



Notice of debt removal

Notice for former students of Productivity Partners Pty Ltd (trading as Captain Cook College)

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 by Captain Cook College between 1 January 2015 and 31 December 2016 you may have had your VET FEE-HELP debt removed.

What does this Notice mean?

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

- were enrolled in a VET course with Captain Cook College from 1 January 2015 and 31 December 2016 and
- had a VET FEE-HELP debt for incomplete units of study in those courses.

This decision was made by a delegate of the Secretary of the Department of Education under subclause 46AA(1) of schedule 1A of the *Higher Education Support Act 2003* because it is considered reasonably likely that Captain Cook College engaged in inappropriate conduct in relation to the person's unit of study or course.

How can I check if I have a VET FEE-HELP debt with Captain Cook College?

If you think you may have incurred a VET FEE-HELP debt for a course with Captain Cook College, 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) to log in. Your CHESSN will be in documentation sent to you by Captain Cook College (Productivity Partners Pty Ltd).

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.