

Tuition Fee Refund and Re-Crediting Policy

Policy Number: POL-D.021

Responsible Officer: Johan Pienaar (Director/CEO)

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Review Expiry Date: 30 April 2018

Cross References: Higher Education Support Act 2003); VET Student Loans Act (2016).

Australian Students

Full time students not eligible for VET Student Loans (VSL) are expected to pay tuition fees as set out in the payment schedule in their training contract. If a student withdraws from their course of study, FTA will proceed with a course closeout exercise at the end of which the student may be liable for additional payment or eligible for a refund. The student will be notified in writing of the result of the closeout exercise and said notification will include backing documentation.

Part time students will pay an hourly rate for all flights prior to the start of each flight. If a student withdraws from their course of study, FTA will proceed with a course closeout exercise at the end of which the student maybe liable for additional payment or eligible for a refund. The student will be notified in writing of the result of the closeout exercise and said notification will include backing documentation.

VSL Students

Eligible VSL students who withdraw from their unit of study or course of study on or before the census date will not incur a FEE-HELP debt for that unit of study or course of study, and will receive a refund for the upfront payment for the specified unit of study.

FTA reserves the right to not credit a student's FEE-HELP debt when the student withdraws from a unit of study or course of study after the census date.

FTA will repay to a person who is entitled to VSL assistance their VET tuition fee for a VET unit of study that meets the course requirements under the *Act* that the person made on or before the census date for the unit if the person is no longer enrolled in the unit at the end of the census date.

FEE-HELP Debt

A student incurs a FEE-HELP debt for the amount of VSL assistance loaned to them by the Commonwealth to pay for part or all of their tuition fees for each unit at the end of the census date. The Commonwealth pays this amount directly to FTA on the student's behalf.

Re-Crediting

A student's FEE-HELP balance can be re-credited under Part 6 of the Act as follows:

- a. Students may apply to FTA in writing for a FEE-HELP balance to be re-credited under section 68 of the Act because of special circumstances. Applications must be made within 12 months after the census day for the course, or the part of the course, concerned, or within that period as extended by FTA.
- b. Students may apply to the Secretary for a FEE-HELP balance to be re-credited within 5 years after the census day for the course, or the part of the course, concerned, or within that period as extended by the Secretary under section 71 of the Act because:
 - i. FTA or someone acting on our behalf engaged in unacceptable conduct in relation to the student's application for the VET student loan
 - ii. FTA has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the student.

Special circumstances

Students will include any independent supporting documentation, for example, a letter from the person's doctor or counsellor, to support their claims. Special circumstances are circumstances that:

- a. Are beyond the student's control
- b. Do not make their full impact on the student until on or after the census day for a course, or the part of a course
- c. Make it impracticable for the student to complete the requirements for the course, or the part of the course, during the student's enrolment in the course, or the part of the course.

Special circumstances do not include the following:

- a. Lack of knowledge or understanding of requirements for VSL assistance
- b. A person's incapacity to repay a FEE-HELP debt.

For special circumstances to apply, students are to note that the circumstances must have made it impracticable for the student to complete the requirements. It is not a requirement that the circumstances are the sole reason for not being able to complete the unit, but they must be a reason.

Application Process

FTA will consider the student's application as soon as practicable. FTA will notify the person, in writing, of its decision and the reasons for making the decision. Students and staff should note that these decisions are reviewable and fall under POL-D.023 Student Review Policy. Students must familiarise themselves with the procedure as set out in the ADM-D.003 Student Handbook and follow it for all reviewable decision matters.

In assessing the application, FTA will consider if the threshold criteria above has been met and if these special circumstances apply. This will be a relatively simple factual analysis of the student's application and records.

It is important to note that applications can still be assessed if a student completes all the requirements of the course, but does so unsuccessfully, e.g. sat all exams, completed flying assessments but failed the unit. The student might still be eligible to have the unit(s) re-credited if the circumstances fit within 'special circumstances'.

If the student does not satisfy any elements of the threshold criteria, FTA must refuse the student's application in writing and provide a statement of reasons.

Bank Charges

Bank charges may be incurred by the recipient of the payment. These charges are imposed by the banking institutions are deducted from the payment made by FTA. FTA has no control over such charges and therefore does not bear any responsibility for amounts deducted.



Johan Pienaar
(Chief Executive Officer/Director)