

Application to review a re-credit decision (VET/FEE HELP)

MAKE
GREAT
HAPPEN



Who should use this form?

- ✓ Students who have previously submitted an *Application to re-credit (VET) FEE-HELP Balance*, have had this assessed and have been notified of TAFE Queensland Brisbane's decision.
- ✓ Students requesting a review of TAFE Queensland Brisbane's decision not to re-credit or refund unit/s from which the student has withdrawn after census date.

This application must be made within 28 days of receiving notice of the original decision.

Please read the attached Explanatory Notes before you complete this form

1. Personal Details

Surname:

Given name:

Student ID:

Phone:

Email:

Address:

Post Code:

2. Provide the reasons why you are applying for a review – To support your case you will also need to provide supporting documentation from a doctor, counsellor, employer (see explanatory notes)

3. Declaration and Signature

I wish to apply for a review of the decision made regarding my application to re-credit my (VET) FEE-HELP balance/refund any upfront payments towards my (VET) FEE-HELP debt.

I declare that the information I have given on this application is correct. I understand that if I knowingly make any false or misleading statements my application will be immediately disregarded.

Signature:

Date:

Explanatory Notes - application to review a re-credit decision

Review procedures and instructions for higher education & VET students

Decisions regarding re-crediting a person's (VET) FEE-HELP balance are reviewable. A review of a decision may be requested by any student who is affected by the original decision or without a student request if TAFE Queensland Brisbane is satisfied that there is sufficient reason to do so.

Who should use this form?

- ✓ Students requesting a review of TAFE Queensland Brisbane's decision not to re-credit or refund unit/s from which the student has withdrawn after census date.
- ✓ Students who have previously submitted an *Application to re-credit (VET) FEE-HELP balance* and have had this assessed and have been notified of TAFE Queensland Brisbane's decision.

What should I provide?

- TAFE Queensland Brisbane has retained copies of your original *Application to re-credit (VET) FEE-HELP balance* and supporting documents. These will be considered alongside your application for review.
- You will need to submit the attached form: *Application to review a re-credit decision*, along with your supporting documentation.
- If your original application was declined due to insufficient supporting documentation, it is very important that you provide further documentation to support your claim.

Supporting documentation may include:

For medical reasons – a statement from a doctor indicating:

- the date your medical condition began or changed
- how your condition affected your ability to study
- when it became apparent that you could not continue with your studies

For family/personal reasons – a statement from a doctor, counsellor or independent member of the community (e.g. Justice of the Peace or a minister of religion) indicating:

- the date your personal circumstance began or changed
- how your circumstance affected your ability to study
- when it became apparent that you could not continue with your studies

For employment related reasons – a statement from your employer indicating:

- your previous work hours and location
- your current work hours and location
- the reason for changed hours and/or location

For course related reasons – a statement from your Faculty indicating:

- that you have been disadvantaged by changed arrangements to your unit of study and that it was impossible for you to undertake alternative units of study.

Application to review a re-credit decision (VET/FEE HELP)

MAKE
GREAT
HAPPEN



Applications to review a re-credit decision should be submitted to:

Via mail:
FEE-HELP Coordinator
Student Services
TAFE Queensland Brisbane

Locked Mail Bag 14
South Brisbane Qld 4010

In Person:
Customer Service Contact Centres located at:
South Bank, Mt Gravatt, Loganlea, Alexandra Hills, Bracken
Ridge, Grovely, Caboolture and Redcliffe

What happens to my application after it has been lodged with student administration?

1. Upon receipt of your application by Student Services an acknowledgement will be posted to you, within 14 days. If you have not received an acknowledgement of your application within two weeks of submitting it, you should contact Student Services.
2. The Region's Review Panel will consider the evidence supplied in your original application along with any additional evidence supplied with this application. It is your responsibility to ensure all relevant documentation is provided to Student Services. The review will be completed within 45 days of receipt by Student Services.
3. The Region's Review Panel will reconsider the decision and will do one of the following:
 - Confirm the decision
 - Vary the decision
 - Set the decision aside and substitute a new decision.
4. You will be advised in writing of the decision made.

What if I disagree with the decision of the Region's Review Panel?

If you are dissatisfied with the results of the TAFE Queensland Brisbane review, you have the right to request an external review of the decision by the Administrative Appeals Tribunal (AAT). Current cost of lodging an appeal to AAT is approx \$816. This cost is the responsibility of the applicant. The cost may be reduced under certain circumstances, please contact AAT directly to find out more.

Contact details for AAT are:

Street address:

Deputy Registrar, Administrative Appeals Tribunal, Level 4,
Harry Gibbs Building, Commonwealth Law Courts, 119 North Quay, QLD 4000

Postal address:

Deputy Registrar, Administrative Appeals Tribunal, GPO BOX 9955, QLD 4001

Phone:

07 3361 3000 / 1300 366 700

Fax:

07 3361 3001

Internet:

www.aat.gov.au

Privacy Disclaimer

TAFE Queensland Brisbane is collecting the information on this form in accordance with the *Information Privacy Act 2009* for students who have a FEE-HELP debt with the Commonwealth Government. Only authorised TAFE Queensland Brisbane and TAFE Queensland officers will have access to this information. Your information will not be disclosed to any third party without your consent, unless authorised or required by law.