

VET FEE-HELP FAQs – Enquiries, CAN, Refunds and Re-credits

1 – Informal Student Enquiries

If you have a general enquiry about your tuition fees, you may contact Student Services staff at any TAFE SA campus for information and assistance. Alternatively, you may contact the TAFE SA General Enquiries Number (**1800 882 661**).

If you have an enquiry about your VET FEE-HELP debt or FEE-HELP balance, you should email: vet.feehelp@tafesa.edu.au with your enquiry. Alternatively you may contact the TAFE SA General Enquiries Number (**1800 882 661**).

2 – Commonwealth Assistance Notice (CAN)

If you are approved for VET FEE-HELP you will be issued with a Commonwealth Assistance Notice (CAN) within 28 day of the census date for each unit of study in which you are enrolled. The CAN will include details of these units of study and the amount of VET FEE-HELP assistance you have received for them.

If you believe the information in the CAN is incorrect and needs to be reviewed, then within 14 days, you must contact the VET FEE-HELP Officer (vet.feehelp@tafesa.edu.au) to request a CAN review. Include documentary evidence with your request showing what you think is incorrect and why you think this.

The VET FEE-HELP Officer will:

- verify your enrolment details,
- confirm your tuition fees and/or FEE-HELP Balance for the relevant teaching period,
- re-issue a CAN if a correction is required, and
- advise relevant sections of the Department and the Australian Tax Office as required.

It is your responsibility to ensure that you have sufficient FEE-HELP balance to cover the VET FEE-HELP amounts indicated in the CAN. You are eligible for the amounts of VET FEE-HELP assistance contained in the CAN, ONLY if you have sufficient FEE-HELP balance to cover those amounts.

3 – Request for Refund of Tuition Fees Paid Upfront and/or Re-credit of FEE-HELP Balance – On or Before Census Date

If you withdraw from a unit of study before the census date, you will not incur a VET FEE-HELP debt for the unit of study, and your FEE-HELP balance will not be reduced. Census Date is calculated as the date which you nominate to start the CRN plus 20% of the course duration.

If you have paid a portion or all of your tuition fees upfront, will receive a full refund of the tuition fees. You will also receive a refund of any incidental fees if the goods or services have not already been provided to you.

4 – Request for Refund of Tuition Fees Paid Upfront and/or Re-credit of FEE-HELP Balance – After Census Date

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If you withdraw from a unit of study after the census date, or you do not complete the unit of study, you will not be eligible for a refund, or a re-credit of your VET FEE-HELP balance, unless special circumstances apply.

If your circumstances changed on or after the census date and you withdrew or did not complete a unit of study due to these special circumstances, you may apply for a refund or re-credit using the *Application for Refund and Re-credit of FEE HELP Balance* form. The form is available on the VET FEE HELP page on the TAFE SA website (www.tafesa.edu.au/vetfeehelp).

The completed application form must be submitted within 12 months of your withdrawal date or, if you have not withdrawn, within 12 months of the end of the period in which the unit of study was to be undertaken. It must be submitted to the VET FEE-HELP Officer via email at vet.feehelp@tafesa.edu.au. Alternatively, you can post your application to:

Office of TAFE SA
TAFE SA Education Support Services
VET FEE-HELP
G.P.O. Box 320
Adelaide SA 5001

Note: TAFE SA may agree to a request to waive the 12 month time limit on the grounds that it would not be, or was not possible, for you to make the application before the end of the 12 months.

Special circumstances may include:

- Medical circumstances
- Family/Personal circumstances
- Employment related circumstances
- Course related circumstances where the TAFE SA Institute has changed the unit being offered

You will need to supply additional documentation that may assist your case such as a letter from your doctor or counsellor which demonstrates:

- that your circumstances changed on or after the census date;
- how your circumstances prevented you from continuing your studies; and
- when you became aware you could no longer continue with your studies; and
- that these circumstances beyond your control prevented you from withdrawing from your studies prior to the census date.

Refer to the TAFE SA *Refunds and Re-credits for VET FEE-HELP Approved Courses Policy* for more detailed information on special circumstances and the documentation required. The policy is available on the VET FEE HELP page on the TAFE SA website (www.tafesa.edu.au/vetfeehelp).

