

Overseas Students Ombudsman
Quarterly Complaints Statistics 1 July – 30 September 2014

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

as at 1 October 2014

Complaints received 182	Closed 125	Closed without investigation	102
		Investigated & closed	23
	Still open 57	Under assessment	10
		Investigation underway	47

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

State/Territory	Number of complaints received
NSW	78
VIC	51
QLD	24
WA	22
ACT	1
National	3
NT	0
SA	3
TAS	0
Total	182

**Private registered providers within OSO jurisdiction
as at 1 October 2014**

State/Territory	Number of private CRICOS providers in OSO jurisdiction
NSW	259
VIC	238
QLD	243
WA	84
TAS	10
ACT	11
NT	5
SA	95
NATIONAL	30
Total	975

**Investigations completed, by education sector
1 July– 30 September 2014**

Sector	Number of investigations completed	Number of providers in OSO jurisdiction by PRISMS 'main course sector'
ELICOS	10	101
Higher Education	14	71
Non-Award/other	4	11
Schools	3	425
VET	31	367
Total	62	975

Complaint types (187 issues for 182 complaints)

All complaints received 1 July – 30 September 2014

Top 3 issues:

- Standard 7 – transfer between registered providers
- Standard 3 – Formalisation of enrolment
- Provider refunds

Complaint type	Number of complaints
Standard 7 – Transfer between registered providers	45
Standard 3 – Formalisation of enrolment	28
Provider refunds	23
Standard 11 – Monitoring attendance	19
Standard 10 – Monitoring course Progress	17
Grades/assessment	12
Standard 8 – Complaints and appeals	9
Graduation Completion Certificate	6
Provider default	4
Standard 13 – Deferring, Suspending or Cancelling enrolment	4
Academic Transcript	4
Standard 4 – Education agents	3
Out of jurisdiction to investigate (OOJ)^	3
Standard 14 – Staff capability, resources, premises	3
Standard 6 – Student support services	2
Standard 1 – Marketing information and practices	2
Work placement/experience	1
Standard 9 – Completion within expected duration	1
Standard 2 – Student engagement before enrolment	1
Standard 12- Course credit	0
Bullying or harassment	0
Higher Education Standards Framework	0
Overseas Student Health Cover	0
Standards for VET accredited courses+	0
Discipline	0
Standard 5 – Younger students	0
TOTAL	187

* 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.