



CAECE PR32 Re-credit of FEE HELP Balances and Reviews of Loan Scheme Decisions

1. PURPOSE

The purpose of this procedure is to publish the steps for managing:

- initial requests for a re-credit of a FEE HELP balance, and
- reviews of decisions regarding FEE HELP loan scheme debts.

2. SCOPE

This procedure applies to all learners of CAECE who have submitted an application for re-credits of FEE HELP balances and reviews of decisions regarding FEE HELP loan scheme debts.

3. ACCESS

This procedure for Re-crediting a FEE-HELP Balance is incorporated in the Student Handbook and on the on the College for Australian Early Childhood Educators website: <http://www.caece.com.au/policies/>

4. PROCEDURE

4.1. A learner who has incurred a debt from withdrawing from a unit of study after the census date or not successfully completing the unit of study due to special circumstances may apply to CAECE for a re-credit of their FEE HELP balance and remission of their FEE HELP debt in relation to the unit of study.

4.2. A learner may make an application to have FEE-HELP balance re-credited within 12 months of the withdrawal date for a unit or, if the learner has not withdrawn, within 12 months of the end of the period in which the unit of study was to be undertaken. These applications should be addressed to:

Admin

College for Australian Early Childhood Educators Pty Ltd

PO Box 137 Springwood Queensland 4127

E: admin@caece.com.au

4.3. The period identified in 3.2 may be extended on the grounds that it was not possible to apply within the 12 months period.

4.4. The learner may apply for a remission or re-credit if he or she believes that special circumstances apply. Special circumstances are situations that:

- are beyond the person's control, and
- do not make their full impact on the person until on or after the census date for the unit of study in question, and



- make it impracticable for the person to complete the requirements for the unit of study in the period during which the person undertook, or was to undertake, the unit of study.

These applications should be addressed to:

Admin

College for Australian Early Childhood Educators Pty Ltd

PO Box 137 Springwood Queensland 4127

E: admin@caece.com.au

- 4.5. Receipt of applications to have FEE-HELP balances remitted or re-credited will be acknowledged in writing within a 14 days.
- 4.6. The Learner will receive a decision including reasons for the decision in writing, within 28 days of receipt of the application.
- 4.7. If CAECE is satisfied that special circumstances do apply, the learner's FEE-HELP balance will be re-credited. Where a learner's FEE-HELP balance is re-credited for a unit of study, the debt the learner incurred for that unit of study is remitted.
- 4.8. Where CAECE determines that special circumstances do not apply in a learner's case, the learner has the right to apply for a review of that decision within a 28 day time limit [as per HESA subsection 209-10(2)].
- 4.9. The review shall be carried out by the Review Officer who is senior to the original decision maker.
- 4.10. Any review of decisions made regarding FEE HELP balances will be determined by the General Manager, CAECE.
- 4.11. Learners can apply in writing to have any decision regarding FEE HELP reviewed. These applications should be addressed to:
General Manager
College for Australian Early Childhood Educators Pty Ltd
PO Box 137 Springwood Queensland 4127
E: gm@caece.com.au
- 4.12. If a learner wishes to request a review of the decision, this must be made within 28 days of receipt of the original decision. The request must:
 - Include the date of the original decision
 - fully state the reasons for applying for the review
 - include any additional relevant evidence.
- 4.13. Receipt of a request for review of a decision not to re-credit FEE-HELP balance will be acknowledged in writing within a 14 days.
- 4.14. The reviewer will;



- 4.14.1. obtain and review all details of the original decision
- 4.14.2. advise the Learner in writing, of the outcome, including; reason for the decision, within 28 days of receipt of request for review.
- 4.15.** The reviewer may;
 - 4.15.1. confirm the original decision;
 - 4.15.2. vary the original decision, or
 - 4.15.3. set the original decision aside and substitute a new decision.
- 4.16.** If the reviewer has not advised the student of a decision within 45 days of receiving the request for review, the reviewer is taken to have confirmed the original decision
- 4.17.** Learners have the right to apply to the Administrative Appeals Tribunal (AAT) for a review of the original decision or a decision that has been reviewed.
- 4.18.** If learners remain unsatisfied with the decisions of the General Manager then an application for an external review of the decision can be requested via the Administrative Appeals Tribunal (AAT). Contact information for the AAT can be found here: <http://www.aat.gov.au/contact-us>
- 4.19.** An application to the AAT costs approximately \$860, however this can be reduced in certain circumstances. Information on fees can be found here: <http://www.aat.gov.au/applying-for-a-review/fees>
- 4.20.** The Secretary of the department representing the Commonwealth of Australia which has the responsibility for administering the Higher Education Support Act 2003 (the Department) or the Secretary's delegate will be the respondent for cases that are brought before the AAT. Upon the Departments receipt of notification from the AAT, the Department will notify College for Australian Early Childhood Educators that an appeal has been lodged. Upon receipt of this notification from the Department, the Review Officer will provide the Department with copies of all the documents they hold that are relevant to the appeal within five (5) business days.

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