

FEE-HELP Review Procedure

The *Application for Re-crediting and Remission of FEE-HELP Debt Form* is to be used by students who withdraw from their studies after census date and who wish to apply to have their FEE-HELP balance re-credited. The following guidelines provides for the mechanisms of review and the circumstances under which a student's FEE-HELP debt will be re-credited after the census date.

Timeframe

Applications must be made within 12 months of either the date of withdrawal from the unit, or where the unit was failed but not withdrawn, within 12 months of the last day of the trimester in which the student was enrolled in the unit. You cannot apply for a remission of debt if you successfully completed the unit.

Applications for study periods outside of this 12 month period may be considered if you can prove that the application could not have been made within the required time limit.

Deakin College will respond to you within 28 days from the date the application is received by the Director Business and Finance.

Special circumstances

Deakin College must be satisfied that these special circumstances:

- were beyond your control, and
- do not make their full impact on you until on, or after, the census date, and
- make it impracticable for you to complete the requirements for the unit(s) in the period during which you undertook, or you were to undertake, the unit(s).

Lack of knowledge or understanding of the requirements under the schemes; or your incapacity to repay a HELP debt, are not considered special circumstances.

Beyond your control

The situation must be not due to your action or inaction, either direct or indirect, and for which you are not responsible. It must be unusual, uncommon or abnormal.

- A lack of knowledge of how FEE-HELP works is not considered beyond a person's control.
- Do not make full impact until on or after the census date
- The special circumstances must occur:
 - 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 after that day; or

- on or after the census date.

Impracticable for you to complete the unit of study requirements

Such special circumstances may include:

- medical circumstances. Your medical condition must have changed to such an extent that you are unable to continue studying.
- family/personal circumstances. For example, death or severe medical problems within your family, or unforeseen family financial difficulties.
- employment related circumstances. For example, where your employment status or arrangements have changed so that you are unable to continue your studies, and this is beyond your control, or
- course related circumstances. For example, where Deakin College has changed the unit it had offered and you are disadvantaged by either not being able to complete the unit, or not being given credit towards other units or courses.

You may be unable to complete the requirements for a unit, for example, if you are unable to:

- Undertake the necessary study required, or attend sufficient lectures or tutorials or meet other compulsory attendance requirements to satisfy compulsory course requirements, or
- Complete the required assessable work, or
- Sit the required examinations, or
- Complete any other course requirements because of your inability to meet the above.

Independent supporting documentation

Your application must include independent supporting documentation from, for example, your doctor or counsellor, to support your claims.

Academic Record

A remission of debt does not mean the pre-census backdating of a unit. A refund of a debt in whole or part may result in a backdated enrolment variation so that a WL (withdrawn late) will appear on your academic record, and a WR (withdrawn remit) reported to the Department of Education and Training and the Australian Taxation Office (ATO).

Review of Decisions

Where a student is not satisfied with the decision made by Deakin College, they may apply within 28 days of the receipt of the original decision for a review of the decision. Applications should be made

in writing to the General Manager Deakin Colleges and must state fully the reasons for applying for the review.

The General Manager Deakin Colleges will acknowledge receipt of an application for review in writing within 10 working days. A decision will be advised to the student within 45 days of receiving the application for review including the reasons for that decision.

Review by the Administrative Appeals Tribunal (AAT)

Where the student is not satisfied with the decision of the General Manager Deakin Colleges, the student may apply to the AAT for a review of that decision, and may supply additional information to the AAT that they did not previously supply to Deakin College.

If a student applies to the AAT for review of the decision, an application fee will apply.

Full details of the application process and fees payable are available on the AAT Registry's website: www.aat.gov.au.

The nearest AAT Registry is:

Level 16, HWT Tower, Southgate

40 City Road, Southbank VIC 3006

Telephone: (03) 9282 8444, Fax: (03) 9282 8480.

Policy Title	FEE-HELP Review Procedure	
Policy Owners	General Manager Deakin Colleges	
Contact Persons	Dr John Duncan	
Key Stakeholders	All domestic students at Deakin College	
Approval Body	Deakin College Executive Committee	Agenda item and meeting date approved 8.1 – 16 September 2011
Relevant Legislation	Higher Education Support Act 2003	
Related Policies	Refund Policy	
Related Guidelines	Administrative information for higher education providers: student support	
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