



# Australian Graduate School of Leadership

## Policy register

<b>Policy name</b>	Review of FEE-HELP Decisions		
<b>Version</b>	1.0	<b>Status</b>	Approved by Board of Directors
<b>Communication</b>	To all staff, students and prospective students	<b>Date</b>	21 January 2013

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### 1. Preamble

This policy and procedure document deals with matters relating to FEE-HELP and, in particular, the review of decisions AGSL makes in relation to FEE-HELP in respect of re-crediting of the student's FEE-HELP balance.

### 2. Scope

This policy applies to all students in receipt of FEE-HELP.

### 3. Definitions

Term	Definition
FEE-HELP	A loan scheme funded by the Australian Government which assists eligible students to pay their tuition fees
Review decision	A decision made by AGSL in relation to sections 36-22, 79-1 and 104-24(1) of HESA
HESA	The Higher Education Support Act 2003
DEST	The Commonwealth Department of Education, Science and Training

### 4. Principles

AGSL will make decisions in relation to FEE-HELP in accordance with the requirements of HESA and the Higher Education Provider Guidelines in force from time to time.

## 5. Procedures

The Registrar, on behalf of AGSL, is responsible for determining if a student is eligible for FEE-HELP and for undertaking specific administrative tasks in respect of FEE-HELP. These include -

- making the Request for FEE-HELP assistance application form and the FEE-HELP information booklet readily available to students
- accepting applications from students who wish to receive a FEE-HELP loan
- collecting and securely storing students' Tax File Numbers (TFNs)

AGSL's Board of Directors will determine the tuition fees for each subject it offers or proposes to offer during a year. It will –

- give to the Minister for Education and publish a schedule of tuition fees for all subjects that may be undertaken as part of a course leading to a higher education award
- set census dates and determine EFTSL values for all subjects.

In respect of students eligible for FEE-HELP, the Registrar, on behalf of AGSL, will -

- work out each student's entitlement to FEE-HELP at the end of the census date
- issue to each student a Commonwealth Assistance Notice providing details of their enrolment and the payment of tuition fees, including the amount of tuition fee discharged by a FEE-HELP loan.

AGSL will provide to DEST details of its students' liabilities to pay tuition fees, along with a range of other information on its students.

### *Applications for re-crediting of FEE-HELP balance*

The Registrar, on behalf of AGSL, will receive an application from a student after the census date to have their FEE-HELP balance re-credited if the student has been unable to complete the requirements of the subject and the student believes that this was due to special circumstances.

The Registrar will re-credit the FEE-HELP balance if –

- the student has not completed the requirements for the subject during the period during which the student undertook, or was to undertake the subject; and

- the Registrar is satisfied that special circumstances (as detailed below) apply to the student; and
- the student applies in writing to AGSL for re-crediting of the FEE HELP balance; and
- either –
  - the application is made before the expiry of 12 months after the student withdrew from the subject or after the period during which the student undertook or was to undertake the subject, or
  - AGSL waives the requirement that the application be made before the end of that period, on the ground that it would not be, or was not, possible for the application to be made before the end of that period.

The Registrar will be satisfied that special circumstances apply to the student if the circumstances –

- are beyond the student’s control if a situation occurs 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. The situation must be unusual, uncommon or abnormal; and
- do not make their full impact on the student until on or after the census date for the subject in question if the student’s circumstances 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 on or after that day; or
  - on or after the census date.

The Registrar will consider such an application and notify the student concerned of their decision, and the reasons for it, within 10 working days. The Registrar will also advise the student that, if they are dissatisfied with the initial decision, they may apply for a review of the decision.

The application for a review of the decision must be made in writing within 28 days, or such longer period as the Registrar allows, after the day on which the student first received written notice of the decision.

The application for a review of the decision must state the reasons for requesting the review and must be given to the Executive Dean, AGSL's review officer for the purposes of HESA.

The review officer will make a decision as required under HESA and advise the applicant of the decision, and the reasons for it, within 14 working days. The review officer's advice will also include information on making an appeal to the Administrative Appeals Tribunal.

## **6. Responsibilities**

The Registrar and the Executive Dean are responsible for the application of this policy.