Student Review Requirements & Re-Crediting a FEE-HELP Balance

The Heath Arts College Pty Ltd undertakes the following policy in regards to tuition fee refunds for domestic students (note: Permanent residents (who are not permanent humanitarian visa holders) and New Zealand citizens do not meet the residency requirements for VET-FEE-HELP assistance) to ensure that it complies with the fairness requirements in relation to review procedures for VET-FEE-HELP as set out in Schedule 1A of the Higher Education Support Act (HESA) (the Act) and the requirements of the VET Provider Guidelines.

Publication:

These procedures are to be published for students in The Heath Arts College Pty Ltd prospectus and in the Student Handbook to ensure current and prospective students have up to date and accurate information publicly available to them.

Definitions

Student: Refers to students, who are Australian citizens or permanent humanitarian visa holders who will be resident in Australia for the duration of their VET Units of study, and who access VET- FEE-HELP for payment of their tuition fees in respect of the VET unit of study in which they are enrolled.

Census Date: A published date set by the provider, no earlier than 20% of the way through a VET Unit of Study.

Tuition Fees: Fees paid for a VET Unit of Study that is approved for VET- FEE-HELP and applies to students who are, or would be entitled to VET- FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

Unit or VET Unit/Subject of Study: A VET unit of study approved for VET- FEE-HELP that a student may undertake with The Heath Arts College Pty Ltd, for which the student may access VET FEE-HELP assistance to pay for all or part of their tuition fees.

Department of Education: The Commonwealth Department of Education.

Incurring a VET- FEE-HELP Debt

A Student who is, or would be, eligible for VET- FEE-HELP and has requested VET FEE-HELP Assistance, who withdraws from a Unit on or before the census date will not incur a VET- FEE-HELP debt for the tuition fees for that Unit.

Responsible Officers:

The THA College Administration Manager is the designated VET FEE-HELP Officer of The Heath Arts College. They are responsible for the assessment of a student’s request for re-crediting VET FEE-HELP balance due to special circumstances and for the initial decision regarding the request.

The Chief Executive Officer (CEO) is the most senior person of the College and is the designated review officer of any decisions relating to the re-crediting VET-FEE-HELP balance.

Students who have requested VET- FEE-HELP Assistance who remain enrolled after the published census date will incur a VET- FEE-HELP debt.

A Student who withdraws from a Unit after the published census date for that Unit will incur a VET- FEE-HELP debt for that Unit.
Re-crediting a VET- FEE-HELP Balance

Students who withdraw from a Unit after the published census date, or fail to complete a Unit, may apply to have their VET- FEE-HELP balance re-credited with respect to the Unit if they believe special circumstances apply in accordance with the following procedures.

Special Circumstances

If a Student withdraws from a Unit after the published census date for that Unit, or has been unable to successfully complete a Unit and believes this was due to special circumstances, the student may apply to have their VET- FEE-HELP balance re-credited for the affected unit/s.

The Heath Arts College Pty Ltd will re-credit the Student’s VET- FEE-HELP Balance if it is satisfied that Special Circumstances apply where:

- the Student’s withdrawal or failure to complete are beyond their control, and
- these circumstances did not make their full impact on the student until on, or after the census date; and
- these circumstances were such that it was impractical for the Student to complete the requirements for the Unit.

For circumstances to be beyond a Student’s control, the situation should be that which a reasonable person would consider is not due to the Student’s action or inaction, either direct or indirect such as:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- death of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists’ reports.

Special circumstances do not include:

- lack of knowledge or understanding of requirements for VET- FEE-HELP assistance; or
- a Student’s incapacity to repay a VET- FEE-HELP debt (repayments are income contingent and the Student can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).

Re-credit of a Student’s FEE-HELP balance - The process

Each application for re-credit of a student’s VET-FEE-HELP balance will be considered on its merits together with all supporting documentation substantiating the special circumstances claim.

