

Australian Lutheran College

FEE-HELP Review Procedures

Preamble

It is recognized that from time to time circumstances will arise whereby decisions are required regarding re-crediting Commonwealth assistance including SLE, WEI or FEE-HELP amounts.

Such issues may come to the attention of the college through regular operational processing activities, or as a result of representations from students.

Determination of the initial decision maker

The officer shall be the substantive or acting occupant of the Business Manager's position.

The class of persons from which selection shall be made to undertake a review

The officer shall be the substantive or acting occupant of the position of Director of the respective Ministry program in which the student seeking the review is enrolled.

Relationship between the initial decision maker and the review officer

There is no line management or direct operational relationship between the two. The initial decision maker is the head of administration and finance, and the review officer is drawn from academic/faculty members.

Methods of communicating the policy

To be published in the Student Handbook, both hard copy and electronically on the ALC website: <http://www.alc.edu.au/>

Process

A person who has a Commonwealth student debt as outlined above may apply to have all or part of the debt re-credited. The matter is to be referred to the Business Manager in writing, with the submission outlining in detail the circumstances and reasons for the request. The Business Manager shall reply in writing to the applicant within fourteen days with a decision, with detailed reasons given for the decision.

If the person is not satisfied with the decision he or she may seek a review. The request for the review, effectively appealing against the original decision, must be made in writing within twenty eight days of receipt of the notice of the original decision. The request is to state reasons for requiring the review and is to be given to the nominated review officer who shall be the Director of the Ministry program to which the study unit debt adjustments under consideration relate. If the request for review involves units that span more than one program, specific units will be considered by respective program Directors.

The review officer shall provide a written acknowledgment to the person within seven days from receipt of the request and inform the applicant that, 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 and that the person may appeal to the Administrative Appeals Tribunal (AAT). The notice must contain contact details of the nearest AAT and the approximate cost of lodging an appeal with the AAT.

The review officer should endeavour to make a decision as soon as practicable but preferably within fourteen days, and is to advise the person in writing. The advice shall include reasons for the decision. The review officer may confirm the original decision, vary the decision, or set it aside and substitute a new decision. This advice must also inform the person of their right to appeal to the AAT, and provide the relevant contact details and approximate cost of lodging an appeal.

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