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5 – Outcome of the application to the VET FEE-HELP Officer

The VET FEE-HELP Officer will write to you within 14 days of receipt of your application to advise the outcome of your application.

If your application is successful, the Notice of Decision letter will include:

- the reasons for the decision to refund your paid tuition fees and/or re-credit your FEE-HELP balance
- the amount of FEE-HELP balance that will be re-credited
- the VET FEE-HELP debt that will be reduced
- the upfront payment amount that will be refunded if you have made such a payment
- whom to contact if you require more information.

If your application is unsuccessful, the Notice of Decision letter will include:

- the reasons for the decision not to refund your paid tuition fees and/or re-credit your FEE-HELP balance
- your right to a review of the decision and how to submit a valid request for a review of this decision, and
- whom to contact if you require more information.

6 – Request for Review of the Decision that the VET FEE-HELP Officer made

If you are not satisfied with the outcome of your request for a refund of your paid tuition fees and/or re-credit of FEE-HELP balance, then you may appeal to the VET FEE-HELP Senior Review Officer within 28 days from the day you first received the notice of the outcome.

You must use the *Application to Review a Refund/Re-credit Decision* form and attach any additional documentary evidence. The form is available on the VET FEE HELP page on the TAFE SA website www.tafesa.edu.au/vetfeehelp

The form can be submitted to the VET FEE-HELP Officer via email at vet.feehelp@tafesa.edu.au

Office of TAFE SA
TAFE SA Education Support Services
VET FEE-HELP
G.P.O. Box 320
Adelaide SA 5001

Your application for a review will be acknowledged in writing within 10 working days and you will be advised of a decision within 45 days of the day on which the VET FEE-HELP Senior Review Officer received your request.

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The VET FEE-HELP Senior Review Officer will:

- review the information from the original decision and then assess any new evidence provided by you,
- provide written notice to you of the decision, setting out the reasons for the decision, and
- inform you of your right to apply to the Administrative Appeals Tribunal (AAT) if you disagree with the review decision.

If you have not received a notice within 45 days of the date on which the VET FEE-HELP Senior Review Officer received your request, it is taken that the reviewer has confirmed the VET FEE-HELP Officer's original decision.

7 – Outcome of the Application to the VET FEE-HELP Senior Review Officer

If your application is successful, the Notice of Decision letter will include:

- the reasons for the decision to refund your paid tuition fees and/or re-credit you FEE-HELP balance,
- the amount of FEE-HELP balance that will be re-credited,
- the VET FEE-HELP debt that will be reduced,
- the upfront payment amount that will be refunded if you have made such a payment, and
- whom to contact if you require more information.

If your application is unsuccessful, the Notice of Decision letter will include:

- the reasons for the decision not to refund your paid tuition fees and/or re-credit your FEE-HELP balance,
- how to submit a valid request for a review of this decision to the Administrative Appeals Tribunal (AAT), and
- whom to contact if you require more information including the contact details of the AAT and the approximate cost of an appeal to the AAT.

8 – Appeal to the Administrative Appeals Tribunal (AAT)

If, after completing all of the steps above, you are still not satisfied with the outcome, you may apply to the Administrative Appeals Tribunal (AAT) for a review within 28 days from the day you first received the VET FEE-HELP Senior Review Officer's notice of the decision. A filing fee is normally required, payable to the AAT.

Details for contacting the AAT in South Australia are found at:
<http://www.aat.gov.au/ContactUs/SA.htm>

Administrative Appeals Tribunal
11th Floor, Chesser House
91 Grenfell St,
Adelaide SA 5000

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When you apply to the Administrative Appeals Tribunal (AAT) for review of a decision you may have to pay a fee. If a fee is payable, the full application fee is \$777 (at 1 Feb 2012). In certain circumstances, this fee can be reduced to \$100.

Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.

The Secretary of the Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE) or the Secretary's delegate will be the respondent for cases that are brought before the AAT. The TAFE SA Institute will be notified of your application and will provide the Department with copies of all the documents that are relevant to the appeal within 10 business days.