



Procedures for Student Review for Re-Credit of Fee- Help		
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The Procedures for student review for re-credit of fee help fully complies with the requirements of the Higher Education Support Act 2003 (HESA).

Procedure for Student Review for Re-credit of *FEE-HELP*

Coverage

This procedure deals with requests for a review of certain decisions made by the Wentworth Institute relating to applications by students to re-credit their FEE-HELP balance. Such decisions refer to unsuccessful applications by a student to re-credit their FEE-HELP balance. Review means formal reconsideration of a decision.

Review Procedure

These procedures are to be published in the Student Handbook and on the Wentworth Institute website so that students have up to date information publicly available to them in regard to these procedures.

At the Wentworth Institute the review officer is the Registrar or his/her delegate. Where a student is not satisfied with the decision made by the Wentworth Institute, they may apply for a review of the decision. Reviewable decisions include Refusal to re-credit a student's FEE-HELP balance.

If a student is not satisfied with the outcome of their request for a re-credit of their FEE-HELP balance, they may appeal in writing to the Registrar within 28 days from the day they first receive notice of the outcome. The request must specify reasons for seeking the review.

The Wentworth Institute will acknowledge receipt of an application for review of a reviewable decision in writing and inform the applicant that they will be advised in writing of a decision within 10 working days. 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.

Written notice of the outcome of a reviewed decision relating to FEE-HELP will be given to an applicant. If an application for review is successful, the Notice of Decision letter will include the reasons for the decision to refund paid tuition fees and/or re-credit a FEE-HELP balance; the FEE-HELP balance that will be re-credited and the FEE-HELP debt that will be reduced (if applicable); the upfront payment amount that will be refunded if such a payment was made; and who to contact for further questions.



Appeal to the Administrative Appeals Tribunal

If a student's application for review of the decision is unsuccessful, the Notice of Decision letter will include the reasons for the decision not to refund the student's paid tuition fees and/or re-credit your FEE-HELP balance.

The notice will also inform the applicant of their right of appeal to the Administrative Appeals Tribunal (AAT) and provide details about contacting the AAT and the approximate costs of making an application. The closest Administrative Appeals Registry is at 6/83 Clarence St, Sydney NSW 2000 and an application may be made in person or via email using *Application for Review of Decision (Individual)* which may be accessed at <http://www.aat.gov.au/resources/forms>. The cost of lodging an application is \$884 (but there are opportunities for fee reductions under differing circumstances). The Department of Education and Training will be the other party in the case in the AAT and all relevant documents will be forwarded to the department.

The student has 28 days from the date of that reviewed decision (by their institution/provider), to apply to the AAT requesting an independent review of their institution/provider's decision.

More information regarding this process is available from www.aat.gov.au.