



Notice of debt removal

Notice for former students of Careers Australia Education Institute Pty Ltd (Careers)

New legislation commenced on 1 January 2019 allowing the removal of VET FEE-HELP debt incurred because of inappropriate conduct by a VET FEE-HELP provider or their agent.

This notice is for the purpose of clause 46AA(8) of Schedule 1A of the Higher Education Support Act 2003.

If you were enrolled by Careers between 1 August 2013 and 31 March 2015 you may have had your VET FEE-HELP debt removed.

What does this Notice mean?

Using the new legislation, VET FEE-HELP debts have been removed (and HELP balances re-credited) for students who enrolled with Careers between 1 August 2013 and 31 March 2015 and for whom there is evidence they did not complete any VET FEE-HELP units in the course.

The decision was made largely on the basis that in 2016, Careers' parent entity gave a court enforceable undertaking (following investigatory action undertaken by the NSW Department of Fair Trading and the Australian Competition and Consumer Commission), admitting to Careers or its agents acting unconscionably in relation to its enrolment of students (*ACCC Careers Australia Group Limited (Careers Australia) - s.87B undertaking 16 May 2019*), as well as on the basis of existing data and information held by the department.

How can I check if I have a VET FEE-HELP debt with Careers?

If you think you may have incurred a VET FEE-HELP debt for a course with Careers, you can check whether you are affected by this decision by logging onto [myHELPbalance](#). You will need your Commonwealth Higher Education Student Support Number (CHESSN) to log in. Your CHESSN will be in documentation sent to you by Careers.

If, in checking [myHELPbalance](#), you see that you have a VET FEE-HELP debt you believe you should not have, or if you are not able to find your CHESSN, please contact the VET Student Loans Ombudsman within the Office of the Commonwealth Ombudsman using the [online complaint form](#). More information on seeking redress can be found on the [Commonwealth Ombudsman VET Student Loans](#) website.