

FEE-HELP PROCEDURES

FEE-HELP procedures will be conducted in compliance with the *Higher Education Support Act 2003* and its Guidelines

Determining Eligibility

- (1) It shall be the responsibility of the appropriate committee of the College to:
 - (a) determine the academic eligibility of a student to be admitted to a course within the College; and
 - (b) determine the eligibility of a student so admitted to access FEE-HELP.
- (2) The appropriate committee of the College is understood to mean:
 - (a) the Student Administration Committee for undergraduate students;
 - (b) the Postgraduate Studies Coursework Committee for postgraduate students undertaking a coursework course within the College; and
 - (c) the Research Degree Committee for postgraduate students undertaking a research course within the College.

Re-crediting FEE-HELP Balance

- (3) Re-crediting of a FEE-HELP balance shall conform to the requirements of the Act and its Guidelines.
- (4) At enrolment students shall be given a copy of the procedures for the re-crediting of a FEE-HELP balance. The same information shall be published both in the College's *Handbook* and on the website.
- (5) Under the Act SCD will re-credit a student's FEE-HELP balance equal to the amount of FEE-HELP assistance that the student received for a unit of study if the student:
 - (a) was enrolled in a unit after the census date; and
 - (b) did not complete the requirements of the unit; or
 - (c) satisfies the special circumstances requirement which are that the circumstances;
 - (i) are beyond the student's control; and
 - (ii) did not make their full impact on the student until on or after the census date for the unit of study in question; and
 - (iii) make it impractical for the student to complete the requirements for the unit in the period during which the person undertook, or was to undertake the unit;
 - (d) applies in writing within 12 months from the day specified in the notice as the day of withdrawal unless the Sydney College of Divinity waives the 12 months period.
- (6) The procedure for the re-crediting of a FEE-HELP Balance is as follows:
 - (a) when a student withdraws from a unit the Sydney College of Divinity shall give notice to the student in writing stating the date at which the withdrawal has taken effect;
 - (b) the student shall make application in writing to the Registrar of the Sydney College of Divinity within 12 months from the day specified in the notice as the day of withdrawal. The Sydney College of Divinity may waive the 12 months period, on the ground that it would not be, or was not, possible for the application to be made before the end of the 12 months period;

- (c) the Registrar of the Sydney College of Divinity will refer the application to the appropriate Committee of the Sydney College of Divinity which shall make the determination on re-crediting as soon as practicable;
- (d) the Registrar of the Sydney College of Divinity shall advise the student of the outcome of the application stating the reasons for the decision.

(7) It shall be the responsibility of the committees referred to in paragraph (2) above to attend to any re-crediting of a student's FEE-HELP balance.

(8) In re-crediting a student's FEE-HELP balance due consideration must be given to the special circumstances provisions.

Review of a Decision

(9) The student may request a review of a decision made in relation to FEE-HELP balance. The request is to be submitted to the Registrar of the College and that:

- (i) it must be made in writing;
- (ii) it must be lodged within 28 days of receiving notice of the original decision unless the reviewer allows a longer period;
- (iii) it must specify the reasons for making the request.

(10) The Review shall be carried out under the following conditions:

- (a) the College shall acknowledge receipt of an application for review of the refusal to re-credit the FEE-HELP balance in writing and inform the applicant that:
 - (i) if the reviewer has not advised the applicant of a decision within 45 days of having received the application for review, the reviewer is taken to have confirmed the original decision;
 - (ii) the applicant has the right to apply to the Administrative Appeals Tribunal for a review of the decision; and provide the contact details of the closest Administrative Appeals Tribunal Registry, and the approximate costs of lodging and appeal with the Administrative Appeals Tribunal.

(11) The review shall be carried out by the Review Officer who shall be the Chairperson of the Academic Board of the College.

(12) The review shall be carried out under the following conditions:

- (a) the application for review shall be passed to the Review Officer who shall:
 - (i) seek all relevant information from the Committee which made the original decision;
 - (ii) shall review the case within 3 weeks and advise the student of the decision in writing giving the reasons for the reviewer's decision;
- (b) the Review Officer may
 - (i) confirm the decision;
 - (ii) vary the decision; or
 - (iii) set the decision aside and substitute a new decision;
- (c) the reviewer must reconsider the decision and respond in accordance with sub-rule (a) of this rule.

(13) The Review Officer will give written notice of the decision setting out the reasons for the decision.

(14) The applicant shall be advised in the notice of the right to apply to the Administrative Appeals Tribunal for a review of the decision; and be provided with the contact details of the closest Administrative Appeals Tribunal Registry, and the approximate costs of lodging an appeal with the Administrative Appeals Tribunal;