



Need more assistance?

Where you can go for more help



Generally, your education institution is your first point of contact for assistance. It can assist you with enrolment information, course fees, census dates, applying for a HECS loan (including VET FEE-HELP), grievance processes and other matters. Most institutions host their own open days or attend career/skills expos where you can speak with their staff directly.

Grievances—marketing agent/broker

- If you have a complaint about a marketing agent/broker who approached or pressured you into signing up for a course, you can call the National Training Complaints Hotline on **13 38 73**.
- Record all details of the interaction, including the name of the person, their company, and the name of the institution(s) they are representing.

Grievances—enrolment/payments/HECS debts (including VET FEE-HELP)

- You must follow your institution's grievance policy if you have a dispute regarding these matters.
- If you want to have your HECS debt (including VET FEE-HELP) refunded, there is a specific process you must follow under the 'special circumstances' provisions. Your institution can provide you with information about this process. The *Census Date* factsheet also contains general information about withdrawal matters.

Grievances—general information

- If you are not satisfied with the quality of service or training being provided, and you think your institution is breaching or has breached its legal obligations, you must lodge your complaint through your institution's internal grievance/complaints process. **Contact your institution for information about this process.**
- If you are dissatisfied with the outcome after following your institution's internal procedures, including its internal appeals process, you may then submit a complaint to the relevant regulator for your institution.
- You must follow your institution's internal procedures before escalating your complaint for external review.

Grievances—quality of vocational education and training (VET) courses

For most states, you can contact:

- the Australian Skills Quality Agency (www.asqa.gov.au), the Victorian Registration and Qualifications Authority (www.vrqa.vic.gov.au), or the Western Australia Training Accreditation Council (www.tac.wa.gov.au).

Grievances—quality of higher education courses

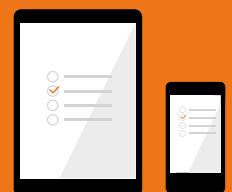
- You can contact the Tertiary Education Quality and Standards Agency at www.teqsa.gov.au.

Other useful contacts

- The Department of Education and Training can provide general information about HECS loans (including VET FEE-HELP). You can visit www.studyassist.gov.au or email:
 - HEenquiries@education.gov.au for higher education student queries,
 - TSEnquiries@education.gov.au for VET FEE-HELP student queries,
 - Skilling@education.gov.au for complaints about marketing agents/brokers.
- The Australian Taxation Office (www.ato.gov.au or **13 28 61** between 8:00am to 6:00pm Monday to Friday) can provide information on applying for a tax file number and protecting your personal information, HECS debt (including VET FEE-HELP) queries, or compulsory and voluntary repayments.
- The Department of Human Services (www.humanservices.gov.au) can provide information on student income support payments like Youth Allowance, Austudy, ABSTUDY and other programmes.

Need more information?

- ✓ Don't forget to visit the *Be a savvy student and Transitioning to tertiary study* pages.
- ✓ Read the suite of *Be a savvy student* factsheets.
- ✓ Visit www.ato.gov.au for information about how to apply for a tax file number (TFN) and protecting your personal information.



This factsheet relates to the education institutions listed on www.studyassist.gov.au.