

FEE-HELP Review Procedures

Kaplan Higher Education Pty Ltd.





Scope

These Procedures are applicable to Kaplan Higher Education Pty Ltd, trading as Kaplan Professional Education ("Kaplan") and to students eligible for a loan to assist with the cost of their tuition fees under the Higher Education Loan Program (HELP).

Overview

These Procedures outline how Kaplan handles requests for review of decisions made in relation to FEE-HELP.

Under these Procedures, a FEE-HELP re-credit may be issued where an eligible student experienced extenuating circumstances that prevented the student from:

- withdrawing from the unit of study after the census date, or
- completing the requirements for the unit of study.

In such circumstances and in accordance with the Higher Education Support Act (2003) and associated guidelines, Kaplan will follow the procedures outlined below in determining the outcome of FEE HELP review applications.

Review Guidelines and Processes

Each application for re-credit of a student's FEE-HELP balance will be considered on its merits together with all supporting documentation substantiating the extenuating circumstances claim. The Head of Operations is the designated FEE-HELP officer. The FEE-HELP Officer is responsible for the assessment of a student's request for a re-credit of their FEE-HELP balance due to special circumstances and for the initial decision regarding the request.

1. A student can lodge an application for review of FEE-HELP in writing to Kaplan within 12 months[^] of the date the student withdrew from the course of study, or if the student has not withdrawn within 12 months[^] of the last day of the study period in which the unit of study was, or was to be, undertaken.
2. If Kaplan is satisfied that the circumstances were:
 - beyond the students control, and
 - did not make their full impact on the student until on, or after, the census date; which
 - made it impracticable for the student to complete the requirements for the unit.

Kaplan will approve the application and re-credit the relevant student's FEE-HELP balance within 14 days of receiving the application for review.

For circumstances to be beyond a student's control, the situation should be that which a reasonable person would consider is **not** due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. The circumstances must be unusual, uncommon or abnormal to be considered extenuating.

3. Where a student is not satisfied with the initial FEE- HELP review decision made by Kaplan, they may lodge an appeal of the FEE-HELP in writing to Kaplan within 28 days of the initial receipt of notification that their initial review of FEE-HELP was unsuccessful. Please refer to appeals section of the Complaints and Appeals Policy.

Kaplan will acknowledge receipt of a FEE-HELP review appeal in writing within five working days and inform the appellant that a decision will be made within 45 days of receiving the appeal. If the reviewer does not inform the student of an outcome within 45 days as outlined above, the initial decision is taken to be confirmed.

Once the initial FEE- HELP review decision is reviewed, the reviewer will provide the appellant with written notice of the outcome and reasons as to why the decision was taken. The reviewer will also advise the student in writing of their right to apply to the Administrative Appeals Tribunal (AAT) for an independent review of the decision in relation to FEE-HELP and provide the contact details and the approximate cost of making an application.

To contact the Administrative Appeals Tribunal go to <http://www.aat.gov.au/contact-us> and select the state or contact the AAT via email at aatweb@aat.gov.au. Information on the cost of lodging an appeal with the AAT is provided on the Tribunals website at <http://www.aat.gov.au/FormsAndFees/Fees.htm>.

^ Kaplan will waive the requirement that the application be made within 12 months, where the student can provide evidence that it was not, possible for the application to be made within that period.

Related policies

These Procedures should be read in conjunction with the following related Kaplan policies:

- Refund
- Complaints and Appeals

Version Control and accountable officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with these procedures.

Procedures Category	Corporate_Legal			
Responsible Officer	Regional Legal Counsel, Asia Pacific			
Implementation Officer	Head of Operations			
Review Date	December 2020			
Approved by				
Regional Legal Counsel, Asia Pacific				
Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
1.0	Quality & Standards Group	Unpacking of one document into existing document	01.01.2014	01.01.2014
1.1	Quality & Standards Group	Format and wording changes to align across all businesses	10.04.2015	10.04.2015
1.2	Academic Quality and Governance Team	<ul style="list-style-type: none"> • Procedures revised for currency. • Content restructured to enhance clarity • Additional information regarding AAT provided. • An Implementation (FEE-HELP Officer) and Responsible Officer introduced. 	5.12.2017	20.12.2017