

**ADELAIDE COLLEGE OF DIVINITY INC**  
**FEE-HELP Review Procedures**

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**Preamble**

This document sets out review procedures in place for students who apply after the census date to have their FEE-HELP balance re-credited if they have been unable to complete the requirements of a unit of study and they believe that this was due to special circumstances.

**Legislation/Standards**

Higher Education Support Act 2003

Higher Education Provider Guidelines

**Delegations**

The ACD Board has delegated to the ACD Executive Officer responsibility for original decisions in response to applications from students for re-crediting of their FEE-HELP balance. The Board has delegated to ACD College Principals the responsibility for review of decisions not to re-credit the FEE-HELP balance of students affiliated with their college.

**Approvals**

This document was approved by the ACD President/ACD Board on 3 November 2004.

**Procedures**

1. Students who have not withdrawn from a unit of study before the census date but have been unable to complete the requirements of that unit of study may apply to the ACD Executive Officer to have their FEE-HELP balance re-credited if they believe that this was due to special circumstances. Where a request to re-credit a student's FEE-HELP balance is granted, that student's FEE-HELP debt will be removed.
2. Applications must be made within 12 months of the withdrawal date, or if a student has not withdrawn, within 12 months of the end of the period of study in which the unit was, or was to be, undertaken.
3. Applications must be made in writing to:  
The Executive Officer  
Adelaide College of Divinity, Inc  
34 Lipsett Terrace  
Brooklyn Park SA 5032
4. The ACD will re-credit a student's FEE-HELP balance if the Executive Officer is satisfied that special circumstances apply to the student that are:
  - beyond the student's control;
  - do not make their full impact on the person until on, or after, the census date; and
  - make it impracticable for the person to complete the requirements for the unit during the period in which the person undertook, or was to undertake, the unit.
5. The ACD Executive Officer will consider the student's claims, together with independent supporting documentary evidence which substantiates these claims and notify the student of the decision and the reasons for making the decision within three months of receipt of the application.
6. The ACD Executive Officer will inform unsuccessful applicants of their right to apply for a review of a decision to not re-credit a FEE-HELP balance. The time limit for

applying for a review of a decision is 28 days from the student receiving notice of the decision, or such longer period as the reviewer allows.

7. Students seeking review must apply in writing to the ACD Executive Officer stating the reasons why they are applying for a review.
8. The ACD Executive Officer will respond in writing within three weeks of receipt of the request for review:
  - 1) acknowledging receipt of the request for review and advising that the reviewer will be the Principal of the ACD College with which the applicant is affiliated;
  - 2) informing the applicant that if the reviewer has not advised the outcome within 45 days of receiving the application, the reviewer is taken to have confirmed the original decision; and
  - 3) advising the applicant of their right to apply to the Administrative Appeals Tribunal (AAT) for a review of the decision and providing the contact details of the closest AAT Registry, and the approximate cost of lodging an appeal with the AAT.<sup>1</sup>
9. The reviewer's options are to:
  - confirm the decision;
  - vary the decision; or
  - set the decision aside and substitute a new decision.
10. The reviewer will:
  - 1) notify the applicant in writing of the decision and the reasons for making the decision within 45 days of receipt of the request for the review;
  - 2) advise the applicant of their right to appeal to the AAT for a review of the decision if the applicant is unsatisfied with the outcome; and
  - 3) provide the applicant with the contact details and address of the nearest AAT registry, and the approximate costs of lodging an appeal with the AAT.

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<sup>1</sup> Instructions on how to lodge an appeal and the costs of lodging an appeal may be found on the Administrative Appeals Tribunal web site is at [www.aat.gov.au](http://www.aat.gov.au). The local office of the AAT is at 91 Grenfell Street, Adelaide. Telephone: 8201 0600.