

**Senate Committee: Education and Employment**

**QUESTION ON NOTICE  
Budget Estimates 2017 - 2018**

**Outcome: Skills and Training**

**Department of Education and Training Question No. SQ17-000997**

Senator Cameron, Doug provided in writing

***Careers Australia - ACCC undertaking***

**Question**

- In 2016, the ACCC got an undertaking from Careers Australia to offer refunds of student debts and cancellation of enrolment where students had been misled:
- What will happen now that Careers Australia has collapsed? Will these students still be able to get their debt refunded?
- How many students were in the process of seeking remediation?
- How many Careers Australia students have had their debt refunded? What is the total value of this debt that has been paid back to the Commonwealth?
- Is the Commonwealth the first creditor in line? How much is owed by Careers Australia?

**Answer**

In May 2016 the ACCC accepted an Undertaking by Careers Australia Group Limited pursuant to section 87B of the *Competition and Consumer Act 2010*. The Undertaking included, amongst other things, actions in relation to:

- Future representations of courses - for a period of five years from the Undertaking
- Consumer Redress Program in respect of consumers enrolled in a Careers Australia course between 1 August 2013 and 31 March 2015 – within five months of the undertaking
- Internal review of complaints received from 1 August 2013 to the date of the Undertaking – within 6 months of the Undertaking
- Various requirements to publicise the Undertaking to students.

The administration of the court enforceable Undertaking is an ACCC matter.

The Department of Education and Training is currently undertaking a reconciliation to determine the final position of Careers Australia's entitlement to VET FEE-HELP payments.