

## 1 POLICY STATEMENT AND PURPOSE

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The purpose of this Policy is to detail the requirements for requesting a recrediting of FEE-HELP balance.

## 2 SCOPE

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This Policy applies to FEE-HELP students.

## 3 DEFINITIONS

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FEE- HELP	Is an Australian Federal Government loan scheme that assists eligible fee-paying students pay all or part of their tuition fees. More information is available at <a href="https://www.studyassist.gov.au/help-loans-and-csps/FEE-HELP">https://www.studyassist.gov.au/help-loans-and-csps/FEE-HELP</a>
FEE-HELP student	Includes all students eligible for FEE-HELP irrespective of whether or not they have elected to access FEE-HELP. Eligibility rules for FEE-HELP are available at <a href="https://www.studyassist.gov.au/help-loans-and-csps/FEE-HELP">https://www.studyassist.gov.au/help-loans-and-csps/FEE-HELP</a>
Census date	A published date set by the provider, no earlier than 20% of the way through a subject of study.
Subject	A subject approved for FEE-HELP loan that a student may undertake with ICHM for which the student may access FEE-HELP assistance to pay for all or part of their tuition fees.
Tuition fees	Fees paid for a subject of study that is approved for FEE-HELP Loans and applies to students who are or would be entitled to FEE-HELP assistance.

## 4 POLICY DETAILS

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### 4.1 Incurring a FEE-HELP debt

A Student who is, or would be, eligible for a FEE-HELP debt, has requested FEE-HELP and who withdraws from a subject on or before the census date will not incur a FEE-HELP debt for the tuition fees for that subject.

Students who have requested a FEE-HELP debt who remain enrolled after the published census date will incur a FEE-HELP loan debt.

A Student who withdraws from a subject after the published census date for that subject will incur a FEE-HELP loan debt for that subject.

#### **4.2 Re-crediting a FEE-HELP Balance**

In accordance with the following procedures, Students who withdraw from a subject after the published census date, or fail to complete a subject, may apply to have their FEE-HELP balance re-credited with respect to the subject if they claim special circumstances.

##### **Special Circumstances**

If a Student withdraws from a subject after the published census date for that subject, or has been unable to successfully complete a subject and believes this was due to special circumstances, the Student may apply to have their FEE-HELP balance re-credited for the affected subject/s.

ICHM will re-credit the Student's FEE-HELP Balance if it is satisfied that Special Circumstances apply where:

- the circumstances are beyond the Student's control, and
- these circumstances did not make their full impact on the Student until on, or after the census date; and
- these circumstances were such that it was impracticable for the Student to complete the requirements for the subject.

For circumstances to be beyond a Student's control, the situation should be that which a reasonable person would consider is not due to the Student's action or inaction, either direct or indirect, and for which the Student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.

Special circumstances do not include:

- lack of knowledge or understanding of the requirements for FEE-HELP loan assistance; or
- a Student's incapacity to repay a FEE-HELP loan debt (repayments are income contingent and the Student can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).

#### **4.3 Process to re-credit a Student's FEE-HELP balance**

Each application for re-credit of a student's FEE-HELP balance will be considered on its merits together with all supporting documentation substantiating the special circumstances claim.

Applications must be received within 12 months of the withdrawal date, or if the Student has not withdrawn, within 12 months of the specified completion date of the subject. ICHM has the discretion to waive this requirement if it is satisfied that it was not possible for the application to be made within the 12-month period. Relevant supporting documentation will be required to substantiate the claim.

The Admissions and Enrolments Director is responsible for the assessment of a Student's request for a re-credit of their FEE-HELP balance due to special circumstances and for the initial decision regarding the request.

The process is as follows:

1. A Student must apply in writing to the Admissions and Enrolments Director via email as follows:

Admissions and Enrolments Director  
ICHM Admissions  
Email: [admissions@ichm.edu.au](mailto:admissions@ichm.edu.au)

2. The application for re-crediting a FEE-HELP balance must include details of the:
  - i. Subject(s) for which a student is seeking to have a FEE-HELP balance re-credited and
  - ii. special circumstances as referred to above, including supporting documentation.
3. ICHM will consider each application within 5 working days of receipt of the application. It will consider each request to re-credit a FEE-HELP balance in accordance with the requirements of Part 3 Subdivision 104-B of the Higher Education Support Act 2003. Applicants will be notified in writing of the decision within 15 working days.

