

VET Student Loans – Rights and responsibilities

If you are considering apply for a VET Student Loan, you should familiarise yourself with your obligations by reading the *VET Student Loans. Information for students applying for VET Student Loans* booklet.

Further information is available at:

- Department of Education, Skills and Employment website
<https://www.dese.gov.au/vet-student-loans/resources/vet-student-loans-information-booklet>
- Study Assist website <https://www.studyassist.gov.au/vet-student-loans>
- Marr Mooditj Training VET Student Loans FAQs.

VET Student Loans Ombudsman began operating on 1 July 2017. The Ombudsman manages and investigates complaints about the VET-FEE-HELP scheme and VET Student Loans Program.

The National Training Complaints Hotline (13 38 73) is a joint Australian, state, and territory government initiative which protects students and makes it easier for consumers, such as apprentices, students, employers and others, to lodge complaints if they are concerned about any aspect of the training system.

The National Training Complaints Hotline directs complaints to relevant authorities, connecting consumers to the appropriate organization.