

# POLICY

PPMF | TAFESA | 84

## Title

Refunds and Re-credits for FEE-HELP Approved Courses Policy

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TAFE SA Policies are issued under the TAFE SA Policy and Procedure Management Framework. They are binding on all TAFE SA employees.

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## 1 Purpose

The policy provides the framework that surrounds student withdrawal or non-completion of units of study in TAFE SA FEE-HELP approved courses and conditions required for refund of fees and incidental fees paid upfront, re-crediting of a student's FEE-HELP balance and remission of FEE-HELP debt.

## 2 Outcome

TAFE SA students and staff will have a clear understanding of the policy and procedure relating to refund, and re-crediting policy and procedures related to:

- application for FEE-HELP assistance
- withdrawal by students who have applied for or who have accessed FEE-HELP for units of study in courses approved for FEE-HELP before, on and after the census date for the unit of study
- non-completion of a unit of study for which FEE-HELP has been accessed.

## 3 Scope

This policy applies to all eligible students, including prospective, current, and existing students, applying for or undertaking study or training in FEE-HELP approved courses delivered by TAFE SA.

### Exclusions

This policy does not apply to:

- students classified as International or Overseas Students or to students who are not Australian citizens or to students who are not studying under a permanent humanitarian visa
- units/courses that are not FEE-HELP approved
- FEE-HELP units of study that a student has completed.

This policy may apply to the holder of a permanent visa who is undertaking bridging study for overseas-trained professionals and will be resident in Australia for the duration of study.

## 4 Definitions

### Administrative Appeals Tribunal (AAT)

The statutory body to which a student may appeal for a review of a decision made by the FEE-HELP Senior Review Officer.

<b>Census Date</b>	<p>The published date, set by TAFE SA, up to and including which:</p> <ul style="list-style-type: none"> <li>• a student must submit their completed request for FEE-HELP assistance</li> <li>• a student enrolled in a unit of study may withdraw without financial or academic penalty.</li> </ul> <p>The census date will be no earlier than 20% of the way through the period during which the unit is undertaken, including the assessment period as defined by HESA.</p>
<b>Department</b>	The Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE)
<b>HELP FEE-HELP and VET FEE-HELP</b>	<p>The Australian government provides assistance to higher education students through the <b>Higher Education Loan Program (HELP)</b>.</p> <p><b>FEE-HELP</b> is a loan available to eligible students enrolled in an accredited higher education award course, such as undergraduate and postgraduate degrees or graduate certificates and graduate diplomas.</p> <p><b>VET FEE-HELP</b> is a student loan scheme for the Vocational Education and Training (VET) sector to assist eligible students undertaking certain VET courses of study (diploma, advanced diploma, graduate certificate and graduate diploma courses) with an approved VET provider, to pay for all or part of their tuition costs.</p>
<b>FEE-HELP Balance</b>	A student's FEE-HELP balance is the amount of their FEE-HELP limit they have not used. The total amount of FEE-HELP assistance and VET FEE-HELP assistance received by the student is deducted from the current FEE-HELP limit to calculate their FEE-HELP balance.
<b>FEE-HELP Limit</b>	The FEE-HELP limit is the total amount available to an eligible student under both the FEE-HELP scheme and the VET FEE-HELP scheme. Any amount borrowed by an eligible person under either FEE-HELP or VET FEE-HELP will reduce the person's FEE-HELP balance until the FEE-HELP limit is reached. The FEE-HELP limit does not include loan fees.
<b>FEE-HELP Debt</b>	A student incurs a FEE-HELP debt for the amount of financial assistance loaned to them by the Commonwealth to pay for part or all of their tuition fees plus a loan fee of 25%.
<b>FEE-HELP Officer</b>	Responsibilities of the FEE-HELP Officer are undertaken by the VET FEE-HELP Unit Manager. Responsibilities include determining the outcome of a student's application for a review of their application for a refund, re-credit and remission.
<b>FEE-HELP Senior Review Officer</b>	The TAFE SA FEE-HELP Senior Review Officer reviews the initial decision by the FEE-HELP Officer in relation to a student's application to re-credit their FEE-HELP balance or for a refund. The FEE-HELP Senior Review Officer must not have been involved in the initial decision. This role is filled by a TAFE SA Director of Educational Programs and Services who is senior to the FEE-HELP Officer.
<b>HESA</b>	Higher Education Support Act 2003

<b>Incidental Fees</b>	<p>Incidental fees are fees other than tuition fees. They are fees for goods or services that:</p> <ul style="list-style-type: none"> <li>• are not essential to the course of study, eg access to internet and computer facilities not required as part of the course, printing of notes, graduation ceremonies</li> <li>• are essential, but while there is a charge, they are also readily available at no cost, eg in the library</li> <li>• are essential but which become the property of the student and are not consumed during the course of study, eg protective clothing, tool kits</li> <li>• fines or penalties imposed as a disincentive.</li> </ul>
<b>Re-credit</b>	Re-credit is the adjustment of a FEE-HELP balance.
<b>Remission (remit)</b>	Remission is the removal of a FEE-HELP debt or VET FEE-HELP debt.
<b>Special Circumstances</b>	Unusual, uncommon or abnormal circumstances beyond a student's control surrounding a student's withdrawal from a unit of study after the census date or surrounding a student's non-completion of the unit that provide grounds for TAFE SA to approve a student's application to refund fees, re-credit their FEE-HELP balance and remit their FEE-HELP debt.
<b>Tuition Assurance</b>	<p>Tuition Assurance means that if TAFE SA ceases to provide a VET or higher education course of study in which a student is enrolled, the student is entitled to choose to accept either:</p> <ul style="list-style-type: none"> <li>• an offer of a place in a similar VET or higher education course of study with another TAFE SA campus or a comparable qualification at another provider and receive full recognition of any successfully completed units or as much credit as possible for successfully completed units; or</li> <li>• a refund of up-front payments for any VET or higher education unit of study that the student was enrolled in at the time the course ceased to be delivered.</li> </ul>
<b>Tuition Fee</b>	A tuition fee is the fee determined by TAFE and payable by a student for tuition services, examination, evaluation and assessment required for completion of a unit of study and recognition of prior learning (RPL). It does not include fees for goods or services that are incidental to a student's studies.
<b>Unit of study</b>	A subject or unit that a student may undertake as part of a course of study for which the student may access FEE-HELP assistance to pay for all or part of their tuition fees for that unit.

## 5 Associated Documents

Australian legislation	Higher Education Support Act 2003 (HESA) and Higher Education Provider Guidelines
	Privacy Act 1988
Government Australia	Administrative Information for Higher Education Providers: Student Support

publications	2012
PPMF   TAFESA   75	TAFE SA Refunds and Re-credits for FEE-HELP Approved Courses Procedure
TAFE SA document	TAFE SA Tuition Assurance Statement. See <a href="http://www.tafesa.edu.au/VETFEEHELP">www.tafesa.edu.au/VETFEEHELP</a>
PPMF   TAFESA   71	FEE-HELP/VET FEE-HELP Personal Information of Students Policy
PPMF   TAFESA   75	TAFE SA Information for Students on TAFE SA Fees Policy
PPMF   TAFESA   210	Records Management Policy
TAFE SA forms	Application for Refund and Re-credit of FEE-HELP balance
	Application to Review a Refund/Re-credit Decision

## 6 Policy Details

### 6.1 Policy Mandate

This policy is issued in accordance with the *Higher Education Support Act 2003* (HESA) and associated guidelines.

### 6.2 Refunds and Re-credits

#### 6.2.1 Completed units

Refunds of upfront fees paid, re-credits of a student's FEE-HELP balance or remission of a FEE-HELP debt are not available for completed units of study regardless of the academic result.

#### 6.2.2 Withdrawal from a unit of study before the census date

- 6.2.2.1 A student who has enrolled in a FEE-HELP approved unit of study who has paid all or part of the tuition fee upfront and who withdraws from the unit of study on or before the census date will receive a refund of the tuition fee amount that they have paid upfront.
- 6.2.2.2 An Educational Manager may approve a refund of incidental fees paid upfront.
- 6.2.2.3 A student who is or would be eligible for FEE-HELP and who has requested FEE-HELP assistance for a unit of study who withdraws from a unit of study on or before the census date will not incur a FEE-HELP debt for the tuition fees for that unit.
- 6.2.2.4 In the event Tuition Assurance circumstances arise, a refund may be granted in accordance with provisions of the Tuition Assurance statement.