#### **Review of Decision**

4. If a Student is not satisfied with the decision made by ICHM the student may apply, within 28 days of the receipt of the original decision, for a review of the decision.
5. The Student's application for review must:
  - i. be made within 28 days of receipt of the original decision
  - ii. include the date of the original decision
  - iii. state fully the reasons for applying for the review
  - iv. include any additional relevant evidence
6. Applications for review must be made in writing to the Head of ICHM, as the designated Review Officer of any decisions relating to a request for recrediting of a FEE-HELP balance. Note: The Review Officer is senior to the designated officer responsible for the original decision and was not involved in making the original decision to be reviewed. Applications for review are to be forwarded to:

Head of ICHM  
Mrs Kellie Lumsden  
Email: [klumsden@ichm.edu.au](mailto:klumsden@ichm.edu.au)

7. The Review Officer will:
  - i. acknowledge receipt of the application for review of a decision in writing within 10 working days;

- ii. inform the Student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision;
- iii. review the information from the original decision and then assess any new evidence provided by the Student;
- iv. provide written notice to the Student of the decision, setting out the reasons for the decision
- v. inform the Student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and request reconsideration by the Administrative Appeals Tribunal

At the time of the original decision, and at the time of the subsequent Review Decision, the Student will be notified of their review rights and responsibilities. The relevant officer will inform a Student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal. Any Application must be lodged at the AAT within 28 days of receiving written notice of the Review Decision. This time limitation can be extended in limited circumstances by order of the AAT.

**AAT Details and Approximate Costs** Administrative Appeals Tribunal, Level 2, 1 King William St, Adelaide SA 5000 Telephone: 1800 228 333.

Note: Full details of the application process and fees payable are available on the AAT Registry's website: [www.aat.gov.au](http://www.aat.gov.au) An application fee may apply and is subject to change. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details. The Secretary of The Department, or the Secretary's delegate, will be the respondent for cases that are brought before the AAT. Upon The Department's receipt of a notification from the AAT, The Department will notify ICHM that an appeal has been lodged. Upon receipt of this notification from The Department, the Review Officer will provide The Department with copies of all the documents that are relevant to the appeal within ten (10) business days.

## 5 QUESTIONS IN RELATION TO THIS POLICY

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If you have any questions regarding this policy, please contact the Admissions Office.

ICHM Admissions Office  
131-139 Currie St  
Adelaide  
SA 5000, Australia  
Email: [admissions@ichm.edu.au](mailto:admissions@ichm.edu.au)  
P: (61 8) 8228 3664  
CRICOS Provider No. 02914G

## 6 REVIEW

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The Admissions and Enrolments Director is responsible for the review of this policy on a 3-yearly basis. The Head of ICHM must approve any change to this policy.

Accountability and review			
<b>Delegate</b>	Admissions and Enrolments Director	Ref: ICHM Delegations Register	
<b>Approval body</b>	Head of ICHM		
<b>Approval date</b>	20240325		
<b>Review date</b>	3 years from last review 20270325		
Supporting information			
<b>Related legislation</b>	Higher Education Standards Framework (Threshold Standards) 2021 (Cwth) Higher Education Support Act 2003		
<b>Sector benchmarking</b>			
Supporting documents			
<b>Related documents</b>	Fees and Refunds policy		
<b>Superseded documents</b>			
Type and location			
<b>Policy type</b> <select row and shade>	Corporate Governance Academic Governance Academic Management Operational Management		
<b>Location/access</b> <select row and shade>	Website Student access Staff access Overseas		
Amendments			
Version No.	Amendment type	Amendment Date	Key changes
1.0	New Doc	12 April 2019	New policy for Re-Crediting a FEE-HELP balance
1.1	Minor	May 2020	Changes to position titles
1.2	Minor	28/02/2022	Minor amendments. Updated for quality assurance review undertaken by the Quality and Compliance Manager.
1.3	Minor	02/12/2022	Minor title changes
1.4	Minor	25/05/2023	Changes to job titles and contact address
1.5	Minor	25/03/2024	Job title change – Manger Admissions and Administration changed to Admissions and Enrolments Director