

Goulburn Ovens Institute of TAFE Procedure no. E-P145 <small>(Copy on Web Site)</small>	Title: Fee Help Re-credit and Review Procedure Executive Management approved: 02/06/2009 Reviewed: 19/07/2011, 21/07/2014, 18/03/2016, 14/12/2016, 8/05/2017, 8/12/2017, 23/08/2018 re CFO Responsible Officer: Registrar Authorising Officer: Chief Financial Officer Review: Biennial (31st December 2018)
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Fee Help Re-credit and Review Procedure

1. PURPOSE

The purpose of this procedure is to provide direction regarding student applications for VET FEE HELP and VET Student Loan re-credit in accordance with the *Higher Education Support Act 2003* and *VET Student Loans Act 2016*.

Application for FEE HELP balance re-credit may be made by a student if they withdraw from, or has been unable to successfully complete a VET unit or VET units of study and the student believes this was due to special circumstances.

2. SCOPE

This procedure applies to all students enrolled at Goulburn Ovens Institute of TAFE who have accessed a VET FEE HELP loan in accordance with the *Higher Education Support Act 2003* who apply to have their VET FEE HELP loan re- credited.

3. DEFINITIONS

VET FEE HELP	Income contingent loan scheme for the tuition fees related to a Vocational Education and Training (VET) sector Unit of Study. VET FEE HELP is part of the Commonwealth funded Higher Education Loan Program (HELP).
VET Student Loan	The VET Student Loans program is an <i>income contingent loan</i> offered by the Australian Government that helps eligible students pay for some vocational education and training (VET) diploma level or above courses.
FEE	Money charged for services provided to a student. Fees can be for tuition, materials, student amenities or excursions.
UNIT OF STUDY	Is a VET unit of study which is a component of a VET course that has tuition fees set annually. The fee that is levied is determined by the Registered Training Organisation in the year the unit is commenced.
FEE HELP RE-CREDIT	The remittance of a VET FEE HELP or VET Student Loan debt after the census date. This can only be applied for if: - the student has withdrawn from or been unable to complete a unit of study due to special circumstances.
CENSUS DATE	The closing date for a student to apply for VET FEE HELP or VET Student Loan assistance for a particular unit of study. The Registered Training Organisation sets the census date for each VET unit of study it provides, or proposes each year. The census date can be no earlier than 20% the way through the VET unit of study.
SPECIAL CIRCUMSTANCES	Circumstances that: - Are beyond the control of a student - Did not make their full impact on the student until on or after the census date for the VET unit of study in question. - Make it impractical for the student to complete the requirements for that VET unit of study.

4. PROCEDURE

Goulburn Ovens TAFE will refund to Commonwealth Government the amount of VET FEE HELP or VET Student Loan paid to it on behalf of the student to remove the VET FEE HELP or VET Student Loan debt for a unit or units of study if the student's application for FEE HELP Re-credit is successful and approved by the Institute.

Each application will be examined and determined on its merits by consideration of the claim and the supporting documentation.

Documentation pertaining to Re-credit of FEE HELP balance and Review applications are to be maintained by the Institute Registrar.

4.1. Re-credit of Fee Help balance

- 4.1.1. If a student in receipt of VET FEE HELP or VET Student Loan withdraws from a unit or units of study after the census date as set by the Registered Training Organisation for that unit or units of study believes that their withdrawal was due to special circumstances they may apply in writing stating their reasons for applying for the re crediting of the FEE HELP balance with supporting documentation of the special circumstances to the Institute Registrar.
- 4.1.2. Application for Re-credit of FEE HELP balance must be made within 12 months of the census date for the VET unit of study under consideration for FEE HELP Re-credit. GOTAFE may exercise its discretion to waive this requirement if in its opinion it was not possible for the application to be made before the end of the 12 month period.
- 4.1.3. The Institute Registrar will assess the application and its supporting documentation. The student's application will be approved if the Institute Registrar is satisfied that the student's circumstances are beyond the student's control, or a reasonable person would consider that the circumstances are not due to the student's direct or indirect, actions or inaction. That is, that the student is not responsible. The situation must be unusual, uncommon or abnormal.
- 4.1.4. The Institute Registrar will advise the student of the outcome of the application in writing within 28 days of receipt of the application. The notification will state the reason/s for the decision.
- 4.1.5. If the application is successful the Institute Registrar will refund the Commonwealth Government the amount of VET FEE HELP or VET Student Loan paid to Goulburn Ovens TAFE on behalf of the student for the unit or units of study and the student VET FEE HELP or VET Student Loan debt for the unit or units of study concerned will be removed by the Commonwealth Government.
- 4.1.6. If the application is unsuccessful the written response will also inform the applicant of their right to appeal the decision with the Institute through the FEE HELP Review Procedure.

4.2. VET Fee Help or VET Student Loan Review

Where a student is dissatisfied with the outcome of their application for Re-credit of FEE HELP balance, they may apply for VET FEE HELP or VET Student Loan Review to review that decision.

- 4.2.1. Review requests must be submitted in writing within twenty-eight (28) days of receipt of the original decision not to re-credit a FEE HELP balance.
- 4.2.2. The application for Review of a decision not to re-credit a FEE HELP balance must state clearly the grounds upon which the application has been re-submitted.
- 4.2.3. The Institute General Manager Business shall acknowledge receipt of the Review Application, in writing within five working days, informing the applicant that they will be advised in writing of a decision within 45 days of the receipt of the Application for Review. In the written acknowledgement, the student will be informed that if they are not advised of a decision within 45 days of receipt of the application for review, then the General Manager Business is taken to have confirmed the original decision. The written acknowledgement shall also inform the applicant of their right to appeal against the decision to the Administrative Appeals Tribunal (AAT), the contact details of the AAT Registry nearest to the Institute, and the approximate cost of making the appeal through the AAT.
- 4.2.4. If the Review application is successful the applicant will be informed in writing of the decision and the reason for the decision by the General Manager Business and the Institute will refund the Commonwealth Government the amount of VET FEE HELP or VET Student Loan paid to Goulburn Ovens TATE on behalf of the applicant for the VET unit or VET units of study and the student VET FEE HELP or VET Student Loan debt for the VET unit or VET units of study concerned will be removed by the Commonwealth Government.
- 4.2.5. If the Review application is unsuccessful the applicant will be informed in writing of the decision and the reason for the decision by the General Manager Business.

5. DOCUMENTATION

- Higher Education Support Act 2003
- VET Student Loan Act 2016
- [GOTAFE Fees and Charges Policy – POSA-03](#)
- GOTAFE Staff Online Induction program