

Re-credit of FEE-HELP Balance Procedure

Institution	Universal Higher Education (UHE)
Policy name	Re-credit of FEE-HELP Balance Procedure
Policy Governance	Board of Directors

1. Introduction

This procedure specifies how UHE will administer the application for re-crediting a FEE-HELP debt due to special circumstances for eligible domestic students enrolled in a course of study or unit of study using FEE-HELP loan after census date.

2. Objectives

The Re-credit of FEE-HELP Balance Procedure gives effect to the Tuition Fee and Refund Policy and the steps UHE takes to re-credit FEE-HELP debt incurred by eligible domestic students. This procedure ensures that the re-credit or remission of FEE-HELP debt processes is applied fairly, consistently, objectively and are documented.

3. Scope

This procedure applies to only eligible domestic students enrolled in a course or subject(s) using FEE- HELP loan.

4. Terms and definitions

Census date refers to the final day a student can withdraw from a subject without incurring financial or academic penalty. Students become financially liable for any subjects in which they are enrolled after this date.

Special Circumstances refers to the following circumstances:

- were beyond the student’s control, which a reasonable person would consider is not due to the student’s action or inaction, either direct or indirect, and for which the student is not responsible;
- were unusual, uncommon or abnormal for the student;
- made it impractical for the student to complete the requirements of the subject/s;
- did not occur until on or after the census date (or commencement date for new international students) for the subject/s; and

- where the circumstances occurred or existed before the census date (or commencement date for new international students), worsened, changed or their full effect or magnitude did not become apparent to the student until after that date.

Examples of special circumstances which make it impractical for a student to complete the

requirements of subject/s may include (but are not limited to):

- **Medical circumstances.** For example, where a person's medical condition has changed to such an extent that he or she is unable to continue studying.
- **Family/personal circumstances.** For example, death or severe medical problems within a family, unforeseen financial difficulties, significant disruption to domestic arrangements so that it is unreasonable to expect a person to continue studies.
- **Employment-related circumstances.** For example, where a person's employment status or arrangements have changed so that the person is unable to continue her/his studies and this change is beyond the person's control. Employment related circumstances do not apply to students studying on a student visa.
- **Course related circumstances.** For example, where the provider has changed the subject, it had offered and the person is disadvantaged by either not being able to complete the subject, or not being given credit towards other subjects or courses.
- **Extenuating circumstances of reasonable significance** that interfere with the student's ability to meet a subject's requirements. For example, carer's responsibilities, legal commitments, military service, accidents, or natural disasters.

Special circumstances **do not include**:

- Non-attendance or failing of assessments or not meeting course progress;
- Lack of knowledge or understanding of this policy or government legislation;
- A failure to follow correct UHE policy; or
- A person's incapacity to repay a FEE-HELP debt.

5. How to apply

5.1 Domestic students may be eligible for a remission or re-credit of FEE-HELP tuition fee debt who have applied to withdraw after the census date in accordance to paragraph 9 of the Tuition Fee and Refund Policy.

5.2 Domestic students may apply for a remission or re-credit of tuition fee debt after census date on the basis of special circumstances only as outlined in the "Terms and definition" above.

5.3 Domestic students apply by completing the FEE-HELP Re-Credit Request Form within 12 months of the withdrawal date, or if the person has not withdrawn, within 12 months of the

end of the study period in which the subject was, or was to be, undertaken. However, the 12- month period may be extended on the grounds that it was not possible for the student to apply within the 12 months period.

5.4 Supporting documentary evidence must be attached with the request Form.

6. Assessment and initial outcome

6.1 The Finance Manager will acknowledge receipt of the application for in writing within 10 working days after receiving the request form.

6.2 The Finance Manager assesses the application and any supporting evidence and makes a decision to either approve or reject the application within 10 working days.

6.3 For approved FEE-HELP remission or re-credit requests, the Finance Manager:

- a. records the outcome in the Student Management System;
- b. notifies the student in writing within 28 days; and
- c. process the remission or re-credit of FE-HELP amount.

6.4 The re-credit amount may take up to six months to appear in the student's FEE-HELP balance limit.

6.5 If the application is being rejected, the Finance Manager will notify the student in writing of the decision within 28 days, including reasons for the decision and the step for seeking an internal review of the decision.

6.6 If the student is dissatisfied with the outcome, he/she must apply in writing within 28 days of being notified of the outcome.

7. Request to review the initial outcome.

7.1 For rejected FEE-HELP remission or re-credit requests, students who are dissatisfied with the outcome may apply in writing to have the decision reviewed by the CEO as the appointed senior review officer.

7.2 The application for review must:

- a. be made within 28 days of receipt of the initial decision;
- b. state the reasons for requesting the review; and
- c. provide additional or new relevant evidence to support the request.

7.3 The CEO will acknowledge receipt of the application for in writing within 10 working days after receiving the review request.

7.4 The CEO will review the information from the original decision and then assess any new evidence provided by the student.

7.5 For approved FEE-HELP remission or re-credit requests, the CEO:

- a. records the outcome in the Student Management System;
- b. notifies the student in writing within 28 days; and
- c. submit the request to the Finance Manager to process the remission or re-credit of FE- HELP amount.

7.6 If the review request is being rejected, the CEO will notify the student in writing of the decision within 28 days, including reasons for the decision and the student's right to apply to the Administrative Appeals Tribunal (AAT) if they disagree with the Review Officer's decision.

Website: <https://www.aat.gov.au/>

Phone: 1800 228 333

Email: generalreviews@aat.gov.au

Address: <https://www.aat.gov.au/contact-us/our-locations>

7.7 If approved by AAT, the FEE-HELP debt will be remitted or re-credited in accordance with paragraph 6.2 above.

8. Review

The procedure will be reviewed every three years, or more frequently as appropriate.