#### 6.2.3 Withdrawal from a unit of study after the census date

Students who are enrolled in a unit of study and who withdraw from the unit of study after the census date for the unit or who fail to complete the unit:

- will be liable for the full debt for tuition fees for this unit of study if they have accessed FEE-HELP assistance

- will only be eligible for a refund or to have their FEE-HELP balance re-credited and their FEE-HELP debt remitted under special circumstances
- will not be refunded any incidental fees
- In the event Tuition Assurance circumstances arise, a refund may be granted in accordance with provisions of the Tuition Assurance statement.

### **6.3 Commonwealth Assistance Notice (CAN)**

6.3.1 All students who have requested FEE-HELP assistance must receive a Commonwealth Assistance Notice (CAN), even if the student has fully paid their tuition fees on or before the census date and therefore has not incurred a FEE-HELP debt for that unit of study.

6.3.2 Within 28 days of the census date for a unit of study, TAFE SA will send students who have requested FEE-HELP assistance a Commonwealth Assistance Notice (CAN) setting out:

- what units the student has enrolled in
- the amount of FEE-HELP debt incurred for each unit
- the loan fee for each unit if applicable
- the student's right to request correction of information contained in the CAN
- that the student is responsible for ensuring they have sufficient FEE-HELP balance to cover the FEE-HELP amounts indicated in the CAN, and
- that they are not eligible to receive assistance greater than their FEE-HELP balance.

6.3.3 If a student believes the information in the CAN is incorrect,

- within 14 days of the CAN being given, the student may submit a written request that the FEE-HELP Officer review the CAN
- the request should specify the particular information the student considers is incorrect and the reasons why it is considered incorrect.

6.3.4 TAFE SA will consider the request as soon as possible and notify the student in writing of the outcome.

6.3.5 If the information on the CAN was incorrect or has ceased to be correct, TAFE SA will:

- issue a new CAN with the correct information
- correct its records
- correct data sent to the Department.

### **6.4 Applying for a Refund or Re-credit of FEE-HELP balance after the Census Date**

6.4.1 After the census date for a unit, students who have accessed FEE-HELP assistance for all or part of their tuition fees incur a FEE-HELP debt equal to the assistance received plus the loan fee, if applicable.

6.4.2 If a student withdraws from their studies after the census date or if they did not complete one of more units of study because their circumstances changed on or after the census date and these circumstances were special circumstances (see 6.5 below), the student may apply to TAFE SA for:

- a re-credit of their FEE-HELP balance and remission of their FEE-HELP debt
- a refund of any tuition fees and incidental fees paid upfront for goods and services not received by the student.

6.4.3 Students must apply in writing using the Application for Refund and Re-credit of FEE-HELP Balance form.

6.4.4 The completed form and supporting documentation must be submitted to the FEE-HELP Officer

- within 12 months of the date of the withdrawal if they withdrew, or
- within 12 months of the end date of the unit if they did not complete the unit, or
- within 12 months of the end of a period of deferral if TAFE SA has allowed a student to defer completion of their studies.

6.4.5 The FEE-HELP Officer may waive the 12 month time limit on the grounds that it would not be or was not possible for the student to make the application before the end of the 12 months.

6.4.6 Responsibilities of the FEE-HELP Officer are undertaken by the VET FEE-HELP Unit Manager.

## **6.5 Special Circumstances**

6.5.1 Special circumstances are circumstances that:

- are unusual, uncommon or abnormal, and beyond the student's control, and
- if they occurred before the census date, they did not make full impact until on or after the census date or they worsened on or after the census date, or
- made it impracticable for the student to complete the requirements for the unit in the period in which the unit was undertaken or was to be undertaken.

A lack of understanding or knowledge of the requirements of FEE-HELP and responsibilities of a student is not considered under the Act to be beyond the student's control.

6.5.2 Special circumstances are limited to:

- Medical circumstances: where a student's medical condition has changed to such an extent that he or she is unable to continue studying, or
- Family/Personal circumstances: death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a student to continue studies, or
- Employment related circumstances: where a person's employment status or arrangements have changed so that the person is unable to continue his or her studies, and this change is beyond the person's control, or
- Course related circumstances: where TAFE SA has changed the unit it had offered and the person is disadvantaged by either not being able to complete the unit, or not being given credit towards other units or courses.

