

Senate Committee: Education and Employment

QUESTION ON NOTICE

Supplementary Budget Estimates 2015 - 2016

Outcome: Skills and Training

Department of Education and Training Question No. SQ15-000823

Senator Carr, Kim provided in writing.

VET FEE-HELP complaints

Question

How is the VET FEE-HELP complaints process advertised to students?

How much is the department spending this year on raising student awareness of the VET FEE-HELP complaints mechanisms?

Answer

The department has utilised existing communication channels to advertise the VET FEE-HELP complaints process to students. 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.