

## FEE-HELP Student Policy

### POLICY PURPOSE

FEE-HELP is a government loan scheme which assists eligible domestic fee-paying students in paying their tuition fees.

The Australian government pays the amount of the loan direct to the student's higher education provider and the student repays their loan through the Australian taxation system once their income is above the minimum payment threshold for compulsory repayment.

It is important that UTS Insearch has clear policies and procedures regarding FEE-HELP as:

- Offering FEE-HELP is a key factor in attracting domestic students
- UTS Insearch is committed to complying with government rules for FEE-HELP

### SCOPE

This policy covers FEE-HELP students undertaking UTS Insearch diploma courses in Australia and applies to all UTS Insearch staff when dealing with FEE-HELP students, including those in the Student Centre, Admissions, Study Success Adviser, Student Sponsorship, Compliance and Reporting, Recruitment and Marketing teams.

### NOTE:

The FEE-HELP loan scheme does not cover students undertaking

- ELT programs,
- UTS Foundation Studies programs (these programs are not offered to domestic students) and
- UTS Insearch Diploma courses offered through UTS Insearch's transnational education partners.

**DEFINITIONS** are set out at the end of this policy.

### POLICY PRINCIPLES

Principle	Responsible
<b>APPLYING FOR FEE-HELP</b>	
1. The following may apply for FEE-HELP assistance: <ul style="list-style-type: none"> <li>▪ the student, irrespective of whether they are under 18 or not</li> <li>▪ someone who holds the student's Power of Attorney</li> </ul>	Student

<b>CONFIRMING ENROLLED UNITS OF STUDY, EFTSL AND STUDENT LIABILITY</b>	
2. A Confirmation of Enrolment (Pre-CAN) will be sent to all FEE-HELP students before the census date to confirm their enrolled units, EFTSL and the FEE-HELP liability that will be incurred after census date of the semester (if there are no changes to their enrolment).	SSCR
<b>ENROLLING IN ADDITIONAL UNITS OF STUDY OR WITHDRAWING FROM UNITS OF STUDY</b>	
3. FEE-HELP students wishing to enrol in additional units of study or withdraw from units of study must follow the same rules in place for non-FEE-HELP students. <ul style="list-style-type: none"> <li>▪ to add a unit of study to their study plan they must speak to the Program Manager responsible for the course in which they are enrolled. This must be done by Wednesday, the week before classes commence.</li> <li>▪ to withdraw from a unit in which they are enrolled they must speak to the Study Success Adviser responsible for the course in which they are enrolled. This must be done on or before the census date of the semester concerned.</li> </ul>	Student
4. After the census date a Commonwealth Assistance Notice (CAN) will be sent to all FEE-HELP students to confirm their enrolled units, EFTSL and the FEE-HELP liability that was incurred immediately following census date.	
<b>WITHDRAWING FROM A COURSE</b>	
5. FEE-HELP students must advise staff in the UTS Insearch Student Centre in writing of their withdrawal from the course by completing an Application to withdraw (domestic) form and submitting this on or before the census date. This includes correction of any errors or issues with their enrolled units. Any units with unpaid fees immediately after the census date will incur a FEE-HELP debt (liability) for the student. (Census dates are published in the Academic Handbook as well as on the website).  NOTE: Once a student had withdrawn from a course their FEE-HELP loan will be automatically suspended. There is no need to formally cancel the FEE-HELP loan application.	Student
6. All such written requests must be initialled and date stamped on receipt by Student Centre staff.	Student Centre Staff
7. FEE-HELP withdrawal requests are processed by the SSCR team who will contact the student in writing regarding the outcome of their withdrawal request stating the date at which the withdrawal has taken effect, and their FEE-HELP liability status for the semester from which they withdrew.	SSCR

8. Failure by FEE-HELP students to notify UTS Insearch of their intention to withdraw from units of study (in writing) on or before the census date will mean that they will incur a FEE-HELP debt (this is equal to the cost of the unpaid tuition fees plus the 25% loan fee).	Student
<b>RE-CREDITING OF FEES</b>	
9. Where a FEE-HELP student applies to withdraw after the census date an application to re-credit fees can be made. This must be done in writing.  10. A FEE-HELP student cannot apply for a re-credit of fees if they have successfully completed the unit.	Student
11. The application to re-credit fees must be made in writing to the Student Centre within 12 months of the withdrawal date or, if the student did not withdraw, within 12 months of the end of the period of study in which the unit was undertaken. UTS Insearch may exercise its discretion to waive the requirement if in its opinion it was not possible for the application for re-crediting to be made before the end of the 12 month period.	Student
12. UTS Insearch will re-credit the student's FEE-HELP balance if it is satisfied that special circumstances apply and these <ol style="list-style-type: none"> <li>a. were beyond the student's control (not due to the student's action or inaction either direct or indirect and for which the student is not responsible. (The situation must be unusual, uncommon or abnormal).</li> <li>b. did not make their full impact on the student until on or after the census date for the semester of study in question and</li> <li>c. made it impractical for the student to complete the requirements for that semester of study.</li> </ol>	Registrar
13. Each application will be examined and determined on its merits by considering a student's claim together with independent supporting documentation substantiating the claim.  14. Where it is agreed to re-credit a student's fees for a semester there will be no academic or financial penalty for that semester's studies.	Registrar
15. UTS Insearch will make a decision on the application within 14 days of receiving the application and within a further 14 days advise the student of the outcome of the application (within 28 days of receipt of the application), stating: <ol style="list-style-type: none"> <li>a. The reason for the decision</li> <li>b. Their rights for a review of the decision and</li> <li>c. The need to lodge an appeal within 28 days of their being advised of the decision.</li> </ol>	Registrar
16. If the student is not satisfied with the decision in relation to their FEE-HELP balance, they may appeal the decision.	Student

