

# Global Training Institute

## Review and Re-credit of VET STUDENT LOANS

Document No: FQ200 – Review and Re-credit Policy

**AUTHORITY RECORD:**

**Compiled by:** Shane Botting  
**Checked by:** Anne Botting  
**Approved by:** Anne Botting  
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## **1 Preamble**

Global Training Institute acknowledges its responsibility to advise participants of their rights regarding application of re-credit of VET Student Loans balance of fees paid if they withdraw after the census date or fail to complete a unit, if they believe special circumstances apply.

## **2 Purpose:**

To define Global Training Institute approach to student review for re-credit of VET STUDENT LOANS and notifying participants of the fees Review and Re-credits prior to them commencing a course or training consistent with current legislation.

## **3 Scope:**

This policy shall apply to VET STUDENT LOANS enabled units of study and VET STUDENT LOANS enabled courses for which Global Training Institute has been accredited to deliver as a registered training organization.

## **4 Responsibility:**

It shall be the responsibility of the Director to ensure the policy is complied with.

It shall be the responsibility of the following to comply with the requirements of this policy:

- The Operations Coordinator to implement the procedure and manage its compliance.
- All staff when promoting or publicizing the services and products Global Training Institute has been accredited to deliver as an RTO.

## **5 Definition:**

RTO = Registered Training Organization.

NTFC = National Training Framework Committee.

TRC = Training Recognition Council

Client = Participant, Student, Staff Member, Volunteer, or person linked to Global Training Institute.

## **6 Policy**

### **Policy Integrity**

This policy gives effect to the requirements contained in the VET STUDENT LOANS framework for the Review and Re-credit of Fees paid and provides the participant with upfront knowledge of their Review and Re-credit entitlements.

# Global Training Institute Entitlements to Review and Re-credit Policy

This Review and Re-credit policy will apply to both Corporate (Group Nominations) and private individuals intending to participate in a course.

## Special Circumstances

If a student withdraws from a Unit of study after the published census date for that Unit, or has been unable to successfully complete a Unit and believes this was due to special circumstances, the student may apply, in writing or via email, to have their STUDENT LOANS balance re-credited for the affected unit/s.

Global Training Institute will re-credit the student's STUDENT LOANS balance if it is satisfied that Special Circumstances apply that:

- are beyond the control of the enrolled student
- did not make their full impact on the enrolled student until after the census date,
- make it impracticable for the student to complete the requirements of the unit in the timeframe agreed upon at enrolment.

## Re-credit process

All applications for re-credit of a students' STUDENT LOANS balance will be considered on its merits together with all supporting documentation relating to the special circumstances claim.

The Registrar is the designated VET STUDENT LOANS officer for Global Training Institute. The Registrar is responsible for the assessment of a student's request for a re-credit of their STUDENT LOANS balance due to special circumstances and for the initial decision regarding the request.

1. The enrolled student must apply in writing to the Registrar via email and supply appropriate supportive documentation within 12 months of the withdrawal date, or if the student has not withdrawn, within 12 months of the specified completion date of the Unit. This timeframe may be extended if it was not possible to apply within the 12 month time period.
2. The written application for re-crediting a STUDENT LOANS balance must include details of the:
  - Unit/s for which the student is seeking to have a STUDENT LOANS balance re-credited; and
  - Special circumstances as referred to above, including supporting documentation
3. Global Training Institute will consider the application within 10 working days of receipt of the application.
4. All requests will be considered in accordance with the requirements of Schedule 1A of the Act
5. Applicants will be notified of the decision, via email, within 20 working days.

## **Review Process**

6. Where Global Training Institute makes a decision NOT to re-credit a student's STUDENT LOANS balance, that decision may be subject to review.
7. In the case that a student is not satisfied with the decision made by Global Training Institute, the student may apply, within 28 days of the receipt of the original decision, for a review of the decision.

The application for review must:

- Include the date of the original decision
  - State fully the reasons for applying for the review
  - Include any additional relevant evidence
8. Applications for review of decision should be made in writing to the Director, as the designated Review Officer of any decision relating to a request for re-crediting of a STUDENT LOAN balance.

NOTE: The Review Officer is senior to the designated VET STUDENT LOAN officer responsible for the original decision and was not involved in making the original decision to be reviewed.

9. The Review Officer will:
  - Acknowledge receipt of the application for review of a decision in writing within 10 working days, and
  - Inform the student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.
10. The Review Officer will then:
  - Review the information from the original decision and then assess any new evidence provided by the student
  - Provide written notice to the student of the decision, setting out the reasons for the decision
  - Inform the student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and timelines involved (see below)

## **Reconsideration by the Administration Appeals Tribunal**

There is no fee or cost for reconsideration or review of decisions, other than a review by the Administrative Appeals Tribunal.

At the time of the original decision, and at the time of the subsequent Review Decision, the student will be notified of their review rights and responsibilities. The relevant officer will inform a student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome

and the contact details of the closest AAT office and the approximate costs of lodging an appeal. The Application must be lodged at the AAT within 28 days of receiving written notice of the Review Decision. This time limitation can be extended in limited circumstances by order of the AAT.

For your local AAT Office and application fees contact:

<http://www.aat.gov.au/ContactUs/PrincipalRegistry.htm>

Full details of the application process and fees payable are available on the AAT Registry's website:  
[www.aat.gov.au](http://www.aat.gov.au)

VET Student Loans and VET FEE HELP students are Fee Free and will not have any costs in undertaking the Appeals process.

An application fee may have to be paid, in the amount of \$861 and is subject to change. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.

The Secretary of Department of Education, or the Secretary's delegate, will be the respondent for cases that are brought before the AAT. Upon the Department of Education's receipt of a notification from the AAT, the Department of Education will notify the College that an appeal has been lodged. Upon receipt of this notification from the Department of Education the Review Officer will provide the Department of Education with copies of all the documents that are relevant to the appeal within five (5) business days.

The secretary may re-credit a student's HELP balance in relation to special circumstances if Global Training Institute:

- a) is unable to act or is being wound up or has been dissolved; or
- b) has failed to act and the Secretary is satisfied that the failure is unreasonable.

#### **Publication**

This Review and Re-credit policy will be made available to students and persons seeking to enrol with Global Training Institute by publication on [www.globaltraining.edu.au](http://www.globaltraining.edu.au)

## **END OF POLICY**