

Senate Committee: Education and Employment

QUESTION ON NOTICE Budget Estimates 2017 - 2018

Outcome: Skills and Training

Department of Education and Training Question No. SQ17-000744

Senator Paterson, James provided in writing

Careers Australia

Question

When was Careers Australia first approved as a VET FEE-HELP provider? How are Careers Australia students being supported by Tuition Assurance and Tuition Protection Scheme arrangements?

Answer

Careers Australia Education Institute Pty Ltd (Careers Australia) was approved as a VET FEE-HELP provider on 15 June 2011. (*Higher Education Support Act 2003* - VET Provider Approval (No. 12 of 2011))

The VET tuition assurance scheme has been put in place by the Australian Government to support and protect students. TAFE Directors Australia administers the tuition assurance scheme for Careers Australia's VET FEE-HELP and VET Student Loans students.

For **VET FEE-HELP students**, the tuition assurance scheme provides a mechanism to give currently enrolled students the option to complete their course at another provider, or request to have their VET FEE-HELP debt remitted for commenced but uncompleted units of study.

For **VET Student Loans students**, the tuition assurance operator will seek to match and offer students a similar, replacement course. If there is no similar course available, the student may be eligible for fee-repayment.

TAFE Directors Australia is supporting students to exercise their rights under tuition assurance. TAFE Directors Australia, in collaboration with the Tuition Protection Service, conducted information meetings for students:

- Melbourne: Thursday 1 June
- Sydney: Friday 2 June
- Perth: Tuesday 6 June / Wednesday 7 June
- Brisbane: Friday 9 June.

The Department of Education and Training participated in these meetings along with representatives from other agencies, including the Australian Skills Quality Authority.

Information for Careers Australia students is available on the My Skills, Study Assist, TAFE Directors Australia and Department of Education and Training websites. TAFE Directors Australia is contacting students to assist and support them through the tuition assurance process.

Students with any queries can contact TAFE Directors Australia at TDA@tafe.qld.edu.au or on (07) 3307 4789. Students can also contact the Department of Education and Training on 1800 020 108.

International students are protected by the Tuition Protection Service (TPS) administered by the department. The TPS provides assistance to students to continue their studies with another provider or to get a refund of their unspent tuition fee. The TPS Administrator will contact students to assist and support them through the tuition protection process.

International students can contact the TPS on 1300 980 434.