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# FEE-HELP Review Procedures

This policy is current as of 1 January 2014 and will be reviewed at least annually by the Kaplan.

## Scope

This policy is applicable to Kaplan Business School Pty Ltd.

## Introduction

Any student eligible for a loan to assist with the cost of their tuition fees under the Higher Education Loan Program (HELP), who withdraws from the course of study after the census date, or does not complete the requirements for the course, may apply to Kaplan Higher Education to have their FEE-HELP balance re-credited due to special circumstances.

In accordance with the Higher Education Support Act 2003A, Kaplan Higher Education will implement for 2012 the following procedures for reviewing decisions made in relation to FEE-HELP:

## Purpose

1. A student can lodge an application for review of FEE-HELP in writing to Kaplan Higher Education within 12 months<sup>^</sup> of the date the student withdrew from the course of study, or within 12 months<sup>^</sup> of the end of the period in which the course of study was, or was to be, undertaken.
2. Kaplan will, within 14 days of receiving the application for review, approve the application and re-credit the students FEE-HELP balance if satisfied that the circumstances were:
  - beyond the students control
  - did not make their full impact on the student until on, or after, the census date; and
  - make it impracticable for the student to complete the requirements for the unit during the period in which the student undertook, or was to undertake the unit.

3. Where a student is not satisfied with the initial decision made by Kaplan Higher Education, they may lodge a review of the FEE-HELP in writing to Kaplan Higher Education within 28 days of the initial receipt of notification that their initial review of FEE-HELP was unsuccessful.

Kaplan Higher Education will acknowledge receipt of an application for review of a reviewable decision in writing within five working days and inform the applicant that, if the National Manager, Higher Education Operations (the reviewer) has not advised the applicant of the decision within 45 days of receiving the application for review, the reviewer is taken to have confirmed the original decision. The acknowledgement will also advise the applicant of his/her right to apply to the Administrative Appeals Tribunal (AAT) for review of the decision made by the reviewer and will advise the applicant of the AAT's contact details and approximate cost of making an application.

Once the decision is reviewed, the reviewer will provide the applicant with written notice of the outcome and reasons as to why the decision was taken. The reviewer will also advise the student in writing of their right to apply to the AAT for an independent review of the decision in relation to FEE-HELP and provide the contact details and the approximate cost of making an application.

^ Kaplan Higher Education will waive the requirement that the application be made before the end of the 12 months, on the grounds that the student can provide evidence that it would not be, or was not, possible for the application to be made before the end of that period.

## **Related policies**

This Policy should be read in conjunction with the following related KOHE policies:

- Access and equity
- Refund
- Student misconduct
- Student grievance
- Student appeal

## **Responsible Officer**

The responsible officer for the implementation and relevant training of this policy is the Vice President, Higher Education Australia.