Tuition Fee Refund and Re-Crediting Policy

Policy number: POL-D.021

Responsible officer: Johan Pienaar (Director/CEO)

Date of approval: July 2014

Scheduled review: Biennially

Review expiry date: 31 July 2028

Cross references: *VET Student Loans Act 2016.*

Refunding of tuition fees

Private students

Full time local or overseas 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 VETSL 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.

If a student withdraws after a census date from a unit of study, FTA will refund the student's VETSL debt for training not delivered.

FTA will repay to a person who is entitled to VSL their tuition fee for a unit of study that meets the course requirements under the *VET Student Loans Act 2016* 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.

VETSL debt

A student incurs a VETSL debt for the amount of VSL 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.

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Re-crediting of VETSL balance under part 6 of the Act

A student's VETSL balance can be re‑credited under part 6 of the Act.

A student may apply to FTA for the student's VETSL balance to be re-credited under section 68 of the Act because of special circumstances. Special circumstances are circumstances that:

- Are beyond the student's control.
- 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.
- 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.

Applications for re-crediting under section 68 of the Act 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 the provider. Where a provider allows a person to defer completion of their studies regarding a course or part of a course, the 12-month application period applies from the end of the extended period for the course.

There is no charge for an application for re-crediting of a VETSL balance or for reconsideration or review of decisions, other than review by the Administrative Appeals Tribunal.

Process and procedures to apply for re-crediting of VETSL balance:

a. Student applies to FTA in writing to have their VETSL balance re-credited under section 68 of the Act because of special circumstances, by email to Jason Hockaday (CFO) at jhockaday@flyfta.com or by mail to Jason Hockaday CFO, 77–81 Airport Drive, Wellcamp QLD 4350. The application must include documented evidence to quality for *special circumstances*.

b. FTA will consider the student's application as soon as practicable and will notify the person in writing of its decision and the reasons for making the decision. In assessing the application, FTA will consider if the threshold criteria for *special circumstances* have been met and if these special circumstances apply.

c. Along with the reasons for the decision/reconsideration FTA will provide the student with a notice of their rights of review. The notice will satisfy legislative requirements for such a notice.

   (Reviewable decisions are set out at section 74 of the Act and include 'special circumstances' decisions made by a provider under section 68 of the Act. Other decisions, which are not reviewable, may be reconsidered under section 81 of the Act).

d. Where a decision results in the re-crediting of a person's VETSL balance, FTA will report this credit via submission of a HEIMS revisions file. FTA will repay to the Commonwealth any amounts of VET Student Loan it has received from the Commonwealth on the person's behalf through subsequent reconciliations, unless the department decides to issue a separate invoice.

The Secretary may re-credit a student's VETSL balance in relation to special circumstances if an approved course provider is unable to act or is being wound up or has been dissolved; or has failed to act and the Secretary is satisfied that the failure is unreasonable.

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Re-crediting of VETSL balance under part 7 of the Act

A student may also apply to the Secretary for the student's VETSL balance to be re-credited under section 71 of the Act because:

- The provider, or a person acting on the provider's behalf, engaged in unacceptable conduct in relation to the student's application for the VET student loan; or
- The provider has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the student.

Applications for re-crediting under section 71 of the Act must be made within five years after the census day for the course, or the part of the course, concerned or within that period as extended by the Secretary. There is no charge for reconsideration or review of decisions, other than review by the Administrative Appeals Tribunal (AAT).

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.

Document Control

Version no.	Issue date	Amendment description
1.0	22-Apr-14	Initial issue
1.1	14-Jul-14	Amendment
1.2	15-Mar-15	Amendment
1.3	01-Dec-15	Amendment
1.4	02-Apr-17	Amendment
1.5	02-Apr-19	Amendment
1.6	03-Sep-19	Inclusion of FTA Queensland operations and the new organisational structure
1.7	23-Jul-20	Adding document control history
1.8	30-Jul-21	Minor wording changes
1.9	31-Jul-22	Added Jason Hockaday as CFO
2.0	31-Jul-23	Reviewed – no changes
2.1	31-Jul-24	Review date extended to 2 years
2.2	31-Jul-26	Reviewed – no changes

Review

The policy will be reviewed at least every 2 years, or more often due to legislation or circumstantial change.



Johan Pienaar
(Chief Executive Officer/Director)

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