

VET FEE-HELP REVIEW AND RE-CREDITING

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1 PURPOSE

This policy and procedure outlines the principles and processes for managing re-credits and reviews of decisions in relation to VET FEE-HELP in accordance with Schedule 1A of the *Higher Education Support Act 2003*.

2 SCOPE

This policy and procedure applies to any person who is or has been enrolled, in an eligible VET unit of study with CQUniversity. It applies to VET FEE-HELP applications to re-credit FEE-HELP balances, or refunds of upfront payments and VET FEE-HELP applications to review a re-credit decision made in relation to CQUniversity operations. This policy and procedure applies where a student withdraws after the census date or where they have not completed the requirements for the VET unit of study.

For any clarification, refer to the Administrator (in the Approval and Review table below).

3 EFFECTIVE DATE 11 July 2016

4 LEGISLATIVE AUTHORITY

[Higher Education Support Act 2003 \(Cwlth\) – Schedule 1A](#) (HESA)

5 POLICY STATEMENT

- 5.1 The University's VET FEE-HELP Policy (VET) provides an overarching policy framework for managing all aspects of VET FEE-HELP within its VET operations. This document – VET FEE-HELP Review and Re-Crediting Policy and Procedure (VET) – is in accordance with Schedule 1A of the *Higher Education Support Act* (HESA) and the Commonwealth Government's Vocational Education and Training (VET) Guidelines, which requires VET providers to have review procedures in place for reconsidering decisions relating to a person's Commonwealth assistance (Schedule 1A HESA clause 91).
- 5.2 The review procedures must be published, publicly available and up-to-date and as such the review procedures will be published on University's website.
- 5.3 Any student eligible for a loan to assist with the cost of their VET tuition fees under the Higher Education Loan Program (HELP), who withdraws from a VET unit/s of study after the census date, or does not complete the requirements for a VET unit/s of study due to special circumstances, may apply to the CQUniversity to have their FEE-HELP balance re-credited.
- 5.4 CQUniversity must, where satisfied that special circumstances apply, re-credit a student's FEE-HELP balance with an amount equal to the amount of VET FEE-HELP assistance that the student received for the VET unit of study (Schedule 1A HESA clauses 46–51).
- 5.5 Students also have the right to apply for a review of a decision made by CQUniversity not to re-credit their FEE-HELP balance.
- 5.6 Students who withdraw from their studies after the census date or who do not complete the requirements for their VET unit/s of study can apply in special circumstances to have their FEE-HELP balance re-credited, or upfront payments refunded. CQUniversity are to advise the student when they withdraw from studies that

they may apply, in writing, for a re-credit of their FEE-HELP balance and a remission of their VET FEE-HELP debt. A student cannot apply if they have successfully completed the VET unit/s of study.

