



## **F02 Procedure For Fee-Help Review (Re-Crediting A Fee-Help Balance)**

SAE Investments (Aust) Pty Ltd, herein known as SAE Institute will conduct this procedure in compliance with the *Higher Education Support Act 2003* and its Guidelines and will ensure that all students are informed upon enrolment of the census dates for the current year of study and procedures for the re-crediting of a FEE-HELP balance. Students will be advised annually of the census dates for the current year of study.

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

If a student who has requested FEE-HELP assistance withdraws after the census date for that trimester of study, the student will incur a FEE-HELP debt for that term of study.

### **Re-crediting a student's FEE-HELP balance**

After the census date, a student may apply to the Campus Manager to have their FEE-HELP balance re-credited if the student has been unable to complete the term of study and believes this was due to special circumstances.

SAE Institute will re-credit the student's FEE-HELP balance to the Commonwealth if it is satisfied that special circumstances apply that:

- are beyond the student's control; and
- did not make their full impact on the student until on or after the census date for the term of study in question; and
- make it impractical for the student to complete the requirements for that term of study.

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

Each application will be examined and determined on its merits by considering a student's claim together with independent supporting documentation substantiating the claim.

The procedure for the re-crediting of a FEE-HELP balance is as follows:

- (a) when a student withdraws from a trimester of study, SAE Institute shall confirm the withdrawal by giving notice to the student in writing stating the date at which the withdrawal has taken effect;
- (b) the student must apply in writing to the Campus Manager within 12 months from the day specified in the notice as the day of withdrawal. SAE Institute may exercise its discretion to waive this requirement if in its opinion it was not possible for the application to be made before the end of the 12 month period;
- (c) The Campus Manager shall advise the student of the outcome of the application within 28 days stating the reasons for the decision;
- (d) The Campus Manager shall also advise the student of their rights for a review of the decision if they are not satisfied with its outcome.

If a decision is made to re-credit the FEE-HELP balance, SAE Institute will notify DEST and will repay to the Commonwealth any FEE-HELP assistance received on the student's behalf.

### **Procedure for Review of a decision**

If a student is not satisfied with the decision made by the Campus Manager in relation to their FEE-HELP balance, they may request a review of the decision.

The Academic Director shall carry out the review.

Any such request is to be submitted to the Academic Director in writing and:

- (a) must be lodged within 28 days of receiving notice of the original decision, unless the Academic Director allows a longer period; and
- (b) must specify the reasons for making the request.

The Academic Director shall acknowledge receipt of an application for a review of the refusal to re-credit the FEE-HELP balance in writing and inform the applicant that if the Institute Manager has not advised the applicant of a decision within 45 days of having received the application for review, the Academic Director is taken to have confirmed the original decision. This notice shall also advise the applicant that they have the right to apply to the Administrative Appeals Tribunal for a review of the decision and will provide the contact details of the closest Administrative Appeals Tribunal Registry and the approximate costs of lodging an appeal.

The Academic Director shall:

- (a) seek all relevant information from the person who made the original decision;
- (b) review the case within 3 weeks and advise the student of the decision in writing giving the reasons for the reviewer's decision.

The Academic Director may:

- (a) confirm the decision;
- (b) vary the decision; or
- (c) set the decision aside and substitute a new decision;

The Academic Director will give written notice of the decision setting out the reasons for the decision. The applicant shall also be advised in the decision of the right to apply to the Administrative Appeals Tribunal for a review of the decision; and be provided with the contact details of the closest Administrative Appeals Tribunal Registry and the approximate costs of lodging an appeal.

Where a student is unsatisfied with the reviewed decision they may apply to the Administrative Appeals Tribunal for consideration of the Institution's decision to refuse to re-credit a FEE-HELP balance. The student may supply additional information to the Administrative Appeals Tribunal which they did not previously supply to the Institution either in the original application or the request for review.

Contact details of the Academic Director:

SAE Institute World Headquarters  
373 - 391 Ewingsdale Road  
Byron Bay NSW 2481 Australia  
Tel: +61 (0)2 6639 6000  
Fax: +61 (0)2 6685 6133

#### **Publication Notice**

This Procedure for Re-crediting a FEE-HELP Balance will be published in the Student Handbook and on the SAE Institute website.