

QMS Online

Section: 1. Teaching & Learning

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Re-crediting of FEE-HELP Balance and Review Of Decisions Procedure – Box Hill Institute

Related Policy	Commonwealth Entitlements Review of Decisions Policy - BHI	
Procedure	Responsibility	
<p>1. Withdrawal from a course – on or before the census date</p> <p>If a student who has completed a <i>Request for FEE-HELP Assistance (HE)</i> and <i>VET FEE HELP Assistance Form (VET)</i> withdraws from a unit of study, including where the student withdraws from the course of study, on or before the census date, the student will not incur a FEE-HELP debt for that unit of study and will be refunded any tuition fees paid for that unit of study.</p> <p>a) Student completes Course Exit or Unit Withdrawal form and submits to their relevant Teaching Centre Manager for approval, on or prior to census date.</p> <p>b) Teaching Centre Manager (or delegate) authorises form.</p> <p>c) Course Exit or Unit Withdrawal form is forwarded to Student Administration for processing and a full refund for any tuition fees paid for that unit of study arranged, or the FEE-HELP application cancelled for that unit of study.</p>	Student	Teaching Centre Manager Student Administration
<p>2. Withdrawal from a course – after the census date</p> <p>If a student who has completed a <i>Request for FEE-HELP Assistance (HE)</i> and <i>VET FEE HELP Assistance Form (VET)</i> withdraws from a unit of study, including where the student withdraws from their course of study, after the census date the student normally will incur a FEE-HELP debt for that unit of study.</p> <p>A debt is only removed after the census date if the Institute has agreed to re-credit a student's FEE-HELP balance due to special circumstances, refer Section 3.</p>		
<p>3. Application by student for re-crediting of FEE-HELP balance</p> <p>A student may apply after the census date to have her/his FEE-HELP balance re-credited if the student has been unable to complete the requirements of a unit of study and the student believes that this was due to special circumstances. The Institute is required to consider these applications and must agree to such requests if satisfied that there were special circumstances in the student's case.</p>		

<p>The Institute must re-credit a person's FEE-HELP balance if satisfied that special circumstances apply to the person that are:</p> <ul style="list-style-type: none"> • Beyond the person's control • Do not make their full impact on the person until on, or after, the census date and • Make it impracticable for the person to complete the requirements for the unit during the period in which the person undertook, or was to undertake, the unit. 	
<p>Additionally, the Institute will be satisfied that a student's circumstances did not make their full impact on the student until on or after the census date for a unit of study if the student's circumstances occur:</p> <ul style="list-style-type: none"> • Before the census date, but worsen after that day, or • Before the census date, but the full effect or magnitude does not become apparent until on or after that day, or • On or after the census date. <p>a) The student must apply in writing, within 12 months of the withdrawal date, or if the student has not withdrawn, within 12 months of the end of the period of study in which the unit was, or was to be, undertaken. The Institute has the discretion to waive this requirement if it is satisfied that the application could not be made within the time limit.</p> <p>b) The student must address her/his application to the attention of the Academic Registrar, and either post the application to the Institute or lodge the application at the relevant Student Administration Office.</p> <p>c) Each application will be examined and determined on its merits by the Institute's Academic Registrar who will consider the student's claims, together with independent supporting documentary evidence which substantiates these claims.</p> <p>d) The student's application will be considered by the Academic Registrar within 12 business days of being received.</p> <p>e) The student will be advised in writing by the Academic Registrar of the outcome of her/his application and the reasons for making the decision no later than 15 business days from the date of the receipt of the application, providing all relevant data has been furnished in the application.</p> <p>f) If all relevant data has not been furnished, the student will receive a request for additional information from the Academic Registrar no later than 15 working days from</p>	<p>Student</p> <p>Student</p> <p>Registrar</p> <p>Registrar</p> <p>Registrar</p>

