

## Careers Australia: Questions and Answers

### Table of Questions

If you are interested in the answer to any question, click on the question heading and it will take you to the set of answers. You can do this for as many questions as you like, by clicking on the link at the top of each page which will return you to this list of questions. Contacts that may assist you are listed at the [end of this document](#).

#### [Impact of the closure of Careers Australia on students](#)

1. As a student enrolled with Careers Australia, how is the closing of Careers Australia going to impact on me?
2. How do I continue my study to complete my course and gain my qualification?
3. Why can't I just go and enrol with another provider such as my local TAFE?
4. What happens if I approach another training provider?
5. So what happens next so I can complete my studies?
6. Do I have to continue with the same course I was undertaking with Careers Australia?

#### [International Students](#)

7. I am studying in Australia on a visa with Careers Australia, what happens to my study?

#### [Australian Apprentices](#)

8. I am an Australian apprentice with Careers Australia, who do I contact?

#### [VET In Schools \(WA\)](#)

9. I am studying with Careers Australia as a Western Australian (WA) secondary student, what happens to my study?

#### [Careers Australia](#)

10. What has happened to Careers Australia?
11. Which were the training organisations operated by Careers Australia?
12. Who is covered by a Tuition Assurance Scheme (TAS)?
13. I am a nursing student with Careers Australia, and I understand the Administrator has another option for nursing students
14. I am enrolled in a trade course and I understand the Administrator has another option for some trades students
15. Do I have to continue my studies with the new provider or can I transfer to a TAFE?

#### [Record of my training held by Careers Australia](#)

16. What has happened to my record of training and my record of results?
17. What happens if my training record has been obtained from Careers Australia, and it is complete and up to date?
18. What can I do to help demonstrate my competency and/or completion of units?
19. What happens if the record of training is not obtained or is incomplete?
20. It seems I will need to go through a Recognition of Prior Learning (RPL) process, how much will I have to pay to gain RPL for competencies I already have obtained?

#### [Tuition Assurance Scheme](#)

21. What is the Tuition Assurance Scheme (TAS)?
22. What happens if no other VET training provider will, or is able, to enrol me as a student so I can complete my studies and gain my qualification?
23. Who is covered by a Tuition Assurance Scheme (TAS)?

24. I am currently receiving a Centrelink Payment tied to my course of study (for example Austudy), what can I do as I rely on this payment to live?

TAFE Directors Australia

25. Who is TAFE Directors Australia (TDA)?

### *Impact of the closure of Careers Australia on students*

**Q: As a student enrolled with Careers Australia, how is the closure of Careers Australia going to impact on me?**

A: As a student it is important to realise you remain in control of your career/job aspirations. Careers Australia cannot take that away from you. TDA recognises, however, that the current situation may be stressful and frustrating. You are encouraged to remain committed to your ambition for study and chosen career path as this remains the best prospect to improve your employment and personal circumstances long-term.

**Q: How do I continue my study to complete my course and gain my qualification?**

A: Careers Australia was a member of the Tuition Assurance Scheme, managed by TAFE Directors Australia (TDA). TDA represents TAFEs across Australia which operate in over 2,000 locations. TDA's role is to assist students to transition to a new training provider, which suits each student's circumstances.

**Q: Why can't I just go and enrol with another provider such as my local TAFE?**

A: As with any student, you are able to change provider and course, at any time. However, if you take this action now without consultation with TDA, or without your training records, you may need to pay fees again or incur further loan debt. In some cases students may be able to complete their studies with another provider for a lower overall cost or loan debt than if they had continued their study with Careers Australia.

TDA recommends that if you are thinking of changing to another provider that you contact the call centre for advice.

**Q: What happens if I approach another training provider?**

A: As a student you are free to approach another provider at any time, to discuss your training needs and to understand that training provider's enrolment and course requirements. All TDA asks is that you contact the call centre before making a commitment to another provider, so you can make a well informed decision.

**Q: So what happens next so I can complete my studies?**

A: All eligible students who were studying a diploma, advanced diploma, or degree course with the Careers Australia Group and are funded through VET FEE-HELP (grandfathered), VET Student Loans or FEE- HELP, will be contacted by TDA with options.

**Q: Do I have to continue with the same course I was undertaking with Careers Australia?**

A: At anytime in this process, irrespective of the pathway you choose to go with, you are encouraged to talk to your new provider nominated by TDA, or the provider of your choice, to discuss the reasons you are undertaking vocational or further education, and any degree course studies, to be certain of the reasons for your current course of study and to make sure you are in the best course of study to meet your educational aspirations and your career ambitions. Providers are always open to discussing course options that may best meet your needs irrespective of your current status.

### **International Students**

**Q: I am studying in Australia on a visa with Careers Australia, what happens to my study?**

A: The Australian Government operates a separate, specific scheme, the *Tuition Protection Scheme* (TPS), and all international students need to contact the Australian Government, not TDA. The Commonwealth Department of Education and Training has information available on its website on the [TPS](#) and on [Careers Australia](#).

### **Australian Apprentices**

**Q: I am an Australian apprentice with Careers Australia, who do I contact?**

A: Students who were studying with Careers Australia as an apprentice can contact their [Australian Apprenticeship Support Network Provider](#) or telephone the Australian Apprenticeship referral line on 13 38 73.

### **VET in schools (WA)**

**Q: I was studying with Careers Australia as a Western Australian (WA) secondary student, what happens to my study?**

A: Some VET in schools (VETis) students in WA were enrolled with Careers Australia. All such students should discuss their circumstance with their school's Principal in the first instance.

### **Careers Australia**

**Q: What has happened to Careers Australia?**

A: Careers Australia appointed administrators, [PPB Advisory](#), as there was insufficient funds for Careers Australia to continue operating. Careers Australia has been determined to be insolvent and has closed.

**Q: Which were the training organisations operated by Careers Australia?**

A: Careers Australia operated the following training organisations, and all these are affected by the closure of Careers Australia:

- Careers Australia Education Institute
- Australian College of Applied Education
- Careers Australia Institute of Training
- Australian School of Management

**Q: Who is covered by a Tuition Assurance Scheme (TAS)?**

A: The TAS covers:

- Diploma and Advanced Diploma students
- Higher Education students

TAFE Directors Australia, with the support of the over 2000 TAFE locations across Australia, is ready to assist Careers Australia students to transition to a new education provider, to best meet their circumstances.

Students with Australian College of Applied Education should contact the [Australian Council for Private Education and Training](#).

**Q: I am a nursing student with Careers Australia, what are the options for nursing students?**

A: Following agreement with the Careers Australia Administrator, PPB Advisory, [Think Education](#) is continuing the Diploma of Nursing HLT 54115, previously provided by Careers Australia. For any other displaced nursing students who would like to continue their course with Think Education they may telephone Think Education advisors on 1300 575 803. Think Education is a member of the TDA Tuition Assurance Scheme. Think Education and its sister provider, [Torrens University Australia](#), are part of [Laureate International Universities](#) network.

The transfer of Careers Australia students to Think Education is available to all students enrolled with Careers Australia in:

- Diploma of Nursing HLT 54115
- Diploma of Nursing (Enrolled-Division 2 Nursing) HLT 51612

If you are a nursing student who has not transferred to Think Education and seek an alternative provider to re-commence your nursing studies then please contact TDA at: [tas@tda.edu.au](mailto:tas@tda.edu.au); or on (07) 3307 4789.

**Q: I am enrolled in a trades course and I understand the Administrator arranged another option for some trades students?**

A: The Administrator, PPB Advisory, arranged for some trade course students to also move across to a new training provider. This applies to carpentry, painting and decorating students of Careers Australia's Trades operations. The new training provider is [Everthought Education](#). Everthought will be in direct contact with those affected Careers Australia students. You are welcome to still contact TDA at anytime at: [tas@tda.edu.au](mailto:tas@tda.edu.au); or on (07) 3307 4789.

**Q: Do I have to continue my studies with the new provider or can I transfer to a TAFE?**

A: TDA is working with providers to identify the best match for the course you were undertaking with Careers Australia. The first step is to indicate to TDA your preference to continue training. TDA will then provide details of the new provider. You will then be asked to have a discussion with the new provider.

At any stage you are able to move to a provider of your choice but you should ensure you are fully informed of options before making this decision. See the above questions and answers on this matter.

***Record of my training held by Careers Australia***

**Q: What happened to my record of training and my record of results with Careers Australia?**

A: Careers Australia and the Administrator were responsible to provide to government reliable records of your training and results. The Australian Skills Quality Authority (ASQA) and the Tertiary Education Quality and Standards Agency (TEQSA) are the responsible regulators. The Administrator of Careers Australia worked with ASQA to provide available Careers Australia VET training records to ASQA.

**Q: What happens if my training record has been obtained from Careers Australia and it is complete and up to date?**

A: TDA will redirect you to another provider to complete your training. You are not expected to repeat training or pay fees for units of study for which you have been assessed as competent.

However, you may need to pay fees, or continue your loan, for additional units of study you need to complete for your qualifications.

**Q: What can I do to help demonstrate my competency and/or completion of units?**

A: It would assist when you move to a new training provider if you gather as much evidence as possible on the training you have completed and the competencies you have had recognised. This may include records held against your [Unique Student Identifier \(USI\)](#), a screen shot of your entry on Blackboard, copies of work submitted and/or marks assigned, workbooks, and any other evidence you can gather. See also the above question and answer regarding your records held by the VET regulator.

**Q: What happens if the record of training is not obtained or is incomplete?**

A: If your student training records are not available, or incomplete, you may need to undergo a Recognition of Prior Learning (RPL) process to assess your course progress, that is your competency, and to determine the remaining units needed to complete your course of study. A useful guide on RPL can be found at [Training NSW](#).

**Q: It seems I will need to go through a Recognition of Prior Learning (RPL) process, how much will I have to pay to gain RPL for competencies I already have obtained?**

A: If needed, the RPL process will be undertaken by the proposed new provider for your course of study. In most cases it is likely you will not need to pay a fee to undergo this process.

### ***Tuition Assurance Scheme***

**Q: What is the Tuition Assurance Scheme (TAS)?**

A: The TAS offers students options to transfer to another VET training provider if their current provider closes or ceases to offer the course for some reason, such as in this instance with Careers Australia.

**Q: What happens if no other VET training provider will, or is able, to enrol me as a student so I can complete my studies and gain my qualification?**

A: In limited circumstances, if a replacement provider or course is not available, pre-paid fees can be refunded, or unused student loan amounts can be re-credited. However, as noted elsewhere, in the vast majority of cases it is advisable for your career/job interests and future wellbeing to complete your studies and gain your qualification, through the assistance of TDA.

**Q: Who is covered by a Tuition Assurance Scheme (TAS)?**

A: The TAS covers:

- Diploma and Advanced Diploma students
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TAFE Directors Australia, with the support of the over 2000 TAFE locations across Australia, is ready to assist Careers Australia students to transition to a new education provider, to best meet their circumstances.

Students with Australian College of Applied Education should contact the [Australian Council for Private Education and Training](#).

***Government Support Payments***

**Q: I am currently receiving a Centrelink Payment tied to my course of study (for example Austudy), what can I do as I rely on this payment to live?**

A: Students in receipt of benefits should contact the Department of Human Services Youth and Students on 13 24 90. Centrelink staff will be able to discuss individual student's situation with them in detail, and consider the most appropriate course of action.

***TAFE Directors Australia***

**Q: Who is TAFE Directors Australia (TDA)?**

A: [TDA](#) is the national representative body for TAFE institutes across Australia.

## Useful Contacts

1. Australian Apprenticeship Support Network Provider:  
<https://www.australianapprenticeships.gov.au/find-my-aasn/full-list>
2. Centrelink Youth and Students' telephone 13 24 90.
3. Commonwealth Department of Education and Training on Careers Australia:  
<https://www.education.gov.au/news/careers-australia-placed-voluntary-administration>
4. Commonwealth Assistance Notice, for information about loans you have incurred  
<http://studyassist.gov.au/sites/studyassist/infowhilestudying/what-is-a-can/pages/what-is-a-can> and access to your Australian Taxation Office record [www.mygov.au](http://www.mygov.au)
5. PPB Advisory: see [Careers Australia Group Limited](#) at <https://www.ppbadvisory.com/creditor-information>, <https://www.ppbadvisory.com/creditor-information/v/485/careers-australia-group-limited>
6. VET in schools (VETis) Western Australia: <http://www.dtwd.wa.gov.au/whats-new#student-support-following-careers-australia-receivership>
7. VET FEE Help (Commonwealth Government): <https://www.education.gov.au/vet-fee-help-students>
8. VET Student Loans (Commonwealth Government): <https://www.education.gov.au/vet-student-loans>
9. Recognition of Prior Learning (Training Services NSW guide):  
[https://www.training.nsw.gov.au/training\\_providers/resources/skillsonline/rpl\\_resources.html](https://www.training.nsw.gov.au/training_providers/resources/skillsonline/rpl_resources.html)
10. *Tuition Protection Scheme* for International Students: <https://tps.gov.au/Home/NotLoggedIn>
11. Unique Student Identifier <https://www.usi.gov.au/>
12. If your issue concerns a complaint you wish to make, please fill out the form at [online complaint form](#) which is managed by the newly established VET Student Loans Ombudsman <http://www.ombudsman.gov.au/about/vet-student-loans-ombudsman>.