STUDENT REVIEW POLICY FOR RE-CREDITING A FEE-HELP BALANCE FOR A VET-HELP ENABLED COURSE

No: P204

1. Purpose

The Student Review Policy for Re-crediting a FEE-HELP Balance for a VET FEE-HELP Enabled Course Policy (this Policy) establishes guidelines for assessing applications to re-credit a student’s FEE-HELP balance after the census date for a VET FEE-HELP enabled course.

2. Scope

This policy applies to students who are Australian citizens or Australian resident permanent humanitarian visa holders enrolled in a VET FEE-HELP enabled course with Challenger Institute.

3. Approval and version control

The Challenger Executive must approve any material amendments to a policy and each new policy. A Responsible Officer (RO) will approve immaterial amendments to a policy. An RO shall consult the Planning and Evaluation unit in determining whether amendments to a policy are material.

The following table provides version control related information with respect to this Policy. Despite the inclusion of version control, policy users must ensure they are using the most current version of this Policy available from the Document Management System.

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<tr>
<th>Version</th>
<th>Date</th>
<th>Description of version</th>
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<tr>
<td>1.0</td>
<td>25 November 2013</td>
<td>Approved by General Manager Client Services and Communications</td>
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4. **Key definitions**

**Challenger Executive** refers to the CEO and their direct management reports.

**Document Management System** refers to the online repository of policies, procedures and forms maintained by the Planning and Evaluation unit available through the Intranet.

**Responsible Officer** refers to the General Manager responsible for reviewing this Policy as required.

The **Administrative Appeals Tribunal (AAT)** provides independent review of a wide range of administrative decisions made by the Australian Government and some non-government bodies.

A **Census Date** is the last day a student may withdraw from a VET Unit of Study in which they are enrolled without incurring a liability for tuition fees or a VET FEE-HELP debt.

**Challenger Institute** refers to the Challenger Institute of Technology, including all its campuses, departments, centres, business units, corporate units and delivery centres.

**VET Course of Study** refers to a structured program consisting a number of units of study that lead to the award of a VET Diploma or above qualification.

**VET Unit of Study** refers to a published unit of study that forms part of a VET Course of Study.

A **student** is an Australian citizen or an Australian resident permanent humanitarian visa holder enrolled in a VET FEE-HELP enabled course with Challenger Institute of Technology.

5. **Policy governance**

This Policy has been developed with consideration to the following, regulatory requirements, standards or Challenger policy:

- Challenger Policy: Tuition Fee Refund Policy for VET FEE-HELP Enabled Courses;
- Challenger Policy: Student Grievance Policy – Non-Academic Matters;
- Challenger Policy: Student Grievance Policy – Academic Matters;
- Higher Education Support Act 2003, Schedule 1A – VET FEE-HELP Assistance Scheme; and

6. **Policy statement**

This policy has been created in compliance with the Higher Education Support Act 2003 with reference to the VET Guidelines and Schedule 1A within the Act.

6.1 **Census Dates**

A Census Date is the last day a student may withdraw from a VET Unit of Study in which they are enrolled without incurring a liability for tuition fees or a VET FEE-HELP debt. Census dates are set by the Challenger Institute of Technology and determine if a student is eligible for a re-credit of tuition fees or a VET FEE-HELP Debt. Challenger Institute will:
• set a census date for each VET Unit of Study that is no earlier than 20% of the way through the VET Unit of Study; and
• ensure that all students are informed of the census date for each VET Unit of Study in the manner prescribed in the VET Guidelines 2013.
• ensure that all students are informed of the review procedures for the re-crediting of a FEE-HELP balance.

6.2 Withdrawal from VET Unit of Study

The consequences for a student who withdraws from a VET unit of study before or after a census date are as follows:
• A student who withdraws from a VET Unit of Study on or before the published census date for that VET Unit of Study will not incur a VET FEE-HELP debt for that VET Unit of Study.
• A student who withdraws from a VET Unit / Course of study on or before the published census date is entitled to a full refund of their VET tuition/unit fees if the tuition/unit fees have been paid up-front.
• A student who withdraws from a VET Unit of Study after the published census date for that VET Unit of Study will incur a VET FEE-HELP debt for that VET Unit of Study.

6.3 Special Circumstances

Special circumstances are circumstances that are considered to be unusual, uncommon, or abnormal that can hinder a student’s ability to successfully complete or withdraw from a VET Unit of Study before the census date.

Challenger Institute will re-credit the student’s FEE-HELP balance if it is satisfied that these circumstances:
• are beyond the student’s control;
• did not make their full impact on the student until on or after the census date for the unit(s) of study in question; and
• make it impracticable for the student to complete the requirements for the unit(s) of study in question.

7 Review of a Decision

If a student is not satisfied with the decision made by the Admissions Office - VET FEE-Help in relation to re-crediting their FEE-Help balance they may request a review of the decision.

1. The review shall be carried out by the Review Officer in the first instance.
2. If the student is still dissatisfied with the outcome, he/she may escalate this further to the AAT.

8 Documents supporting this Policy

Procedures support this Policy and are available through the Document Management System.
• Student Review Procedure for Re-Crediting a FEE-HELP Balance for a VET FEE-HELP Enabled Course.
9 Review and communication of this Policy

The Responsible Officer for this policy will ensure it is reviewed at least every two years. The Challenger Executive will approve any material amendments to this policy, whilst the Responsible Officer for this policy will approve immaterial amendments.

This policy will be made available to the Governing Council and Challenger employees through the Document Management System. Students will be informed of the re-credit FEE-HELP balance procedure through the Student Portal and on Challenger Institute’s website www.challenger.wa.edu.au.