Applications need to be made to The VET FEE-HELP Officer 34-36 Ellingworth Parade, Box Hill VIC 3128. The officer is responsible for the assessment of a student’s request for a re-credit of their VET-FEE-HELP balance due to special circumstances and for the initial decision regarding the request.

1. A Student must apply in writing to the VET FEE-HELP Officer, within 12 months of the withdrawal date, or if the Student has not withdrawn, within 12 months of the specified completion date of the Unit. The Heath Arts College Pty Ltd has the discretion to waive this requirement if it is satisfied that it was not possible for the application to be made within the 12 month period. Relevant supporting documentation will be required to substantiate the claim.
2. The application for re-crediting a VET-FEE-HELP balance must include details of the:
   - Unit(s) for which a Student is seeking to have a VET-FEE-HELP balance re-credited and
   - special circumstances as referred to above, including supporting documentation.

3. The Heath Arts College Pty Ltd will consider each application within 5 working days of receipt of the application. It will consider each request to re-credit a VET-FEE-HELP balance in accordance with the requirements of Schedule 1A of the Act. Applicants will be notified in writing of the decision within 15 working days.

Review of Decision

1. Where The Heath Arts College Pty Ltd makes a decision NOT to re-credit a student’s VET-FEE-HELP balance that decision may be subject to review.

2. If a Student is not satisfied with the decision made by The Heath Arts College Pty Ltd the Student may apply, within 28 days of the receipt of the original decision, for a review of the decision. The Student’s application for review must:
   - be made within 28 days of receipt of the original decision
   - include the date of the original decision
   - state fully the reasons for applying for the review
   - include any additional relevant evidence

3. Applications should be made in writing to the CEO of The Heath Arts College Pty Ltd 34-36 Ellingworth Parade, Box Hill VIC 3128, as the designated Review Officer of any decisions relating to a request for re-crediting of a VET-FEE-HELP balance. Note: The Review Officer is impartial to the designated VET-FEE-HELP officer responsible for the original decision and was not involved in making the original decision to be reviewed.

4. The Review Officer will:
   - acknowledge receipt of the application for review of a decision in writing within 10 working days; and
   - inform the Student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.

5. The Review Officer will then:
   - review the information from the original decision and then assess any new evidence provided by the Student
   - provide written notice to the Student of the decision, setting out the reasons for the decision
   - inform the Student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and timelines involved (see below).

Reconsideration by the Administration Appeals Tribunal

At the time of the original decision, and at the time of the subsequent Review Decision, the Student will be notified of their review rights and responsibilities. The relevant officer will inform a Student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal. The Application must be lodged at the AAT within 28 days of receiving written notice of the Review Decision. This time limitation can be extended in limited circumstances by order of the AAT.
AAT Details and Approximate Costs

Deputy Registrar
Administrative Appeals Tribunal
Level 16, HWT Tower
South Gate
40 City Road
Southbank VIC.3006
Telephone: 03 9282 8444

(Cost of appeal as at 1 July 2014 is $861.00)

Note: Full details of the application process and fees payable are available on the AAT Registry's website: www.aat.gov.au. An application fee may have to be paid, in the amount of $861 (2014) and is subject to change. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.

The Secretary of the Commonwealth Department of Education (CDE), or the Secretary's delegate, will be the respondent for cases that are brought before the AAT. Upon the Commonwealth Department of Education receipt of a notification from the AAT, The Department will notify The Heath Arts College Pty Ltd that an appeal has been lodged. Upon receipt of this notification from CDE, the Review Officer will provide CDE with copies of all the documents that are relevant to the appeal within ten (10) business days.

Publication

This policy and the procedure is published on The Heath Arts College Pty Ltd website to ensure Students have up to date and accurate information publicly available to them.

Approval

This Student Review Requirements & Re-Crediting a VET-FEE-HELP Balance Policy and Procedure was agreed to and ratified by The Heath Arts College Pty Ltd Board of Directors in July 2014.