- 5.7 CQUniversity must, where it is satisfied that special circumstances apply, either:
- re-credit a student's FEE-HELP balance with an amount equal to the amount of VET FEE-HELP assistance that the student received for the VET unit/s of study, or
 - refund any upfront payments made by the student prior to the census date.
- 5.8 Where applications for re-credit or refund are successful, any academic penalty previously applied against the VET unit of study will be removed.
- 5.9 If a student's FEE-HELP balance is re-credited, any VET FEE-HELP debt they incur for the VET unit/s of study must be remitted and CQUniversity must repay any amounts of VET FEE-HELP assistance for the VET unit/s of study to the Commonwealth.
- 5.10 A student's VET FEE-HELP debt in relation to a VET unit/s of study is taken to be remitted if the person's FEE-HELP balance is re-credited.
- 5.11 A student's application to re-credit their FEE-HELP balance must be made, in writing, within twelve months of their withdrawal date, or, if the student has not withdrawn, within twelve months of the end of the period of study in which the VET unit/s of study was, or was to be, undertaken. CQUniversity may waive the application period on the grounds that it would not be, or was not, possible for the application to be made before the end of that period.
- 5.12 CQUniversity must re-credit or remit if it is satisfied that special circumstances apply to the student that were:
- beyond the person's control, and
 - did not make their full impact on the person until on, or after, the census date, and
 - made it impracticable for the person to complete the requirements for the unit in the period during which the person undertook, or was to undertake, the unit.
- 5.13 Special circumstances may include:
- illness or injury preventing the student from completing the course
 - exceptional circumstances substantiated in writing by the student.
- 5.14 Special circumstances do not include, for example:
- lack of knowledge or understanding of requirements under VET FEE-HELP, or
 - a person's incapacity to repay a VET FEE-HELP debt, as repayments are income contingent and the person can apply for a deferral of a compulsory repayment in certain circumstances.
- 5.15 CQUniversity is to consider a student's application, and notify the student, in writing, of its decision and the reasons for making the decision, within twenty-five days of receiving the application.
- 5.16 Decisions regarding the re-crediting of a student's FEE-HELP balance are reviewable decisions. In addition to notifying a student of its decision and the reasons for making the decision, CQUniversity must also advise the student of their rights for a review of the decision if the student is unsatisfied with the outcome. The student must be advised that the time limit for applying for a review of a decision is twenty-eight days from the day the student first receives notice of the original decision. Reviews will be made to the CQUniversity's Review Panel, consisting of the relevant Dean or Delegated Authority, VET FEE HELP Coordinator, and an independent delegate of the Director, Governance.
- 5.17 Where a decision results in the re-crediting of a student's FEE-HELP balance and/or the refund of a student's upfront payments, CQUniversity must notify the Commonwealth Department of Education (DET) through the Revisions Files. CQUniversity is required to repay the Commonwealth any amounts of VET FEE-HELP assistance CQUniversity received from the Commonwealth on the person's behalf.
- 5.18 Under the VET Guidelines CQUniversity's review procedures must be published, publicly available and up-to-date. The review procedures will be published on the University's website.

Distinction between VET FEE-HELP Re-Credit and Refund

5.19 The following table provides the distinction between re-crediting a FEE-HELP balance and refunding tuition fees based on whether the census date has passed or not passed.

Census Date	Event	Requirements
Not passed	The student has: <ul style="list-style-type: none"> enrolled in the unit with the provider paid their tuition upfront,; and withdrawn from the unit (on or before census date). 	In accordance with subsection 8.4.1 of the VET Guidelines, where a student withdraws from a unit of study on or before the relevant census date, the VET provider must refund any tuition fees paid by the student for that unit. The student is not required to apply for a refund, the act of withdrawing being sufficient action by the student.
Not passed	The student has: <ul style="list-style-type: none"> enrolled in the unit with the provider requested VET FEE-HELP assistance for the unit, and withdrawn from the unit (on or before census date). 	The student does not incur a VET FEE-HELP debt.
Passed	The student has: <ul style="list-style-type: none"> enrolled in the unit with the provider paid their tuition fee upfront, and withdrawn from the unit (after census date). 	There is no requirement for the VET provider to refund any fees once the census date has passed. Any refund is at the VET provider's discretion.
Passed	The student has: <ul style="list-style-type: none"> enrolled in the unit with the provider requested VET FEE-HELP assistance for the unit not completed the unit but has incurred a VET FEE-HELP debt provided evidence that special circumstances apply applied in writing to have their FEE-HELP balance re-credited, and VET provider satisfied that special circumstances under clause 48 of Schedule 1A to the Act apply. 	In accordance with the requirement of paragraph 46 (2)(c) of Schedule 1A to the Act, the VET provider must re-credit the student's FEE-HELP balance.

Responsibilities

Students

5.20 Any CQUniversity enrolled student who is eligible for a loan to assist with the cost of their tuition fees under VET FEE-HELP, and who withdraws from a VET unit of study after the census date, or does not complete the requirements for a VET unit of study, may apply to CQUniversity to have their FEE-HELP balance re-credited due to special circumstances. The VET FEE-HELP Application to Re-Credit FEE-HELP Balance Form must be submitted within twelve months of the student's notice that a withdrawal has been processed, or if the student has not withdrawn, or does not complete the requirements of the unit, from the end date for that unit.

5.21 Should a student be dissatisfied with the outcome of their initial application, they are entitled to submit a VET FEE-HELP Application to Review a Re-Credit Decision Form. This must be lodged within twenty-eight days from the date the student first received notice of the original decision. This request for review will be considered by the CQUniversity Review Panel.

