Student Review Policy

Policy number: POL-D.023

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*.

A student has the right to request a review of a decision by FTA to not re-credit their VETSL balance (reviewable VET decisions).

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 (AAT).

Students are advised to read this policy in conjunction with POL-D.021 Tuition Fee Refund and Re-Crediting Policy.

Process for requesting review of a decision by FTA to not re-credit their VETSL balance

a. A person has 28 days from the date of receiving notice of FTA's decision not to re-credit a VETSL balance to request a review or reconsideration of the decision.

b. FTA may grant an extension of the 28 day period. In circumstances where an application for review is made outside the application period (that is, 28 days after the person was notified of the decision), and the FTA has not extended this time, the person will be advised the application has been refused on the basis the person is out of time. In these circumstances, it is not necessary for the provider to address whether the special circumstances test has been satisfied.

c. The request for review with adequate detail of the claim and independent supporting documentary evidence that substantiates the claim must be sent to FTA's designated review officer of any decision relating to re-crediting a VETSL balance, Johan Pienaar (CEO), by email to ppienaar@flyfta.com or by mail to 54 Kittyhawk Lane, Parafield Airport SA 5106.

d. The review officer will ensure each claim is examined and determined on its merits, and consider the person's claims, together with any independent supporting documentary evidence that substantiates these claims.

e. The review officer will reconsider the decision and either:

- Confirm the decision, or
- Vary the decision, or
- Set the decision aside and substitute a new decision.

f. The review officer will provide written notice of the decision within 45 days and provide a statement of the reasons for making the decision.

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g. If the reviewer does not give the person a notice of the decision within 45 days after receiving the person's request, it is taken that the reviewer has confirmed the original decision.

The review officer must advise, in the notice, of the person's right to appeal to the AAT for a review of the reviewer's decision if the person is unsatisfied with the outcome.

The student is able to contact the AAT:

By **phone** on 1800 228 333 from anywhere in Australia. Calls are free from landlines but may be timed and charged from some mobile services.

By **email** at generalreviews@aat.gov.au

Online at https://www.aat.gov.au/apply-online/decision-made-by-another-government-department-ag

FTA Parafield	FTA Queensland
In person at: Level 2 1 King William St Adelaide SA 5000 **By post** at: GPO Box 9955 Adelaide SA 5001	**In person** at: Level 6 295 Ann St Brisbane QLD 4000 **By post** at: GPO Box 9955 Brisbane QLD 4001

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	Reviewed, no changes required
1.9	31-Jul-22	Reviewed – no changes required
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

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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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