6.5.3 Evidence sufficient for a claim of special circumstances shall be:

- In respect to Medical circumstances, the provision of a medical certificate from a medical practitioner registered to practice in South Australia.
- In respect to Family/Personal circumstances, a statutory declaration witnessed by a Justice of the Peace, and where family medical problems are cited, a copy of a medical certificate



from a medical practitioner registered to practice in South Australia, for the family member cited.

- In respect to Employment related circumstances, where unforeseen family or personal financial difficulties a statutory declaration witnessed by a Justice of the Peace or a signed statement from either Centrelink or a registered Job Services Australia provider or a registered Migration Agent.
- In respect to Course related circumstances, a written declaration from an officer of the employer describing the change in employment status or arrangements or a signed statement from either Centrelink or a registered Job Services Australia provider or a registered Migration Agent describing the change in employment status.

#### 6.5.4 Special circumstances do not include:

- lack of knowledge or understanding of requirements under FEE-HELP; or
- a person's incapacity to repay a FEE-HELP debt.

## 6.6 Outcome of the refund/re-credit application to the FEE-HELP Officer

### 6.6.1 The FEE-HELP Officer will:

- acknowledge in writing receipt of the student's FEE-HELP refund/re-credit application
- inform the student that a written notice of the outcome of the application and the reasons for the decision will be provided within 14 days
- consider the application with all the evidence supplied to determine whether special circumstances applied
- make a decision to either grant or deny a re-credit or refund
- send the student a notice of the decision including the reason for the decision
- include in the notice of decision, information regarding the student's right to have the decision reviewed if they are not happy with it by submitting an application for a review of the decision to the FEE-HELP Senior Review Officer within 28 days of receiving the notice.

### 6.6.2 Where the student's initial application is approved:

The FEE-HELP Officer will:	TAFE SA will:
<ul style="list-style-type: none"> <li>• update all relevant information systems</li> </ul>	<ul style="list-style-type: none"> <li>• re-credit the student's FEE-HELP balance with an amount equal to the amount of FEE-HELP assistance that the student received for the unit of study within two weeks of the notification of the decision</li> </ul>
<ul style="list-style-type: none"> <li>• process any associated changes to enrolment</li> </ul>	<ul style="list-style-type: none"> <li>• refund any upfront payments the student made towards tuition</li> </ul>
<ul style="list-style-type: none"> <li>• remove any academic penalty previously applied against the unit of study</li> </ul>	<ul style="list-style-type: none"> <li>• notify the Department of the revisions and repay to the Commonwealth any amounts of FEE-HELP assistance TAFE SA received for the unit so that the student's FEE-HELP debt for the unit is remitted</li> </ul>

## 6.7 TAFE SA Appeal Principles for Conducting Appeals or Reviews

Throughout the process of a review or appeal of a decision, the following principles will apply:

- Students have the right to be accompanied or represented by a third party such as a family member, friend, counsellor or professional support person.
- There will be no financial charges incurred by the students in regard to accessing the internal TAFE SA review procedures.
- Complainants and/or respondents are entitled to full explanations in writing of any decisions or actions taken as part of the review/appeal process.
- The privacy of all parties involved in the TAFE SA complaint resolution process will be protected, subject to necessary legal responsibilities.
- Students and staff will be protected from victimisation and discrimination.
- Reviewers will not have been involved in making the decision under review.
- A reviewer will hold a position that is senior to the officer who made the original decision.

## 6.8 Appeal to the FEE-HELP Senior Review Officer for a review of the FEE-HELP Officer's decision

- 6.8.1 If a FEE-HELP Officer refuses a student's application to re-credit their FEE-HELP balance and/or to refund upfront payments for tuition and for incidental fees, then the student has the right to appeal against this decision.
- 6.8.2 Students must apply in writing to the FEE-HELP Senior Review Officer using the *Application to Review a Refund/Re-credit Decision* form.
- 6.8.3 The completed form and any documents provided to support the application must be submitted to the FEE-HELP Senior Review Officer within 28 days of the date on which the student received the notice of the initial decision.
- 6.8.4 The FEE-HELP Senior Review Officer may allow a longer period than 28 days (Section 209-10 (2)).

