

Re-crediting and Review Policy

POL.013

Purpose

To enable students to apply for re-crediting of their FEE-HELP balance, and if necessary, to apply for a review of a decision to not re-credit the student's FEE-HELP balance where a student is not satisfied with the outcome of a decision made by CALAM Training.

Scope

This policy and procedure applies to all students regardless of the location of the campus where they were enrolled, the students' place of residence or the mode in which they studied.

The students have the right to be represented by a third person (such as a family member, friend, counsellor or other professional support person) if they so desire. The students will not be victimised or discriminated against in any of the stages set out in this policy.

Implementation of Policy and Procedure

The Director of CALAM Training is responsible for

- the overall management of this policy and procedure
- the training of the academic and support staff in the application of the policy and procedure
- the communication and publishing of this policy and procedure through the Student Handbook and the CALAM Training website www.calam.edu.au

Appointment of a Review Officer

The Director of CALAM Training will either act as, or appoint a VET FEE-HELP Review Officer to review the decisions made in regard to VET FEE-HELP issues by officers of the college. The Review Officer will be an independent and impartial officer of the college who is senior to the officer who made the original decision. At this time the Review Officer is the Director of the college.

Keeping of Records

The Director will keep an up-to-date register of Appointments of Review Officers that will record:

- The name of the Review Officer
- The date of the appointment of the Review Officer
- The date of completion of the Review Officer's appointment

The following documentation is to be filed in the applicant's personal file:

- The Application to Review
- The name of the Review Officer
- A detailed report of the determination including reasons for the determination
- A copy of the written advice of the determination supplied to the applicant
- All records will be kept for a minimum of 5 years

Access to Personal Information

The college shall give access within 7 days of receiving an application from the applicant to review his or her personal file. The appointment will be at a time mutually acceptable to the applicant and the college.

Procedure

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 VET unit of study and the student believes that this was due to special circumstances.

Special circumstances include: circumstances which are beyond the person's control; do not make their full impact on the person until on, or after, the census date; and make it impracticable for the person to complete the requirements for the unit during the period in which the person undertook, or was to undertake, the unit.

The student must apply in writing within 12 months of the withdrawal date, or if the student has not withdrawn, within 12 months of the end of study in which the unit was, or was to be, undertaken. The college may waive this requirement if they are satisfied that the application could not be made within the time limit. The initial application for re-crediting should be addressed to:

The Administrator
CALAM Training
38 Canterbury Rd
KIRWAN Q 4817

The Administrator shall acknowledge the receipt of the application in writing to the applicant within 10 working days of receiving the application. The Administrator will make the decision, and the student will be advised in writing of the decision and the reasons to re-credit or not to re-credit within 15 working days of the receipt of the student's application.

If the decision is in the negative, the notification will also advise the applicant of their rights for a review of the decision.

Applications to review a decision by the college not to re-credit a FEE-HELP balance are to be made within 20 working days of receiving the advice of the original decision. The request for review must be in writing and state the reasons why the applicant is applying for a review. The application to review must be mailed to:

The Administrator
CALAM Training
38 Canterbury Rd
KIRWAN Q 4817

The Administrator of CALAM Training shall acknowledge the receipt of the application in writing within 5 working days of receiving the application, and during that time shall make arrangements for the VET FEE-HELP Review Officer to investigate the applicant's application to review. The acknowledgement notification shall 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.

The Review Officer shall give a written notice to the applicant of the outcome of the reviewer's decision stating the reasons for the decision within 45 working days of the receipt of the application. The notification will also advise that if the applicant is unsatisfied with the determination he or she has the right to appeal to the Administrative Appeals Tribunal (AAT) for the review of the decision. The notice will also advise the applicant of the location of their nearest AAT registry together with the estimated costs.

The standard application fee for the review of a decision is currently \$777 (see more detail at <http://www.aat.gov.au/FormsAndFees/Fees.htm>).

Queensland applicants can contact AAT at:

Street Address	Postal Address	Telephone	Fax
Level 4, Harry Gibbs Building Commonwealth Law Courts 119 North Quay Brisbane QLD 4000	Administrative Appeals Tribunal GPO Box 9955 Brisbane QLD 4001	(07) 3361 3000 (metropolitan area) 1300 366 700 (country areas)	(07) 3361 3001 Email Brisbane.Registry@aat.gov.au

Victorian applicants can contact AAT at:

Street Address	Postal Address	Telephone	Fax
Level 16, HWT Tower, Southgate 40 City Road Southbank VIC 3006	Administrative Appeals Tribunal GPO Box 9955 Melbourne VIC 3001	(03) 9282 8444 (metropolitan area) 1300 366 700 (country areas)	(03) 9282 8480 Email Melbourne.Registry@aat.gov.au

<p>AUTHORITY RECORD:</p> <p>Compiled by Rod Bullpitt</p> <p>Checked by: Geoff Ward</p> <p>Approved by: CALAM Training Council</p> <p>Issue Date: 25 August 2010</p> <p>Date Effective: 1 Sept 2010</p> <p>Version No: 2</p> <p>Version Date Effective: 1 Sept 2010</p> <p>Obsolete: N/A</p>	<p>This document belongs to:</p> <p>-----</p> <p>It is: <input type="checkbox"/> Controlled</p> <p><input checked="" type="checkbox"/> Uncontrolled</p>
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