



THE UNIVERSITY OF  
WESTERN AUSTRALIA

**REVIEW AND APPEALS PROCEDURES FOR THE REFUND OF  
PAID TUITION FEES AND/OR RE-CREDIT OF FEE-HELP BALANCE**

- 1. Introduction**
- 2. Information and Flowchart for Students**
- 3. Information and Flowchart for Administrative Staff**
- 4. Endnotes – References to the Legislation**

**1. Introduction**

The document describes the University's processes and procedures for handling the refund of paid tuition fees and/or re-credit of FEE-HELP balance, and the review of associated decisions. It covers:

- informal enquiries from students concerning FEE-HELP;
- formal requests from students for refund of paid tuition fees and/or re-credit of FEE-HELP balance;
- formal review of decisions associated with refund of paid tuition fees and/or re-credit of FEE-HELP balance.

These processes and procedures are intended to complement the University's Student Grievance Resolution Policy. This policy is available at:

[www.secretariat.uwa.edu.au/home/policies/griev](http://www.secretariat.uwa.edu.au/home/policies/griev)

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

- [The Higher Education Support Act \(HESA\)](http://www.comlaw.gov.au/comlaw/Legislation/ActCompilation1.nsf/all/whatsnew/E81B7E9023CBAAB0CA256F840081B275?OpenDocument)  
([www.comlaw.gov.au/comlaw/Legislation/ActCompilation1.nsf/all/whatsnew/E81B7E9023CBAAB0CA256F840081B275?OpenDocument](http://www.comlaw.gov.au/comlaw/Legislation/ActCompilation1.nsf/all/whatsnew/E81B7E9023CBAAB0CA256F840081B275?OpenDocument))
- [The FEE-HELP Guidelines](http://www.backingaustraliasfuture.gov.au/guidelines/feehelp_guide.htm)  
([www.backingaustraliasfuture.gov.au/guidelines/feehelp\\_guide.htm](http://www.backingaustraliasfuture.gov.au/guidelines/feehelp_guide.htm))
- [Administrative Information for Providers \(AIP\)](http://www.dest.gov.au/highered/resources/aip/default.htm)  
([www.dest.gov.au/highered/resources/aip/default.htm](http://www.dest.gov.au/highered/resources/aip/default.htm))

## 2. Information and Flowchart for Students

You can apply for a refund of paid tuition fees and/or re-credit of FEE-HELP balance if you withdraw from your studies after the census date or you have not completed the requirements of the unit; and special circumstances apply that are:

- beyond your control;
- do not make their full impact on you until on, or after, the census date; and
- make it impracticable for you to complete the requirements for the unit.

Your FEE-HELP debt in relation to a unit of study is taken to be remitted if your FEE-HELP balance is re-credited.

You can clarify your FEE-HELP balance through the Going to Uni website ([www.goingtouni.gov.au](http://www.goingtouni.gov.au)). Student Administration staff can assist you in understanding your tuition fees and/or FEE-HELP debt.

### **Am I eligible for re-credit/refund?**

Refund of paid tuition fees and/or re-credit of FEE-HELP balance is dependant on various conditions and circumstances. Find out more about these below:

#### ***Special circumstances***

Special circumstances do not include, for example:

- lack of knowledge or understanding of HESA requirements; or
- a person's incapacity to repay a Higher Education Loan Programme (HELP) debt.

#### ***Beyond a person's control***

Circumstances are beyond a 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. (For example, a lack of knowledge of how FEE-HELP works is not considered beyond a person's control.)

#### ***Do not make their full impact on the person until on, or after, the census date***

Circumstances that do not make their full impact on the person until on, or after, the census date for the unit if the person's circumstances occur:

- before the census date, but worsen after that day;
- before the census date, but the full effect or magnitude does not become apparent until after that day; or
- on or after the census date.

***Impracticable to complete the requirements for a unit of study***

Circumstances that make it impracticable for the person to complete the requirements for their unit of study include:

- medical circumstances. For example, where a person's medical condition has changed to such an extent that he or she is unable to continue studying;
- family/personal circumstances. For example, death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a person to continue studies;
- employment-related circumstances. For example, where a person's employment status or arrangements have changed so that the person is unable to continue his or her studies, and this change is beyond the person's control; or
- course-related circumstances. For example, where the University has changed the unit it had offered and the person is disadvantaged by either not being able to complete the unit, or not being given credit towards other units or courses.

