VET FEE-HELP
Review and Re-Crediting Procedure
PR017

PURPOSE

The purpose of this procedure is to provide a set of activities that are required to be undertaken when dealing with applications for re-credit, or applications to review re-credit decisions in relation to VET FEE-HELP, and according to Schedule 1A of the Higher Education Support Act 2003 (HESA).

Under Schedule 1A of the HESA, and the VET Guidelines, VET providers are required to have review procedures in place for reconsidering decisions relating to a person’s Commonwealth Assistance [Schedule 1A HESA cl91]. The review procedures must be published, publicly available and up-to-date. The review procedures will be published on TAFE Queensland South West’s website.

Any student eligible for a loan to assist with the cost of their tuition fees under the Higher Education Loan Program (HELP), who withdraws from a VET unit/s of study after the Census Date, or does not complete the requirements for a VET unit/s of study due to special circumstances, may apply to TAFE Queensland South West to have their FEE-HELP balance re-credited.

TAFE Queensland South West must, where satisfied that special circumstances apply, re-credit a student’s FEE-HELP balance with an amount equal to the amount of VET FEE-HELP assistance that the student received for the unit of study [Schedule 1A HESA cl46-51]. If a student’s FEE-HELP balance is re-credited, any VET FEE-HELP debt they acquired for the unit must be remitted and TAFE Queensland South West must repay any amounts of VET FEE-HELP assistance for the unit to the Commonwealth.

Students also have the right to apply for a review of a decision made by TAFE Queensland South West not to re-credit their FEE-HELP balance. In accordance with the Schedule 1A of the HESA, and the VET Guidelines, TAFE Queensland South West has implemented the following procedure to provide information to both staff and students on how to conduct and access the review and re-credit process.

SCOPE

This procedure applies to any person who is or has been enrolled, in an eligible VET unit of study. This procedure deals with ‘Applications to Re-credit FEE-HELP Balances – VET Students’, or refunds of upfront payments; and ‘Applications to Review a Re-credit Decision’ made to TAFE Queensland South West. This applies where a student withdraws after the Census Date or where they have not completed the requirements for the VET unit of study.

DEFINITIONS

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAT</td>
<td>Administrative Appeals Tribunal</td>
</tr>
<tr>
<td>Academic penalty</td>
<td>Application of a not-competent ‘M’ grade against a unit of study</td>
</tr>
<tr>
<td>Applicant</td>
<td>A student of TAFE Queensland South West who has submitted an application in relation to re-crediting, or reviewing decisions around re-crediting, of their FEE-HELP balance.</td>
</tr>
<tr>
<td>CAN</td>
<td>Commonwealth Assistance Notice (CAN) - is not an invoice. It is issued each study period after the census date to students who are using Australian Government assistance. For example, it is helpful for students to keep track of their FEE-HELP balance if they are studying in a fee paying place.</td>
</tr>
<tr>
<td>FEE-HELP Balance</td>
<td>A person’s FEE-HELP balance is the amount of the FEE-HELP limit they have not used. It is the sum of the amount of FEE-HELP assistance and VET FEE-HELP assistance that is used to calculate a person’s FEE-HELP balance (HESA s104-15).</td>
</tr>
<tr>
<td>HESA</td>
<td>Schedule 1A, Higher Education Support Act 2003</td>
</tr>
<tr>
<td>Review Panel</td>
<td>The Review Panel is a panel formed to review any original decision made in relation to a student’s ‘Application to Re-credit FEE-HELP Balance - VET Students’. This panel will comprise the General Manager, Financial Services; Manager Student Experience and relevant Faculty Director (if applicable).</td>
</tr>
<tr>
<td>RTO</td>
<td>Registered Training Organisation</td>
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</tbody>
</table>
Revisions File | Variations to a student’s VET FEE-HELP debt that occurs after the Census Date due to re-crediting of their FEE-HELP balance must be reported to the Department of Industry through a Revisions submission and in the Revised Student Load/Liability File.

Student | A person who is/has been enrolled in a VET unit of study with TAFE Queensland South West, who for the purposes of this procedure, has submitted an application in relation to re-crediting, or reviewing decisions around re-crediting, of their FEE-HELP balance.

