

Policy No 9B

Student Fees: FEE-HELP

Ratified by the Academic Governance Body December 2016

Purpose

To set out Gestalt Therapy Brisbane Pty Ltd policy and procedures in relation to the administration of Commonwealth Government FEE-HELP for students studying at Gestalt Therapy Brisbane (GTB) and Gestalt Therapy Sydney (GTS).

Related policies

- Policy No. 17: Special Consideration
- Policy No. 8B: Termination of Student Enrolment
- Policy No. 9A: Student Fees

Accessing this policy

This policy is available in the GTB Policy and Procedures Handbook and on the GTB/GTS websites.

Introduction

FEE-HELP is available to eligible students studying for the Graduate Certificate of Gestalt Therapy or the Master of Gestalt Therapy at G. To apply for FEE-HELP students will need to complete a Request for FEE-HELP Assistance Form, available from GTB/GTS.

Gestalt Therapy Brisbane administers all FEE-HELP matters for both Brisbane and Sydney.

Students can find out more about Fee-Help by asking for the FEE-HELP booklet that is available from GTB/GTS.

Alternatively students could download the FEE-HELP Information Booklet from the Commonwealth Government Website: <http://www.goingtouni.gov.au/>

Who is eligible for FEE-HELP?

Eligibility for FEE-HELP is defined by the Higher Education Support Act.

Students **ARE** eligible for a FEE-HELP loan if they are:

- An Australian Citizen; or
- The holder of a permanent humanitarian visa who will be resident in Australia for the duration of the unit; or,
- The holder of a permanent visa enrolled in a bridging course for overseas-trained professionals who will be resident in Australia for the duration of the course.

And they are planning to study one of the following programs at GTB/GTS:

- Graduate Certificate of Gestalt Therapy; or
- Master of Gestalt Therapy.

FEE-HELP

This document describes Gestalt Therapy Brisbane's processes and procedures for handling the re-credit of a FEE-HELP balance, and the review of associated decisions. It covers:

- Informal enquiries from students concerning FEE-HELP;
- Formal requests from students for the re-credit of FEE-HELP balance; and
- Formal review of decisions associated with the re-credit of FEE-HELP balance.

These processes and procedures are intended to complement GTB's Grievance Policy and Procedures.

The processes and procedures described in this document are consistent with obligations prescribed in the following legislation and guidelines:

- The Higher Education Support Act (HESA); and,
- The Higher Education Provider Guidelines (HEP).

The Business Administrator and Development Officer at GTB and the Operations Manager GTS can assist students to understand their FEE-HELP debt and provide them with a copy of GTB's FEE-HELP Policy and Procedure.

Students can apply for a re-credit of a FEE-HELP balance if they withdraw from their studies after the census date or they have not completed the requirements of the unit and special circumstances apply, that are:

- Beyond their control;
- Do not make their full impact on them until on, or after, the census date; and,
- Make it impracticable for them to complete the requirements for the unit.

Where a request to re-credit a student's FEE-HELP balance is granted, a student's FEE-HELP debt is removed in respect of the applicable subjects studied.

Gestalt Therapy Brisbane will consider these applications and agree to such request if it is satisfied that there were special circumstances in the student's case.

Gestalt Therapy Brisbane will refund to the Commonwealth the amount of FEE-HELP paid to the Institute on behalf of the student, if the student's request is successful. The Institute will notify the Department of Education, Employment and Workplace Relations (DEEWR) through the HELP Variations File.

GTB's Business Administrator and Development Officer and GTS's Operations Manager can assist students in understanding their FEE-HELP debt. GTB's procedures are published in the GTB/GTS Student handbook so that students have up to date information publicly available to them in regard to these procedures.

Initial Request for a re-credit of Fee Help

Students may request a re-credit of a FEE-HELP balance by writing to the Chair, Gestalt Educational Processes Committee (GEP), P. O. Box 6015 Fairfield Gardens LPO 4103. Students need to request this re-credit within 12 months from withdrawal from the unit of study or within 12 months from the end of the period of study for students who have not successfully completed the unit of study. The application should be in writing and the application should contain:

- The student's name and current address;
- The subject/s, semester and year to which the student is applying for a possible re-credit of FEE-HELP; and,

- The special circumstances with documentation as to why the student considers that he/she eligible to receive a re-crediting of FEE-HELP. Documentation could include, but is not limited to, a medical certificate or statement from a counsellor, employer or independent member of the community, which details when the student's medical condition or personal circumstances began and how it has affected the student's ability to study.

