

Australian College of Theology RE-CREDITING FEE-HELP BALANCE

All approved colleges are required to publish this policy in their student handbooks and to provide a copy of the policy when students submit their enrolment form.

Census Dates and FEE-HELP Debt

If a student who has requested FEE-HELP assistance withdraws from a unit of study *on or before* the census date for that unit of study, the student will not incur a FEE-HELP debt for that unit of study.

If a student who has requested FEE-HELP assistance withdraws from a unit of study *after* the census date for that unit of study the student will incur a FEE-HELP debt for that unit of study.

Re-crediting a Person's FEE-HELP Balance

The student may apply after the census date to have their FEE-HELP balance re-credited if the student has been unable to complete the requirements of a unit of study and the student believes that this was due to special circumstances. Where a request to re-credit a person's FEE-HELP balance is granted, a student's FEE-HELP debit is removed and the amount of FEE-HELP paid to the College on behalf of the student will be refunded.

A person can apply to the College to have their FEE-HELP balance re-credited if he or she withdraws from his or her studies after the census date and/or the person has not completed the requirements for the unit of study. The person must apply in writing, within 12 months of the withdrawal date, or if the student has not withdrawn, within 12 months of the end of the period of study in which the unit of study was or was to be undertaken. The College can exercise the discretion to waive this requirement if it is satisfied that the application could not be made within the time limit.

The College's FEE-HELP Re-crediting Officer will consider the student's application within 28 days of receiving the student's written application.

The College will re-credit a person's FEE-HELP balance if it is satisfied that special circumstances apply to the person that are:

- beyond the person's control;
- do not make their full impact on the person until on, or after, the census date; and
- make it impracticable for the person to complete the requirements for the unit during the period in which the person undertook, or was to undertake the unit.

The College will be satisfied that the person's circumstances are beyond the person's control if a situation occurs which a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the person is not responsible. The situation must be unusual, uncommon or abnormal.

The College will be satisfied that a person's circumstances did not make their full impact until on or after the census date for the unit of study if the person's circumstances occur:

- (a) before the census date, but worsen after that day; or
- (b) before the census date, but the full effect or magnitude does not become apparent until on or after that day; or
- (c) on or after the census date.

Special circumstances would make it impracticable for the person to complete the requirements for the unit of study would include:

- (a) medical circumstances; or
- (b) family circumstances; or
- (c) personal circumstances; or
- (d) employment related circumstances; or
- (e) course of study related circumstances.

Each application will be examined and determined on its merits. The FEE-HELP Re-crediting Officer will consider a person's claims, together with independent supporting documentary evidence that substantiates these claims.

The FEE-HELP Re-crediting Officer will notify the person of the decision and the reasons for making the decision. The Officer will advise the applicant of their rights for a review of the decision if the applicant is unsatisfied with the outcome.

If the decision is made to re-credit the FEE-HELP balance, the College will notify the Department of Education, and will repay to the Commonwealth any FEE-HELP assistance received from it on the person's behalf. The Department of Education will inform the Australian Taxation Office that the debit has been removed.

Review of the Original Decision

Where a student is not satisfied with the decision made by the FEE-HELP Re-crediting Officer, they may apply in writing for a review of the decision. The Review Officer, as appointed by the Board of Directors, is the Dean of the College.

The time limit for applying for a review of the decision is 28 days from the person receiving notice of the decision. The person must state the reasons why he or she is applying for a review. The Review Officer will notify the applicant of his decision and the reasons for making the decision.

The Reviewer Officer's available options are to:

- confirm the decision;
- vary the decision; or
- set the decision aside and substitute a new decision.

The Review Officer will advise the applicant of his or her right to appeal to the Administrative Appeals Tribunal for a review of the Reviewer's decision if the applicant is unsatisfied with the outcome and will provide the applicant with the contact details and address of the nearest AAT registry.

The Review Officer must acknowledge receipt of an application for a review of a decision in writing and will inform the applicant that, if the Reviewer has not advised the applicant of a decision within 45 days of receiving the application for review, the Reviewer is taken to have confirmed the original decision.

Where a student is not satisfied with the reviewed decision made by the review officer, they may apply to the AAT for a further review of the decision not to re-credit a person's FEE-HELP balance. The student may supply additional information to the AAT that he or she did not previously supply to the College (including the College's Review Officer).

Contact Persons

The current FEE-HELP Re-crediting Officer is the Director of Academic Services of the Australian College of Theology, Mr Simon Davies.

His contact details are—

The Australian College of Theology
Level 10
257 Clarence Street
Sydney NSW 2000
ph. 02 9262 7890
fax: 02 9262 7290
email: sdavies@actheology.edu.au

The Board of Directors of the College has appointed the Dean of the College, Dr Martin Sutherland, as the Review Officer of decisions made by the Director of Academic Services.

His contact details are—

The Australian College of Theology
Level 10
257 Clarence Street
Sydney NSW 2000
ph. 02 9262 7890
fax: 02 9262 7290
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Simon Davies
Director of Academic Services
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policies/FEE-HELP re-crediting policy