

MEDIA RELEASE

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VET Student Loans Ombudsman finally here

ACPET CEO Rod Camm has welcomed the passage of legislation through the Federal Parliament that will establish a VET Student Loans Ombudsman.

Mr Camm said that ACPET has been calling for an independent umpire to be set up since 2015, and welcomed the announcement that it would be pursued by the Turnbull government last year.

“I would like to commend Minister Birmingham and the government for delivering this important initiative” Mr Camm said.

“This is about providing students with access to an independent umpire who can investigate complaints and recommend actions, as well as resolve any concerns regarding compliance of providers” he said.

“The Ombudsman will start work from 1 July this year and ACPET strongly supports this initiative” he said.

“This is a much needed reform that will provide students with a simplified complaint process that can be enforced with compliance actions such as civil penalties, cancelling student debt and suspending providers from offering loans” Mr Camm said.

“The focus of all changes must be on improving the experience and outcomes for students” he said.

ENDS.

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