

## \$227 Million re-credited to students based on Ombudsman recommendations

Today the Commonwealth Ombudsman, as VET Student Loan Ombudsman released his report on the Student Redress Measures.

The Student Redress Measures provided a pathway to re-credit students with VET FEE-HELP Loans, who had incomplete units of study, where it was 'reasonably likely' their training provider (or an agent of the provider) engaged in 'inappropriate conduct'.

The value of debts re-credited on our recommendation totalled \$227.61 million, including loan fees.

Statement attributed to Mr Iain Anderson:

*'My Office made recommendations for 15,779 complaints, affecting 14,807 students, resulting in \$227.61 million in credits for students.'*

*'Profit-driven providers engaged in unethical and inappropriate conduct, offering inducements and misinformation in order to sign up as many students as possible into the VET FEE-HELP scheme.'*

*'The fact that these providers are no longer in operation means in most cases, students have no ability to take legal action, seek re-credit directly from them, or even obtain copies of their enrolment or other documents to determine how they came to be enrolled.'*

Over the course of the Student Redress Measures we assessed 33,383 complaints about 174 providers.

Read the [full report on our website](#).

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