

Refunds and Re-crediting FEE-HELP Balances Policy

1. PURPOSE

This is a statement of JMC Academy's policy in regards to tuition fee refunds and re-crediting FEE-HELP debts for domestic students who have withdrawn from study after the census date in each semester due to special circumstances and may be entitled to having their tuition fees refunded or be granted a re-credit of their FEE-HELP balance, thus removing their FEE-HELP debt for the units.

2. SCOPE

This policy is applicable to all JMC Academy domestic students.

3. DEFINITIONS

Please refer to JMC Academy's Glossary.

4. POLICY

In this manner, JMC Academy complies with the Higher Education Support Act 2003, (the Act) the Student Learning Entitlement Guidelines Chapter 5 and the Higher Education Producer Guidelines which are made pursuant to this Act.

4.1 WITHDRAWAL OR DEFERMENT AFTER ENROLMENT AND PRIOR TO THE COMMENCEMENT OF THE ACADEMIC YEAR, OR PRIOR TO OR ON THE CENSUS DATE

- a) Students in these circumstances do not incur a FEE-HELP debt
- b) Students, who have paid their fees up-front, are entitled to a refund.

4.2 WITHDRAWAL OR DEFERMENT AFTER THE CENSUS DATE

- a) Students in these circumstances will incur a FEE-HELP debt
- b) Students who have paid their fees up-front, will not be entitled to a refund.

4.3 WITHDRAWAL OR DEFERMENT AFTER THE CENSUS DATE – SPECIAL CIRCUMSTANCES

- a) Students in these circumstances will incur a FEE-HELP debt, or
- b) Students who have paid their fees up-front, will not be entitled to a refund UNLESS:
 - o The student has been unable to complete the requirements of the units of study, and
 - o The student believes that this was due to special circumstances; and
 - o The student applies to JMC Academy for a tuition fee refund or to re-credit their FEE-HELP debt.
- c) If JMC Academy is satisfied that special circumstances do apply, it must:
 - o agree to the request
 - o refund the fees, or
 - o remove the FEE-HELP debt, and refund to the Commonwealth the amount of FEE-HELP paid to JMC Academy on behalf of the student.

4.4 SPECIAL CIRCUMSTANCES

Pursuant to the Act, The JMC Academy will be satisfied that special circumstances apply where the following three specified circumstances all occur. Special circumstances (as defined in the Student Learning Entitlements Guidelines Chapter 5) must be circumstances that are:

- a) Beyond the person's control (paragraph 79-5(1) (a) of the Act);
A person's circumstances are beyond that person's control if a situation occurs which a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the person is not responsible. This situation must be unusual, uncommon or abnormal, AND
- b) Do not make their full impact on the person until on or after the census date for the unit of study in question (paragraph 79-5(1) (b) of the Act);
A person's circumstances did not make their full impact on the person until on or after the census date for a unit of study if the person's circumstances occur:
- o Before the census date, but worsen after that day; or
 - o Before the census date, but the full effect or magnitude does not become apparent until on or after that day; or
 - o On or after the census date, AND
- c) Make it impracticable for the person to complete the requirements for the unit of study during the period which the person undertook, or was to undertake, the unit (paragraph 79-5(1)(c) of the Act).
Special circumstances which would make it impracticable for the person to complete the requirements for the unit of study would include:
- o Medical circumstances; or
 - o Family circumstances; or
 - o Personal circumstances; or
 - o Employment related circumstances; or
 - o Course related circumstances.
- Each application will be considered and determined on its merits, but must satisfy all three of the above criteria.

4.5 APPLICATION

- a) Applications for fee refunds or re-crediting of FEE-HELP balances in special circumstances must be received in writing by the Campus Manager within 12 months of the withdrawal date.
- b) The Campus Manager, in consultation with the Director of Education, has the discretion to waive this requirement if they are satisfied that the application could not be made within the time limit.
- c) The written application must be accompanied by independent supporting documentary evidence which substantiates the claims.

