

# Education Advisory Group

## 30 April 2026

### Summary

The Education Advisory Group (EAG) met on 30 April 2026.

The group reviewed insights collected by the NSO on education and training opportunities for better practice complaint handling.

The group shared existing resources and training material used by the sector.

The NSO sought input from members on the focus for education initiatives.

Areas identified for short-term focus are:

- Information sessions for complaint handlers, decision makers, and student support roles to explain how the NSO works with providers and to share insights on complaint data and trends.
- Delivery of training on de-escalation techniques for challenging complainant behaviours, and if possible, some broader techniques for effective communication.

Members also provided feedback that a 'layered' approach to education that includes support packs, guidance notes, and more permanent resources to supplement education products like webinars, is preferred.