

## **Senate Committee: Education and Employment**

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

#### **Outcome: Skills and Training**

#### **Department of Education and Training Question No. SQ16-000586**

Senator Carr, Kim provided in writing.

*Also refer to previous hearing Question No. SQ15-000827, SQ15-00160; SQ15-000477*

#### ***Handling complaints***

##### **Question**

Please outline the process of how such a complaint would be handled if someone contacted the Department to make a complaint that they had been offered such an incentive.

##### **Answer**

The VET FEE-HELP branch's current complaints handling process broadly includes the following:

- Record detailed information from the complainant.
- Validation of complainant's details with departmental systems, e.g. Higher Education Information Management System (HEIMS).
- Consider the complaint in the context of other complaints or intelligence about the particular provider.
- Follow up with complainant by telephone or email. If required seek further information from the complainant.
- Based on the analysis of the complaint, the provider in question and the evidence available, the department is open to take a range actions available to it under the *Higher Education Support Act 2003* including:
  - Requesting further information from VET provider relating to student marketing, enrolment, and request for VET FEE-HELP assistance.
  - Compliance audit of the VET provider.
  - Deferral of a VET provider's payments.
- If the offer of inducement occurred from 1 January 2016, a student may apply to the Secretary of the Department of Education and Training to request recrediting of their FEE-HELP balance in accordance with the Higher Education Support (VET) Guideline 2015.