

## Recrediting FEE-HELP balances

A student may apply for a re-credit of their FEE-HELP balance if they withdraw from studies after the census date and have not completed the requirements for the unit.

A written request must be received within 12 months of the withdrawal date or if the person has not withdrawn within 12 months of the end of the period of study.

AIM SA will recredit the FEE-HELP balance if **special circumstances** apply to the person that are:

1. beyond the person's control
2. do not make their full impact on the person until on, or after the census date; and
3. make it impracticable for the person to complete the requirements for the unit in the period which the person undertook, or was to undertake the unit.

AIM SA has review procedures for reconsidering decisions made relating to a person's Commonwealth assistance.

## Applying for Recredit of FEE-HELP balance

1. The participant submits a written request for recredit of FEE-HELP balance that outlines the **special circumstances** that apply.

The written request should include independent supporting documentation, for example, a letter from the participant's doctor or counsellor.

2. The request should be sent to to the FEE-HELP Officer within 12 months of the withdrawal date or if the participant has not withdrawn within 12 months of the end of the period of study.

3. The FEE-HELP officer will assess the written request to ensure that the circumstances were:

- beyond the person's control
- did not make their full impact on the person until on, or after the census date; and
- made it impracticable for the person to complete the requirements for the unit in the period which the person undertook, or was to undertake the unit.

4. A decision will be made and the participant notified of the reasons and outcome within 14 days of receipt of the written request.

5. Where a decision results in recrediting of the participants FEE-HELP balance AIM SA will notify DEEWR and repay any amounts received from the Commonwealth on the participant's behalf.

6. A participant has the right to apply for a review of a decision not to re-credit. A written request for review stating the reasons for review must be received by the **FEE-HELP Review Officer within 28 days of receipt of the notice of the decision.**

## Review Procedure

1. A participant has the right to apply for a review of a decision not to re-credit. A written request for review stating the reasons for review must be received **by the FEE-HELP Review Officer within 28 days of receipt of the notice of the decision.**
2. A request for review of a decision not to re-credit will be acknowledged in writing within 14 days of receipt.
3. The FEE-HELP Review Officer will review the request.
4. The FEE-HELP Review Officer will notify the participant in writing within 28 days of receipt whether they:
  - Confirm the original decision
  - Vary the original decision
  - Set the original decision aside and substitute a new decision

And the reasons for their decision.

5. If the reviewer does not advise of a decision within 45 days the decision should be taken as confirming the original decision.

The FEE-HELP Review Officer will inform participants they have right of appeal to the Administrative Appeals Tribunal (AAT) for reconsideration of the decision if the applicant is unsatisfied with the outcome.

The FEE-HELP Review Officer will provide contact details for the nearest AAT office and approximate costs associated with lodging an appeal.

6. If an appeal is lodged with the AAT AIM SA will supply all relevant documents concerning the review to DEEWR within 5 days.