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## Welcome to the second provider e-newsletter



Dear Ms Gray





My office provides a free, independent and external complaints and appeals process for overseas students and private registered providers.

We have received more than 1,300 complaints and external appeals from overseas students from 65 different countries since we began operating in April 2011. We have dealt with more than 250 private registered providers, and see both good and bad practices.

We recognise the diversity of the international education industry and take a principles-based approach in resolving complaints.

As well as investigating complaints, my role is to give providers advice and training about best practice complaint handling. To this end, representatives of my office have provided advice and information about best-practice complaint handling and tips for complying with the National Code at a

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number of these forums in 2013. Several of these presentations are available on our website on the [publications and media page](#).

In this edition, we focus on providers' obligations when engaging and using education agents. We were pleased to present at the ICEF conference this year, and to share our observations about common complaints made about education agents by overseas students. We welcome the Statement of Principles for the Ethical Recruitment of International Students by Education Agents and Consultants (the London Statement), which was adopted last year and to which Australia is a signatory.

Read on for articles about good complaints handling, providers and education agents.

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## Complaints about education agents

We recognise that many education agents are highly professional and ethical. However, we do receive complaints about some education agents who do not meet these standards. These include:

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## Breaches by education providers

Standard 4 of the National Code requires that providers must take all reasonable steps to ensure that they use education agents with appropriate knowledge and understanding of the Australian international education industry. Standard 4 also requires that providers do not use agents who are dishonest and lack integrity.

We have found providers breaching Standard 4 of the National Code by:

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## Better practice management of education agents

Follow these tips to comply with Standard 4 and manage your education agents effectively:

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