

## Senate Committee: Education and Employment

### QUESTION ON NOTICE Additional Estimates 2016 - 2017

#### Outcome: Skills and Training

#### Department of Education and Training Question No. SQ17-000102

Senator Kakoschke-Moore, asked on 01 March 2017, Proof Hansard page 141

#### ***VET FEE-HELP opt-in web page***

#### **Question**

Senator KAKOSCHKE-MOORE: I note that on the department's VET FEE-HELP opt-in web page, the 'I still need help' contact form allows student to select the type of inquiry they require assistance with under the following categories: sign-in issues, pass key issues, pass key inactive, no letter received, no email received, requesting pass key and other. On notice, would you be able to provide a breakdown of the number of inquiries you have received under each of those headings with the website?

Mr Hart: Yes.

Dr McEwen: Yes, we can.

#### **Answer**

Table based on opt-in online enquiry forms submitted from 7 December 2016 to 6 March 2017.

<b>Selection (type of enquiry)</b>	<b>Number</b>
Requesting passkey	26749
No email received (by student)	7731
Passkey issues	6395
Other*	3743
Passkey inactive	3439
No letter received (by student)	2613
Sign in issues	1323
<b>Total</b>	<b>51993</b>

*\*The student is provided with the option to select "Other" when their enquiry topic is different to the standard options available. This includes when student invitations contain incorrect information.*