Fee Review Policy and Procedures for Domestic Students

Policy
This policy is to provide FEE-HELP remittance guidelines to domestic students enrolled in an AMPA FEE-HELP enabled course, and students who have elected to pay their course fees upfront.

Undertaking
AMPA will conduct these procedures in compliance with the Higher Education Support Act 2003 guidelines and VET Guidelines 2015.

AMPA will ensure that all students are informed about the census dates for the current academic year at orientation and their enrolment session. They will also be made aware of the procedures for remitting a FEE-HELP balance.

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

Students who withdraw after the census date
If a student who has requested FEE-HELP assistance withdraws from the unit, or units, of study after the census date for that trimester, the student will incur a FEE-HELP debt for the unit, or units, of study.

1 Conditions for remitting a student’s FEE-HELP balance

1.1 A student may apply after census date to have their FEE-HELP balance remitted if the student has been unable to complete the unit, or units, of study and believes this was due to special circumstances.

1.2 AMPA will remit the student’s FEE-HELP balance 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 unit, or units, of study in question; and
• make it impracticable for the student to complete the requirements for the unit, or units, during the period in which the student undertook, or was to undertake, the unit, or units.

1.3 AMPA 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.

1.4 Each application will be examined and a decision made based on the student’s claim together with independent supporting documentation substantiating the claim.
2 The procedure for remitting a FEE-HELP balance is as follows:

2.1 When a student withdraws from a unit, or units, of study, AMPA shall confirm the withdrawal by giving notice to the student in writing stating the date at which the withdrawal has taken effect.

2.2 The student must apply in writing to the FEE-HELP Administrator within 12 months from the day specified in the notice as the day of withdrawal. AMPA may extend this requirement if, in its opinion, it was not possible for the application to be made before the end of the 12 month period.

2.3 The FEE-HELP Administrator shall advise the student of the outcome of the application within 28 days stating the reasons for the decision.

2.4 The FEE-HELP Administrator shall also advise the student of their rights for a review of the decision if they are not satisfied with its outcome.

2.5 Details the name and position of the FEE-HELP Administrator shall be provided to the student.

If a decision is made to remit the FEE-HELP balance, AMPA will notify DEEWR and will repay to the Commonwealth any FEE-HELP assistance received on the student’s behalf.

3 Review of a decision

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

3.2 The review shall be carried out by the Review Officer who was not involved in making the original decision.

3.3 The name and position of the Review Officer shall be provided to the student.

3.4 Any such request is to be submitted to the Review Officer in writing and:
   a. must be lodged within 28 days of receiving notice of the original decision, unless the Review Officer allows a longer period; and
   b. must include:
      • the date of the original decision
      • fully state the reasons for applying for the review
      • any additional relevant evidence

3.5 The Review Officer shall acknowledge receipt of an application for a review of the refusal to remit the FEE-HELP balance in writing.

3.6 The Review Officer shall:
   • seek all relevant information from the person who made the original decision;
   • review the case within 21 days and, through the Executive Management Committee, advise the student of the decision in writing giving the reasons for the reviewer’s decision.
3.7 The Review Officer may:
- confirm the decision;
- vary the decision; or
- set the decision aside and substitute a new decision.

4 Advice of a decision

4.1 The Review Officer will give written notice of the decision setting out the reasons for the decision.

4.2 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.

4.3 In the event that a student is successful in having their FEE-HELP debt remitted after the commencement of the trimester, AMPA will provide the student with a pro-rata invoice for the tuition received up to the notification date of the withdrawal from the course.

5 Appeal of a decision

5.1 Where a student is unsatisfied with the reviewed decision they may apply to the Administrative Appeals Tribunal for consideration of AMPA’s decision to refuse to remit a FEE-HELP balance.

5.2 The student may supply additional information to the Administrative Appeals Tribunal which they did not previously supply to AMPA either in the original application or the request for review.