Full Fee Paying and Commonwealth Supported Student Remission of Debt Policy

Responsible Officer
Deputy Vice-Chancellor (Students & Education)

Approved by
Vice-Chancellor

Approved and commenced
December, 2014

Review by
December, 2017

Relevant Legislation, Ordinance, Rule and/or Governance Level Principle
Administrative Appeals Tribunal Act 1975
Higher Education Provider Guidelines 2012
Higher Education Support Act (HESA) 2003
Ordinance 8 - Student Complaints

Responsible Organisational Unit
Student Centre

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1. Objective
The objective of the Remission Policy is to establish the framework within which the University of Tasmania receives, reviews and responds to applications for remission of debt for:

- domestic Commonwealth supported students;
- domestic full fee-paying Students; and
- international full fee paying students

who withdraw after the census date.

2. Scope
This policy applies to students undertaking all programs, at all campuses of the University of Tasmania, who are in receipt of HECS-HELP or FEE-HELP, or are full fee paying students.


3.1 Eligibility Requirements
In certain circumstances, a student who withdraws from their studies after the census date, or does not complete the requirements of a unit of study during the period in which the student undertook, or was to undertake, the unit can apply to:

- as applicable, have either or both their HECS-HELP debt remitted; and/or
- FEE-HELP balance re-credited
- upfront payment of a student contribution amount repaid
- upfront payment of a tuition fee amount repaid, subject to the International Student Refund Policy

A student is not eligible to apply for re-credit, remission and/or refund if:

- an application is lodged more than 12 months after the withdrawal date; or
- the student has not withdrawn from the unit(s) and an application is lodged more than 12 months after the last day of the semester for the unit enrolment; or
- the student passed the unit(s) in which they were enrolled; or
- the student is enrolled in the units with no financial liability, including enabling units with a HECS scholarship.

An application may be considered outside of these timeframes, at the University’s discretion, if it is satisfied that the application could not be made within the above time limits.

3.2 Special Circumstances
The University is bound by the Higher Education Support Act (HESA) 2003 which specifies the circumstances in which a higher education provider must be satisfied that special circumstances apply to the person. These circumstances are those that:

(a) are beyond the person’s control

The University will be satisfied that a person’s circumstances are beyond that person’s control if a situation occurs which a reasonable person would consider is not due to the person’s action or inaction, either direct or indirect, and for which the person is not responsible.
This situation must be unusual, uncommon or abnormal

and
3.3 Delegates

The Student Centre will nominate a Remissions Officer to act as the delegate for the Commonwealth Department of Education Secretary for remissions and/or re-credit applications.

The Student Centre will appoint a Review Officer for a remission and/or re-credit appeal application. The Review Officer for a remission and/or re-credit appeal will be an officer who was not involved in the original decision and is senior to the officer who made the original decision.

3.4 Decision

The University must notify the applicant of its decision and the reasons for making the decision. The University must refer to the appropriate section(s) of HESA that specifically apply to a student’s circumstances.

The University must also advise the applicant of their rights for a review of the decision if the applicant is unsatisfied with the outcome and the timeframes associated with review.

3.5 Review of Remission Officer Decisions

The applicant has the right to apply for a review of the initial decision to not re-credit or remit. This process is equivalent to Part 3 review under Ordinance 8. The process for submitting a valid request for review is contained in the associated Remission Procedure.

The Review Officer, in consultation with the Review Committee may:

- confirm the decision;
• vary the decision; or
• set aside the decision and substitute a new decision.

3.6 Appeals
The University will advise the applicant that they may make an application to a Complaints Appeal Committee under Ordinance 8, Part 4. If the applicant is dissatisfied with the outcome of their appeal under Ordinance 8 they may then apply to the AAT for a reconsideration of the original Review Officer’s decision.

These applications must be made in accordance with the provisions of and the timeframes specified in Ordinance 8, and/or the Administrative Appeals Tribunal Act 1975. The University will advise the applicant of these requirements.

4. Responsibilities
The Executive Director, Student Centre is responsible for:
• the development, compliance monitoring and review of this policy.

The Associate Director, Student Administration is responsible for:
• the promulgation and implementation of this policy and procedure in accordance with the scope as outlined within the documents.
• Records and information that support this policy will be created, managed and retained in accordance with the University Records Management Policy, Procedures and Guidelines.

5. Definitions and Acronyms

<table>
<thead>
<tr>
<th>Term/Acronym</th>
<th>Definition</th>
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<tbody>
<tr>
<td>AAT</td>
<td>Administrative Appeals Tribunal</td>
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<tr>
<td>AIP</td>
<td>Administrative Information for Providers</td>
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<tr>
<td>Census Date</td>
<td>The date by which all enrolments and fee obligations must be finalised</td>
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<tr>
<td>FEE-HELP</td>
<td>Loan scheme for full fee paying students</td>
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<tr>
<td>HECS</td>
<td>Higher Education Contribution Scheme</td>
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<tr>
<td>HECS-HELP</td>
<td>Loan scheme for deferring student contribution amounts</td>
</tr>
<tr>
<td>HESA</td>
<td>Higher Education Support Act 2003</td>
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<tr>
<td>Immediate Family</td>
<td>An ‘Immediate family’ for the purpose of this policy means a spouse, de facto partner, child, parent, grandparent, grandchild or sibling of the student; or a child, parent, grandparent, grandchild or sibling of a spouse or de facto partner of the student.</td>
</tr>
<tr>
<td>Organisational Unit</td>
<td>College, Faculty, School, Centre, University Institute, other University Entity, Division, Section or University Business Enterprise.</td>
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Remission: Cancellation of financial indebtedness

Remission Committee:
Associate Director, Student Administration; Curriculum Compliance and Enrolment Coordinator, SLIMS Fees Business Lead, International Student Adviser, Senior Fees Officer, Fees Officer

Special Circumstances: Circumstances that are unusual, uncommon or abnormal and beyond the student’s control, occurring or impacting after the census date.

6. Supporting Documentation

Remission Procedure
Application Form and Guidelines for Remission of Debt
Administrative Information for Providers (AIP)
International Student Fees Refund Policy
University Records Management Policy

7. Versioning

| Former Version(s) | Version 1 – Remission Guidelines; the Remission Guidelines are to be brought into Policy Framework and to be shifted to Policy. Version 2 – Full Fee Paying and Commonwealth Supported Student Remission of Debt Policy (current document); approved December, 2014, amended in December 2016 to incorporate Colleges. |