VET FEE-HELP Coordinator

- 5.22 The VET FEE-HELP Coordinator must assess the VET FEE-HELP Application to Re-Credit FEE-HELP Balance Form, and acknowledge receipt of this in writing. They will inform the applicant that this may take up to forty-five days to process and that the applicant will be advised in writing of a decision.
- 5.23 The VET FEE-HELP Coordinator will consider the application with all evidence supplied and make a decision to either grant, or deny a re-credit of the applicant's VET FEE-HELP debt. This decision will be based on the applicant's evidence that special circumstances have applied, i.e. circumstances which were beyond the applicant's control; did not make their full impact on the person until on, or after, the census date; and made it impracticable for the person to complete the requirements for the unit in the period during which the applicant undertook, or was to undertake, the unit.
- 5.24 Following their decision, the VET FEE-HELP Coordinator will seek the endorsement of the Dean or Delegated Authority, and provide written advice to the applicant regarding the outcome of their application. Should the application be unsuccessful, advice to the applicant will notify them of their right to submit a VET FEE-HELP Application to Review a Re-Credit Decision Form and the relevant time limit of twenty-eight days for submission.
- 5.25 The VET FEE-HELP Coordinator is responsible for updating all relevant information systems, and processing any associated change enrolments.
- 5.26 The VET FEE-HELP Coordinator is responsible for maintaining all quality documentation and updates around the re-credit and remission process. The VET FEE-HELP Coordinator will provide advice to all relevant staff in the application of this process, and will manage student communications regarding review of re-credit decisions, on behalf of the CQUniversity Review Panel.
- 5.27 Should a VET FEE-HELP Application to Review a Re-Credit Decision Form be submitted, the VET FEE-HELP Coordinator is responsible for providing the applicant's acknowledgement receipt, and compiling the CQUniversity Review Panel's documents.
- 5.28 The VET FEE-HELP Coordinator will keep all records of individual re-credit and review cases, and be the contact point with DET should a student engage in an appeal process with the Administrative Appeals Tribunal (AAT).
- 5.29 The Coordinator will coordinate the completion of the Application for Enrolment Amendment Form advice, which will be used by the Student Record Officer to process all Student System FEE-HELP data.
- 5.30 Both documents are to be returned to the VET FEE-HELP Coordinator, within specified timeframes for action and filing.

Dean or Delegated Authority

- 5.31 The relevant Dean or Delegated Authority is responsible for the review and authorisation of the VET FEE-HELP Coordinator's recommendations using the VET FEE-HELP Assessment of Application to Re-Credit FEE-HELP Balance Form.

CQUniversity Review Panel

- 5.32 The CQUniversity Review Panel is responsible for reviewing and reconsidering the original decision made by the VET FEE-HELP Coordinator in consideration of a student's VET FEE-HELP Application to Re-Credit FEE-HELP Decision Form and documenting this in the VET FEE-HELP Assessment of Application to Re-Credit FEE-HELP Balance Form.
- 5.33 The panel has available options of:
- confirming the decisions
 - varying the decision, or
 - setting the decision aside and substituting with a new decision.
- 5.34 The CQUniversity Review Panel will document and communicate the outcome to the VET FEE-HELP Coordinator, who will be responsible for providing written notice to the applicant.

Reviewable VET Decision

5.35 Decisions regarding re-crediting a student's FEE-HELP balance are reviewable (reviewable VET decisions under HESA Schedule 1A clause 91). A review of a decision may be requested by the person affected by the original decision or without a request if CQUniversity is satisfied that there is sufficient reason to do so.

5.36 A request for review of decision must normally be based on:

- new evidence, not known to the student at the date of the decision being review, which becomes apparent since the date of that decision
- irregularity of procedure in the recommending and/or the making of the decision being reviewed.

VET Provider Review of Decision

5.37 CQUniversity is required to appoint a 'review officer' who is not the same officer who made the original decision and who occupies a position that is senior to that occupied by the original decision-maker. At CQUniversity, the original decision maker of a decision relating to the re-crediting of a student's FEE-HELP balance is the VET FEE-HELP Coordinator. The 'review officer', responsible for reviewing decisions relating to the re-crediting of a person's FEE-HELP balance is represented by the CQUniversity Panel.

5.38 The applicant must state the reasons why they are applying for a review.

5.39 If a person's application for review of a decision is successful, the written notice will include the reasons for the decision to re-credit the applicant's FEE-HELP balance, and details of any upfront payments towards tuition fees that will be refunded (if applicable), along with a new Commonwealth Assistance Notice.