Tuition Fee | Any fee payable to a VET provider by a person enrolled with TAFE Queensland South West. It may also include any fee payable to TAFE Queensland South West in respect of the granting of a VET award, however does not include any fee that is:
- payable in respect of an organisation of students, or of students and other persons; or
- payable in respect of the provision to students of amenities or services that are not of an academic nature; or
- payable in respect of residential accommodation; or
- payable in respect of a special admissions test; or
- determined to be a fee of a kind that is incidental to studies, described under ‘incidental charges’; or
- a student contribution amount payable in respect of a student.

VET | Vocational Education and Training

VET course of study | A structured and integrated course of VET units of study, including competencies which lead to a VET award if undertaken with a VET provider.

VET unit of study | A subject or unit that a student may undertake with a VET provider as part of a course of study in which the student may access VET FEE-HELP to pay for all or part of their tuition fees for that unit.

VET FEE-HELP | Commonwealth Government loan scheme which assists eligible students to pay their tuition fees, when they enrol in a VET course of study undertaken with an RTO which is approved as a VET provider under Schedule 1A Higher Education Support Act 2003 (HESA).

VET provider | An RTO that is approved under Schedule 1A of the Higher Education Support Act 2003 (HESA) to offer VET FEE-HELP to its students.

**PROCEDURE**

<table>
<thead>
<tr>
<th>No.</th>
<th>Activity</th>
<th>Responsibility</th>
<th>Supporting Documents</th>
</tr>
</thead>
</table>
| 1.  | VET FEE-HELP Review and Re-Crediting | Revenue Coordinator | • Application to Re-credit FEE-HELP Balance Form  
• Application to Review a Re-credit Decision (VET) Form  
• Assessment of Application to Re-Credit FEE-HELP Balance Form  
• Application for Enrolment Amendment Form |
| 2.  | Advise student who withdraws from a VET unit of study that they may apply to have their FEE-HELP balance re-credited or upfront tuition fees refunded. Supply relevant forms, if required. | Customer Service Centre Officer; Faculty Operations Officers | Application for Enrolment Amendment Form |
| 3.  | Apply for a re-credit of FEE-HELP balance using the Application to Re-credit FEE-HELP Balance – VET Students’ form, within 12 months of withdrawal, or if still enrolled having not | Student | Application to Re-credit FEE-HELP Balance Form |
completed the requirements of a unit, within 12 months from the end date for that unit/s. TAFE Queensland South West may waive the application period on the grounds that it would not be, or was not, possible for the application to be made before the end of that period.

| 4. | • Log application in ISAS FEE-HELP.  
• Provide written receipt of the application to the student.  
• Assess the Application to Re-credit FEE-HELP Balance – VET Students’ form within 25 business days, using the Assessment of Application to Re-credit FEE-HELP Balance form.  
• Forward the Assessment of Application to Re-credit FEE-HELP Balance form to the Faculty Program Manager for authorisation. | Revenue Coordinator | • Application to Re-credit FEE-HELP Balance Form  
• Assessment of Application to Re-credit FEE-HELP Balance Form |

| 5. | • Review assessment of the application, and complete and sign Assessment of Application to Re-credit VET FEE-HELP Balance Form.  
• Coordinate the completion of the Application for Enrolment Amendment Form.  
• Return to the Revenue Coordinator for ISAS processing and filing. | Faculty Director | • Assessment of Application to Re-credit FEE-HELP Balance Form  
• Application for Enrolment Amendment Form |

| 6. | If the application for re-credit is approved proceed to 7.  
If denied, proceed to 8. | Revenue Coordinator | • Assessment of Application to Re-credit FEE-HELP Balance Form |

| 7. | • Adjust ISAS enrolment, account and third party contract and submit a revisions file through HEPCAT to Department of Industry, if necessary.  
• Update ISAS FEE-HELP and generate new Commonwealth Assistance Notice (CAN) for student.  
• Provide written advice to the applicant detailing the reasons for the decision to re-credit their FEE-HELP balance, and detail of payment refunds (if relevant), along with a new CAN. | Revenue Coordinator | • Application for Enrolment Amendment Form |

**END PROCESS**

| 8. | • Create note in ISAS FEE-HELP and attach supporting documentation.  
• Advise applicant via written notice, including reasons for the decision not to re-credit and their entitlement to lodge a ‘Application to Review a Re-credit Decision’ within 28 days of the decision.  
• Advise Faculty Director that application has been denied. | Revenue Coordinator |  |

| 9. | Student satisfied with the outcome? | Student | Nil |
| | If yes, end process  
If no, continue to step 10. |  |  |
10. Lodge an Application to Review a Re-credit Decision form within 28 days from receiving the written outcome of application for a re-credit. The application must specify reasons for seeking the review.

