



## Overseas Students Ombudsman

# Student eNews



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### Welcome to the student e-news



In April this year the Overseas Students Ombudsman turned four years old. We have just published a report on our activities and outcomes for this period. Read on for more information about what we have been up to.

International student complaints and appeals to our office continue to increase with the July to September 2015 quarter being our busiest ever and no slow-down in sight. **Summaries of our four year report and our quarterly report are provided below.**

We have recently published a **Student Fact Sheet on Fees and Refunds** to answer questions you might have about fees, refunds or your agreement with your education provider. We hope the Fact Sheet will help students avoid or solve problems, especially when **enrolling or changing courses.**

With stories in the media lately of international students being allegedly **underpaid by employers**, it is important to know and understand your rights at work. Below we discuss some **Department of Immigration and Border Protection (DIBP)** and **Fair Work Ombudsman** resources that might help you if you are worried about your pay or working conditions.

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## Four Years Young

It is important that as an international student you have a safe and rewarding experience in Australia. Sometimes misunderstandings can arise between students and education providers.

When problems arise, the availability of an independent, impartial complaints and appeals body can be critical to resolving problems and restoring student confidence in Australia's international education services.

[Read more](#)

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## Quarterly report

Complaint numbers continue to grow and in the July to September quarter this year we received 230 complaints and external appeals which is a 23% increase on the previous quarter.

[Read more](#)

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## Student Fact Sheet

### Fees and Refunds

We have just published our [\*\*Student Fact Sheet on Fees and Refunds\*\*](#). A large number of complaints to the OSO are about fees and refunds. We know that sometimes students change their minds about their course of study. Sometimes this can cause disputes between students and education providers about refunds and cancellation fees. When there is a dispute the written agreement between the overseas student and the education provider is very important (this is usually the letter of offer you signed).

[Read more](#)

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## Working in Australia?

**Check out the Immigration blog and Fair Work Ombudsman website for reliable information**

If you are working part-time during your studies and you have questions about your rights and responsibilities, the Department of Immigration and Border Protection's blog, 'Working in Australia while studying' might be helpful.

The blog explains that:

**[Read more](#)**

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## Overseas Student Ombudsman out and about

Well done to the Council for International Students Australia (CISA) on another successful annual conference in July 2015. The OSO participated in a panel session at the conference with representatives from other ombudsman and



government bodies. The OSO also presented at the Australian Council for Private Education and Training (ACPET) conference in Melbourne in August, the English Australia (EA) conference in Brisbane in September and the

Australian International Education Conference (AIEC) in Adelaide in October. It was great to see and hear from CISA representatives at the AIEC conference.

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