5.40 In the case of an unsuccessful application, the written notice will advise why the CQUniversity Review Panel has concurred with the original decision and inform the applicant of their right to appeal to the Administrative Appeals Tribunal (ATT) for a further review of the reviewer's decision if the applicant is unsatisfied with the outcome, as well as provide contact information of the nearest AAT registry and the approximate costs of lodging an appeal.

5.41 The CQUniversity Review Panel, via the VET FEE-HELP Coordinator is required to:

- a) acknowledge receipt of the request for a review and inform the applicant that the applicant will be advised of the result within twenty-eight days;
- b) reconsider the decision with the options available to:
 - confirm the original decision
 - vary the decision, or
 - set the decision aside and substitute a new decision
- c) notify the applicant, in writing, of the decision and the reasons for making the decision within forty-five days after receiving the person's request. If the reviewer does not give notice to the person within forty-five days, the original decision is taken to be confirmed;
- d) advise the applicant of their right to appeal to the Administrative Appeals Tribunal (AAT), and the associated costs, for a review of the reviewer's decision if the applicant is unsatisfied with the outcome; and
- e) provide the applicant with the contact details and address of the nearest ATT registry and the approximate costs of lodging an appeal, which are as follows:

Deputy Registrar
Administrative Appeals Tribunal (AAT)
Level 4, Commonwealth Law Courts
119 North Quay
BRISBANE QLD 4000

Phone: 1800 228 333

Internet: www.aat.gov.au

An application fee of \$861 will be charged by the Tribunal (fees are subject to change). Costs are the responsibility of the applicant.

Reconsideration by the AAT

- 5.42 A student may make an application to the AAT for a reconsideration of CQUniversity's decision to refuse to re-credit their FEE-HELP balance, and may supply additional information to the AAT that they did not previously supply to CQUniversity.
- 5.43 The Secretary of Commonwealth Department of Education (DET), or the Secretary's delegate, will be the respondent for cases that are before the AAT. When DET receives notification of an application to the AAT it may choose to review the original decision. Once DET has received notification from the AAT that the person has applied for the reconsideration under Section 37 of the *Administrative Appeals Tribunal Act 1975* (AAT Act), the Secretary will, within twenty-eight days, lodge the following documents with the AAT:
- a) a statement setting out the findings on material questions of fact, referring to the evidence of other material on which those findings were based and giving the reasons for the decision, and
 - b) every document or part of a document that is in CQUniversity's possession or under the reviewer's control and is considered by the reviewer to be relevant to the review of the decision by the AAT.
- 5.44 Upon receipt of a notification from the AAT, DET will notify the Deputy Vice-Chancellor (IVTAE), in writing, that an appeal has been lodged. To enable DET to meet the twenty-eight day timeframe, CQUniversity must, within a further five business days of being requested, provide DET with copies of all the documents it holds that are relevant to the appeal. These documents should be sent to DET by courier or express post, or email, generalreviews@aat.gov.au, to meet the five day requirement. CQUniversity will keep any originals and copies of the documents in accordance with its normal record keeping practices.
- 5.45 Under Schedule 1A of the HESA, CQUniversity may still reconsider matters that are before the AAT (i.e. at any time up until the AAT makes a final decision) and must advise DET if a decision is made to re-credit a person's FEE-HELP balance. However, until a person withdraws their AAT appeal, or the appeal is dismissed or otherwise dealt with the AAT, Commonwealth Department of Education is still required to comply with the requirement under Section 37 of the AAT Act to lodge the statement, and relevant documents described at (a) and (b) above, with the AAT. Therefore, CQUniversity must still forward all relevant documents to Commonwealth Department of Education within five business days, unless advised not to do so by DET. The Department will deal with cases from that point and advise CQUniversity of the outcome.

Privacy

- 5.46 All information and documentation supplied to CQUniversity by applicants will be treated confidentially and in accordance with the University's [Information Privacy Policy and Procedure](#). Information relating to the management of personal information is also in Information Privacy Policy and Procedure.

6 PROCEDURE

The procedure is in [Appendix 1](#), which includes a table outlining the activities to be undertaken and by whom, and references to related supporting documentation. [Appendix 1](#) also includes a flowchart of the process.