## 6.9 Outcome of the appeal to the FEE-HELP Senior Review Officer

- 6.9.1 The FEE-HELP Senior Review Officer:
- will acknowledge receipt of the student's application within 10 days of receiving it and inform the student that they will be advised of the outcome in writing within 45 days
  - inform the student that if they have not received a decision in writing within 45 days of the date of submitting the appeal application to the FEE-HELP Senior Review Officer, then it is taken that the appeal has been unsuccessful
  - review the information from the initial decision and then assess any new evidence provided by the student
  - determine whether to confirming the initial decision, vary the decision or set the decision aside and substitute it with a new decision
  - within 45 days of receiving the application, provide written notice to the student of the decision in a letter, setting out:
    - the reasons for the decision
    - the financial outcomes, including information about any refund of paid tuition fees, re-credit of the student's FEE-HELP balance and remission of the student's FEE-HELP debt

- the date on which the decision takes effect
- inform the student of their right to apply to the Administrative Appeals Tribunal (AAT), if they disagree with the FEE-HELP Senior Review Officer's decision
- provide information on how to submit a valid request to the AAT, contact details and nearest AAT office, approximate cost of lodging an appeal to the AAT and time limit for lodging an appeal
- indicate whom to contact for more information.
- document the outcome of the student's appeal and include the record on the student's record
- communicate the outcome to the FEE-HELP Officer.

6.9.2 Where the student's application for a review of the FEE-HELP Officer's decision is approved:

The FEE-HELP Senior Review Officer will:	TAFE SA will:
<ul style="list-style-type: none"> <li>● update all relevant information systems</li> </ul>	<ul style="list-style-type: none"> <li>● re-credit the student's FEE-HELP balance within two weeks of the notification of the decision with an amount equal to the amount of FEE-HELP assistance that the student received for the unit of study</li> </ul>
<ul style="list-style-type: none"> <li>● process any associated changes to enrolment</li> </ul>	<ul style="list-style-type: none"> <li>● refund any upfront payments the student made towards tuition</li> </ul>
<ul style="list-style-type: none"> <li>● remove any academic penalty previously applied against the unit of study</li> </ul>	<ul style="list-style-type: none"> <li>● notify the Department of the revisions and repay to the Commonwealth any amounts of FEE-HELP assistance TAFE SA received for the unit so that the student's FEE-HELP debt for the unit is remitted</li> </ul>

## 6.10 Appeal to the Administrative Appeals Tribunal (AAT)

6.10.1 Decisions regarding re-crediting a student's FEE-HELP balance are reviewable under the Higher Education Support Act 2003 (HESA).

6.10.2 A student may make an application to the AAT for a reconsideration of TAFE SA's refusal to re-credit their FEE-HELP balance, and may supply additional information to the AAT that they did not previously supply to TAFE SA.

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 Street  
Adelaide SA 5000

If a Fee is payable, the full application fee is \$777 (at 1 May 2012). In certain circumstances, this fee can be reduced to \$100.

Generally, application to the AAT should be made within 28 days of receiving the notice from TAFE SA.

6.10.3 The Secretary of the Department, or the Secretary's delegate, will be the respondent for cases that are before the AAT. When the Department receives notification of an application to the AAT it may choose to review the original decision. Once the Department has received notification from the AAT that the person has applied for the reconsideration under section 37 of the [Administrative Appeals Tribunal Act 1975 \(AAT Act\)](#), the Secretary will, within 28 calendar days, lodge the following documents with the AAT:

- a statement setting out the findings on material questions of fact, referring to the evidence of other material on which those findings were based and giving the reasons for the decision; and
- every document or part of a document that is in TAFE SA's possession or under the reviewer's control and is considered by the reviewer to be relevant to the review of the decision by the AAT.

Upon receipt of a notification from the AAT, the Department will notify TAFE SA, in writing, that an appeal has been lodged.

6.10.4 To enable the Department to meet the 28-day timeframe, TAFE SA must, within a further 5 business days of being requested, provide the Department with copies of all the documents it holds that are relevant to the appeal. These documents should be sent to the Department by registered courier or Registered Post to meet the 5 day requirement. TAFE SA will keep any originals and copies of the documents in accordance with its record keeping policy (Records Management Policy PPMF | DFEEST | 210).

