

REVIEW PROCEDURES AND TUITION FEES

Review Procedures

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

Note: *Students who have successfully completed a VET course of study are not eligible to apply to have their FEE-HELP balance re-credited or to have their VET FEE HELP debt removed for that VET course.*

In accordance with clause 19 of schedule 1A of the *Higher Education Support Act 2003* (HESA), The Australian Guild of Music has implemented the following procedures for reviewing decisions made in relation to VET FEE-HELP:

- a) Students can lodge an application for review of a decision in writing to the CEO of The Australian Guild of Music within 12 months of the date the student withdrew from the VET course of study, or within 12 months of the end of the semester that the VET course of study was, or was to be, undertaken;
- b) The Australian Guild of Music will, within 10 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 for the VET course of study under review; and
 - made it impracticable for the student to complete the VET course requirements for the VET course of study under review during the semester that the VET course of study was, or was to be, undertaken.
- c) If not satisfied with the outcome of b), the student may lodge a review of the decision in writing to the Dean-Director of The Australian Guild of Music Education, outlining the reasons for requesting a review of the decision. This request must be received by The Australian Guild of Music within 28 days of the student's receipt of notification that their initial review of VET FEE-HELP was unsuccessful. The Australian Guild of Music's decision on review is final.

The Australian Guild of Music will acknowledge receipt of an application for review of a reviewable decision in writing within 5 working days and inform the applicant that, if the reviewer has not advised the applicant of a 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 of the Australian Guild of Music review officer and will advise the applicant of the AAT's contact details and the approximate cost of making an application.

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