7 RESPONSIBILITIES

Compliance, Monitoring and Review

- 7.1 The Administrator is responsible for ensuring compliance with and monitoring implementation of this policy and to undertake reviews as required.

Reporting

- 7.2 There are no additional reporting requirements.

Records Management

- 7.3 All records relevant to this document are to be maintained in a recognised University recordkeeping system.

8 DEFINITIONS

NOTE: These definitions are specific to this policy and procedure and to CQUniversity operations.

AAT: Administrative Appeal Tribunal

Academic penalty: Application of a not-achieved 'NA' grade against a VET unit of study.

Applicant: a student of CQUniversity who has submitted an application in relation to re-crediting, or reviewing decisions around re-crediting of their FEE-HELP balance.

CAN: Commonwealth Assistance Notice (CAN) – is not an invoice. It is issued each study period after the census date to students who are using Australian Government assistance. For example, it is helpful for students to keep track of their FEE-HELP balance if they are studying in a fee-paying place.

CQUniversity Review Panel: The CQUniversity Review Panel is a panel formed, as required, to review any original decision made in relation to a student's VET FEE-HELP Application to Re-Credit FEE-HELP Balance. This panel will comprise of the relevant Dean or Delegated Authority, VET FEE HELP Coordinator, and an independent delegate of the Director, Governance.

DET: Commonwealth Department of Education

FEE-HELP balance: a person's FEE-HELP balance is the amount of the FEE-HELP limit they have not used. It is the sum of the amount of FEE-HELP assistance and VET FEE-HELP assistance that is used to calculate a person's FEE-HELP balance (HESA sections 104–15).

HEPCAT: Higher Education Provider Client Assistance Tool

HESA: *Higher Education Support Act 2003*

RTO: registered training organisation

Revisions file: Variations to a student's VET FEE-HELP debt that occurs after the census date, due to re-crediting of their FEE-HELP balance, must be reported to DET through a Revisions submission and in the Revised Student Load/Liability File.

Student: A person who is/has been enrolled in a VET unit of study with CQUniversity who, for the purposes of this policy and procedure, has submitted an application in relation to re-crediting, or reviewing decisions around re-crediting, of their FEE-HELP balance.

Tuition fee: Any fee payable to CQUniversity by a person enrolled with, or applying for enrolment with CQUniversity. It may also include any fee payable to CQUniversity in respect of the granting of an award, however, does not include any fee that is:

- payable in respect of an organisation of students, or of students and other persons, or
- payable in respect of the provision to students of amenities or services that are not of an academic nature, or
- payable in respect of residential accommodation, or
- payable in respect of a special admissions test, or
- determined to be a fee of a kind that is incidental to studies that may be undertaken with CQUniversity, as described under 'incidental charges', or
- a student contributions amount payable in respect of a student.

VET: vocational education and training

VET course of study: a structured and integrated course of VET units of study, including competencies which lead to a VET award if undertaken with a VET provider.

VET unit of study: A subject or unit that a student may undertake with a VET provider as part of a VET course of study in which the student may access VET FEE-HELP to pay for all or part of their tuition fees for that unit.

VET FEE-HELP: Commonwealth Government Loan Scheme which assists eligible students to pay their tuition fees, when they enrol in a VET course of study undertaken with a body which is approved as a VET provider under Schedule 1A of the *Higher Education Support Act 2003* (HESA).

VET provider: An organisation that is approved under Schedule 1A of the *Higher Education Support Act 2003* (HESA) to offer VET FEE-HELP to its students.

9 RELATED LEGISLATION AND DOCUMENTS

Note: Staff can access CQUniversity forms, templates and fact sheets on CQUniversity's SharePoint system at <http://cqportal>

Related Policy Document Suite

Application for Enrolment Amendment Form

[VET FEE-HELP Application to Re-Credit FEE-HELP Balance Form](#)

[VET FEE-HELP Application to Review a Re-Credit Decision Form](#)

[VET FEE-HELP Assessment of Application to Re-Credit FEE-HELP Balance Form](#)

[VET FEE-HELP Policy](#)

[VET FEE-HELP Tuition Fee Refund Policy](#)

[VET FEE-HELP Equity and Fair Treatment Policy](#)

Related Legislation and Supporting Documents

[Administrative Appeals Tribunal Act 1975 \(Cwlth\)](#)