<p>the date of the receipt of the application.</p> <p>g) NB The Institute is required by the HESA Student Learning Entitlement Guidelines and the VET Provider Guidelines to publish these timeframes and does so on the respective website.</p> <p>h) In advising the student of the outcome of her/his application the Academic Registrar will advise the student of her/his rights for a review of the decision if she/he is dissatisfied with the outcome (Refer Section 4).</p> <p>i) Where a request to re-credit a student's FEE-HELP balance is granted, a student's FEE-HELP debt relating to the unit of study in question is removed and the Institute is required to refund to the Commonwealth the amount of FEE-HELP paid to the Institute on behalf of the student.</p>	<p>Registrar</p> <p>Registrar</p> <p>Registrar</p>
<p>4. Review of the original decision</p> <p>a) A student has the right to apply to the Institute for a review of a decision to not re-credit her/his FEE-HELP balance. The time limit for applying for a review of a decision is 28 days from the student receiving notice from the Academic Registrar of the decision, or such longer period as the reviewer allows. The student must state the reasons why he or she is applying for a review.</p> <p>b) The student must address her/his application for review of the original decision to the attention of the Deputy Chief Executive Officer, Teaching and Learning, Box Hill Institute, and either post the application to the Institute/CAE or lodge the application at the relevant Directorate Office. (The Institute's Review Officer is the Deputy Chief Executive Officer, Teaching and Learning and, in the alternative, the Chief Financial Officer).</p> <p>c) The Institute will acknowledge receipt of an application for review of a decision in writing and inform the applicant that, if the Review Officer has not advised the applicant of a decision within 45 days of receiving the application for review, the Review Officer is taken to have confirmed the original decision.</p> <p>d) Each application will be examined and determined on its merits by the Review Officer who will consider the student's claims, together with independent supporting documentary evidence which substantiates these claims. The Review Officer's available options are to confirm the decision; vary the decision; or set the decision aside and substitute a new decision.</p> <p>e) The student's application will be considered by the Review Officer within 12 business days of being received.</p> <p>f) The student will be advised in writing by the Review Officer of the outcome of her/his application and the reasons for making the decision no later than 15 business days from the date of the receipt of the application, providing all relevant data has been furnished in the application.</p>	<p>Student</p> <p>Student</p> <p>Review Officer</p> <p>Review Officer</p> <p>Review Officer</p> <p>Review Officer</p>

<p>g) If all relevant data has not been furnished, the student will receive a request for additional information from the Review Officer no later than 15 working days from the date of the receipt of the application.</p> <p>h) In advising the student of the outcome of her/his application the Review Officer will advise the student of her/his right to appeal to the Administrative Appeals Tribunal (AAT) for a review of the Review Officer's decision if the applicant is dissatisfied with the outcome; and provide the applicant with the contact details, the approximate costs of lodging an appeal with the AAT and address of the nearest AAT registry (Refer Section 5).</p>	<p>Review Officer</p> <p>Review Officer</p>
<p>5. Reconsideration by the Administrative Appeals Tribunal (AAT)</p> <p>a) A student may make an application to the AAT for a reconsideration of the Review Officer's decision to refuse to re-credit the student's FEE-HELP balance and may supply additional information to the AAT which she or he did not previously supply to the Institute (including the Institute's Review Officer).</p> <p>b) The Secretary of DEEWR or her/his delegate will be the respondent for cases which are before the AAT. Once DEEWR has received notification from the AAT that the student has applied for the reconsideration, under section 37 of the Administrative Appeals Tribunal Act 1975 (AAT Act), the Secretary must lodge the following documents with the AAT within 28 days:</p> <ul style="list-style-type: none"> • A statement setting out the findings on material questions of fact, referring to the evidence or other material on which those findings were based and giving the reasons for the decision, and • Every other document or part of a document that is in the Review Officer's possession or under the Review Officer's control and is considered by the Review Officer to be relevant to the review of the decision by the Tribunal. <p>c) Upon receipt of notification from the AAT, DEEWR will notify the Institute in writing that appeals have been lodged.</p> <p>d) Following such notification, the Institute must within a further 5 business days provide DEEWR with all the original documents it holds relevant to the appeal. These documents should be sent to DEEWR by courier or Express Post and the Institute should keep copies of the documents for its own records.</p> <p>e) Under section 209-5(2)(b) of the AAT Act, the Institute may still reconsider matters that are before the AAT (i.e. at any time up until the AAT makes a final decision) and must advise DEEWR if a decision is made to re-credit the person's FEE-HELP balance. However, until a student withdraws her or his AAT appeal, or the appeal is</p>	<p>Student</p> <p>DEEWR</p> <p>DEEWR</p> <p>Institute delegate</p> <p>Institute delegate</p>

dismissed or otherwise dealt with by the AAT, DEEWR is still required to comply with the section 37 AAT Act requirements to lodge a statement and relevant documents with the AAT. Therefore, the Institute/CAE must still forward all relevant documents to DEEWR within the 5 business day timeframe noted above - unless advised not to do so by DEEWR.	
Approval Body	CEO
Document ID	POLSA17A

Linked Files

1. Commonwealth Entitlements Review of Decisions Policy - BHI
2. Re-crediting HECS-HELP and SLE Balances and Review of Decisions Procedure - BHI
3. HESA Higher Education Provider Guidelines
4. HESA Student Learning Entitlement Guidelines
5. VET Provider Guidelines
6. VET FEE-HELP Guidelines
7. VET Administration Guidelines
8. Course Exit or Unit Withdrawal Form