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Hello, welcome to the seventh edition of our provider e-news.

The OSO investigates complaints about private, CRICOS-registered education providers. There are nearly one thousand education providers in our jurisdiction. If you are reading this email, chances are you are one of them. Maybe one of your students has approached our office with a complaint or an enquiry. Read on, for information about what to expect if one of your students complains to the OSO.

Since our last edition there have been some changes to the ESOS Act. Reporting requirements for student default and restrictions to upfront fee collection have been changed. For more information about these changes it is a good idea






to read the Fact Sheets produced by the Department of Education and Training - you can find the links below.

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## New OSO website

Come and visit our new website.

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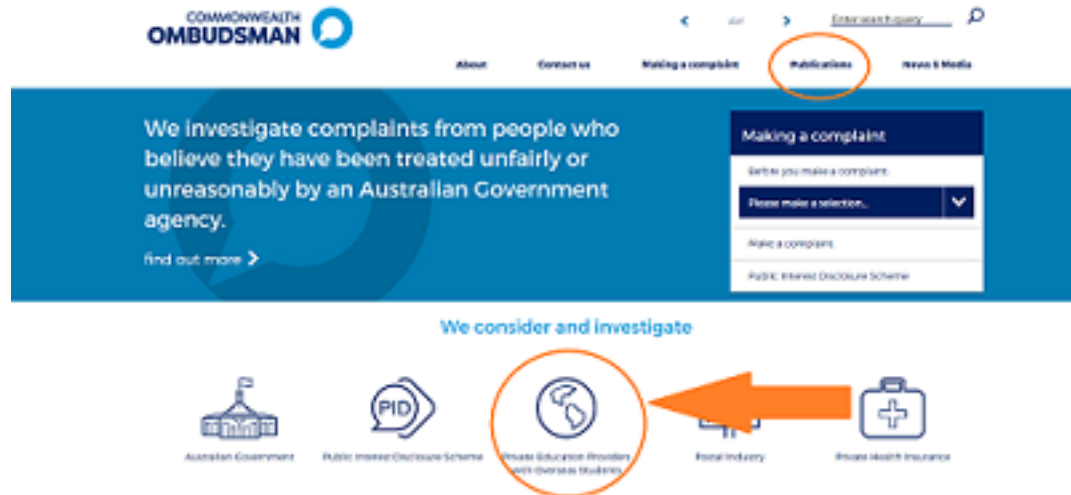
[FAQs for Students in English](#)

[FAQs for Students in 21 other languages](#)

[OSO Publications](#)

The new website is part of the Commonwealth Ombudsman website.

To access our publications or find out about how we investigate go to [www.ombudsman.gov.au](http://www.ombudsman.gov.au)



## What can providers expect if a student complains to the OSO?

The OSO does not contact providers every time we get a complaint or appeal from an international student. In fact we only contacted providers in 39% of complaints received so far.

In the majority of cases we are able to finalise the complaint without contacting the provider, often because the student has not been through the provider's internal complaint and appeals process yet and is advised to go back through that process first. In other cases, we make a decision on the basis of the information given to us by the student.

If you do get an email from our office requesting information here are some tips:

**[Read more](#)**

## Overseas Student Health Cover - why it matters

It is a condition of student entry into Australia that the student is covered by Overseas Student Health Cover. If a student does not have OSHC for any part of their stay in Australia, they are in breach of their visa conditions.

[Read more](#)

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## Recent complaints to the OSO - quarterly report

The OSO received 199 complaints and external appeals in January to March 2016 concerning 234 issues. Complaint numbers continue to rise with the OSO receiving 19% more complaints in the January to March quarter 2016 than in the same quarter the previous year.

[Read more](#)

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## Recent ESOS updates - where to go for information

The ESOS Act changed on 14 December 2015. The changes include:

[Read more](#)

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