



## BRISBANE COLLEGE OF THEOLOGY

### REVIEW PROCEDURES

A student may apply after the census date to have their FEE-HELP balance re-credited if the student has been unable to complete the requirements of a unit of study *and* the student believes that this was due to special circumstances. Where a request to re-credit a person's FEE-HELP balance is granted, a student's FEE-HELP debt is removed. (The census date for a course unit is the last date for withdrawal without financial penalty in a semester).

#### **APPLYING TO HAVE A FEE-HELP BALANCE RE-CREDITED TO A STUDENT LEARNING ENTITLEMENT (SLE)**

The student must apply, in writing, to the Registrar of the Brisbane College of Theology within 12 months of the end of the period of study in which the course unit was, or was to have been, undertaken.

Evidence of special circumstances must be provided to support the application.

“Special circumstances” applicable to the person may include those which were or are:

- beyond the person's control;
- do not/did not make their full impact on the person until on, or after, the census date; and
- make it impracticable for the person to complete the requirements for the course unit during the period in which the person undertook, or was to undertake, the course unit.

#### **Initial Decision**

The Registrar of the College will examine each application and make a decision based on its merits.

Supporting documentary evidence must be supplied at the time of application, and will be examined to substantiate the claim(s).

The Registrar must make a decision within 28 days of receipt of the application at the BCT Registry, and then communicate the decision, in writing, to the student.

#### **If the Application Is Denied it is a Reviewable Decision**

If the decision made is to refuse to re-credit some or all of a student's Student Learning Entitlement and Student Contribution Amount or their FEE-HELP balance, this decision is a “reviewable decision” under the *Higher Education Support Act 2003*.

1. A student who is not satisfied with the decision made by the Registrar of the College in relation to these matters may lodge a request for a review of that decision;

2. The student must lodge a request for a review within 28 days of receiving notice of the initial decision;
3. The application must be made in writing and specify the reasons for making the request; and
4. The Application should be lodged by mail or by hand delivery to the office of the Dean of the College.

Upon receipt of an application for the review of a reviewable decision, the Dean will acknowledge, in writing, the receipt of the application, and this acknowledgement will include the following advice to the student:

1. That if the Dean has not advised the applicant of a decision within 45 days, the Dean is taken to have confirmed the original decision;
2. That the student has the right of appeal to the Administrative Appeals Tribunal;
3. The contact details of the closest Administrative Appeals Tribunal; and
4. The approximate cost of making an application to the Administrative Appeals Tribunal.

The Dean of the Brisbane College of Theology will then review the decision.

The Brisbane College of Theology undertakes that:

- The review officer is not the same officer who made the original decision and occupies a position that is senior to that occupied by the original decision maker;
- The applicant will be notified, in writing, of the reviewer's decision and the reviewer's reasons for making the decision (the reviewer's available options are to confirm the decision; vary the decision; or set the decision aside and substitute a new decision);
- The applicant will be advised of his or her right to appeal to the Administrative Appeals Tribunal (AAT) for a review of the reviewer's decision if the applicant is unsatisfied with the outcome; and
- The applicant will be provided with the contact details and address of the nearest AAT registry.