

Economics Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
Industry, Innovation, Science, Research and Tertiary Education Portfolio
Budget Estimates Hearing 2012-13
28 and 29 May 2012

AGENCY/DEPARTMENT: AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA)

TOPIC: Overseas Student Complaints

REFERENCE: Written Question – Senator Rhiannon

QUESTION No.: BI-218

1. How many complaints received by ASQA from overseas students have been referred to and received by the Overseas Students Ombudsman?
2. What are the details and outcomes of those complaints?

ANSWER

1. ASQA has referred nine complaints that have been received by the Overseas Students Ombudsman.
2. The details of the nine complaints were:
 - 6 related to course fees and refunds;
 - 2 related to the non-receipt of a Statement of Attainment; and
 - 1 related to disputed results.

ASQA does not have information regarding the current status of the Overseas Students Ombudsman investigations into these complaints.