

As an approved course provider, Quality Training & Hospitality College (QTHC), must have processes and procedures for explaining the re-crediting of student's FEE-HELP balances as per Part 6 of the VET Students Loans Act 2016.

Definitions:

Student: Refers to students, who are Australian citizens or permanent humanitarian visa holders who will be resident in Australia for the duration of their VET Units of study, and who access a VET Student Loan for payment of their tuition fees in respect of the VET unit of study in which they are enrolled.

Census Date: A published date, set by the provider, no earlier than 20% of the way through a VET Unit of Study.

Tuition Fees: Fees paid for a VET Unit of Study that is approved for a VET Student Loan and applies to students who are, or would be entitled to a VET Student Loan

Unit or VET Unit of Study: A VET unit of study approved for a VET Student Loan that a student may undertake with Media Makeup, for which the student may access a VET Student Loan pay for all or part of their tuition fees.

The Department: The Department of Education and Training.

Withdrawal from a Unit of Study

Students must notify the Vocational Education Manager in writing on or prior to the census date of their request to withdraw from a Unit of Study to receive a refund. Email or postal is acceptable but postal must be received on or prior to the census date to be eligible for a refund.

Send notification of withdrawal to:
Vocational Education Manager
Quality Training & Hospitality College
Level 1, Suite 3, 8 Greenhill Road
Wayville SA 5034
Or email admin@qthc.edu.au

Incurring a VET Student Loan Debt

A Student who is, or would be, eligible for a VET Student Loan and has requested a VET Student Loan, who withdraws from a Unit on or before the census date will not incur a VET Student Loan debt for the tuition fees for that Unit.

Incurring a VET Student Loan Debt

A student who is, or would be, eligible for a VET Student Loan and has requested a VET Student Loan, who withdraws from a VET unit of Study on or before the census date will not incur a VET Student Loan debt for the tuition fees for that VET unit of Study.

VET Student Loan Withdrawal Policy

Students who have requested a VET Student Loan who remain enrolled after the published census date will incur a VET Student Loan Debt.

A Student who withdraws from a VET unit of Study after the published census date for the Unit will incur a VET Student Loan debt for that VET unit of Study.

A student who has successfully completed the unit of study is not eligible for a re-credit

Re-crediting a VET Student Loan Balance

Students who withdraw from a VET unit of Study after the published census date, or fails to complete a VET unit of Study, may apply to have their VET Student loan balance re-credited with respect to the VET unit of Study if they believe special circumstances apply in accordance with the following procedures:

Special Circumstances

If a student withdraws from a VET unit of Study after the published census date for that VET unit of Study, or has been unable to successfully complete a VET unit of Study, and believes this was due to special circumstances, the student may apply to have their VET Student Loan balance re-credited for the affected VET unit of Study.

QTHC will re-credit the students VET Student Loan Balance if it is satisfied that special circumstances apply, where:

- These circumstances are beyond their control, and
- These circumstances did not make their full impact on the student until on, or after the census date; and
- These circumstances were such that it was impracticable for the student to complete the requirements for the VET unit of Study
- For circumstances to be beyond a student's control, the situation should be that which a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.

Special circumstances do not include:

- Lack of knowledge or understanding of requirements for a VET Student Loan; or
- A student's incapacity to repay a VET Student Loan

Process: Re-credit of a Student VET Student Loan balance

Each application for re-credit of a student VET Student Loan balance will be considered on its merits together with all supporting documentation substantiating the special circumstance claim.

VET Student Loan Withdrawal Policy

The Vocational Education Manager of QTHC is responsible for the assessment of a student's request for a re-credit of their VET Student Loan balance due to special circumstances and for the initial decision regarding the request.

1. A student must apply in writing to the Vocational Education Manager within 12 months of the withdrawal date, or if the student has not withdrawn, within 12 months of the specified completion date of the VET unit of Study
2. The student must complete the Application for refund and re-credit of VET Student Loan form and provide necessary supporting documentation.
3. The Vocational Education Manager will consider each application within 10 working days of receipt of the application. It will consider each request to re-credit a VET Student Loan balance in accordance with the requirements of Schedule 1A of the Act. Applicants will be notified in writing of the decision within 14 working days.

Review of Decision

4. Where QTHC makes a decision NOT to re-credit a student's VET Student Loan balance, that decision may be subject to review.
5. If a student is not satisfied with the decision made by QTHC, the student may apply, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:
 - Be made within 28 days of receipt of the original decision
 - Include the date of the original decision
 - State fully the reasons for applying for the review
 - Include any additional relevant evidence
6. Applications should be made in writing to the Operations Director
Operations Director
Quality Training & Hospitality College
Level 1, Suite 3, 8 Greenhill Road
Wayville SA 5034
7. The Operations Director will:
 - Acknowledge receipt of the application for review of a decision in writing within 10 working days; and
 - Inform the students that if the Operations Director has not advised them of a decision within 45 days of receipt of application for review, it is taken that the Operations Director has confirmed the original decision.
8. The Operations Director will then:
 - Review the information from the original decision and then assess any new evidence provided by the student
 - Provide written notice to the student of the decision, setting out the reasons for the decision

- Inform the student of his/her right to apply to the Administrative Appeals Tribunal if they disagree with the review decision, and timelines involved.

Reconsideration by the Administration Appeals Tribunal (AAT)

At the time of the original decision, and at the time of the subsequent review decision, the student will be notified of his/her review rights and responsibilities. The relevant officer will inform a student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal. The application must be lodged at the AAT within 28 days of receiving written notice of the review decision. This time limitation can be extended in limited circumstances by order of the AAT.

AAT details

South Australia
Level 2, 1 King William Street
Adelaide SA 5000
Phone: 08 8218 8099

Postal address:
GPO Box 9955
Adelaide SA 5000

New South Wales
Level 6, 83 Clarence St
Sydney NSW 2000
Phone: 02 9276 5599

Postal address:
GPO Box 9955
Sydney NSW 2001

Queensland
Level 6, 295 Ann St
Brisbane QLD 4000
Phone: 07 3052 3001

Postal address:
GPO Box 9955
Brisbane QLD 4001

Full details of the application process and fees payable are available of the AAT registry website:
www.aat.gov.au

The Secretary of the Department, 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 QTHC that an appeal has been lodged. Upon receipt of this notification from the department, the Operations Director will provide the department with copies of all the documents that are relevant to the appeal within 10 business days.