[Higher Education Support Act 2003 \(Cwlth\) – Schedule 1A](#), (see Subdivisions 4-D, 7-B and 16-C)

[Information Privacy Act 2009 \(Qld\)](#)

[Administration Information for Providers](#)

[Information Privacy Policy and Procedure](#)

[VET Guidelines2015](#)

Approval and Review	Details
Approval Authority	Vice-Chancellor and President (or delegate)
Advisory Committee to Approval Authority	Vice-Chancellors Advisory Committee
Administrator	Director, Governance
Next Review Date	8/06/2019

Approval and Amendment History	Details
Original Approval Authority and Date	Institute Director, CQ TAFE
Amendment Authority and Date	Vice-Chancellor and President 12/06/2014; Vice-Chancellor and President 8/06/2016.

Appendix 1: VET FEE-HELP Review and Re-Crediting Procedure

No.	Activity	Responsibility	Supporting Documents
1.	VET FEE-HELP review and re-crediting	VET FEE-HELP Coordinator	<ul style="list-style-type: none"> • Application to Re-Credit FEE-HELP Balance Form CQI-FRM.016 • Application to Review a Re-Credit Decision Form CQI-FRM.018 • Assessment of Application to Re-Credit FEE-HELP Balance Form CQI-FRM.017 • Application for Enrolment Amendment Form CQI-FRM.319
2.	Advise student who withdraws from a VET unit of study that they may apply to have their FEE-HELP balance re-credited or upfront tuition fees refunded. Supply relevant forms, if required.	Student Advice Team VET teacher or VET FEE HELP Coordinator	<ul style="list-style-type: none"> • Application for Enrolment Amendment Form CQI-FRM.319 • Application to Re-Credit FEE-HELP Balance Form CQI-FRM.016
3.	Apply for a re-credit of FEE-HELP balance using the 'Application to Re-Credit FEE-HELP Balance Form', within 12 months of withdrawal, or if still enrolled having not completed the requirements of a unit, within 12 months from the end date for that unit/s. CQUniversity may waive the application period on the grounds that it would not be, or was not, possible for the application to be made before the end of that period.	Student	<ul style="list-style-type: none"> • Application to Re-Credit FEE-HELP Balance Form CQI-FRM.016
4.	Provide written receipt of the application to the student. Assess the 'Application to Re-Credit FEE-HELP Balance Form' within 25 business days, using the 'Assessment of Application to Re-Credit FEE-HELP Balance Form'.	VET FEE-HELP Coordinator	<ul style="list-style-type: none"> • Application to Re-Credit FEE-HELP Balance Form CQI-FRM.016 • Assessment of Application to Re-Credit FEE-HELP Balance Form CQI-FRM.017
5.	If the application for re-credit is approved proceed to Step 7. If denied, proceed to Step 8.	VET FEE-HELP Coordinator	<ul style="list-style-type: none"> • Assessment of Application to Re-Credit FEE-HELP Balance Form CQI-FRM.017
6.	Adjust Student Administration System enrolment, account and submit a revisions file through HEPCAT to DET, if necessary. Provide written advice to the applicant detailing the reasons for the decision to re-credit their FEE-HELP balance, and detail of payment refunds (if relevant), along with a new Commonwealth Assistance Notice (CAN). END PROCESS	VET FEE-HELP Coordinator	<ul style="list-style-type: none"> • Application for Enrolment Amendment Form CQI-FRM.319

