

## **RE-CREDITING FEE-HELP BALANCES PROCEDURE**

Each application for re-credit of a Learner's FEE-HELP balance will be considered on its merits together with all supporting documentation substantiating the Special Circumstances claim.

The Training Coordinator is the designated VET Student Loan officer of Contour Systems Pty Ltd T/As Contour College. The above officer is responsible for the assessment of a Learner's request for a re-credit of their FEE-HELP balance due to Special Circumstances and for the initial decision regarding the request.

1. A learner must apply in writing to the Training Coordinator within 12 months of the withdrawal date, or if the Learner has not withdrawn, within 12 months of the specified completion date of the VET Unit of Study. Contour College has the discretion to waive this requirement if it is satisfied that it was not possible for the application to be made within the 12 month period. Relevant supporting documentation will be required to substantiate the claim.
2. The application for re-crediting a FEE-HELP balance must include details of the:
  - VET Unit(s) of Study for which a Learner is seeking to have a FEE-HELP balance re-credited; and
  - Special Circumstances as referred to on Contour College's website ([www.contourcollege.com.au](http://www.contourcollege.com.au)) as well as in the Learner Handbook, including supporting documentation.
3. Contour College will consider each application within 20 working days of receipt of the application. It will consider each request to re-credit a FEE-HELP balance in accordance with the requirements of *Schedule 1A* of the Act. Applicants will be notified in writing of the decision within 20 working days.

### **Review of Decision**

Where Contour College makes a decision NOT to re-credit a Learner's FEE-HELP balance that decision may be subject to review.

If a Learner is not satisfied with the decision made by Contour College the Learner may apply, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:

- be made within 28 days of receipt of the original decision
- include the date of the original decision
- state fully the reasons for applying for the review
- include any additional relevant evidence

Applications should be made in writing to:  
Appeals Committee  
Unit 2-3/1 Bounty Close  
Tuggerah Business Park NSW 2259

The designated Review Officer of any decisions relating to a request for re crediting of a FEE-HELP balance is senior to the designated VET Student Loan officer responsible for the original decision and was not involved in making the original decision to be reviewed.

The Review Officer will:

- acknowledge receipt of the application for review of a decision in writing within 10 working days; and
- inform the Learner that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.

The Review Officer will then:

- review the information from the original decision and then assess any new evidence provided by the Learner
- provide written notice to the Learner of the decision, setting out the reasons for the decision
- inform the Learner of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and timelines involved (see below).

### **Reconsideration by the Administration Appeals Tribunal (AAT)**

At the time of the original decision, and at the time of the subsequent Review Decision, the Learner will be notified of their review rights and responsibilities. The relevant officer will inform a Learner in writing of their right to appeal to the *Administrative Appeals Tribunal (AAT)* if they are not satisfied with the outcome and the contact details of the closest AAT office with the approximate costs of lodging an appeal.

The Application must be lodged at the AAT within 28 days of receiving written notice of the Review Decision. This time limitation can be extended in limited circumstances by order of the AAT.

### **Administration Appeals Tribunal Details and Approximate Costs**

The closest AAT office is located:

Level 6,  
83 Clarence Street  
Sydney NSW 2000  
Phone: 1800 228 333

Further location details can be found at <http://www.aat.gov.au/ContactUs/NSW.htm>.

Approximate cost of lodging an appeal with the AAT is \$884.00 (special circumstances may reduce fees to \$100.00). Further fee information can be found at <http://www.aat.gov.au/FormsAndFees/Fees.htm>.

**Note:** Full details of the application process and fees payable are available on the AAT Registry's website: [www.aat.gov.au](http://www.aat.gov.au). An application fee may have to be paid, and is subject to change. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.

The Secretary of the Department, or the Secretary's delegate, will be the respondent for cases that are brought before the AAT. Upon the Department's receipt of a notification from the AAT, the Department will notify Contour College that an appeal has been lodged. Upon receipt of this notification from the Department, the Review Officer will provide the Department with copies of all the documents that are relevant to the appeal within ten (10) business days.

### **Publication**

This policy and the procedure are published on Contour College's website ([www.contourcollege.com.au](http://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.