



The Careers Australia Group

STUDENT

Frequently Asked Questions

25 May 2017

Careers Australia Group Limited
Australian School of Management Pty Ltd
Australian College of Applied Education Pty Ltd
Careers Australia College of Healthcare Pty Ltd
Careers Australia Education Institute Pty Ltd
Careers Australia Institute of English Pty Ltd
Careers Australia Institute of Training Pty Ltd
Cumulonimbus Investments Pty Ltd
Global Learning Support Group Pty Ltd
Today Corp Ltd
Workstar Pty Ltd
(All Administrators Appointed) (the Group or the Careers Australia Group)

ACN 122 171 840
ACN 138 545 605
ACN 009 369 797
ACN 007 963 340
ACN 120 675 505
ACN 010 994 582
ACN 122 082 204
ACN 169 444 213
ACN 169 155 480
ACN 101 631 485
ACN 097 871 933

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1. Contacts

1.1 Who is PPB Advisory?

- PPB Advisory is a leading professional advisory firm that employs more than 300 people across Australia and Singapore and works with clients from around the world.
- You can find out more on www.ppbadvisory.com.

1.2 Who has been appointed to the Careers Australia Group?

- David McEvoy and Martin Ford of PPB Advisory were appointed joint and several Administrators of the Group on 25 May 2017.

1.3 Where can I access communications issued by the Administrators?

- Key communications issued to stakeholders can be found on the PPB Advisory website: www.ppbadvisory.com under the link to Careers Australia in 'Creditor Information'.

1.4 Whom can I contact if I have an enquiry that is not covered by this FAQ?

- If you have reviewed this FAQ and have an unanswered question that you would like answered, you can call or send your enquiry to:

Careers Australia Group Student Team

Careers Australia Group
(Administrators Appointed)

t +61 7 3099 0203

e CAGstudents@ppbadvisory.com

1.5 How do I contact ASQA?

- If you have reviewed this FAQ and have an unanswered question and you need to contact the Australian Skills Quality Authority (ASQA), you can do so on the following:

t 1300 701 801 (+61 3 8613 3910 from outside Australia)

e enquiries@asqa.gov.au

a GPO Box 9928, Melbourne, VIC 3001

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2. Background

2.1 What has happened to the Careers Australia Group and why is it in Administration?

- The recent regulatory changes within the vocational education and training (VET) sector in Australia have had a great impact on all VET providers, including the Careers Australia Group.
- The Directors resolved to appoint Administrators to the Group following the Federal Government Department of Education and Training's recent decision to decline the Group's application to become a VET Student Loan Scheme Approved Course Provider, and the impact this has had on the financial position of the Group.
- The Administration process provides an opportunity for an independent party to review and assess the Group's financial position and explore all options available to the Group.

2.2 What does this mean for me?

- The Administrators are now in control of the Careers Australia Group.
- The Administrators have suspended all operations effective immediately.
- All of the Group's campuses are closed until further notice with immediate effect and all classes are suspended.
- For the avoidance of any doubt, the following campuses are closed:
 - Bowen Hills – 16 Thompson Street, Bowen Hills QLD
 - Burleigh – 6 Ern Harley Drive, Burleigh QLD
 - Caboolture – 13 Hasking Street, Caboolture QLD
 - Fortitude Valley – 123 Gotha Street, Fortitude Valley QLD
 - Nerang – 2 Palings Court, Nerang QLD
 - Southport – Level 4, Australia Fair Shopping Centre, 42 Marine Parade, Southport QLD
 - Townsville – Lot 5, 602 Ingham Road, Bohle QLD
 - Parramatta – Level 1, 25 – 35 George Street, Parramatta NSW
 - Sydney – Level 7, 815 George Street, Sydney NSW
 - Melbourne – 196 Flinders Street, Melbourne VIC
 - Adelaide – Level 1, 222 Pulteney Street, Adelaide SA
 - Hindmarsh – Lot 3, 7 – 13 Ridley Street, Hindmarsh SA
 - Salisbury – 460 – 492 Beaudesert Road, Salisbury SA
 - Perth – 154 Albernethy Road, Belmont WA
- All work placements arranged by the Group will cease immediately until further notice.
- All school-based apprenticeships and traineeships will cease immediately until further notice.
- The Administrators do not adopt any student or trainee agreements or contracts.
- The Administrators will confirm whether operations will resume as soon as possible.
- Should operations be terminated, we will provide outstanding Certificates and Statements of Attainment subject to the required resources being available. Unfortunately, at this stage, we cannot confirm if or when we may be able to issue those.