IF RE-CREDIT IS UNSUCCESSFUL			
7.	Create note in Student Administration System FEE-HELP and attach supporting documentation. Advise applicant via written notice, including reasons for the decision not to re-credit and their entitlement to lodge an 'Application to Review a Re-Credit Decision Form' within 28 days of the decision. Advise Dean or Delegated Authority that application has been denied.	VET FEE-HELP Coordinator	
8.	Student satisfied with the outcome? If yes, end process. If no, continue to Step 10.	Student	Nil
9.	Lodge an 'Application to Review a Re-Credit Decision Form' within 28 days from receiving the written outcome of application for a re-credit. The application must specify reasons for seeking the review.	Student	<ul style="list-style-type: none"> Application to Review a Re-Credit Decision Form CQI-FRM.018
10.	Log submission of 'Application to Review a Re-Credit Decision Form' in Student Administration System FEE-HELP. Provide written receipt of the application to the student and inform the applicant that they will be advised, in writing, of a decision within 45 days on whether the application is granted, altered or denied, otherwise the original decision is taken to be confirmed. Prepare documentation including both the 'Application to Re-Credit FEE-HELP Balance Form' and the 'Application to Review a Re-Credit Decision Form' for each Institute Review Panel member, along with 'Assessment of Application to Re-Credit FEE-HELP Balance Form'. Call CQUniversity Review Panel meeting and coordinate meeting.	VET FEE-HELP Coordinator	<ul style="list-style-type: none"> Application to Re-Credit FEE-HELP Balance Form CQI-FRM.016 Application to Review a Re-Credit Decision Form CQI-FRM.018 Assessment of Application to Re-Credit FEE-HELP Balance Form CQI-FRM.017
11.	Review and reconsider the decision using all provided documentation. Ratify outcome, and either: <ul style="list-style-type: none"> confirm the decision vary the decision, or set the decision aside and substitute a new decision. Document outcome using the authorisation fields of 'Assessment of Application to Re-Credit FEE-HELP Balance Form'. Contact VET FEE-HELP Coordinator to process	CQUniversity Review Panel	<ul style="list-style-type: none"> Application to Re-Credit FEE-HELP Balance Form CQI-FRM.016 Application to Review a Re-Credit Decision Form CQI-FRM.018 Assessment of Application to Re-Credit FEE-HELP Balance Form CQI-FRM.017

12.	Is the application for review successful? If yes, proceed to Step 13. If no, proceed to Step 15.	VET FEE-HELP Coordinator	<ul style="list-style-type: none"> Application for Enrolment Amendment Form CQI-FRM.319
13.	Adjust Student Administration System enrolment, account and submit a revisions file. Create note in Student System FEE-HELP and attach supporting documentation.	VET FEE-HELP Coordinator	
14.	Provide written advice to the applicant detailing the reasons for the decision to re-credit their FEE-HELP balance, and detail of payment refunds (if relevant), along with a new CAN. END PROCESS	VET FEE-HELP Coordinator	
15.	Provide written advice to the applicant. If the CQUniversity Review Panel confirms the original decision to deny re-credit, the written outcome must include the reasons provided by the Panel. The notice must also notify the person of their right to appeal to the Administrative Appeals Tribunal (AAT) for a review of the reviewer's decision if the student is unsatisfied with the outcome. Provide the student with the contact details and address of the nearest AAT registry, advising that an application fee will be charged and the fee is the responsibility of the applicant. Deputy Registrar Administrative Appeals Tribunal (AAT) Level 4, Commonwealth Law Courts 119 North Quay BRISBANE QLD 4000 Phone: 1800 228 333 Internet: www.aat.gov.au An application fee of \$861 will be charged by the Tribunal (fees are subject to change). Costs are the responsibility of the applicant.	VET FEE-HELP Coordinator	
16.	Submit an application to AAT for reconsideration of CQUniversity's decision to deny an application to re-credit FEE-HELP balance. This may include additional information which was not previously supplied to CQUniversity.	Student	Nil
17.	Request all documentation held by CQUniversity in relation to the student (applicant's) case, and which may be relevant to the appeal.	DET	Nil

18.	Create note in Student Administration System FEE-HELP and attach supporting documentation. Within 5 business days, provide COMMONWEALTH DEPARTMENT OF EDUCATION with all documents relevant to the student's AAT application for appeal if requested.	VET FEE-HELP Coordinator	Nil
20.	Within 28 days of notification, lodge to AAT: A statement setting out the material questions of fact, referring to the evidence or other material on which those findings were based and giving reasons for the decision; and Every document or part of a document that is in the reviewer's possession and is considered by the reviewer to be relevant to the review of the decision by the AAT.	DET	Nil
21.	Advise CQUniversity of outcome of appeal.	DET	Nil
22.	Should CQUniversity be advised to overturn previous decisions made in regard to the student's application for a re-credit of their FEE-HELP debt, necessary adjustments to Student Administration System, Student Administration System FEE-HELP and student CAN must be made (as detailed in Step 6), with new documents provided to the student. END PROCESS	VET FEE-HELP Coordinator	Nil