Policy Number

Date of Approval

Standing Committee

1. POLICY STATEMENT

1.1 Purpose /Intent:

To provide a framework and mechanisms for West Coast Institute to assess applications to re-credit a student’s FEE-HELP balance after the census date in a VET FEE-HELP enabled course.

1.2 Policy Objectives:

To provide clear guidelines on how students who have nominated to have their tuition fees paid under VET FEE-HELP may apply to have any VET FEE-HELP debt re-credited.

1.3 Scope:

This policy applies to students who are Australian citizens or Australian resident permanent humanitarian visa holders enrolled in a VET FEE-HELP enabled course with West Coast Institute.

1.4 Definitions:

AAT – Administrative Appeals Tribunal

Census Date - The last day a student may withdraw from a VET Unit of Study in which they are enrolled without incurring a liability for tuition fees or a VET FEE-HELP debt.

The Department of Education – Commonwealth of Australia represented by the department which has the responsibility for administering the Higher Education Support Act 2003.

West Coast Institute (WCI), “the Organisation” – refers to West Coast Institute, including all its campuses, departments, centres, business units, corporate units and delivery centres.

VET Course of Study – A structured program consisting of a number of units of study that lead to the award of a VET Diploma or above qualification.

VET Unit of Study – a published unit of study that forms part of a VET Course of Study.
2. **POLICY PRINCIPLES**

**Procedure:**

West Coast Institute will conduct this procedure in compliance with Schedule 1A of the Higher Education Support Act 2003 and the VET Guidelines 2013.

For the purposes of this procedure a student is an Australian citizen or an Australian resident permanent humanitarian visa holder enrolled in a VET FEE-HELP enabled course with West Coast Institute.

West Coast Institute will:

- set a census date for each VET Unit of Study that is no earlier than 20% of the way through the VET Unit of Study;
- ensure that all students are informed of the census date for each VET Unit of Study in the manner and by the date prescribed in the VET Administration Guidelines;
- ensure that all students are informed of the review procedures for the re-crediting of a FEE-HELP balance.

A student who withdraws from a VET Unit of Study on or before the published census date for that VET Unit of Study will not incur a VET FEE-HELP debt for that VET Unit of Study.

A student who withdraws from a VET Unit / Course of study on or before the published census date is entitled to a full refund of their VET tuition fees if the tuition fees have been paid up-front.

A student who withdraws from a VET Unit of Study after the published census date for that VET Unit of Study will incur a VET FEE-HELP debt for that VET Unit of Study.

A student who has incurred a VET FEE-HELP debt for a VET Unit of Study may apply to have their FEE-HELP balance re-credited for the affected VET Units of Study in accordance with the following procedure.

**Special Circumstances**

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

West Coast Institute will re-credit the student’s FEE-HELP balance if it is satisfied that special circumstances apply that:

- are beyond the student’s control; and
- did not make their full impact on the student until on or after the census date for the unit(s) of study in question; and
- make it impracticable for the student to complete the requirements for the unit(s) of study in question.

West Coast Institute will be satisfied that a student’s circumstances are beyond the student’s control if a situation occurs that a reasonable person would consider is not due to the person’s action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal.
Each application will be examined and determined on its merits by considering a student’s claim together with independent supporting documentation substantiating the claim.

Initial applications for the re-crediting of a student’s FEE-HELP balance are to be made, in writing, to VET FEE-HELP Administration and sent to:

West Coast Institute  
Locked Bag 7  
Joondalup WA 6919

The procedure for the re-crediting of a FEE-HELP balance is as follows:

(a) when a student withdraws from a VET Unit of Study, using an ‘Enrolment Adjustment Form’ West Coast Institute shall confirm the withdrawal by giving notice to the student in writing stating the date at which the withdrawal has taken effect;

(b) when a student fails to meet the requirements of a VET Unit of Study, West Coast Institute shall confirm the failure by giving notice to the student in writing of the final result for that VET Unit of Study after results for the VET Unit of Study have been properly approved;

(c) the student must apply in writing to VET FEE-HELP Administration within 12 months from the date specified in the notice as the day of withdrawal or the date of receiving their final results for the unit of study. West Coast Institute 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. The written application must also include supporting documentation that demonstrates that the requirements for special circumstances have been met.

