

TITLE: FEE-HELP RE-CREDITING AND REVIEW
DOC ID: P/HE/P/4/030
PREPARED BY: Dr. M. Boelen
APPROVED FOR USE: David Draper

PAGE: 1 of 5
EDITION: 2
DATE: 2 March 2008

FEE-HELP RE-CREDITING AND REVIEW

Purpose: The purpose of this policy/procedure is to provide a framework and mechanisms for NMIT to assess applications to re-credit a student's FEE-HELP balance after the census date in a higher education program.

Scope: All students applying for FEE-HELP balance re-crediting.

Definitions

The **Census date** is a date set by a provider of higher education units of study whereby if a student withdraws from a unit of study prior to that date no FEE-HELP debt is incurred. If a student who has completed a *Request for FEE-HELP* withdraws after the census date from a unit/s, the student will incur a FEE-HELP debt for that unit/s. A FEE-HELP debt is only removed after the census date if the institute has agreed to re-credit a student's FEE-HELP balance in accordance with this policy and procedure. NMIT publishes census dates for each semester by September 1 in the year preceding the course of study commencing.

The **FEE-HELP Committee** comprises the Manager Student Services, Academic Registrar and Academic Head of Higher Education. The Academic Registrar acts as chair of the committee.

The **Review Officer** is a person who is not involved in the original decision and who occupies a senior position within the institute. The review officer at NMIT is the Director Programs.

Special circumstances refer to each application, which will be considered on its merits. Special circumstances **only** include those, which are beyond the control of the student and did not make their full impact until on or after the census date, and make it impractical for the student to complete the unit requirements.

Principles

- Northern Melbourne Institute of TAFE is committed to the provisions of the Higher Education Support Act and the Higher Education Provider Guidelines.
- All information collected will be used in accordance with the provisions of the institute's Student Privacy Statement. ([B/SV/D/7/012](#))
- Special circumstances will be based on one of the following: medical reasons, family/personal reasons, employment related reasons, course related reasons.
- **All applications must include independent supporting documentation.** All documentation must include sufficient information to support the claims made.

TITLE: FEE-HELP RE-CREDITING AND REVIEW
DOC ID: P/HE/P/4/030
PREPARED BY: Dr. M. Boelen
APPROVED FOR USE: David Draper

PAGE: 2 of 5
EDITION: 2
DATE: 2 March 2008

- The Academic Registrar must receive all applications within 12 months of withdrawal from a unit of study or if the student has not withdrawn, within 12 months of the end in which the unit was, or was to be undertaken.
- No cost applies to applications for FEE-HELP re-crediting or review by NMIT. The student incurs the cost of any application to the Administrative Appeals Tribunal.

Policy

NMIT will re-credit a student's FEE-HELP balance after the census date if:

- the student has been unable to complete the requirements of a unit of study and the student believes that the withdrawal is due to special circumstances, and
- the Institute is satisfied of the existence of special circumstances.

NMIT has a procedure to review decisions made on the re-crediting of FEE-HELP where a student is not satisfied with the decision made by the institute.

Procedure

TASK		RESPONSIBILITY	NOTES
1.	Student with FEE-HELP balance withdraws from unit of study after census date and the student has not completed the requirements of the unit of study.	Student	
2.	Student application is received within twelve months of withdrawal date for re-crediting of FEE-HELP balance.	Student Academic Registrar	Student applies in writing to the Academic Registrar using <i>Form XXX</i> attaching all supporting documentation. Academic Registrar confirms receipt of application in writing.
3.	Academic Registrar convenes the FEE-HELP Committee to consider the application.	Academic Registrar FEE-HELP Committee	FEE-HELP Committee convenes as soon as practicable to consider the application.
4.	FEE-HELP Committee determines outcome.	FEE-HELP Committee	Chair notifies student of determination within 21 business days of receipt of application. Chair informs student, in writing, of the decision and reasons for making the decision.

TITLE: FEE-HELP RE-CREDITING AND REVIEW
DOC ID: P/HE/P/4/030
PREPARED BY: Dr. M. Boelen
APPROVED FOR USE: David Draper

PAGE: 3 of 5
EDITION: 2
DATE: 2 March 2008

TASK		RESPONSIBILITY	NOTES
5.	If decision made to re-credit the FEE-HELP balance.	Academic Registrar	NMIT will re-credit the student's FEE-HELP balance. The Department of Education, Science and Training (DEST) is notified through the <i>HELP Variations File</i> that the student's FEE-HELP is to be re-credited.
5.1	Institute repays FEE-HELP balance to the Commonwealth.	Academic Registrar	
5.2	DEST will inform the ATO that the debt has been removed.	DEST ATO	

TITLE: FEE-HELP RE-CREDITING AND REVIEW
DOC ID: P/HE/P/4/030
PREPARED BY: Dr. M. Boelen
APPROVED FOR USE: David Draper

PAGE: 4 of 5
EDITION: 2
DATE: 2 March 2008

TASK		RESPONSIBILITY	NOTES
6.	If decision made not to re-credit the FEE-HELP balance.	FEE-HELP Committee Student	FEE-HELP Committee informs student that if they wish a review of the decision they must state the reasons in writing and submit the review request to the Review Officer within 28 days.
7.	Student applies for review of decision.	Student Review Officer	The student must state the reasons why he/she is applying for a review. Review Officer acknowledges receipt of the application in writing.
8.	Review Officer determines application.	Review Officer	Review Officer determines the application and notifies the student, in writing, of the Review Officer's decision within 21 days of receipt of the application. If the Review Officer has not advised the student of a decision within 45 days of receiving the application for review, the Review Officer is taken to have confirmed the original decision. The Review Officer's available options are to: <ul style="list-style-type: none"> - confirm the decision - vary the decision: or - set the decision aside and substitute a new decision

TITLE: FEE-HELP RE-CREDITING AND REVIEW
DOC ID: P/HE/P/4/030
PREPARED BY: Dr. M. Boelen
APPROVED FOR USE: David Draper

PAGE: 5 of 5
EDITION: 2
DATE: 2 March 2008

TASK		RESPONSIBILITY	NOTES
9.	Review Officer advises the student of his/her right of appeal to the Administrative Appeals Tribunal (AAT) for review of the decision.	Review Officer Student	Review Officer advises the student, in writing: <ul style="list-style-type: none"> - of his/her right of appeal to the Administrative Appeals Tribunal (AAT) for review of the institute's decision if the applicant is unsatisfied with the outcome; and - Review Officer provides the student with contact details and address of the nearest AAT; and - Review Officer informs the student of approximate costs of lodging an appeal with the AAT (currently \$606).
10.	Administrative Appeals Tribunal application	Student Academic Registrar	If an application is lodged with the AAT by the student and upon notification from DEST, the institute will provide DEST with all original documents relevant to the appeal within 5 business days. All documents will be sent by courier or express post.