A person is unable to complete the requirements for a unit, for example, if the person is unable to:

- undertake the necessary private study required; or
- attend sufficient lectures or tutorials; or
- meet other compulsory attendance requirements in order to meet their compulsory course requirements; or
- complete the required assessable work; or
- sit the required examinations; or
- complete any other course requirements because of their inability to meet the above.

**How the Review for the Refund of Paid Tuition Fees and/or Re-credit of FEE-HELP Balance works at UWA**

The flowchart below is designed to help you:

- make an informal enquiry to Student Administration regarding your tuition fees and/or FEE-HELP balance;
- request a formal review of your Commonwealth Assistance Notice;
- request refund of paid tuition fees and/or re-credit of FEE-HELP balance; and
- appeal any decision with which you are not satisfied.

These processes and procedures are intended to complement the University's Student Grievance Resolution Policy. This policy is available at:

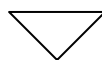
[www.secretariat.uwa.edu.au/home/policies/griev](http://www.secretariat.uwa.edu.au/home/policies/griev) .

## Flowchart Outlining Steps in the Review for the Refund of Paid Tuition Fees and/or Re-credit of FEE-HELP Balance

### Step 1 – Informal Enquiry

Student Administration can assist you to understand your tuition fees and/or FEE-HELP debt. Review the UWA HESA website ([www.hesa.uwa.edu.au](http://www.hesa.uwa.edu.au)) or contact the Student Administration Enquiry Staff in person (Hackett Hall, Crawley Campus), by phone (08 6488 8745 / 08 6488 2496) or by email ([fees@admin.uwa.edu.au](mailto:fees@admin.uwa.edu.au)).

Student Admin Enquiry Staff will try to answer your questions on the spot and can provide you with a copy of the UWA FEE-HELP information sheet and / or can show you how to 'self serve' via the [UWA HESA website \(www.hesa.uwa.edu.au\)](http://www.hesa.uwa.edu.au).



### Step 2 – Commonwealth Assistance Notice (CAN) Review

Following the census date in each teaching period, UWA will issue to eligible students a Commonwealth Assistance Notice (CAN). This notice contains details of units enrolled at the census date and financial liability.

The information in your CAN will be reviewed if, within 14 days, you write to the UWA Student Administration Officer (Fees) including details of the grounds for your request for a review eg withdrawal that has not been recorded. Your request should be accompanied by supporting documentary evidence. Your request will be reviewed by the Student Administration Administrative Officer (Fees). The review officer will, as appropriate:

- verify enrolment details;
- confirm tuition fees and/or FEE-HELP balance for the relevant teaching period;
- re-issue a new CAN where a correction/refund of paid tuition fees and/or re-credit of FEE-HELP balance is approved
- advise relevant sections of DEST and the ATO if required.

The Student Administration Officer (Fees) will write to you, normally within 14 days, advising the outcome of your review.



### Step 3 – Request for Refund of Paid Tuition Fees and/or Re-credit of FEE-HELP Balance

You may request a formal review for the refund of paid tuition fees and/or re-credit of FEE-HELP balance by submitting a completed *Application for Refund of Paid Tuition Fees and/or Re-credit of FEE-HELP Balance in Special Circumstances* to the Assistant Manager, Student Administration. Your request must be made within 12 months of the period of study in which the unit was, or was to be, undertaken. Where you are permitted to defer completion of your studies, the twelve month period applies from the end of the extended period. Application forms are available on the Student Administration website ([www.studentadmin.uwa.edu.au/welcome/fees/refund](http://www.studentadmin.uwa.edu.au/welcome/fees/refund)).

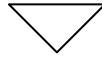
Your application requesting a formal review for the refund of paid tuition fees and/or re-credit of FEE-HELP balance must include the reasons for the request. You must also supply any additional documentation that may assist your case such as a letter from your doctor or counsellor which demonstrates:

- that your circumstances changed after the census date;
- how your circumstances prevented you from continuing your studies;
- when you became aware you could no longer continue with your studies; and
- that these circumstances beyond your control prevented you from withdrawing from your studies prior to the census date[s].

The Assistant Manager will write to you, normally within 14 days, advising the outcome of your review (i.e. refund/re-credit if successful).

