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TAFE mobilises to assist Careers Australia students affected by the appointment of administrator

The TAFE sector around Australia has rallied to support students at Careers Australia, with hundreds assisted over recent days, TAFE Directors Australia (TDA) said today.

TDA Chief Executive Craig Robertson said that a call centre, set up at TAFE Queensland, has enabled students to speak with advisers, as well as provide details for further processing.

“We know just how distressing this is for many students and the uncertainty it is causing,” Mr Robertson said.

“Students should be assured that our first priority is to collect details so that we can be in touch once the future of Careers Australia is determined by the administrator,” he said.

The board of Careers Australia appointed an administrator last Thursday.

TDA also sought to clarify a news [article](#) quoting a NSW nursing diploma student who was told that she would not receive credit for units of study already completed.

“Students should wait until they receive formal advice about any further training they may need to undertake on top of those units they have completed through Careers Australia,” Mr Robertson said.

“The process of accessing student transcripts and assessing work completed will take a little time, but typically, students receive credit for the training they have completed.”

TDA operates the Tuition Assurance Scheme for Careers Australia, primarily for VET student loans. Under this arrangement, TDA will assist students to move to another provider to continue their training and access VET student loans.

Mr Robertson said it needs to be remembered that Careers Australia is still operational until such time as the administrators have made decisions about its future.

This means that patience will be needed while the administrator works through the process of examining the company’s business units and determining the outcome.

TDA has established a call centre to enable students to provide their details and seek advice. The number is (07) 3307 4789. Students may also email their details including name, contact, course and campus to TDA@tafe.qld.edu.au

Mr Robertson said that if TDA has the key student information, it will be in a better position to work with the government and the national regulator, ASQA, to ensure the best response, should Careers Australia cease to operate.

He said that a diverse range of students had contacted TDA and been offered advice since the administrator was appointed. These include students with VET-FEE-HELP and VET Student Loans, apprentices and trainees, VET in Schools students, and international students.

International students are covered by a separate scheme – the Tuition Protection Service.

“We are very conscious that many students and their families will be experiencing a great deal of uncertainty but I’d like to assure them that the Tuition Assurance Scheme for student loans is designed to deal with situations such as this.

“We will be doing our utmost to minimise the dislocation and ensure that students are accommodated, and training resumed as quickly as possible,” he said.

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