

# Education Advisory Group

## Terms of Reference

### Purpose

Members of the Education Advisory Group give informal advice to the National Student Ombudsman (NSO) on education and training activities to support capability uplift in complaint handling across the higher education sector.

For example, members may be asked to advise on:

- The NSO's Education Strategy, Education Plan and overall direction
- Sector education priorities and how the NSO can best contribute
- Insights related to better practice complaint handling
- Any other relevant matters

Members will not have any involvement in operational matters, such as individual complaints, investigation reports, or NSO frontline services, either collectively or as individuals.

### Membership

Membership is via expression of interest.

Members need to demonstrate first-hand experience in complaint handling within the higher education sector and contemporary insights into better practice complaint handling.

## OFFICIAL

The NSO will appoint reference group members for an initial period of 12 months.

Compensation for participation in the Advisory Group will be in accordance with the Office of the Commonwealth Ombudsman's [Community Stakeholders Paid Participation](#) Policy.

The NSO will review membership as it considers appropriate, for example in response to changes in legislation, systemic issues, and progress of education initiatives.

Information about the Education Advisory Group, including a list of members, will be available on the NSO website.

The NSO may publicly share information learned from the group. Individual contributions will not be attributed.

## Meetings

Advisory Group members will be invited to attend virtual meetings via Microsoft Teams as required.

Members may be provided with plans or resources to review ahead of meetings.

The overall time commitment is not expected to exceed 15 hours per year.

The NSO may ask advice from the whole group, or we may approach individual members who have expertise in a certain area.

Members must declare any conflicts of interest and maintain confidentiality in respect of the resources shared and discussions with staff.

The Chair of the Advisory Group will be an NSO executive.

The NSO will provide members with a summary and actions arising after each meeting.

These terms of reference will be reviewed annually.