<table>
<thead>
<tr>
<th>Student</th>
<th>Application to Review a Re-credit Decision Form</th>
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</table>

11. • Log submission of Application to Review a Re-credit Decision Form in ISAS FEE-HELP;  
• Provide written receipt of the application to the student and inform the applicant that they will be advised, in writing, of a decision within 45 days on whether the application is granted, altered or denied.  
• Prepare documentation including both the Application to Re-credit FEE-HELP Balance – VET Students' Form and the Application to Review a Re-credit Decision Form for each Review panel member, along with Assessment of Application to Re-credit FEE-HELP Balance Form.  
• Call Review Panel Meeting and coordinate meeting.

<table>
<thead>
<tr>
<th>Revenue Coordinator</th>
<th>Application to Review a Re-credit Decision Form</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Application to Re-credit FEE-HELP Balance Form</td>
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<tr>
<td></td>
<td>Application to Review a Re-credit Decision Form</td>
</tr>
<tr>
<td></td>
<td>Assessment of Application to Re-credit FEE-HELP Balance Form</td>
</tr>
</tbody>
</table>

12. Review and reconsider the decision using all provided documentation. Ratify outcome, and either:
   a. confirm the decision;  
   b. vary the decision, or  
   c. set the decision aside and substitute a new decision.

Document outcome using the authorisation fields of Assessment of Application to Re-credit FEE-HELP Balance Form. Contact Revenue Coordinator to progress

<table>
<thead>
<tr>
<th>Review Panel</th>
<th>Application to Re-credit FEE-HELP Balance Form</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Application to Review a Re-credit Decision Form</td>
</tr>
<tr>
<td></td>
<td>Assessment of Application to Re-credit FEE-HELP Balance Form</td>
</tr>
</tbody>
</table>

13. Is the application for review successful?

   If yes, proceed to 14  
   If no, proceed to 16.  

Advise the Faculty Director and request signed Application for Enrolment Amendment Form.

<table>
<thead>
<tr>
<th>Revenue Coordinator</th>
<th>Application for Enrolment Amendment Form</th>
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<thead>
<tr>
<th>Revenue Coordinator</th>
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</table>

15. Provide written advice to the applicant detailing the reasons for the decision to re-credit their FEE-HELP balance, and detail of payment refunds (if relevant), along with a new CAN. END PROCESS

| Revenue Coordinator |

END PROCESS
16. Provide written advice to the applicant.
If the Review Panel confirms the original decision to deny re-credit, the written outcome must include the reasons provided by the Panel. The notice must also notify the person of their right to appeal to the Administrative Appeals Tribunal (AAT) for a review of the reviewer’s decision if the student is unsatisfied with the outcome. Provide the student with the contact details and address of the nearest AAT registry, advising that an application fee will be charged and the fee is the responsibility of the applicant. Tribunal contact details are as follows:
Deputy Registrar
Administrative Appeals Tribunal (AAT)
Level 4, Commonwealth Law Courts
Corner North Quay & Tank Street
Brisbane Qld 4000
Phone: 07 3361 3000 / 1300 366 700
An application fee of $816 will be charged by the Tribunal (fees are subject to change). Costs are the responsibility of the applicant.

<table>
<thead>
<tr>
<th>Process</th>
<th>Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide written advice to the applicant.</td>
<td>Revenue Coordinator</td>
</tr>
</tbody>
</table>

17. Submit an application to AAT for reconsideration of TAFE Queensland South West’s decision to deny an application to re-credit FEE-HELP balance.
This may include additional information which was not previously supplied to TAFE Queensland South West.

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</thead>
<tbody>
<tr>
<td>Submit an application to AAT for reconsideration of TAFE Queensland South West’s decision to deny an application to re-credit FEE-HELP balance.</td>
<td>Student</td>
</tr>
</tbody>
</table>

18. Request all documentation held by TAFE Queensland South West in relation to the student (applicant’s) case, and which may be relevant to the appeal.