(d) The VET FEE-HELP Administrator will consider the application and will agree to such requests if they are satisfied that there were special circumstances in the student’s case;

(e) If the application is successful, West Coast Institute will re-credit the student’s FEE-HELP balance with an amount equal to the amounts of VET FEE-HELP assistance that the student has received for the affected VET Units of Study and the student’s VET FEE-HELP debt for those VET Units of Study will be removed;

(f) VET FEE-HELP Administration shall advise the student of the outcome of the application within 28 days stating the reasons for the decision;

(g) VET FEE-HELP Administration shall also advise the student of their rights for a review of the decision if they are not satisfied with its outcome and that a request for such a review must be lodged within 28 days from the day of receipt of the decision or such longer period as the VET FEE-HELP Administrator allows.

**Review of a Decision**

If a student is not satisfied with the decision made by the VET FEE-HELP Administrator in relation to re-crediting their FEE-HELP balance they may request a review of the decision.
The review shall be carried out by the Review Officer who is the Director and is senior to the original decision maker.

Any such request must be submitted to the Review Officer in writing and:
(a) must be lodged within 28 days of receiving notice of the original decision, unless the Review Officer allows a longer period;
(b) must specify the reasons for making the request and include any supporting documentation; and
(c) sent to:

West Coast Institute
Locked Bag 7
Joondalup WA 6919

The Review Officer shall acknowledge receipt of an application for a review of the refusal to re-credit a FEE-HELP balance in writing and inform the applicant that if the Review Officer has not advised the applicant of a decision within 45 days of having received the application for review, the Review Officer is taken to have confirmed the original decision. This notice shall also advise the applicant that they have the right to apply to the Administrative Appeals Tribunal within 28 days of a decision for a review of that decision and will provide the contact details of the closest Administrative Appeals Tribunal Registry and the approximate costs of lodging an appeal.

The Review Officer shall:
(a) seek all relevant information from the person who made the original decision;
(b) review the case within 3 weeks and advise the student of the decision in writing giving the reasons for the reviewer’s decision.

The Review Officer may:
(a) confirm the decision;
(b) vary the decision; or
(c) set the decision aside and substitute a new decision.

The Review Officer will give written notice of the decision setting out the reasons for the decision. The applicant shall also be advised in the decision of the right to apply to the Administrative Appeals Tribunal within 28 days of receiving the written advice of a decision for a review of that decision and be provided with the contact details of the closest Administrative Appeals Tribunal Registry and the approximate costs of lodging an appeal as follows:

*If you wish to further appeal this decision you may lodge an appeal with the Administrative Appeals Tribunal (AAT) within 28 days from this written notice. The current fee to lodge an application with the AAT for the review of a decision can be found on the AAT website: [www.aat.gov.au/FormsAndFees/Fees.htm](http://www.aat.gov.au/FormsAndFees/Fees.htm).*

The contact details for the AAT are:

Administrative Appeals Tribunal
Level 5 - 111 St Georges Terrace
Perth WA 6000
Telephone (08) 9327 7200
Where a student is unsatisfied with the reviewed decision they may apply to the Administrative Appeals Tribunal within 28 days for consideration of West Coast Institute’s decision to refuse to re-credit their FEE-HELP balance. The student may supply additional information to the Administrative Appeals Tribunal which they did not previously supply to West Coast Institute either in the original application or the request for review.

The Secretary of Department of Education, or the Secretary’s delegate, will be the respondent for cases that are brought before the AAT. Upon Department of Education’s receipt of a notification from the AAT, Department of Education will notify West Coast Institute that an appeal has been lodged. Upon receipt of this notification from (Department of Education), the Review Officer will provide (Department of Education) with copies of all the documents they hold that are relevant to the appeal within five (5) business days.

Publication

These Student Review Procedures for Re-crediting a FEE-HELP Balance will be published on West Coast Institute’s web site: www.wcit.wa.edu.au

2. RELATED DOCUMENTS

2.1 Governing Documents:

Higher Education Support Act 2003 – Schedule 1A

VET Guideline 2013

2.2 Related Policies:

Tuition Fee Refund Policy for VET FEE-HELP Enabled Courses

2.3 Related Procedures and Forms:

None

2.4 Supporting/Related Documents:


3. ACCOUNTABILITIES

3.1 Monitoring and Evaluation:

General Manager, Training and Business Services
Corporate Executive Committee
Manager, Student Services
4. REVISION HISTORY

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5. KEYWORDS

5.1 Keywords:

VET FEE-HELP, Census Date, Re-crediting, AAT, Request for review, Administrative Appeals Tribunal, Refunds, FEE-HELP Balance

6. POLICY APPROVAL

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Endorsed:  Managing Director  Date: