

## SM17 - Student Selection and Enrolment Policy

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### Purpose

Oxygen College has a commitment to ensuring its student selection processes are fair, transparent and non-discriminatory. Students are selected based on meeting core eligibility criteria and are deemed suitable and appropriate, in line with the pre-enrolment course information and website. Students are selected regardless of religion, gender, disability, sexuality, sexual preference, culture and ethnic background.

The following policy and procedure outlines the organisational framework and general principles for the selection and enrolment of its students. This policy and procedure has been designed to ensure all students prior to their enrolment are fully informed and meet the requirements of the qualification or program.

The Student Selection and Enrolment Policy and Procedure applies to staff, students, employers, clients and potential consumers and is used across all products on Oxygen College current scope of registration.

This policy and procedure should be read in conjunction with the “Recognition Policy and Procedure”, “Privacy Policy and Procedure”, “Record Retention Policy and Procedure”, Complaint and Appeals Policy and Procedure” and ‘Fees and Refund Policy and Procedure’.

### Policy

#### **1. *Non Discriminatory, Transparent and Systematic Process***

Oxygen College uses an objective, non-discriminatory, transparent and systematic process to select and enrol its students. Selection and enrolment processes are designed to ensure all relevant legislation and regulatory requirements are met, the prospective student is well informed and receives a high level of customer service and support throughout the entire enrolment process.

#### **2. *General principles that underpin selection and enrolment processes are as follows;***

- Oxygen College is compliant with consumer protection regulation/legislation and all federal and state discrimination acts.
- Accurate and ethical marketing and advertising strategies ensure students are fully informed prior to application/enrolment (e.g. program eligibility, pre-requisite requirements and language, literacy and numeracy skill levels).
- In accordance with Australian Privacy Principles prospective students are informed of how their information will be collected, used, disclosed and stored.
- Students are routinely screened to ensure eligibility requirements are met, special needs are identified and opportunities for recognition are provided.
- Student selection is based on; The prospective student’s application being fully completed, and student being deemed academically suitable.

- All required documentation being submitted, including the students USI.
  - Program/course eligibility and pre-requisite requirements being met.
  - Fees paid in accordance with the organisations 'Fees and Refund Policy and Procedure'
  - Consent and declarations being read, understood and signed.
  - Pre-Training review and LLN assessment completed and working as appropriate ACSF levels.
- Where special needs or additional support requirements are identified an Individualised Learning and Assessment Plan is developed, implemented, monitored and evaluated throughout the term of the student's enrolment.
  - Documentation and supporting evidence is collected and stored in accordance with the organisation Privacy Policy and Procedure and Record Retention Policy and Procedure.
  - Consumers are encouraged to provide feedback on their experience and through the organisations continuous improvement process. Opportunities for improvement are identified and actioned.
  - Consumers are able to make a complaint or appeal an enrolment decision as per the organisations "Complaint and Appeals Policy and Procedure".
  - Refunds where required are provided to students in accordance with the organisations 'Fees and Refund Policy and Procedure'.

### ***3. Oxygen College Quality Training Guarantee***

Oxygen College is committed to providing quality in training and assessment delivery. We are committed to:

- Providing nationally recognised training that meets the needs and expectations of students and industry.
- Meeting the requirements of the VET Quality Framework and striving to exceed the standards of excellence where possible.
- Delivering courses that are flexible, that meet the needs of a diverse range of students and have a holistic approach to training and assessment.
- Producing graduates who are appropriately trained, skilled and experienced, and who have the skills required by industry.
- Engaging with the industries in which our training and assessment services are provided to ensure that courses remain current, accurate and are reflective of industry requirements.
- Maintaining a supportive learning environment that is conducive to the success of our students, our staff and other clients.
- Ensuring that students and persons seeking to enrol receive clear, accurate and detailed information about our services prior to enrolment in a course.

- Recognising all qualifications and statements of attainment issued by any other Registered Training Organisation (RTO) in Australia in accordance with the Australian Qualifications Framework (AQF).

Oxygen College seeks students whose talent and commitment to excellence, promise future achievement in their chosen areas of interest. The audition and interview process conducted by Oxygen College is a selection process to identify learners who are best suited to our courses.

We select students who;

- Demonstrate commitment, motivation and passion in relation to the arts, entertainment and related industries, to their chosen discipline, and to the course of study
- Have a clear vocational outcome following completion of their chosen course of study
- Provide evidence of their capacity to work creatively and imaginatively
- Demonstrate an aptitude to collaborate with peers as part of a creative process
- Demonstrate a range of knowledge, skills, technical abilities and/or problem-solving techniques relevant to their discipline
- Demonstrate cultural and contextual awareness
- The student demonstrates skills to indicate an ability to achieve success at the required AQF level
- Articulate and communicate ideas clearly or who commit to learning to do so
- Demonstrate commitment to uphold the colleges values and ensure a positive learning experience for all students

Oxygen College reserves the right to make decisions on an applicant's suitability for the program. If an applicant is deemed to have not met any of the above criteria, they may not be offered a position as a student. Oxygen College encourages applications from students from diverse backgrounds, with different levels of experience in music, sound production, visual arts and photography. Oxygen College ensures small class sizes in order to offer all students access to facilities and training staff. Due to the volume of auditions, portfolios and interviews carried out, we are sometimes unable to accept all applications. Unsuccessful individuals will receive feedback related to their audition, portfolio and interview performance. The decision of the interviewing panel is final.

#### **Equal Opportunity and Anti-Discrimination Policy**

Oxygen College is committed to a policy of equal treatment and opportunity in every aspect of its relations with its staff, students and other member of the entertainment community, and does not discriminate on the basis of actual or perceived race, colour, religion, age, sex, national origin, sexual orientation or preference, gender identity, physical or mental disability, medical condition, marital status, partnership status, or any other basis prohibited by applicable local, state, or federal laws. This non-discrimination policy covers but is not limited to; student or staff recruitment and training, as well as student admission, access to facilities and general treatment in all of the college's programs activities, complaints/ appeals process and making an application for re crediting a FEE-HELP balance.

#### **4. Pre-enrolment information**

Throughout the enrolment process Oxygen College provides prospective students with different ways to access the relevant information required to make an informed decision about their course and to fully understand their rights and responsibilities. Enrolment and continuous improvement processes

support the provision of information and closely monitor the students experience to ensure that consumer rights are upheld at all times. Information is accessible via a variety of different ways including but not limited to the organisations website, student handbook, applicant information sessions, student interviews and by speaking to Oxygen College staff throughout the application and enrolment process.

Course information is provided/discussed throughout the enrolment process and includes;

- Course code, title and currency of the training product
- Estimated duration and study requirements
- Delivery location(s)
- Mode(s) of delivery
- Pre-requisite and/or eligibility requirements
- Recognition and credit transfer opportunities
- Rights and responsibilities of the student and the RTO
- Materials or equipment to be provided by the student
- Available support services
- Reasonable adjustment
- Fee information
- Name and contact details of any third party – if applicable
- Physical or cultural requirements of the course.

To ensure prospective students are well informed, they are provided with a variety of generic information relevant to their enrolment (e.g. student related policies and procedures, available support services, course and fee information, rights and responsibilities, feedback/ complaints and appeals mechanisms, the collection use, disclosure and storage of personal information and USI requirements). The organisations policies and procedures are located on the Oxygen College website and a synopsis outlined in the student handbook.

### **5. Enquiries**

Where prospective students enquire by phone, online or in person they are provided with possible training solutions to meet their individual needs and requirements. At all times Oxygen College ensures that it provides prospective students with accurate, factual and accessible information about the RTO, its services and performance. Detailed information outlined in this section is provided and discussed. In order to protect consumers under 18 years of age, they are registered with the student engagement officer for scheduled regular monitoring and catch ups throughout their course. Student under 16 years of age will not be accepted into any course.

### **6. Determining and supporting students' needs**

Through the completion of the enrolment form and routine screening activities, students with special needs and additional support requirements are identified and supported. In these instances, the Trainer is notified and a discussion is undertaken with the student to identify how to best meet their needs.

So that the prospective student is able to make an informed decision the Trainer will at this meeting also discuss what services are available internally or externally to support their learning. The use of available support services, assistive technology, equipment, resources and reasonable adjustment are discussed and their applicability in meeting the student's individual need explored. Where the student requires specialised support, and provides consent, referral to relevant specialised service(s) are organised.

To optimise the student's ability to complete their program/qualification an "Individualised Learning and

Assessment Plan" (Plan) is developed by the Director of Training Services and the trainer/assessor in partnership with the student. Whilst ideally the Plan is completed prior to the student's commencement it can depending on the students' needs be developed and implemented at any point throughout their enrolment.

As part of the Plan and where the integrity of the assessment is maintained, reasonable adjustment may be made to the assessment procedure. Examples of reasonable adjustment may include but are not limited to; the printing of materials on coloured paper or in larger print, scribed responses to questions asked or video's submitted to demonstrate the student's skills in the work environment.

The Individualised Learning and Assessment Plan (Plan) is closely monitored, reviewed and evaluated by the Trainer and National WIL Manager throughout the student's enrolment to ensure its effectiveness and optimise learning outcomes. The student is an active participant in the development, review and evaluation of their Plan.

## **7. Enrolment**

Students who enrol with Oxygen College go through a three (3) stage enrolment process to ensure the course they are enrolling into meets their needs, expectations, capabilities and that they understand the terms and conditions of the program, costs and scope of services. The three (3) stages are the pre-application (questionnaire and LLN) stage, Briefing (via phone or interview with audition/portfolio) and enrolment stages and are outlined in the Oxygen College Student Handbook and the student information booklet for each course.

All prospective students are required to complete an enrolment form with supporting documentation and send their application to Oxygen College administration staff. If an applicant has a disability or special need requirement, they are provided with the same opportunities to enrol in vocational education and training as any other student. Applicants are aware that by submitting the application they are not guaranteed a position in their program/qualification of choice as entry can be dependent on program eligibility or prerequisite requirements.

Administration staff review the enrolment form (using the Enrolment to Award Checklist) to ensure it is complete, that the prospective student is eligible and meets pre-requisite requirements and has submitted relevant supporting documentation. If the application form is incomplete or additional documentation is required administration staff will discuss with the prospective student actions required for finalising their application. If the student is ineligible or does not meet pre-requisite requirements they are notified and alternate solutions discussed.

Students who completed part of a course at Oxygen College and subsequently withdrew may be eligible to re-enrol to complete the remainder of their course. The above process is to be followed by students and management will review with the students what units need to be undertaken. Entry into course is subject to approval by management.

The student USI is verified at enrolment. Student information is updated in the student management system and confirmation of enrolment including an invoice is sent to the student.

Once the student has paid the invoiced amount the following occurs;

- Student file is created.
- Program specific information is sent to the student.
- Resources are provided.
- Credit transfer applications are processed.

- Individualised learning and assessment plans are developed if special needs have been identified.
- Student commences their program/qualification.

## 8. Eligibility

Every application enquiry received is assessed by an Oxygen College approved delegate for eligibility for available Skills First Victorian Funding or for VET Student loan before proceeding to the application stage.

Currently the two-available funding/loan models are:

1. VET Student Loans eligibility.
  - Students are:
    - An Australian citizen,
    - A qualifying New Zealand citizen, or
    - A permanent humanitarian visa holder, who is usually resident in Australia
  - Academically suited – *refer to Point 10. Academically suitable for Adv. Diploma and Diploma Learners*

\*For clarification regarding qualifications issued prior to 1995 refer to [www.aqf.edu.au/previous-versions-of-the-afq](http://www.aqf.edu.au/previous-versions-of-the-afq). Future information on Senior Secondary Certificate requirements and where a student cannot provide a copy of a certificate refer to 'VET Student Loans > Manuals for Providers'.

### 2. Skills First Funding Eligibility

- Oxygen College will retain evidence, being an original or certified copy of the relevant documentation related to eligibility criteria. Eligibility for relevant funding will be established prior to commencement in training, in accordance with the Guidelines about Determining Student Eligibility and Supporting Evidence issued by Skills Victoria.
- Eligibility Criteria

Generally, learners are eligible for a Skills First government-subsidised training place if they are:

- an Australian citizen
- an Australian Permanent Resident (holder of a permanent visa)
- a New Zealand citizen

and are any of the following:

- under 20 years of age
- 20 years and older and 'upskilling' by seeking to enrol in a course at a higher level than their existing qualification.
- Not enrolled in full time secondary schooling (non VCAL). If students are enrolled in VCAL with The Gordon – they are eligible for funding.
- Prior to enrolling an individual in any course or qualification for which Oxygen College will claim Funds it must inform the Eligible Individual that the enrolment is under the Skills First Program and must explain to the Eligible Individual how their enrolment will impact their access to further government subsidized training under this VET Funding Contract and the Guidelines about Determining Student Eligibility and Supporting Evidence.
- Oxygen College will complete enrolments for all Eligible Individuals in accordance with the:

- Victorian VET Student Statistical Collection Guidelines;
- AQTF Essential Conditions and Standards for Continuing Registration and/or the National RTO Standards, as applicable;
- Guidelines about Determining Student Eligibility and Supporting Evidence; and
- Quality Charter.
- Oxygen College must advise students of the possibility of:
  - receiving an NCVET survey;
  - receiving an invitation to participate in a Department endorsed project;
  - receiving an invitation to participate in the Department's annual student outcome survey; and/or
  - being contacted by the Department (or persons authorised by the Department) for audit, review or investigation purposes.

### **9. Enrolling Students under the age of 17 years;**

1. Oxygen College must sight correspondence, or a certificate signed by a Department Regional Director that exempts the student from school attendance and clearly identifies Oxygen College and the training to be undertaken. Or;
2. A completed transition from school form indicating the school principal has authorised an exemption from school enrolment and clearly identifying Oxygen College and the training to be undertaken (noting that this can only be sighted if provided by the student or their parent/carer).
3. For students applying for A VET Student Loan and parental consent form must be submitted in conjunction with the electronic Commonwealth assistance form.

### **10. Academically suitable for Adv. Diploma and Diploma Learners**

To ensure consistency, equity and fairness all Diploma of Advanced Diploma students are to complete the Core Skills Assessment Profile. This is in line with the requirements to for each student to complete an LLN assessment (*Skills First Funding Contract*).

Students can supply an Australian Senior Certificate of Education to their enrolling officer which will provide evidence toward being deem academically suitable.

Other factors that are assessed to meet the academic suitability requirements include:

- Providing an Australian year 12 certificate OR
- Providing evidence of successful completion of a qualification that has been deliver in English and:
  - Was at level 4 or above in the Australian Qualifications framework for example a Certificate IV or above
  - Has been assess by a Federal, State or territory government agency with assesses overseas qualifications (or an organisation contracted by such an agency to under such assessment) as equivalent or comparable to a qualification at level 3 or above in the Australian Qualifications Framework OR



- Display competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language Literacy and Numeracy test AND
- In addition, the approved provider must reasonably believe that student is academically suited to under the course; and the student must meet any other specified entry for the course.

Assessment questions will focus on the core skill level required for the chosen program in writing, numeracy and reading. Results will be provided to the student as soon as practicable after the assessment and , further resources internally can be offered to the student to support them through their program, or where Oxygen College cannot provide the level of assistance required, the student will be referred to external support networks to prepare them prior to enrolling in the program.

Outcomes will be discussed with the student in a caring and respectful manner by our dedicated Student Support team. If the student successfully completes these activities, they will continue to the Enrolment stage. All results will be made available to the secretary upon request.

Oxygen College must retain results from the LLN assessment for at least 5 years either in paper form or a maintained backup.

For information regarding LLN assessment re sit refer to “VET Student loans > Manuals for Providers”.

Oxygen College staff will not assist students in any way for completion of CSPA and/or LLN assessments.

### ***11. Fee for Services and VET Student Loans for Diploma and Adv. Diploma Level learners***

For FFS or VSL diploma or advanced diploma students who provide an Australian Senior Certificate of Education where any language, literacy or numeracy challenges are identified in conversation with the student, the Student Engagement Officer will refer the student for additional student support. Key criteria for referring the student include any of the following;

- Only studied up to grade ten (10) (or equivalent);
- Not engaged in further study in the past ten (10) years;
- Intellectual disability;
- Mental health concern;
- English is not the students first language;
- Less than eighteen (18) years of age.

### ***12. VET Student loans – Application***

For students applying for VET Student Loans (VSL), the student must complete a loan application ‘electronic Commonwealth Assistance Form (eCAF)’. This form cannot be submitted at the same time as enrolment. A minimum of two business days must be given between the enrolment date and the date the request for Vet Student Loans can be completed using the online system. Please note a business day does not mean a Saturday, Sunday or public holiday for example a student enrolls at 4pm on a Friday, the period referred to as a two day ‘cooling off period’ concludes at 4pm the following



Tuesday. Students must complete this form prior to the 1<sup>st</sup> census date and hold a tax file number or a certificate from the commissioner that the student has applied for a tax file number.

For students under 18 applying for A VET Student Loan a parental consent form must be submitted in conjunction with the electronic Commonwealth assistance form unless, the student has been receiving youth allowance (within the meaning of the Social Security Act 1991).

### **13. Credit Transfer**

For students that have studied in a similar field and may hold units of competency that can map to the qualification they are enrolling into, the Student Engagement Officer will provide information by phone and email on the Credit transfer (CT) process and notify Student Services to follow this up with the student during the application.

### **14. Recognition of Prior Learning**

Students that do not hold equivalent units of competency but have studied and worked in the industry may qualify for Recognition of Prior Learning (RPL). The Student Engagement Officer will provide information on the RPL process by phone and email and notify Student Services to follow this up with the student during the application.

### **15. Special Programs**

To be considered an Eligible Individual for the purpose of the below special programs, individuals undertaking training under the following arrangements must present a relevant referral form or to Oxygen College prior to enrolment:

- a) Asylum Seeker VET Program
  - a. Referred, via a 'Referral to Government Subsidised Training - Asylum Seekers' form, to a Training Provider by the Asylum Seeker Resource Centre or the Australian Red Cross for training under the Asylum Seeker VET Program; or
- b) Young People Transitioning from Care Initiative,
- c) access to the *Skills First* Program for retrenched employees,
  - a. Individuals who have been retrenched from participating businesses must meet all Entitlement to Funded Training eligibility criteria except the 'upskilling' requirement set out at Clause 2.2(c)(v) of Schedule 1 of the VET Funding Contract.
  - b. Individuals referred to training under this extension of eligibility provision must present the Training Provider with a Training Referral Letter issued by a Regional Manager, Industry Engagement, Department of Education and Training.
  - c. Referred individuals must commence training within twelve months of the date shown on the Training Referral Letter.
  - d. Individuals referred under this extension of eligibility provision that do not meet the 'upskilling' requirement must be reported to the Department through the use of the Eligibility Exemption Indicator field in the monthly Student Statistical Reports to be provided under the VET Funding Contract.
- d) Automotive Supply Chain Training Initiative,
  - a. Individuals referred to training under this extension of eligibility provision must present the Training Provider with an Automotive Supply Chain Initiative referral letter issued by a Regional Manager, Industry Engagement, Department of Education and Training.

- b. Referred individuals must commence training within twelve months of the date shown on the Automotive Supply Chain Training Initiative referral letter.
- c. Individuals referred under this extension of eligibility provision that do not meet the 'upskilling' requirement must be reported to the Department through the use of the Eligibility Exemption Indicator field in the monthly Student Statistical Reports to be provided under the VET Funding Contract

### ***16. Record Management***

Student personal information is collected, used and stored in accordance with the organisations Privacy and Records Retention Procedures. See Student Handbook - Confidentiality & Privacy and Personal Details & Access to Your Records.

### ***17. Withdrawals***

Withdrawals are conducted as per the Oxygen College Handbook. No VET Student Loan debt will be incurred if student withdraws from course prior to census date. Withdrawal date is to be taken as date written request for withdrawal was made as per **Course Deferrals, Transfers and Withdrawals** sections of the handbook. For students withdrawing after the census date the amount for that fee period will be incurred. Refer to notice of fees for specific unit of study information.

Students who do not engage in the eCAF system and meet the following criteria may be withdrawn as per the withdrawal policy and procedure:

- a. Student has not satisfied course requirements in the assessment activities
- b. The student has failed to attend more than a specified number of classes in a row
- c. No communicate from the student has occurred since the enrolment in the course

Students whom voluntarily withdrawal or have been withdrawn in accordance with the above will receive written documentation from the Student Engagement Officer with their proposed withdrawal/ cancellation date. Students have the right to appeal the decisions following the complaints and appeals procedure in the handbook. 28 days after the withdrawal/ cancellation process students have to initiate grievance procedures before the enrolment in cancelled.

Students whom voluntarily withdraw from a course at Oxygen College will have the same opportunity as other students to re-enrol in future intakes. They will be required to follow standard enrolment procedure, see point 7: Enrolments. Students who have been withdrawn by Oxygen College due to reasons listed above may have the opportunity to re-enrol in future intakes and will be taken on a case by case basis for management approval.

### ***18. Refund on fees***

Due to the unique collaborative nature of our courses, strict refund policies are set to ensure fair conditions prevail for all students, parents and trainers.

Students who exit courses after their commencement provide significant hardship to those remaining in the program. Unlike other training programs centering on individual learning experiences, Oxygen College’s highly innovative and collaborative courses rely on ongoing student group work and networking opportunities. For considerable parts of all courses, students rely on each other to maximize their project outcomes.

