

Senate Committee: Education and Employment

**QUESTION ON NOTICE
Additional Estimates 2016 - 2017**

Outcome: Skills and Training

Department of Education and Training Question No. SQ17-000099

Senator Kakoschke-Moore, Skye asked on 01 March 2017, Proof Hansard page 142

Phone call hold time for student inquiries

Question

Senator KAKOSCHKE-MOORE: Thank you. Can you advise the average phone call hold time for student inquiries, and also the average time for responses to email communications?

Answer

From 6 December 2016 to 8 March 2017, the average hold time for phone calls seeking assistance with opting in to VET FEE-HELP in 2017 was one minute and fifty three seconds.

All students who submit an online VET FEE-HELP student opt-in enquiry form receive an immediate auto-response which contains information designed to answer the majority of questions.

The Department of Education and Training aims to respond to the majority of online enquiries within three days, however, this can vary depending on the complexity of the enquiry.