Review Procedures and Instructions for Higher Education & VET Students

Decisions regarding re-crediting a person’s VET FEE-HELP balance are reviewable. A review of a decision may be requested by any student who is affected by the original decision or without a request if TAFE Queensland North (TQN) is satisfied that there is sufficient reason to do so.

Who should use this form?

This form is to be used by students who are requesting a review of TQN’s decision not to re-credit or refund unit/s from which the student has withdrawn after Census Date.

You must have previously submitted an Application to Re-credit VET FEE-HELP Balance, and had this assessed by the VET FEE-HELP Coordinator.

What should I provide?

TQN has stored copies of your original Application to Re-credit VET FEE-HELP Balance and supporting documents. These will be considered alongside your application for review.

You will need to submit the Application to Review a Re-credit Decision along with any additional supporting documentation. This application should provide enough detail for the Review Panel to make an informed decision regarding your case for re-credit/remission.

If your application has been rejected on the grounds of lack of supporting documentation, it is very important that you provide independent supporting documentation to support your claims. Please review acceptable documentation outlined in this information.

Supporting documentation should include:

For medical reasons – a statement from a doctor indicating:
• the date your medical condition began or changed
• how your condition affected your ability to study
• when it became apparent that you could not continue with your studies.

For family/personal reasons – a statement from a doctor, counsellor or independent member of the community (e.g. Justice of the Peace or a Minister of Religion) indicating:
• the date your personal circumstance began or changed
• how your circumstance affected your ability to study
• when it became apparent that you could not continue with your studies.

For employment related reasons – a statement from your employer indicating:
• your previous work hours and location
• your current work hours and location
• the reason for changed hours and/or location.

For course related reasons – a statement from your Portfolio indicating:
• that you have been disadvantaged by changed arrangements to your unit of study and that it was impossible for you to undertake alternative units of study.
VET FEE-HELP Applications to Review a Re-crediting Decision should be submitted to:

**Via mail:**
Attention: VET FEE-HELP Coordinator  
TAFE Queensland North  
PMB 1  
CAIRNS QLD 4870

**In person:**
Customer Service Centre  
TAFE Queensland North  
H Block  
Eureka Street  
CAIRNS QLD 4870

What happens to my application after it has been lodged with the VET FEE-HELP Coordinator?

Upon receipt of your application by the Customer Service Centre you will be issued, via post, an acknowledgement. If you have not received an acknowledgement of your application within two weeks of submitting it, you should contact the Customer Service Centre on 1300 656 959. A review of your circumstances will be completed within 45 days of you submitting your application. If the reviewer does not give you notice within 45 days the original decision is taken to be confirmed.

This review will be conducted by a Review Panel who will consider all evidence supplied in your original application along with any additional evidence supplied with this application. It is your responsibility to ensure all relevant documentation is provided to Customer Services.

The Review Panel will reconsider the decision with available options to either; confirm the decision, vary the decision, or set the decision aside and substitute a new decision.

You will be advised in writing of the decision made.

If you are not satisfied with the decision, you may apply to the Administrative Appeals Tribunal (AAT), which sits externally to TQN and charges approximately $816.00. The fee is subject to change and is the responsibility of the applicant.

Privacy Disclaimer

TAFE Queensland North is collecting the information on this form in accordance with the Information Privacy ACT 2009 for students who have a FEE-HELP debt with the Commonwealth Government. Only authorised officers will have access to this information. Your information will not be disclosed to any third party without your consent, unless authorised or required by law.
Please read the attached instructions before you complete this form. This application must be made within 28 days of receiving notice of the original decision.

Personal Details
Surname: __________________________ Given Name: __________________________
Student ID: ___________________

Reasons you are applying for a review – Please provide the reason/s you are submitting this application for a review. Please provide any additional evidence which you believe may be of assistance with the review of your application to re-credit your VET FEE-HELP balance.

To support your case, you will need to provide the following documentary evidence:

- Documentation from doctor, counsellor, employer or independent member of the community which states:
  - The date your circumstance/s began
  - If your circumstances changed after the census date, the date they changed and to what extent
  - How your circumstances affected your ability to study
  - When it became apparent that you could not continue your studies.

Declaration
I wish to apply for a review of the decision previously made regarding my application to re-credit my VET FEE-HELP balance/refund of any upfront payments towards my VET FEE-HELP debt.

I declare that the information I have given on this application is correct. I understand that if I knowingly make any false or misleading statements, my application will be immediately disregarded.

Signature: ______________________________________________________ Date: __________