

**Procedure**

**Tuition fee refunds and re-crediting FEE-HELP debts – local students – *special consideration***

**Procedure number**

**H 3.8.1**

**Policy area**

**Financial management**



1. A student who has withdrawn from the course after the census date in either semester may apply to have their tuition fees refunded or their FEE-HELP balance re-credited.
2. This application must be
  - a. Made only when the student believes that *special circumstances* apply
  - b. In writing addressed to the Campus Manager
  - c. Received within 12 months of withdrawing, and
  - d. Accompanied by independent supporting documentary evidence which substantiates the claims.
3. The Campus Manager will consider the application on its merits and if it satisfies all the requirements of *special circumstances* as outlined in *the Act*, will grant re-crediting of the FEE-HELP debt or refunding of the tuition fees paid up-front to the Academy
4. The applicant will be notified of the Campus Manager's decision and the reasons for the decision in writing within 45 days of receipt of the application
5. In the event that a refund is approved, the Campus Manager will proceed with the refund, in accordance with JMC Academy procedures
6. In the event that re-crediting is granted, the Campus Manager will inform DEST electronically
7. The Academy will repay to the Commonwealth any FEE-HELP assistance the Academy received from it on the applicant's behalf, in the manner prescribed by the Commonwealth.
8. In the event that the applicant is not satisfied with the decision of the Campus Manager, they may seek review of the decision. This application for review must be in writing to the Chief Executive Officer
  - a. The Academy will acknowledge in writing receipt of an application to review a reviewable decision
  - b. This written receipt will also inform the applicant that, if the CEO has not advised the applicant of the CEO's review of the decision within 45 days of receiving the application for review, then the applicant can take the CEO to have confirmed the original decision
  - c. Further, this written receipt will advise the applicant that if they are not satisfied with the decision of the CEO, that they have the right to apply to the Administrative Appeals Tribunal for a review of the decision

- d. In regards to that advice, the written receipt will provide the applicant of the contact details of the Administrative Appeals Tribunal Registry:
- i. The Tribunal's principles registry is in Sydney and Brisbane. The Tribunal has a national "local call fee only" number for the use of callers in country areas of Australia. The telephone number is **1300 366 700**. The number can be used to call the Tribunal's office in the capital city of the State in which an applicant lives, for the cost of a local call
  - ii. *Sydney*  
Administrative Appeals Tribunal  
Level 7, City Centre Tower  
55 Market Street  
Sydney NSW 2000  
Postal Address  
GPO Box 9955  
Sydney NSW 2001  
Telephone  
(02) 9391 2400 (metropolitan area)  
1300 366 700 (country areas)
  - iii. *Brisbane*  
Administrative Appeals Tribunal  
Level 4, Commonwealth Law Courts  
Corner Tank Street and North Quay  
Brisbane QLD 4000  
Postal Address  
GPO Box 9955  
Brisbane QLD 4001  
Telephone  
(07) 3361 3000 (metropolitan area)  
1300 366 700 (country areas)
9. The original decision will be reviewed by the Chief Executive Officer and the applicant informed in writing of the decision and the reasons for the decision within 45 days
10. The applicant then has 28 days to lodge an appeal with the AAT if they are not satisfied with the CEO's decision. The applicant must provide written advice to the CEO that they have taken this step
11. The Academy will then participate in any procedures as deemed necessary by the AAT to resolve the matter.

## **Definitions**

### Administrative Appeals Tribunal

The Administrative Appeals Tribunal (AAT) provides independent review of a wide range of administrative decisions made by the Australian government and some non-government bodies.

Request for appeals can be made in writing or by completing an application form. There are [time limits](#) on lodging applications with the Tribunal. This is usually 28 days from the date of receiving the decision to be reviewed.

For more information go to <http://www.aat.gov.au/>.

#### Census dates

Census dates are monthly. These dates are widely publicised to all current and prospective students and it is a requirement of the Commonwealth Department of Education, Science and Training that these Census dates are made available on the Academy's website by September 1 each year.

#### FEE-HELP

Commonwealth loans scheme for students to assist them to meet the cost of post-compulsory study.

#### Student

- A person who is enrolled in any subject or subjects offered by JMC Academy whether formally enrolled for an award qualification or not.
- A student whose enrolment has been accepted by receipt of the appropriate fee or part thereof. As a consequence a debt has been created and income credited to the General Ledger.

#### Tuition Fee

Those monies paid by a student to JMC Academy for tuition.

#### Up-front

Tuition fees that are paid by the student prior to the commencement of study.

#### Withdrawal

The cancellation of enrolment.