
La Trobe Melbourne

FEE-HELP Review Procedure

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The following procedure provides for the mechanisms of review and the circumstances under which a student's FEE-HELP debt will be re-credited after the census date.

Re-crediting Application

A student must apply in writing to the Director, Student Services and Admissions within 12 months of the withdrawal date, or if that student has not withdrawn, within 12 months of the end of the period of study in which the unit was, or was to be, undertaken.

La Trobe Melbourne will waive the requirement that the application be made before the end of the application period, on the ground that it would not be, or was not, possible for the application to be made before the end of that period.

La Trobe Melbourne will consider the application as soon as practicable and will agree to such requests and re-credit a student's FEE-HELP balance if it is satisfied that **special circumstances** apply to the student that are:

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

A student cannot apply for a re-credit if they have successfully completed a unit. A student who received a fail grade is considered to have not completed the requirements of the unit.

Review of Decisions

Where a student is not satisfied with the decision made by La Trobe Melbourne, they may apply within 28 days of the receipt of the original decision for a review of the decision. Applications should be made in writing to the College Director/Principal of La Trobe Melbourne and must state fully the reasons for applying for the review.

The College Director/Principal will acknowledge receipt of an application for review of a reviewable decision in writing within 10 working days and inform the applicant that, if the reviewer has not advised the applicant of a decision within 45 days of receiving the application for review, the reviewer is taken to have confirmed the original decision. A decision will be advised to the student within 45 days of receiving the application for review including the reasons for that decision.

It should be noted that in performing the task of reviewing decisions, the College Director/Principal is not involved in the original decision. The original decision is made by the Director, Student Services and Admissions. The FEE-HELP Review Procedure can be viewed on the La Trobe Melbourne website at www.latrobemelbourne.edu.au

Review by the Administrative Appeals Tribunal (AAT)

La Trobe Melbourne will inform the applicant that, where the student is not satisfied with the decision of the College Director/Principal, the College Director/Principal will inform students of their right to apply to the AAT and the approximate cost of applying to the AAT. Students may supply additional information to the AAT that they did not previously supply to La Trobe Melbourne.

If a student applies to the AAT for review of the decision, the standard application fee from 1 July 2012 is \$816 and is indexed yearly. In certain circumstances, this fee can be reduced to \$100.

Full details of the application process and fees payable are available on the AAT Registry's website: www.aat.gov.au

The nearest AAT Registry is:
Administrative Appeals Tribunal
GPO Box 9955
Melbourne VIC 3001
Telephone: (03) 9282 8444, Fax: (03) 9282 8480.

Policy Title	FEE-HELP Review Procedure	
Policy Owners	Denise Bush, College Director/Principal	
Contact Persons	Denise Bush (denise.bush@navitas.com)	
Key Stakeholders	All domestic students at La Trobe Melbourne	
Approval Body	LTM Management Committee	Date approved August 2 2012
Relevant Legislation	<i>Higher Education Support Act 2003</i>	
Related Policies	Refund Policy	
Related Guidelines	Administrative information for higher education providers: student support	
File information	File number	Version number 1.1
Date Effective	27 July 2012	Next Review Date June 2013