



Notice of debt removal

Notice for former students of Phoenix Institute of Australia Pty Ltd (in liquidation) (Phoenix)

New legislation commenced on 1 January 2019 allowing the removal of VET FEE-HELP debt incurred because of inappropriate conduct by a VET FEE-HELP provider or their agent.

This notice is for the purpose of clause 46AA(8) of Schedule 1A of the Higher Education Support Act 2003.

If you were enrolled into an online course with Phoenix Institute of Australia Pty Ltd (Phoenix) and commenced studies from 13 January 2015 you may have had your VET FEE-HELP debt removed.

What does this Notice mean?

New legislation was introduced from 1 January 2019 to help people if a vocational education and training (VET) provider (or its agents) inappropriately signed them up to courses.

Using this new legislation, VET FEE-HELP debts have been removed (and HELP balances re-credited) for students:

- who were enrolled into and commenced in an online VET course with Phoenix after 13 January 2015
- for whom there is evidence they did not complete, or it is reasonably likely they did not complete, the VET FEE-HELP units in the course and
- who had a VET FEE-HELP debt for those incomplete units of study in those courses.

This decision was made by a delegate of the Secretary of the Department of Education, Skills and Employment under sub-clause 46AA(1) of schedule 1A of the Higher Education Support Act 2003 because it is considered reasonably likely that Phoenix (or its agents) engaged in inappropriate conduct in relation to the person's unit of study or course. A delegate of the Secretary previously made the decision earlier this year to remove a large cohort of Phoenix students' VET FEE-HELP debts. This decision removes a second cohort of Phoenix students' VET FEE-HELP debts.

The decision was made on the basis of existing data and information held by the department and other agencies.

How can I check if I have a VET FEE-HELP debt with Phoenix?

If you think you may have incurred a VET FEE-HELP debt for a course with Phoenix, you can check whether you are affected by this decision by logging onto [myHELPbalance](#). You will need your

Commonwealth Higher Education Student Support Number (CHESSN) and Student ID to log in. These will be in documentation sent to you by Phoenix.

If, in checking [myHELPbalance](#), you see that you have a VET FEE-HELP debt you believe you should not have, or if you are not able to find your CHESSN, please contact the VET Student Loans Ombudsman within the Office of the Commonwealth Ombudsman using the [online complaint form](#). More information on seeking redress can be found on the [Commonwealth Ombudsman VET Student Loans](#) website.