A student can apply to Gestalt Therapy Brisbane to have his or her FEE-HELP balance re-credited if he/she withdraws from his or her studies after the census date and/or the student has not completed the requirements for the unit of study. The student must apply in writing, within 12 months from withdrawal from the unit of study or within 12 months from the end of the period of study for students who have not successfully completed the unit of study.

Gestalt Therapy Brisbane has the discretion to waive the 12 months time limit for the re-crediting of a FEE-HELP balance if satisfied that the application could not have been made within the time limit. Gestalt Therapy Brisbane's Chair, Gestalt Educational Processes Committee (GEP) will consider the student's application within 10 working days. Applicants will be notified of the decision within a further 10 working days.

Notice in writing giving reasons for the decision and informing students of their rights

A student will receive written notice of the decision and reasons for the decision. The student will be informed of how to submit a valid request for a review of this decision and who to contact to answer further questions. If the decision is made to re-credit the FEE-HELP debt the student will be informed of the amount of the debt to be reduced and who to contact to answer further questions.

Review Procedure:

This procedure deals with requests for a review of a decision made by Gestalt Therapy Brisbane not to re-credit a FEE-HELP balance.

The review officer at Gestalt Therapy Brisbane is the Managing Director of Gestalt Therapy Brisbane responsible for FEE-HELP, Dr Greer White. Where a student is not satisfied with the decision made by Gestalt Therapy Brisbane he or she may apply for a review of the decision. Reviewable decisions include:

- Refusal to re-credit some or all of a student's student learning entitlement for a unit of study; and,
- Refusal to re-credit a student's FEE-HELP balance.

If a student is not satisfied with the outcome of his/her request for a re-credit of his/her FEE-HELP balance, he/she may appeal in writing to Dr Greer White, Managing Director, Gestalt Therapy Brisbane, 28 Prospect Tce, Highgate Hill 4101, within 45 days from the day he/she first receives notice of the outcome. The appeal needs to include:

- The student's name and current address;
- The subject/s, semester and year to which the student is applying for a Review of the decision not to re-credit a FEE-HELP balance; and,
- The specific reasons for seeking the review.

Dr Greer White, Managing Director, Gestalt Therapy Brisbane will acknowledge receipt of an application for review of a reviewable decision in writing and inform the applicant that he/she will be advised in writing of a decision within 45 days and if the student is not advised within 45 days of the decision that has been made this lack of communication is confirmation that the original decision is upheld. The written notice of receipt of the decision will inform the student of his/her right to appeal to the Administrative Appeals Tribunal (AAT) and will provide contact details for the nearest AAT and the approximate costs of making an application:-

Communication of results of appeals procedure

Once a decision has been made about a student's application for review of the decision a Notice of Decision letter will be sent. This letter will include the reasons for the decision regarding a re-credit of the FEE-HELP balance. If the decision is made to re-credit the FEE-HELP debt the student will be informed of the amount of the debt to be reduced and who to contact to answer further questions. The written Notice of the Decision will inform the student of his/her right to appeal to the Administrative Appeals Tribunal (AAT) and will provide contact details for the nearest AAT and the approximate costs of making an application.

Privacy Statement

All personal information collected by Gestalt Therapy Brisbane and Gestalt Therapy Sydney is protected under the Privacy Act 1988 (Commonwealth of Australia). Any and all information will be treated with the utmost care, being kept strictly confidential within the confines of the educational program. It will not be sold, re-used, rented, loaned or otherwise disclosed to a third part, except where prior written permission is obtained from the individual who supplied the information and to whom the information refers.

This procedure is published in the Gestalt Therapy Brisbane Policy and Procedure Handbook. Furthermore, it will be sent to student applicants on receipt of their application for enrollment.

This procedure is communicated to academic staff and support staff. Directors are responsible for the education of all staff in the application of the procedure.