jurisdiction
Total	108

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 October – 31 December 2012**

Sector	Number of investigations completed	Number of providers in OSO jurisdiction by PRISMS 'main course sector'
VET	7	400
Schools	0	370
ELICOS	1	100
Higher Education	2	80
Non-Award	1	13
Total	11	963

Complaint types (121 issues for 108 complaints)

All complaints received 1 October – 31 December 2012

Top 3 issues:

- Refunds
- Standard* 11 – Monitoring attendance
- Standard 3 – Formalisation of enrolment

Complaint type	Number of complaints
Standard 1 – Marketing information and practices	-
Standard 2 – Student engagement before enrolment	1
Standard 3 – Formalisation of enrolment	15
Standard 4 – Education agents	2
Standard 5 – Younger students	-
Standard 6 – Student support services	2
Standard 7 – Transfer between registered providers	8
Standard 8 – Complaints and appeals	4
Standard 9 – Completion within expected duration	-
Standard 10 – Monitoring course Progress	8
Standard 11 – Monitoring attendance	16
Standard 12 – Course credit	2
Standard 13 – Deferring, Suspending or Cancelling enrolment	10
Standard 14 – Staff capability, resources, premises	7
Australian Qualifications Framework (AQF) standards	-
Standards for VET accredited courses+	-
Bullying or harassment	-
Discipline	1
Grades/assessment	10
Graduation & awards	4
Out of jurisdiction to investigate (OOJ)^	1
Overseas Student Health Cover	
Provider default	4
Refunds	25
Work placement/experience	1
TOTAL	121

* 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.