

Senate Committee: Education and Employment

**QUESTION ON NOTICE
Additional Estimates 2015 - 2016**

Outcome: Skills and Training

Department of Education and Training Question No. SQ16-000529

Senator Carr, Kim provided in writing.

VET FEE-HELP complaints

Question

Is it the case that nearly a third of the complaints received have been about marketing? Are such complaints still being received under the revised arrangements? If so, what resources are available to investigate and address these complaints?

Answer

Approximately 26 per cent of complaints received in 2014 and 2015 were about marketing. Yes, however the number of complaints about marketing declined by approximately 60 per cent in the last quarter of 2015 compared with the previous quarter.

Departmental staff are involved in a range of compliance monitoring activities including responses to, and investigations of, complaints about marketing.

The Department of Education and Training works cooperatively with both the Australian Skills Quality Authority and the Australian Consumer and Competition Commission in relation to complaints about inappropriate marketing.