<table>
<thead>
<tr>
<th>Process</th>
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</thead>
<tbody>
<tr>
<td>Request all documentation held by TAFE Queensland South West in relation to the student (applicant’s) case, and which may be relevant to the appeal.</td>
<td>Department of Industry</td>
</tr>
</tbody>
</table>

19. • Create note in ISAS FEE-HELP and attach supporting documentation.
• Within 5 business days, provide Department of Industry with all documents relevant to student’s AAT application for appeal if requested.

<table>
<thead>
<tr>
<th>Process</th>
<th>Owner</th>
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</thead>
<tbody>
<tr>
<td>• Create note in ISAS FEE-HELP and attach supporting documentation. • Within 5 business days, provide Department of Industry with all documents relevant to student’s AAT application for appeal if requested.</td>
<td>Revenue Coordinator</td>
</tr>
</tbody>
</table>

20. Within 28 days of notification, lodge to AAT:
• a statement setting out the material questions of fact, referring to the evidence or other material on which those findings were based and giving reasons for the decision; and
• every document or part of a document that is in the reviewer’s possession and is considered by the reviewer to be relevant to the review of the decision by the AAT.

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<tr>
<td>Within 28 days of notification, lodge to AAT: • a statement setting out the material questions of fact, referring to the evidence or other material on which those findings were based and giving reasons for the decision; and • every document or part of a document that is in the reviewer’s possession and is considered by the reviewer to be relevant to the review of the decision by the AAT.</td>
<td>Department of Industry</td>
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<tr>
<th>Process</th>
<th>Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advise TAFE Queensland South West of outcome of appeal.</td>
<td>Department of Industry</td>
</tr>
<tr>
<td>22.</td>
<td>Should TAFE Queensland South West be advised to overturn previous decisions made in regard to the student’s application for a re-credit of their FEE-HELP debt, necessary adjustments to ISAS, ISAS FEE-HELP and student CAN must be made (as detailed in 7), with new documents provided to the student.</td>
</tr>
</tbody>
</table>

**ACCOUNTABILITIES**

As in Tables above.

**RELATED DOCUMENTS**

- VET FEE-HELP Review and Re-Crediting Policy
- VET FEE-HELP Application to Re-Credit FEE-HELP Balance
- VET FEE-HELP Application to Review a Re-Credit Decision
- VET FEE-HELP Assessment of Application to Re-Credit FEE-HELP Balance
- VET FEE-HELP Tuition Fee Refund Policy
- Debt Management Policy

**SOURCE DOCUMENTS**

- Schedule 1A to the Higher Education Support Act 2003 (HESA)
- Administrative Information for Providers

**PROCEDURE APPROVAL**

<table>
<thead>
<tr>
<th>Owned By (Position name):</th>
<th>Revenue Coordinator</th>
<th>Date: 01/07/2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorised by (Position name):</td>
<td>General Manager Finance</td>
<td>Date: 01/07/2014</td>
</tr>
</tbody>
</table>
VET FEE-HELP Review and Re-Credit

1. Start
   2. Advise student to apply for Re-Credit of FEE-HELP balance/refund of payment and supply relevant forms if required

3. Apply for Re-Credit within 12 months of the withdrawal date

5. Review assessment of the application

4. Log application in ISAS FEE-HELP and assess the Application to Re-Credit FEE-HELP Balance

6. Application for Re-Credit approved
   Yes
     7. Adjust ISAS enrolment, account, and third party contract
     End
   No
     Review Re-Credit Decision

Faculty Director

Customer Service Officer/Faculty Operations Officer

Revenue Coordinator
8. Create note in ISAS FEE-HELP and attach supporting documentation

9. Satisfied with the outcome

10. Lodge application within 28 days from receiving written outcome

11. Log submission in ISAS FEE-HELP

12. Review and reconsider the decision

13. Is review successful?

14. Adjust ISAS enrolment, account and

15. Provide written advice to applicant detailing reasons for re-credit

16. Provide written advice to the applicant

End

Review Re-Credit Appeal

Yes

No

Review Panel

VET FEE-HELP Coordinator

Student
VET FEE-HELP Review Re-Credit Appeal

Revenue Coordinator

Review and Re-Crediting Decision

19. Create note in ISAS FEE-HELP and attach supporting documentation

22. Make necessary adjustments to ISAS, ISAS FEE-HELP and CAN if advised to overturn previous decision

End

Student

17. Submit application to AAT

Department of Industry

18. Request all documentation

20. Within 28 days submit documents to AAT

21. Advise TAFE Queensland South West of outcome of appeal