If your application is successful, the Notice of Decision letter will include the reasons for the decision to refund your paid tuition fees and/or re-credit your FEE-HELP balance; the FEE-HELP balance that will be re-credited and the FEE-HELP debt that will be reduced (if applicable); the upfront payment amount that will be refunded if you have made such a payment; and who to contact for further questions.

If your application is unsuccessful, the Notice of Decision letter will include the reasons for the decision not to refund your paid tuition fees and/or re-credit your FEE-HELP balance; how to submit a valid request for a review of this decision; and who to contact for further questions.



#### Step 4 –Review of Decision

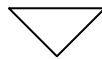
If you are not satisfied with the outcome of your request for refund of your paid tuition fees and/or re-credit of FEE-HELP balance you may appeal to the Student Administration Manager within 28 days from the day you first receive notice of the outcome.

Your application for a review will be acknowledged in writing. You will be advised of a decision within 45 days.

If your application for review of the decision is successful, the Notice of Decision letter will include the reasons for the decision to refund your paid tuition fees and/or re-credit your FEE-HELP balance; the FEE-HELP balance that will be re-credited and the FEE-HELP debt that will be reduced (if applicable); the upfront payment amount that will be refunded if you have made such a payment; and who to contact for further questions.

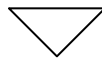
If your application for review of the decision is unsuccessful, the Notice of Decision letter will include the reasons for the decision not to refund your paid tuition fees and/or re-credit your FEE-HELP balance; advise you where to obtain further information on the University's Formal Student Grievance Resolution Policy; and who to contact for further questions.

If additional relevant information or evidence has come to hand which was not available previously and that you believe will impact the outcome of your application, please submit this additional information to the Assistant Manager, Student Administration.



#### Step 5 – Appeal under the University's Student Grievance Resolution Policy

If, after completing all the steps above, you consider that the University's published procedures were not followed, you may wish to consider lodging a submission under the University's Student Grievance Resolution Policy, (<http://www.secretariat.uwa.edu.au/home/policies/griev>). The University is not empowered to use this procedure to reconsider or change decisions made by the review of decision officer in relation to refunding paid tuition fees and/or re-crediting FEE-HELP balance. However, you may access the procedures if you think there has been maladministration in relation to your application for refund of paid tuition fees and/or re-credit of FEE-HELP balance.



#### Step 6 – Appeal to Administrative Appeals Tribunal (AAT)

If, after completing all the steps above, you are still not satisfied with the outcome of the review of decision, you may apply to the Administrative Appeals Tribunal (AAT) for a review within 28 days from the day you first receive notice of the review of decision outcome. Student Administration can provide the contact details and address of the nearest AAT registry. A filing fee is normally payable to the AAT. However there are some circumstances in which you do not have to pay the fee and you should contact the AAT to obtain more information.

### 3. Information and Flowchart for Administrative Staff

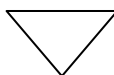
#### Detailed Flowchart Outlining Steps in the Review for the Refund of Paid Tuition Fees and/or Re-credit of FEE-HELP Balance: For Staff

##### Step 1 – Informal Enquiry

Student Administration can assist you understand your tuition fees and/or FEE-HELP debt. Review the UWA HESA website ([www.hesa.uwa.edu.au](http://www.hesa.uwa.edu.au)) or contact the Student Administration Enquiry Staff in person (Hackett Hall, Crawley Campus), by phone (08 6488 8745 / 08 6488 2496) or by email ([fees@admin.uwa.edu.au](mailto:fees@admin.uwa.edu.au)).

Student Administration Enquiry Staff will try to answer your questions on the spot and can provide you with a copy of the UWA FEE-HELP information sheet and / or show you how to 'self serve' via the [UWA HESA website \(www.hesa.uwa.edu.au\)](http://www.hesa.uwa.edu.au).

**ADMIN NOTE: We encourage students to make informal enquiries whenever possible as a first line of enquiry, as the majority of cases can be dealt with through an informal process involving Student Administration enquiry staff. Most cases will involve students who withdraw from a unit(s) after the census date<sup>1</sup>. A withdrawal with or without academic penalty is an academic matter for the Faculties, but it is separate and unrelated to the refund of paid tuition fees and/or re-credit of FEE-HELP balance.**



##### Step 2 – Commonwealth Assistance Notice (CAN) