

Senate Committee: Education and Employment

QUESTION ON NOTICE

Supplementary Budget Estimates 2015 - 2016

Outcome: Skills and Training

Department of Education and Training Question No. SQ15-000822

Senator Carr, Kim provided in writing.

Awareness campaigns for VET FEE-HELP?

Question

How much is the department spending on awareness campaigns around students' rights with respect to VET FEE-HELP?

Answer

The Department of Education and Training has utilised existing communication channels to advertise students' rights with respect to VET FEE-HELP. Information has been updated on the department's corporate website (www.education.gov.au), the Australian Government's key communication vehicle for tertiary students, the *Study Assist* website (www.studyassist.gov.au), and the dedicated website for vocational education and training (VET) students, *MySkills* (www.myskills.gov.au). The department manages these websites in-house at no additional cost.

There is a dedicated National Training Complaints Hotline (13 38 73) to receive complaints from students about their training. The Student Enquiry Line (1800 020 108) also receives general VET FEE-HELP enquiries. Students may also contact the department directly through its mailbox at TSEnquires@education.gov.au.

The department cannot disaggregate the cost of the complaint and inquiry lines to VET FEE-HELP specific costs.

Printed products include:

Since March 2015, the department has spent a total of \$124,048.84 (GST inclusive) on updating printed VET FEE-HELP products including student information products (VET FEE-HELP booklet, form, flyer), advertisements in the 2015 Job Guide, suite of *Be a Savvy Student* factsheets, and a VET FEE-HELP Anti-Scam flyer.

The printed products are available on the department's websites. The VET FEE-HELP Anti-Scam flyer is also stocked at selected Centrelink offices around Australia in areas that have received a high-volume of complaints about the unethical marketing practises of VET providers or their brokers.

The NSW Office of Fair Trading has also released its own web products on this matter.