



VET Student Loan Student Review Procedure

1 Purpose

This procedure outlines the process of reviewing an application to re-credit a student's HELP balance.

2 Scope

This procedure applies to all domestic currently enrolled and potential students of SuniTAFE eligible to receive a VET Student Loan.

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4 Definitions

ACRONYM / Term	Definition
AAT	Administrative Appeals Tribunal
Census Date	The last day a student can formally withdraw their enrolment without incurring a debt for the course/unit of study.
Eligible Student	Student who meets citizenship or residency requirements and has not exceeded their VET Student Loan cap or HELP loan limit.
HELP Balance	The amount of VET Student Loans, VET FEE-HELP, FEE-HELP and HECS-HELP a student has left to use before reaching their HELP loan limit.
HELP Loan Limit	The maximum amount of VET Student Loans, VET FEE-HELP, FEE-HELP and HECS-HELP a student can use to pay for their studies.
VET Student Loans Program	The Australian Government loan program established by the VET Student Loans Act 2016 that assists eligible students enrolled in approved higher level vocational education and training courses at approved course providers pay their tuition fees.

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5 Actions

5.1 VET Student Loan Liability

- 5.1.1 Students that have accessed a VET Student Loan become liable for the VET Student Loan debt for each unit of study in which they remain enrolled where the census date has passed.

5.2 Withdrawing from studies after the census date

- 5.2.1 Students withdrawing from a unit of study after the census date remain liable for the VET Student Loan debt for that unit of study.

5.3 Student Application to re-credit a HELP balance

- 5.3.1 Students may apply in writing addressed to the Senior Manager, Administration to have their balance re-credited after a census date:

- 5.3.1.1 within 12 months of the census date for the unit; or
- 5.3.1.2 within 12 months of the withdrawal date; or
- 5.3.1.3 if the student has not withdrawn, within 12 months of the end of the period of study in which the student has undertaken.

- 5.3.2 Students are required to demonstrate there were special circumstances beyond their control that made it impractical to complete the requirements for the unit of study.

- 5.3.3 The student may include any relevant documentation to support the claim.

5.4 Assessment of Initial Application

- 5.4.1 The Senior Manager, Administration will review the application and eligibility for re-crediting will be determined on the bases that the special circumstances of the student were:

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

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5.4.2 Special circumstances which would make it impracticable for the student to complete the requirements for their unit may include:

5.4.2.1 **medical circumstances** – for example, where a student’s medical condition has changed to such an extent that he or she is unable to continue studying; or

5.4.2.2 **family/personal circumstances** – for example, death or severe medical problems within a family, or unforeseen family financial difficulties; or

5.4.2.3 **employment related circumstances** – for example, where a student’s employment status or arrangements have changed so that the student is unable to continue his or her studies, and this change is beyond the student’s control; or

5.4.2.4 **course related circumstances** – for example, where SuniTAFE has changed the unit, it had offered and the student is disadvantaged by either not being able to complete the unit, or not being given credit towards other units or courses.

5.5 Notification of Decision

5.5.1 The Senior Manager, Administration will advise the student in writing of the outcome of their application within 28 days of receipt stating the reasons for the decision and a notice of rights to review the decision.

5.5.2 Where the application is successful:

5.5.2.1 the student’s HELP balance will be re-credited with an amount equal to the amount of VET Student Loan assistance that the student received for that unit of study.

5.5.2.2 the Department of Education, Skills and Employment will be notified.

5.6 Request for Review of Decision

5.6.1 Students that are dissatisfied with the outcome of their application to re-credit their VET Student Loan debt can apply for a review of the decision in writing addressed to the General Manager, Operations within 28 days from the date of receipt of the notification of decision.

5.6.2 The student must state the reasons for the application requesting a review of the decision and include any further relevant supporting documentation.

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5.7 Assessment of Review of Decision

- 5.7.1 The General Manager, Operations will acknowledge receipt of the request for a review and inform the student that they will be advised of the decision within 45 days from the date of the receipt of the request to review the decision.
- 5.7.2 The General Manager, Operations will reconsider the decision within 28 days and decide whether to:
 - 5.7.2.1 confirm the decision; or
 - 5.7.2.2 vary the decision; or
 - 5.7.2.3 set the decision aside and substitute a new decision.
- 5.7.3 The General Manager, Operations will provide written notice of the decision to the student that includes:
 - 5.7.3.1 a statement of the reasons for making the decision;
 - 5.7.3.2 details of the student's rights to appeal to the Administrative Appeals Tribunal, including their contact details, for a review of the decision if unsatisfied with the outcome.
- 5.7.4 Where the application is successful:
 - 5.7.4.1 the student's HELP balance will be re-credited with an amount equal to the amount of VET Student Loan assistance that the student received for that unit of study.
 - 5.7.4.2 the Department of Education, Skills and Employment will be notified.

