

Student review requirements and re-crediting a Fee-Help balance policy

Students who are, or would be, eligible for VET Fee Help and has requested VET Fee Help assistance who withdraws from a unit of study on or before the census date will not incur a VET Fee Help debt for the tuition fees of that unit. Students who have requested VET Fee Help assistance who remain enrolled after the published census date will incur a VET Fee Help debt. Students who withdraw from a unit after the published census date for that unit will incur a VET Fee-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 Fee Help balance recredited 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 recredit the Student's Fee Help balance if it is satisfied that special circumstances apply where:

- These circumstances are beyond their 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

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

Each application to recredit a student's Fee Help balance will be considered on its merits together with all supporting documentation substantiating the special circumstances claim.

The Chief Financial Officer, Leesa Schibeci, is responsible for the assessment of a student's request for a recredit and for the initial decision regarding the request. The process is:

- A student must apply in writing to the Chief Financial Officer, Basair Aviation College, Bankstown Airport, within 12 months of the withdrawal date, or if a student has not withdrawn, within 12 months of the specified completion date of the unit. Basair Aviation 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.
- The application for recrediting a Fee Help balance must include details of the:
 - Unit(s) for which the student is seeking the Fee Help balance recredited
 - 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 recredit a Fee Help rebalance

in accordance with the requirements of Schedule 1A of the Act. Applicants will be notified in writing of the decision within 20 business days.

Where Basair Aviation College decides not to recredit a student's Fee Help balance, that decision may be subject to review by an officer who was not involved in the original decision. If a student is not satisfied with the decision made by Basair Aviation College, the student may apply, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:

- 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:

David Trevelyan
Chief Executive Officer
628/23-25, Airport Avenue,
Bankstown Airport, NSW 2200

The Chief Executive Officer will acknowledge receipt of the application for review of a decision in writing within 10 business days. The Chief Executive will then review the information from the original decision and then assess any new evidence provided by the student; provide written notice to the student of their decision, setting out the reasons for the decision; and inform the student of their right to apply to the Administrative Appeals Tribunal (AAT) if they disagree with the review decisions, and the timelines involved. An application with the AAT must be lodged (approximate cost of \$884; please see www.aat.gov.au) within 28 days of receiving written notification of the decision by the Chief Executive Officer. This time limitation can be extended in limited circumstances by order of the AAT. Please contact:

Administrative Appeals Tribunal
Level 7, City Centre Tower,
55 Market Street,
Sydney, NSW 2000

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 Basair Aviation College that an appeal has been lodged. Upon receipt of this notification, the Chief Executive will provide the Department with copies of all the documents that are relevant to the appeal within 10 business days.