17.	The appeal will be considered by the Chief Operating Officer (COO) and must be lodged by the student within 28 calendar days of receiving notice of the original decision, unless the COO allows a longer period, and must specify the reasons for lodging the appeal.	Student
18.	The COO must acknowledge (in writing) the receipt of the appeal against the refusal to re-credit the FEE-HELP balance in writing.	COO
19.	The COO will review the case within 3 weeks and advise the student of the decision in writing, giving the reasons for the appeal outcome.	COO
20.	Where a student remains unsatisfied with the COO's decision they can lodge an external appeal with the Administrative Appeals Tribunal. The COO's response to the appeal will advise the applicant that they have the right to apply to the Administrative Appeals Tribunal for a review of the decision and will provide the contact details of the closest Administrative Appeals Tribunal Registry and the approximate costs of lodging an appeal - The current cost (as at June 2019) of applying for the review of a decision is \$920. The student may supply additional information to the Administrative Appeals Tribunal which they did not previously supply to UTS Insearch either in the original application or the internal appeal.	COO
<b>CANCELLATION OF FEE-HELP</b>		
21.	FEE-HELP reporting includes all FEE-HELP students whether they have paid fees in full, they have paid fees partially or they have paid no fees at all.	SSCR
22.	FEE-HELP students are not required to cancel their FEE-HELP application where they wish to continue the course but wish to pay fees or make some adjustment to their study load such as withdrawing from some enrolled units.	Student
23.	FEE-HELP will continue to be available for the remainder of the same course, if required in later semesters for any unpaid tuition.	Student
24.	Requests to cancel a FEE-HELP application for the current semester's study must be made on or before the current semester census date as after this date the FEE-HELP debt has been incurred and Government Reporting has already occurred.	Student
25.	After the census date, no payment of fees can be made for units in which the student is currently enrolled as the FEE-HELP debt has already been incurred. The FEE-HELP debt including the 25% loan fee is already in place.	Student
26.	A FEE-HELP application lasts the duration that the student is enrolled in the course.	
27.	FEE-HELP students wishing to change to a different diploma must apply for a FEE-HELP loan by completing a Commonwealth Assistance form (eCAF) through eStudent.	Student

28. FEE-HELP documents need to be kept for at least 7 years following the completion of the student's course.	Student Centre/ SSCR
29. If a student wishes to cancel their FEE-HELP application after the census date and pay fees for further semesters, staff must advise them that their application to cancel their FEE-HELP status will only come into force from the next period of enrolment. Students need to pay according to the re-enrolment invoice that is sent out towards the end of the current semester. No changes to a student's FEE-HELP are required on S1.	Student Centre

## DEFINITIONS

CAN	Commonwealth Assistance Notice provided after census date each semester to advise FEE-HELP students of their enrolled units, EFTSL and FEE-HELP liability for the current semester.
Census date	The date in each semester by which FEE-HELP students must withdraw to avoid incurring a FEE-HELP debt
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
Domestic Student	Australian Citizens, Australian Permanent Residents and New Zealand Citizens
Eligible domestic FEE-HELP student	Australian Citizen, Australian Permanent Resident (Humanitarian visa only), eligible New Zealand citizen
ELT	English Language Training courses, restricted to those English language courses offered by UTS Insearch which are registered on CRICOS.
FEE-HELP	Government loan scheme that allows eligible domestic students to defer payment of their fees and repay them later through the taxation system
SSCR	Student Sponsorship, Compliance and Reporting team
S1 (Student One)	UTS Insearch's student management system, otherwise known as Ci
Staff	People employed to work on an ongoing, fixed term, sessional or casual basis under the terms and conditions of an employment agreement (contract) issued by UTS Insearch.

UTS Insearch	Insearch Limited
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## SUPPORTING DOCUMENTS

Include the title of supporting documents such as legislation, associated policies, related procedures and other UTS Insearch resources.

- Higher Education Support Act (HESA) 2003
- FEE-HELP Application to withdraw procedure
- FEE-HELP Refund Procedure
- FEE-HELP Student Confirmation of Enrolment Procedure
- FEE-HELP Booklet
- Application to withdraw (domestic) form
- Application for refund of fees form
- Withdrawal confirmation letter
- Higher Education Provider Guidelines  
<https://www.education.gov.au/higher-education-provider-guidelines>
- Administrative Appeals Tribunal: <https://www.aat.gov.au/>
- StudyAssist Website  
<http://studyassist.gov.au/sites/StudyAssist/>

## ADMIN USE ONLY

APPROVAL		
Signature:		
Position title:	<b>Managing Director</b>	<b>Date: 05/08/2019</b>
Policy Title	FEE-HELP Student Policy	
Senior Leader	Chief Operating Officer	
Manager	Registrar	
Policy ID	PO/OPS/06/19	
Effective Date	05/08/2019	
<b>Endorsed by</b>	<b>SLT</b>	<b>Date: 30/07/2019</b>