

POLICY and PROCEDURE

STD 5	Re-crediting a Fee Help Balance		Clause 5.3
Approved:	Glenn Smith, Chief Compliance Officer	Version No. 1.1	Annual Review Date: July, 2016

1. Policy

- 1.1 Smart City Vocational College provides learners with the opportunity to undertake study through the VET Fee Help program.

Incurring a VET FEE-HELP Debt

- 1.2 Learners who have requested VET FEE-HELP Assistance and who remain enrolled after the learner's census date will incur a VET FEE-HELP debt. A Learner who withdraws from a Unit after the published census date for that Unit of Study will incur a VET FEE-HELP debt for that Unit of Study.
- 1.3 A Learner who is, or would be, eligible for VET FEE-HELP and has requested VET FEE-HELP Assistance, who withdraws from a Unit of Study on or before the census date will not incur a VET FEE-HELP debt for the tuition fees for that Unit of Study. *For further detailed information please refer to the Cancellation Policy and Procedure.*

Re-crediting a FEE-HELP Balance

- 1.4 Learners who withdraw from a Unit of Study after the census date, may apply to have their FEE-HELP balance re-credited with respect to the Unit of Study if they believe special circumstances apply as described below.

Special Circumstances

- 1.5 If a Learner withdraws from a Unit of Study after the census date for that Unit of Study, or has been unable to successfully complete a Unit of Study and believes this was due to special circumstances, the Learner may apply to have their FEE-HELP balance re-credited for the affected Unit/s of Study.
- 1.6 Smart City Vocational College will re-credit the Learner's FEE-HELP Balance if it is satisfied that Special Circumstances apply where:
- Non completion of a unit
 - these circumstances are beyond their control, and
 - these circumstances did not make their full impact on the Learner until on, or after the census date; and
 - these circumstances were such that it was impracticable for the Learner to complete the requirements for the Unit.
- 1.7 For circumstances to be beyond a Learner's control, the situation should be that which a reasonable person would consider is not due to the Learner's action or inaction, either direct or indirect, and for which the Learner is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.
- 1.8 Special circumstances do not include:
- lack of knowledge or understanding of requirements for VET FEE-HELP assistance;
or
 - a Learner's incapacity to repay a VET FEE-HELP debt (repayments are income contingent and the Learner can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).

Review of Decision

- 1.8 Where Smart City Vocational College makes a decision NOT to re-credit a Learner's FEE-HELP balance, that decision may be subject to review.
- 1.9 If a Learner is not satisfied with the decision made by Smart City Vocational College, the Learner may apply, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:
- be made within 28 days of receipt of the original decision; and
 - include the date of the original decision; and
 - state fully the reasons for applying for the review; and
 - include any additional relevant evidence;

2. Scope

This policy and procedure applies to employees of SC Admin Pty Ltd ATF SC Administrative Trust and its associated entities, including Smart City Vocational College Pty Ltd

3. Definitions

All definitions are detailed in the Glossary contained at the back of the Policy and Procedure Manual.

The Act refers to the *Higher Education Support Act 2003*

Learner: Refers to Learners, who are Australian citizens or permanent humanitarian visa holders who will be resident in Australia for the duration of their VET Units of study, and who access VET FEE-HELP for payment of their tuition fees in respect of the VET unit of study in which they are enrolled.

Census Date: A published date, set by the provider, no earlier than 20% of the way through a VET Unit of Study.

Tuition Fees: Fees paid for a VET Unit of Study that is approved for VET FEE-HELP and applies to Learners who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

Unit or VET Unit of Study: A VET unit of study approved for VET FEE-HELP that a Learner may undertake with Smart City Vocational College, for which the Learner may access VET FEE-HELP assistance to pay for all or part of their tuition fees.

DEEWR: The Department of Education, Employment and Workplace Relations.

4. Change Control Record

Date	8 th July, 2015
Version	Version 1.1
Description	Change made - Compliance Director title change to Chief Compliance Officer, reference to Unit of Study and amendment to reflect new special circumstances inclusions.
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5. References

Standards for Registered Training Organisations (RTOs) 2015

Standard 4 – Clause 4.1

Standard 5 – Clause 5.2

6. Supporting Documentation

Item	Reference
Forms	
Course checklist	
PCCQ	
VET FEE HELP Cancellation Form	
ISSO Cancellation form	
VET FEE-HELP Deferral Form	
VET FEE-HELP Extension form	
ISSO Extension Form	
Assessment Activity Report	
Request for Issuance of Award	
Related Policy	
VET FEE HELP Policy	
Training and Assessment Policy	
Cancellation Policy	