

Re-Crediting a Tuition Fee Balance

Students who withdraw from a subject/unit on or after the Census Date, or who are unable to successfully complete a subject/unit, may apply to have their tuition fee balance re-credited where special circumstances apply.

This applies to domestic higher education students who fund their studies through FEE-HELP or pay their tuition fees upfront.

Students who withdraw before the Census Date may be eligible for a refund or, where applicable, to have their FEE-HELP debt not reported or re-credited without needing to apply under the special circumstances process.

Special Circumstances

For a tuition fee balance to be re-credited, the circumstances must:

- › be beyond the student's control;
- › not make their full impact until on or after the Census Date; and
- › make it impracticable for the student to complete the requirements of the subject/unit.

Circumstances are considered beyond a student's control where the situation is not due to the student's action or inaction, the student is not responsible for the situation, and the circumstances are unusual, uncommon or abnormal.

Each application is considered on its individual merits and must be supported by independent documentation that substantiates the student's circumstances.

How to Apply

Applications must be made in writing and should include:

- › the affected subject/unit(s) and semester;
- › the tuition fee or FEE-HELP amount to be re-credited, where known;
- › the student's identifier or student number; and
- › independent supporting documentation demonstrating the special circumstances.

Applications should be sent to:

Senior Student Support Officer
Email: enrolments@aipc.net.au

Application Timeframe

Applications must generally be lodged within 12 months.

For students who withdraw from a subject/unit, the 12-month period begins from the effective date of withdrawal.

Where a student does not meet the requirements of a subject/unit, the application must be made within 12 months after the period in which the student was enrolled in that subject/unit.

The Institute may allow a longer period where it was not possible for the student to make the application within the 12-month timeframe.

Assessment and Outcome

The Student Support Team will assess the application and determine whether the student's circumstances meet the requirements for special circumstances. Each application is considered on its individual merits and takes into account the student's claim and the independent supporting documentation provided.

Students will be advised of the outcome in writing within 28 days, including the reasons for the decision.

If the application is approved:

- for students using FEE-HELP, the FEE-HELP balance for the affected subject/unit(s) will be re-credited and the associated FEE-HELP debt removed; or
- for students who paid their tuition fees upfront, the full tuition fee for the affected subject/unit(s) will be refunded.

Review of a Decision

If a student is dissatisfied with a decision not to re-credit their tuition fee balance, they may request an internal review.

The request must generally be made within 28 days of receiving the original decision, unless the Review Officer allows a longer period. The request must:

- be made in writing;
- specify the reasons for requesting the review; and
- include any supporting documentation.

Requests for review should be submitted to:

Review Officer

Email: feedback@aipc.net.au

The review is conducted by the Chief Executive Officer or delegate, who is senior to the original decision maker.

The Review Officer will acknowledge receipt of the review request in writing. If the student has not been advised of a decision within 45 days of the Institute receiving the review request, the original decision is taken to have been confirmed. The student may then apply to the Administrative Review Tribunal (ART) for external review within 28 days.

The Review Officer will review the case and provide the student with the decision and reasons in writing. The Review Officer may:

- confirm the original decision;
- vary the original decision; or

- › set aside the original decision and substitute a new decision.

External Review

If a student remains dissatisfied with the reviewed decision, they may apply to the Administrative Review Tribunal (ART) for review of the Institute's decision not to re-credit their tuition fee balance.

An application to the ART must generally be made within 28 days of receiving the internal review decision. Students will be advised of their right to apply to the ART and provided with relevant contact details and information about the approximate cost of lodging an application.

Students may provide the ART with additional information that was not previously provided to the Institute as part of the original application or internal review.