

FEE-HELP REVIEW PROCEDURE

ECC has implemented the following review procedure for dealing with certain decisions made under the *Higher Education Support Act 2003A* (HESA) in relation to FEE-HELP. This procedure provides for the mechanisms of review and the circumstances under which a student's FEE-HELP debt may be re-credited after the census date.

Re-crediting Application

A student may apply after the census date to have their FEE-HELP balance re-credited if the student has been unable to complete the requirements of a unit of study and the student can provide sufficient evidence that this was due to exceptional circumstances beyond their control.

A student must apply in writing to ECC, using the *FEE-HELP Re-crediting and Remission Form* within 12 months of the withdrawal date, or if the student has not withdrawn, within 12 months of the end of the period of study in which the unit was, or was to be, undertaken.

ECC will consider these applications within 10 working days of their receipt and will agree to such requests and re-credit a student's FEE-HELP balance if it is satisfied that exceptional 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 impossible 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 completed a unit. A student who received a fail grade is considered to have completed a unit for the purposes of fees owing

Review of Decisions

Where a student is not satisfied with the decision made by ECC, he/she may apply for a review of the decision within 20 working days of being notified of the original decision. Applications should be made in writing to the ECC College Director/Principal (or nominee) and must state fully the reasons for applying for the review.

ECC will acknowledge receipt of an application for review in writing within 5 working days, and inform the student of the outcome within 20 working days.

Once the decision is reviewed, ECC will provide the applicant with written notice of the outcome and the reasons for the decision. ECC will advise the applicant of his/her right to apply to the Administrative Appeals Tribunal (AAT) and provide the AAT's contact details and approximate cost of making an application.

If a student applies to the AAT for review of a decision, an application fee will apply.

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

The nearest AAT Registry is Level 5, 111 St Georges Terrace, Perth WA 6000
Phone: (08) 9327 7200; Fax (08) 9327 7299

Malcolm Baigent
College Director/Principal