



Notice of debt removal

Notice for former students of Careers Australia Education Institute Pty Ltd

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 into a course with Careers Australia Education Institute Pty Ltd (Careers Australia) and commenced studies between 1 January 2013 and 31 December 2016, you may have had your VET FEE-HELP debt removed.

What does this Notice mean?

Legislation was introduced from 1 January 2019 to help people if a vocational education and training (VET) provider (or its agents) inappropriately signed them up to courses.

Using this legislation, VET FEE-HELP debts have been removed (and FEE-HELP balances re-credited) for students:

- who were enrolled by Careers Australia and commenced within the period of time from 1 January 2013 to 31 December 2016
- for whom there is evidence they did not complete, or it is reasonably likely they did not complete, the VET FEE-HELP units in the course
- who had a VET FEE-HELP debt for those incomplete units of study in those courses.

This decision was made by a delegate of the Secretary of the Department of Education, Skills and Employment under sub-clause 46AA(1) of schedule 1A of the Higher Education Support Act 2003 because it is considered reasonably likely that Careers Australia (or its agents) engaged in inappropriate conduct in relation to the person's unit of study or course.

The decision was made based on existing data and information held by the department.

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

If you think you may have incurred a VET FEE-HELP debt for a course with Careers Australia, 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) and Student ID to log in. These will be in documentation sent to you by Careers Australia.

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, you can make a complaint to 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.