Student Review Procedures for Re-crediting a FEE-HELP Balance
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1.0 Overview

Investment Banking Institute Business School Pty Ltd (“IBIBS”) will conduct this procedure in compliance with the Higher Education Support Act 2003 and the Higher Education Provider Guidelines.

For the purposes of this procedure a student is an Australian citizen or an Australian resident permanent humanitarian visa holder enrolled in a higher education course with IBIBS.

For the purposes of this procedure a unit of study includes a unit of study which forms part of a higher education course.

IBIBS will:

- set a census date for each unit of study that is no earlier than 20% of the way through the unit of study;
- ensure that all students are informed of the census date for each unit of study in the manner and by the date prescribed in the Higher Education Provider Guidelines; and
- ensure that all students are informed of the review procedures for the re-crediting of a FEE-HELP balance.

2.0 Special Circumstances

If a student 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 then the student may apply to have their FEE-HELP balance re-credited for the affected units of study.

IBIBS will re-credit the student’s FEE-HELP Balance if it is satisfied that special circumstances apply where:

- these circumstances were beyond the student’s control; and
- these circumstances did not make their full impact on the student until on, or after the census date for the unit(s) of study in question; and
- these circumstances were such that it was impracticable for the student to complete the requirements for the unit of study in the period during which the student undertook or was to undertake the unit.

IBIBS will be satisfied that a student’s circumstances are beyond the student’s control if a situation occurs that a reasonable person would consider is not due to the person’s action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal.
Each application will be examined and determined on its merits by considering a student’s claim together with independent supporting documentation substantiating the claim.

Initial applications for the re-crediting of a student’s FEE-HELP balance are to be made, in writing, to the Registrar and sent to: IBIBS, Level 9, 446 Collins Street Melbourne, Victoria 3000.

The procedure for the re-crediting of a FEE-HELP balance is as follows:

(a) when a student withdraws from a unit of study, IBIBS shall confirm the withdrawal by giving notice to the student in writing stating the date at which the withdrawal has taken effect;

(b) when a student fails to meet the requirements of a unit of study, IBIBS shall confirm the failure by giving notice to the student in writing of the final result for that unit of study after results for the unit of study have been properly approved;

(c) the student must apply in writing to the Registrar within 12 months from the date specified in the notice as the day of withdrawal or the date of receiving their final results for the unit of study. IBIBS may exercise its discretion to waive this requirement if in its opinion it was not possible for the application to be made before the end of the 12 month period. The written application must also include supporting documentation that demonstrates that the requirements for special circumstances have been met.

(d) The Registrar will consider the application and will agree to such requests if they are satisfied that there were special circumstances in the student’s case;

(e) If the application is successful, IBIBS will re-credit the student’s FEE-HELP balance with an amount equal to the amounts of FEE-HELP assistance that the student has received for the affected units of study and the student’s FEE-HELP debt or VET FEE-HELP debt for those units of study will be removed;

(f) The Registrar shall advise the student of the outcome of the application within 28 days stating the reasons for the decision;

(g) The Registrar shall also advise the student of their rights for a review of the decision if they are not satisfied with its outcome and that a request for such a review must be lodged within 28 days from the day of receipt of the decision or such longer period as the Registrar allows.

3.0 Review of a Decision

If a student is not satisfied with the decision made by the Registrar in relation to re-crediting their FEE-HELP balance they may request a review of the decision.

The review shall be carried out by the Review Officer who is the Managing Director and is senior to the original decision maker.

Any such request must be submitted to the Review Officer in writing and:

(a) must be lodged within 28 days of receiving notice of the original decision, unless the Review Officer allows a longer period;
(b) must specify the reasons for making the request and include any supporting documentation; and

(c) sent to: IBIBS, Level 9, 446 Collins Street Melbourne, Victoria 3000.

The Review Officer shall acknowledge receipt of an application for a review of the refusal to re-credit a FEE-HELP balance in writing and inform the applicant that if the Review Officer has not advised the applicant of a decision within 45 days of having received the application for review, the Review Officer is taken to have confirmed the original decision. This notice shall also advise the applicant that they have the right to apply to the Administrative Appeals Tribunal within 28 days of a decision for a review of that decision and will provide the contact details of the closest Administrative Appeals Tribunal Registry and the approximate costs of lodging an appeal.

The Review Officer shall:

(a) seek all relevant information from the person who made the original decision;

(b) review the case within 3 weeks and advise the student of the decision in writing giving the reasons for the reviewer’s decision.

The Review Officer may:

(a) confirm the decision;

(b) vary the decision; or

(c) set the decision aside and substitute a new decision;

The Review Officer will give written notice of the decision setting out the reasons for the decision. The applicant shall also be advised in the decision of the right to apply to the Administrative Appeals Tribunal within 28 days of receiving the written advice of a decision for a review of that decision and be provided with the contact details of the closest Administrative Appeals Tribunal Registry and the approximate costs of lodging an appeal as follows:

If you wish to further appeal this decision you may lodge an appeal with the Administrative Appeals Tribunal (AAT) within 28 days from this written notice. The AAT currently charges an application fee of $816 which is subject to change (check AAT’s website http://www.aat.gov.au/FormsAndFees/Fees.htm for the current fee).

The contact detail of the Victorian AAT is detailed below:

Administrative Appeals Tribunal
Level 16, HWT Tower, Southgate
40 City Road
Southbank VIC 3006
Telephone (03) 9282 8444

Where a student is unsatisfied with the reviewed decision they may apply to the Administrative Appeals Tribunal within 28 days for consideration of IBIBS’s decision to refuse to re-credit their FEE-HELP balance. The student may supply additional information to the Administrative Appeals Tribunal which they did not previously supply to IBIBS either in the original application or the request for review.
The Secretary of the Department which has responsibility for administering the *Higher Education Support Act 2003*, or the Secretary’s delegate, will be the respondent for cases that are brought before the AAT. Upon the Department’s receipt of a notification from the AAT, the Department will notify IBIBS 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.

4.0 Publication

These *Student Review Procedures for Re-crediting a FEE-HELP Balance* will be made available to students by publication on the IBIBS website (www.ibibs.edu.au).

5.0 Version history

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<th>Version</th>
<th>Approved by</th>
<th>Approval Date</th>
<th>Details</th>
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<td>1.0</td>
<td>Executive Management Committee</td>
<td>6th March 2013</td>
<td>Application for FEE-HELP</td>
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Document owner: Registrar