4.6 DECISIONS

Decisions are made by the Campus Manager. Each application is considered and determined on its merits and the Campus Manager must be satisfied that special circumstances apply in order to grant the request. The applicant must be notified in writing of the decision and the reasons for the decision within 45 days of receipt of the application. This written notification must also advise the applicant of their rights for a review of the decision if the application is not granted.

4.7 REVIEW

- a) If the original decision by the Campus Manager is not to refund the fees or re-credit an applicant's FEE-HELP balance, the applicant may apply in writing for a review of the original decision
- b) Reviews are conducted by JMC Academy's Chief Executive Officer.
- c) The written application for a review must be received by the Chief Executive Officer within 28 days of the applicant receiving notice of the original decision and must state the reasons why they are applying for a review
- d) The Chief Executive Officer must acknowledge receipt of an application for review of a decision in writing and inform the applicant that, if the Chief Executive Officer has not advised the applicant of a decision within 45 days of receiving the application for review, the Chief Executive Officer is taken to have confirmed the original decision.
- e) The Chief Executive Officer's options are:
 - o To confirm the decision
 - o To vary the decision; or
 - o To set aside the decision and deliver a new decision
- f) The Chief Executive Officer will review the original decision and inform the applicant in writing of the decision and the Chief Executive Officer's reasons for making the decision within 45 days
- g) The Chief Executive Officer must advise the applicant of their right to appeal to the Administration Appeals Tribunal (AAT) for a review of the Chief Executive Officer's decision if the applicant is unsatisfied with the outcome. The advice will include contact details of the AAT and indicative costs of lodging an application with the Tribunal.

4.8 RECONSIDERATION BY THE ADMINISTRATION APPEALS TRIBUNAL

- a) Should JMC Academy decline to refund an applicant's tuition fees or re-credit an applicant's FEE-HELP balance, the applicant may appeal to the Administrative Appeals Tribunal for a review of the decision
- b) The JMC Academy Chief Executive Officer must provide the applicant with the contact details and address of the nearest AAT Registry and an approximate cost of lodging an appeal with the AAT
- c) The applicant may supply additional information to the AAT which they did not previously supply to JMC Academy, in either the original application, or the application for review.

4.9 SUCCESSFUL APPLICATIONS

- a) In the case of a successful application to re-credit a FEE-HELP balance, an applicant's FEE-HELP debt is removed
- b) JMC Academy will supply DET with information of any re-crediting of FEE-Help balances
- c) JMC Academy will refund to the Commonwealth the amount of FEE-HELP paid to the Academy on behalf of the student. This refund will be paid in the manner required by the Commonwealth
- d) DET will inform the Australian Taxation Office that the debt has been removed

5. COMPLAINTS and APPEALS

Students may access the Student Complaints and Appeals Policy – and its associated procedures – at any time, against any decisions prescribed in this policy.

6. POSITIONS RESPONSIBLE FOR IMPLEMENTING POLICY:

- JMC Academic Staff
- Administration Team
- Campus Manager
- Director of International Services
- Heads of Departments

7. RELATED DOCUMENTS

- Assessment Management Procedure,
- Deferring, Suspending and Cancelling Student's Enrolment Policy,
- Deferring, Suspending and Cancelling Domestic Student's Enrolment Procedure,
- Student Complaints and Appeals Policy,
- Student Complaints and Appeals Procedure,
- JMC Academy Glossary,

8. RELATED LEGISLATION

This Policy supports JMC Academy's compliance with the following legislation:

- Higher Education Support Act 2003 (Cth),
- Higher Education Standards Framework (Threshold Standards) 2015,

9. POLICY REVIEW DATE

28th February, 2021

10. VERSION CONTROL TABLE

Title	<i>Refunds and Re-crediting FEE-HELP Balances Policy</i>			
Maintained By	Education Team			
Approving Authority	Academic Board			
Approved Date	22/03/2018			
Version Number	Modified By	Modifications Made	Date Modified	Status
B2.09	A Broughton		31/05/2011	Superseded
2.0	M. Hafda	Updated format	06/12/2017	Current