

13.4 Student review and re-crediting a VET student loans FEE-HELP balance policy

- Students who are, or would be, eligible for VET student loans and has requested VET Student Loans assistance and withdraw from a unit of study on or before the Census Date will not incur VET Student Loan debt for the tuition fees of that unit.
- Students who have requested VET student loans assistance who remain enrolled after the published Census Date will incur VET student loans help debt.
- Students who withdraw from a unit after the published Census Date for that unit will incur a VET student loan Help debt for that unit.

Students who withdraw from a unit after the published Census Date, or fail to complete a unit, may apply to have their VET student loans balance re-credited with respect to the unit if they believe that special circumstances apply in accordance with the following procedures. In this instance, Basair Aviation College will re-credit the Student's VET student loans balance if it is satisfied that special circumstances apply where:

- These circumstances are beyond the student's control (the situation should be that 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 to be considered special circumstances)
- These circumstances did not make their full impact on the student until on, or after, the Census Date
- These circumstances were such that it was impracticable for the student to complete the requirements for the unit
- The student's application for re-crediting is within 5 years after the census day for the course, or the part of the course, concerned, or within that period as extended by the Secretary;

Special circumstances do not include a lack of knowledge or understanding of requirements for VET Student Loans assistance or a student's incapacity to repay VET student loan debt.

Each application to re-credit a student's VET student loan debt balance will be considered on its merits together with all supporting documentation substantiating the special circumstances claim.

The Chief Executive Officer is responsible for the assessment of a student's request for a re-credit and for the initial decision regarding the request. The process is:

- A student must apply in writing to the Chief Executive, Basair Aviation College, PO Box 173, George's Hall, NSW, 2198. Relevant supporting documentation will be required to substantiate the claim.
- The application for re-crediting a VET student loan balance must include details of the:
 - Unit(s) for which the student is seeking the VET student loan debt balance credited
 - The special circumstances as referred to above, including supporting documentation

Basair Aviation College will consider each application within 20 business days of receipt of the application. It will consider each request to re-credit a VET student loans debt rebalance in accordance with the requirements of VET Student Loans Act 2016. Applicants will be notified in writing of the decision within 20 business days.

Where Basair Aviation College decides not to re-credit a student's VET Student Loans debt balance, the student may appeal the decision to the Administrative Appeals Tribunal (AAT). An application with the AAT must be lodged at an approximate cost of \$884 (please see www.aat.gov.au).

Please contact either:

Administrative Appeals Tribunal
Level 6, Clarence Street
Sydney, NSW 2000

OR

Administrative Appeals Tribunal
Level 6, 295 Ann Street,
Brisbane Queensland 4000