

National complaints board for post-secondary VET

POLICY DEVELOPMENT**REGULATION/LEGISLATION** **NORWAY**

Timeline

2016 Approved/Agreed**2017 Implementation****2018 Implementation****2019 Implementation****2020 Implementation****2021 Completed****ID number 28812**

Background

The National Centre for Systems and Services for Research and Studies (CERES) is the body in charge of developing, operating, managing and maintaining student administration and research information systems and services on behalf of the Norwegian higher education sector and Norwegian research communities.

Objectives

The development aims to guarantee students' rights and ensure equal treatment nationwide.

Description

In 2017, following the 2016 amendment of the Post-secondary VET Act (referred to as tertiary education in Norway), a national complaints board for post-secondary VET (EQF level 5) was established (Nasjonal klagenemnd for fagskoleutdanning). This mission was assigned to CERES. The mission consisted of processing student complaints on individual decisions in relation to post-secondary vocational education.

2016 Approved/Agreed**2017 Implementation****2018 Implementation****2019 Implementation**

As of 31 March 2020, no student complaints had been processed by the national complaints board.

2020 Implementation

Two cases were processed in 2020.

2021 Completed

The measure is operational and runs as a regular practice.

Bodies responsible

- Ministry of Education and Research (KD)
- Norwegian Directorate for Higher Education and Skills

Target group

Other

Higher vocational education students

Thematic categories

Governance of VET and lifelong learning

Engaging VET stakeholders and strengthening partnerships in VET
Further developing national quality assurance systems

Subsystem

CVET

Further reading

[Information letter from the National Board of Appeals for Vocational: Education](#)

[Homepage - national complaints board for post-secondary VET](#)

“ … ” Cite as

Cedefop, & ReferNet. (2026). National complaints board for post-secondary VET: Norway. In Cedefop, & ReferNet. (2026). *Timeline of VET policies in Europe* (2025 update) [Online tool].

<https://www.cedefop.europa.eu/en/tools/timeline-vet-policies-europe/search/28812>