

POLICY

VET Assistance Review Process and Appeals

Purpose: To provide a formal review and appeals process for a review of a decision not to re-credit a student's VET FEE-HELP balance.

- In the event that a student's VET FEE-HELP credit has been refused to be re-credited, a student may apply in writing through to **the VET FEE-HELP Reviewer** (Director). '**Community Training Australia Pty Ltd**' to review the decision. The applicant must state the reasons why they are applying for review. The application for review must be made within 20 days from the day the student received the notice of the original decision, or where the provider allows additional time at the discretion of the Reviewer (Director).
- The Reviewer (Director) of the VET Provider 'Community Training Australia Pty Ltd' will acknowledge the receipt of an application for a reviewable VET decision after receiving the application for review within 14 days.
- The VET FEE-HELP Reviewer (Director) is not involved in the original decision and occupies a more senior position in the organisation to the Registered Training Organisation Manager and will be appointed as the reviewer of the original decision. Each application will be considered on a reasonable basis, and determined with the information available to the reviewer at the time of review.
- If the applicants review on the decision has been upheld, varied or overturned, the applicant will be informed in writing of the decision within 30 days of the receipt of the application. Where appropriate to the decision, notification will be provided about the timing for a partially or fully re-credited FEE-HELP balance, as per decision by the Reviewer (Director).
- If the applicant is unhappy with the reviewed decision, the applicant has the right to apply to the Administrative Appeals Tribunal (AAT) for a review of the reviewable VET decision that has been confirmed, varied or set aside.

Administrative Appeals Tribunal

<http://www.aat.gov.au/ContactUs/QLD.htm>

Street Address

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

Postal Address

Administrative Appeals Tribunal
GPO Box 9955
Brisbane QLD 4001

Applications to the Administrative Appeals Tribunal for review of a decision may include an application fee of \$777. (As of 1 July 2010)



Applications cannot proceed until the application fee is paid or the fee has been waived. The application fee is refunded when the review is completed if the AAT decides that it is finalised in the applicants favour.

In certain circumstances, the application fee is not payable. More information is available here: <http://www.aat.gov.au/FormsAndFees/Fees.htm>

References

VET Provider Guidelines

VET Provider Handbook

Information Privacy Act 2000

Privacy Act 1988

Higher Education Support Act 2003 (HESA)