6.10.5 The HESA permits TAFE SA to reconsider matters that are before the AAT (i.e. at any time up until the AAT makes a final decision). If TAFE SA makes a decision to re-credit a student's FEE-HELP balance, TAFE SA must advise the Department of this. However, until a student withdraws their AAT appeal, or the appeal is dismissed or otherwise dealt with by the AAT, the Department is still required to comply with the requirement under section 37 of the AAT Act to lodge the statement, and relevant documents with the AAT. Therefore, TAFE SA must still forward all relevant documents to DIISRTE within the 5 business days, unless advised not to do so by the Department. The Department will deal with cases from that point and advise TAFE SA of the outcome.

## **7 Authentications and Responsibilities**

### **7.1 Authentications**

This policy and associated procedures are consistent with the requirements of the following:

- Higher Education Support Act 2003 (HESA)
- Privacy Act 1988
- TAFE SA policies
- other legislation listed in the Mandate and Section 5 - Associated Documents, above.

### **7.2 Approval of TAFE SA Policy**

The Chief Executive, TAFE SA approves TAFE SA Policy and Procedures.

TAFE SA policies will be recommended by the TAFE SA Policy Framework Steering Committee and endorsed by TAFE SA Executive prior to approval.

## 7.3 Responsibilities

### 7.3.1 Student responsibilities

Students are responsible for:

- knowing and understanding the requirements and deadlines associated with FEE-HELP assistance and payment of fees including the procedure associated with withdrawal and non-completion of a unit
- checking their Commonwealth Assistance Notice (CAN) for accuracy and seeking correction of any errors
- submitting applications for refunds/re-credits and supporting documentation to support their claim of special circumstances within the specified time limits
- where they are dissatisfied with a decision relating to re-credits, remission or refunds, submitting an application for appeal within the specified time limit to the appropriate Officer
- complying with requirements of the Higher Education Support Act 2003 in relation to assistance they have requested and accessed from the Commonwealth for tuition fees for TAFE SA FEE-HELP approved courses and units of study
- complying with requirements set by TAFE SA in relation to tuition and incidental fees for TAFE SA FEE-HELP approved courses and units of study.

### 7.3.2 TAFE SA Officers and Staff responsibilities

FEE-HELP Officers, the FEE-HELP Senior Review Officer and staff of TAFE SA are responsible for implementation of this policy in accordance with requirements of the legislation and associated Guidelines and relevant policies listed in 7.1. Specifically,

- the VET FEE-HELP Unit Manager has the role of FEE-HELP Officer
- the Directors of Educational Programs & Services have the role of FEE-HELP Senior Review Officer. This officer is senior to the FEE-HELP Officer
- The Educational Manager, TAFE SA Educational Support Services is responsible for management of this policy and accompanying procedures
- the VET FEE-HELP Unit will ensure the Policy and Procedures on the student website are kept up-to-date following any amendment
- staff of TAFE SA are responsible for the implementation and carriage of this policy and related procedure.

## 7.4 Privacy of Information

7.4.1 TAFE SA officers and staff will comply with the Information Privacy Principles (IPP) set out in Section 14 of the Privacy Act 1988 when they handle personal information obtained for the purposes of FEE-HELP assistance and the repayment of loans under HESA.

7.4.2 TAFE SA will provide students with access to their own personal information held by TAFE SA at no charge.

7.4.3 A student may request that a record be amended because it is inaccurate.

7.4.4 TAFE SA will correct a record found to be inaccurate but where TAFE SA finds the record to be accurate, the details of the request for amendment will be noted on the record.

7.4.5 See *the TAFE SA FEE-HELP/VET FEE-HELP Personal Information of Students Policy* for information on how a student may apply to receive a copy of their personal information held by TAFE SA.

## 7.5 Publication and amendment of this policy

This policy will be made publicly available on the TAFE SA website in an online accessible and printable format.

When this policy is amended, the policy on the web will be updated to include the amendments within 2 working days.

## 7.6 Review of TAFE SA Policy and Procedure

This Policy and Procedure will be reviewed by the TAFE SA Policy Framework Steering Committee every two years, but may be actioned earlier by the Policy Framework Steering Committee according to feedback received and/or contextual changes.

## 7.7 Seniority of Investigating Officers

The relevant organisation hierarchy structure in regard to FEE-HELP Processes is as follows:

