

RE-CREDITING FEE-HELP BALANCES POLICY

Contour Systems Pty Ltd trading as Contour College will always endeavour to support the needs of our Learner's aim to reach a satisfactory conclusion in all Re-crediting of FEE HELP Balance requests and will offer an external independent arbiter if a satisfactory conclusion cannot be reached internally.

Learners who withdraw from a VET Unit of Study(s) after the published census date, or fail to complete a VET Unit of Study(s), may apply to have their FEE-HELP balance re-credited with respect to the VET Unit of Study(s) if they believe Special Circumstances apply in accordance with the Re-Crediting FEE-HELP Balances Procedure.

Special Circumstances

If a Learner withdraws from a VET Unit of Study(s) after the published census date, or has been unable to successfully complete a VET Unit of Study(s) and believes this was due to Special Circumstances, the Learner may apply to have their FEE-HELP balance re-credited for the affected VET Unit(s) of Study.

Contour College will re-credit the Learner's FEE-HELP Balance if it is satisfied that Special Circumstances apply where:

- are beyond their control, and
- did not make their full impact on the Learner until on or after the census date(s) of the VET Unit(s) of Study in question; and
- were such that they made it impracticable for the Learner to complete the requirements for the VET Unit of Study(s).

For circumstances to be beyond a learner's control, the situation should be that which a reasonable person would consider is not due to the Learner's action or inaction, either direct or indirect, and for which the Learner is not responsible. The situation must be unusual, uncommon or abnormal to be considered Special Circumstances.

Special circumstances do not include:

- lack of knowledge or understanding of requirements for VET Student Loan assistance; or
- a Learner's incapacity to repay a VET Student Loan debt (repayments are income contingent and the Learner can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).

Contour College is not responsible for a change in personal circumstances.

Publication

This policy and the procedure are published on Contour College's website (www.contourcollege.com.au) as well as in the Learner Handbook. Contour College will also advise Learners about where this policy and procedure may be obtained from as part of their enrolment information to ensure Learners have up to date and accurate information publicly available to them.