It is vital that before accepting an offer for enrolment, students understand their responsibilities in committing to the duration of the program and applying themselves to the highest of their abilities. They should also be clear on the level of refund available should they not continue with the course after enrolling, including before course commencement date.

### 19. Refund Policy

- a) Once a deposit has been made to secure a position in the course, no refund is permitted after a successful enrolment has been completed.
- b) The refund process follows the table and formula below. For those paying their course in instalments, you will pay up to the cost percentage of course fees, equal to the number of weeks you have completed, when you withdraw (***please see table below***). Similarly, if you have paid in full for the course prior to starting, you will be refunded back to the end of the number of weeks you have completed.

#### Refund Table

##### Fee For Service Refund Table

This only applies to students who are not Skills First Funding and have a higher tuition fee.

*\*it is important you discuss your payout figure with a College representative prior to deciding to withdraw from your course, if you are a fee for service student.*

##### 6-month courses (20 weeks)

Number of weeks of the course completed	Percentage of course fees owing at each stage
1-5	40%
6-10	60%
11-15	80%
16-20	100%

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### 12 months courses (48 weeks)

Number of weeks of the course completed	Percentage of course fees owing at each stage
1-12	40%
13-24	60%
25-36	80%
37-48	100%

- c) If Oxygen College cancels the course due to circumstances beyond its control, the student will receive a full refund (or pro-rata adjusted refund). It may also offer the student a transfer to another course or another commencement date. This choice is for the student to make.
- d) If the student wishes to change their enrolment into another course at Oxygen College, the course fees paid will be transferred to the new course.
- e) Withdrawal from the course due to disciplinary issues, not following policies set out in the enrolment agreement, or students who lose interest do not qualify as legitimate reasons for refunds.

#### 20. B. Government Funded Course Refund Policy

- a) The administration fee / deposit will be allocated to the resources required for processing a student's application. This is an administration fee and is strictly non-refundable once successful enrolment has been completed.
- b) A refund of any payments contributing to the student tuition fee is available up to 28 days following the course commencement date.
- c) Once four weeks have passed after the course commencement date, no refunds are permitted of any nature.
- d) If Oxygen College cancels the course due to circumstances beyond its control, the student will receive a full refund of the tuition fee, and a pro-rata amount for services, amenities and other fees. It may also offer the student a transfer to another course or another commencement date. This choice is for the student to make – If necessary and referred by the Department facilitate the transfer to another RTO for training commenced by the student.
- e) Withdrawal from the course due to disciplinary issues, not following policies set out in the enrolment agreement, or students who lose interest do not qualify as legitimate reasons for refunds.

#### 21. How to apply for refund?

Please contact an Oxygen College representative via email or phone call to discuss and arrange a refund. Contact details are available on page 5 of this document.

No VET Student Loan debt will be incurred if student withdraws from course prior to census date. Withdrawal date is to be taken as date written request for withdrawal was made as per **Course Deferrals, Transfers and Withdrawals** above.

## ***22. FEE HELP re crediting***

A student can request their FEE-HELP balance be re credited under Part 6 of the VET student loans ACT. The two ways in which a FEE HELP balance can be re credited are:

1. The student may apply to the provider for the student's FEE-HELP balance to be re-credited under section 68 of the Act because of special circumstances;
2. that a student may apply to the Secretary for the student's FEE-HELP balance to be re-credited under section 71 of the Act because:
  - a. the provider, or a person acting on the provider's behalf, engaged in unacceptable conduct in relation to the student's application for the VET student loan; or
  - b. the provider has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the student;

Special circumstances are those categorized as:

- a. are beyond the student's control; and
- b. do not make their full impact on the student until on or after the census day for a course, or the part of a course; and
- c. make it impracticable for the student to complete the requirements for the course, or the part of the course, during the student's enrolment in the course, or the part of the course

The timeframe for applying for a VET FEE HELP re credit are as follows:

- a. under section 68 of the Act must be made within 12 months after the census day for the course, or the part of the course, concerned, or within that period as extended by the providers
- b. that applications for re-crediting under section 71 of the Act must be made within 5 years after the census day for the course, or the part of the course, concerned, or within that period as extended by the Secretary;

Appeal the decisions whether or not to re credit FEE-HELP balances follow the complaints and appeals procedure as above. There is no charge for reconsideration or review of decisions, other than review by the Administrative Appeals Tribunal.

The Secretary may re-credit a student's FEE-HELP balance in relation to special circumstances if a course provider:

- 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.