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3. Course work

3.1 I am currently on a work placement. Can I continue?

- All work placements arranged by the Group are suspended effective immediately.
- Please notify your work placement host that you can no longer attend the work placement until further notice. We will contact your work placement host in due course.
- We will endeavour to confirm whether operations will resume as soon as possible.
- Should operations be terminated, you may wish to re-engage with your current work placement host upon transferring to another training provider. You will need to seek advice from the work placement host and new training provider in this regard.

3.2 I am a school-based apprentice or trainee. Can I continue?

- Unfortunately, your apprenticeship or traineeship is suspended effective immediately.
- We will endeavour to confirm as soon as possible whether operations will resume.
- We are working with various regulators and Government bodies to ensure assistance is provided to all affected students in case operations are terminated.
- If operations are terminated, a representative will contact you to discuss your options and provide assistance.

3.3 I have outstanding assessments. Will they be marked?

- We are unable to mark and/or return any outstanding assessments to students at this stage. Should operations resume, assessments may be returned at a later stage.

3.4 I am half-way through my course. What happens now?

- We will confirm as soon as possible whether operations will resume.
- Should operations be terminated, we will endeavour to provide Statements of Attainment (**SOAs**) during the Administration process, so long as the required resources are available. Unfortunately, at this stage, we cannot confirm if or when we may be able to issue SOAs.
- We will forward all student data to the Australian Skills Quality Authority (**ASQA**), the governing body of registered training organisations (**RTOs**), who can assist affected students.
- ASQA can provide you with a letter, which includes a verified record of your assessment results. You may use this record to apply to a different RTO to enrol and receive credits for the units of competency already completed.
- Students can lodge an application with ASQA to obtain a copy of their student records online: <https://www.asqa.gov.au/students/applying-copy-student-records>.
- Should you wish to talk to ASQA you can contact them on their info line on 1300 701 801 (dial +61 3 8613 3910 from outside Australia).

3.5 Who can help me find a new training provider?

- If operations are terminated, it may be necessary to find a new training provider.
- The Group is a member of TAFE Directors Australia (**TDA**)
- TDA offers a Tuition Assurance Scheme to its members, which will be activated when operations are terminated.
- If you are:
 - paying for your studies yourself (Fee for Service), or
 - receiving Federal Government support (VET FEE-HELP/ VET Student Loans/ FEE-HELP)
 then a representative of TDA will contact you to discuss your options.
- Options available under the Group's Tuition Assurance Scheme may include:
 - Placement with another training provider of your choice
 - Re-credits of loan amounts, and/or
 - Refund of amounts paid to the Group.
- If you were supported by a State Government, a representative will contact you to discuss your options.
- We are working with ASQA, TDA and various State Government bodies to ensure assistance is provided to all affected students.

3.6 I have completed my studies. Can I get a copy of my Certificate?

- We will endeavour to provide Certificates during the Administration period, subject to the required resources being available. Unfortunately, at this stage, we cannot confirm if or when we may be able to issue Certificates.
- Please note that Certificates can only be issued upon finalisation of any outstanding tuition.
- ASQA may be able to provide a copy of previously issued Certificates if you lost yours. You can lodge an application for your records online: <https://www.asqa.gov.au/students/applying-copy-student-records>.

3.7 Does the closure affect my accreditation?

- No. Certificates obtained will still be a valid accreditation.

4. Tuition

4.1 I am receiving VET VEE-HELP/ VET Student Loans/ FEE-HELP. What happens with my debts?

- All debts incurred for units that have been completed will stand, as the service has been provided.
- Should operations be terminated, TDA will assist eligible students with re-credits or refunds for units that have not been completed.

4.2 I am paying for the course myself. What does this mean for me?

- You are **not** entitled to a refund for units that have been completed, as the service has been provided.
- If you owe the Group money in relation to completed units, these amounts are still payable.
- If you are paying for completed units via a direct debit agreement, these payments will continue as usual.
- If you have paid for courses that have not been completed, you may be entitled to a refund.
- A representative of TDA will contact you to assist with any refund you may be due should operations be terminated.

4.3 I was promised a refund before the closure. Will I still receive it?

- You may be eligible for a refund under the Group's Tuition Assurance Scheme in case operations are terminated. Please discuss your options with TDA.

4.4 I am receiving support from a State Government. What happens with my debts?

- All debts incurred for units that have been completed will stand, as the service has been provided.
- A representative will contact you to discuss your options and provide assistance in case operations are terminated.