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POLICY DOCUMENT 18  
STUDENT RE-CREDITING & REVIEW PROCESS

REVISION HISTORY

REV	DATE	BY	CHCK'D	APPR'D	COMMENTS
0	28-11-08	GB	PH		New policy required for VET FEE-HELP provider



## TABLE OF CONTENTS

1.0	Scope of Policy. . . . .	2
2.0	Re-crediting FEE-HELP Balances . . . . .	2
3.0	Reviewable VET Decisions. . . . .	3
4.0	Paramount College’s Review of Decision . . . . .	4
5.0	Paramount College’s Review Process . . . . .	4
6.0	Reconsideration by the AAT. . . . .	5
6.1	Contact details for the AAT. . . . .	6
6.2	Costs of Lodging an Appeal with the AAT. . . . .	6

### 1.0 SCOPE OF POLICY

In certain circumstances, students who withdraw from their studies on or after the census date can apply to Paramount College to have their FEE-HELP balance re-credited. In the event that the application is unsuccessful, Paramount College facilitates a person’s right to apply for a review of the decision.

### 2.0 RE-CREDITING FEE-HELP BALANCES

Students who withdraw from their studies after the census date can apply in certain circumstances to have their FEE-HELP balance re-credited.

As a guideline, the circumstances would need to

- be deemed beyond the person’s control and would typically be unusual, uncommon or abnormal
- not make their full impact until on or after the census date
- render the situation impractical for the person to complete the unit of study

Each application should be submitted in writing using Withdrawal Form 49, and include any independent supporting documentation, for example a letter from the person’s doctor or



counsellor, to support the person's claims; each application will be determined on its merits. The application will be considered by the Administration Manager, in consultation with the Dean of Studies.

Paramount College will acknowledge receipt of the application within 5 working days and notify the applicant of its decision and the reasons for making the decision within 10 working days thereafter. Where the application is declined, the decision is reviewable.

### **3.0 REVIEWABLE VET DECISIONS**

Decisions regarding re-crediting a person's FEE-HELP balance are reviewable. A review of a decision may be requested by the person affected by the original decision or without such a request if Paramount College is satisfied that there is sufficient reason to do so.

The review is initially undertaken by Paramount College; a person may seek reconsideration of Paramount College's decision in the event that Paramount College refuse to re-credit their FEE-HELP balance. The review will be undertaken by the Chief Executive Officer (the reviewer).

In reviewing reviewable VET decisions made by Paramount College relating to assistance under Part 2 of Schedule 1A of the Higher Education Support Act 2003, Paramount College complies with the requirements outlined within the VET FEE-HELP Provider Guidelines and Division 16 of Schedule 1A of the Higher Education Support Act 2003.

### **4.0 PARAMOUNT COLLEGE'S REVIEW OF DECISION**

Paramount College informs students or prospective students of their right to apply for a review of a decision to not re-credit their FEE-HELP balance, and how to submit a valid request for review and provide details of the letters, including the required content of the letters, that Paramount College is required to send to a person who has requested the review of a decision to not re-credit their FEE-HELP balance.

Paramount College must acknowledge receipt of an application for review of a decision to not re-credit their FEE-HELP balance in writing, and inform the applicant that, if the reviewer has not advised the applicant of a decision within 45 days of receiving the application for review, the reviewer is taken to have confirmed the original decision.

In reviewing the application, Paramount College uses the guidelines for Re-crediting and



Remission, as outlined in the VET FEE-HELP Provider Handbook, June 2008.

A person has the right to apply for a review of a decision to not re-credit their FEE-HELP balance. The time limit for applying for a review of a decision is 28 days from the day the person first received notice of the decision, or such longer period as the reviewer publishes. The person must state the reasons why they are applying for a review.

## **5.0 PARAMOUNT COLLEGE'S REVIEW PROCESS**

1. The person requests a review in writing, either by a signed and dated letter or on an Administration Request Form, within 28 days of receipt of the original decision.
2. Paramount College acknowledges receipt of the request for a review within 5 working days and informs the applicant that if the reviewer has not advised the applicant of a decision within 45 days of receiving the application for review, the reviewer is taken to have confirmed the original decision.
3. At Paramount College, the review is undertaken by the Chief Executive Officer, the most senior officer in the business. If the Chief Executive Officer is not available for some reason, the Financial Controller may undertake the review in consultation with the Administration Manager and/or the Dean of Studies; in this instance, the Financial Controller is more senior to both other officers.
4. The reviewer reconsiders the original application, supporting documentation and the original decision; possible outcomes include
  - the original decision is confirmed
  - the original decision is varied
  - the original decision is set aside and a new decision is reached
5. Within 45 days of receipt of the request for review, the person is notified of the reviewer's decision and the reasons for making the decision. This letter also informs the person of the following
  - their right to appeal to the Administrative Appeals Tribunal (AAT) for a review of the decision if the applicant is unsatisfied with the outcome
  - the time limit for applying for reconsideration of the decision by the AAT
  - the contact details and address of the nearest AAT registry
  - and the approximate costs of lodging an appeal.

## **6.0 RECONSIDERATION BY THE AAT**

A person may apply to the AAT for reconsideration of Paramount College's reviewed decision to



refuse to re-credit their FEE-HELP balance and may supply additional information to the AAT that they did not previously supply to Paramount College (including to the reviewer).

The general rule is that an application for review of a decision must be made to the Tribunal within 28 days after the day on which the person is given the reviewable decision.

The Secretary of the Department of Education, Employment and Workplace Relations (DEEWR) of the Secretary's delegate, will be the respondent for cases before the AAT.

Paramount College may still reconsider matters that are before the AAT at any time up until the AAT makes a final decision. However until a person withdraws their AAT appeal, or the appeal is dismissed or otherwise, DEEWR is still required to deal with cases and advise Paramount College of the outcome.

## 6.1 Contact details for the AAT

In Western Australia, the contact details for closest AAT office are as follows:

- Administrative Appeals Tribunal  
Level 5 / 111 St Georges Terrace  
Perth WA 6000
- Opening Hours           Monday to Friday 8.30 a.m. to 5.00 p.m.
- Postal Address  
Administrative Appeals Tribunal  
GPO Box 9955  
Perth WA 6848
- Telephone               (08) 9327 7200 (metropolitan area)  
1300 366 700 (country areas)
- Fax                       (08) 9327 7299
- Website                 [www.aat.gov.au/AboutTheAAT.htm](http://www.aat.gov.au/AboutTheAAT.htm)
- A Translating and Interpreter Service is also available on telephone number 13 14 50

## 6.2 Costs of Lodging an Appeal with the AAT

The current cost associated with making an appeal to the AAT is \$682. An application cannot proceed until the application fee or the fee has been waived. The application fee is refunded when the review is completed if the AAT decides that it is finalised in your favour.