

Senate Committee: Education and Employment

QUESTION ON NOTICE Supplementary Budget Estimates 2015 - 2016

Outcome: Skills and Training

Department of Education and Training Question No. SQ15-000827

Senator Carr, Kim provided in writing.

Also refer to previous hearing Question No. SQ15-00160; SQ15-000477

VET FEE-HELP complaints

Question

How many VET FEE-HELP complaints have been received by the Department in 2012, 2013, 2014 and 2015? What is the breakdown of the nature of the complaints?

What has the Department done to investigate and take action on these complaints?

Answer

VET FEE-HELP Complaints by year

	Complaint Numbers
2012	24
2013	3
2014	372
2015	652 (to 30 October 2015)

The approximate breakdown by nature of complaint over the full period is:

- marketing 29 per cent
- debt dispute 27 per cent
- withdrawal 10 per cent
- quality 10 per cent
- other 24 per cent (includes complaints about ineligible course content, fees, policy, eligibility and other complaints).

Dependent on the type of complaint received the department will undertake the following:

- where the matter indicates potential non-compliance with the standards for registered training organisations, the department may refer the matter to the regulators, such as the Australian Skills Quality Authority
- where the matter involves special circumstances under the *Higher Education Support Act 2003* (HESA), the student will be referred to the provider's grievance procedures
- where the matter involves a potential non-compliance under HESA or the VET Guidelines 2015, the department takes proportionate action on any non-compliance identified. If required a range of actions are available to the department under HESA including, seeking further information from the provider or issuing the provider with a compliance notice
- where the matter involves an issue other than non-compliance under HESA, the department will liaise with the provider to work towards a positive outcome for the student.