5.8 Appealing the Final Decision

- 5.8.1 Students that are dissatisfied with the outcome of the review of decision may apply to the AAT for a reconsideration of the decision to refuse to re-credit their HELP balance.
- 5.8.2 Where AAT determines that the application is successful:
 - 5.8.2.1 the student's HELP balance will be re-credited with an amount equal to the amount of VET Student Loan assistance that the student received for that unit of study.

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6 Associated Documents

- Access and Equity Policy
- Complaints and Appeals Policy
- Information Privacy Policy
- Records Management Policy
- Refund of Course Fees Policy
- Student Withdrawal and Refund of Course Fees Procedure

7 References

- VET Student Loans Act 2016
- VET Student Loans Rules 2016

8 Forms / Record Keeping

All records generated by this procedure should be listed and must state title, location, responsible officer and minimum retention period.			
Title	Location	Responsible Officer	Minimum Retention Period
Student application to re-credit HELP balance and associated evidence and correspondence to the student	Registry	Senior Manager, Administration	Permanent

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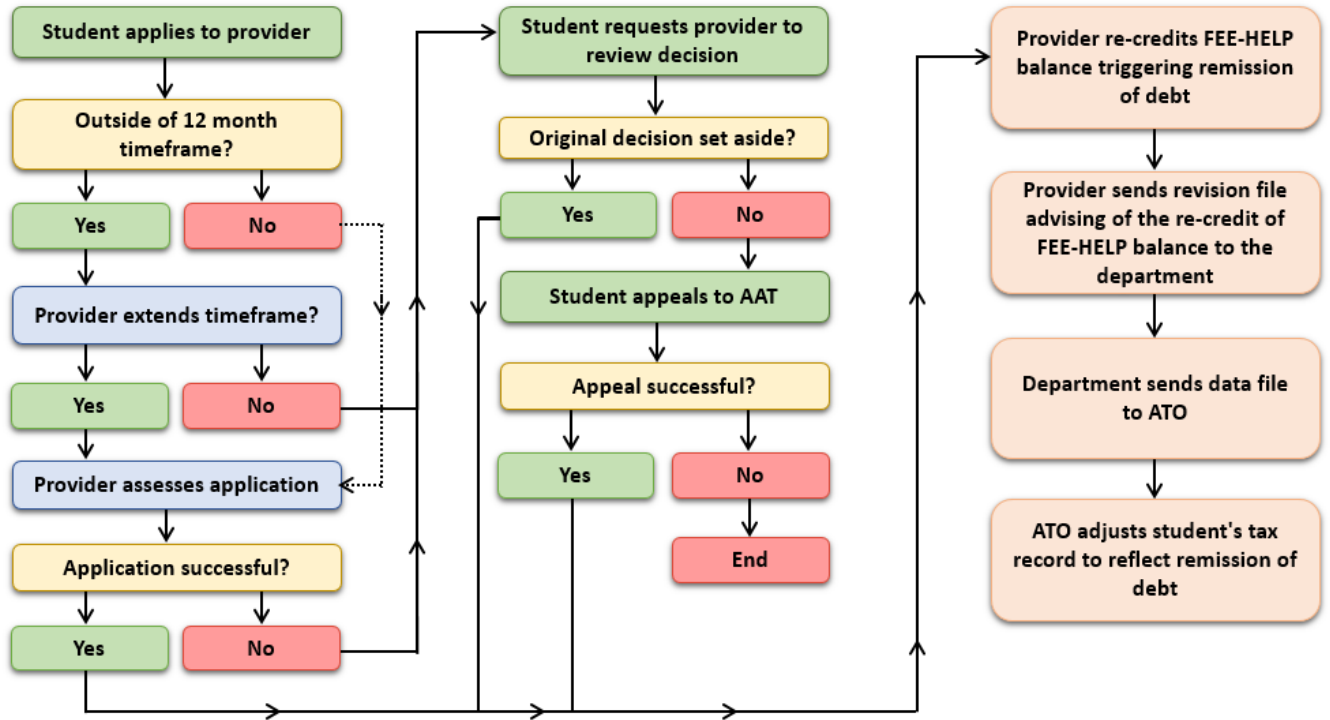
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9 Appendix 2 – Review Procedure Flowchart



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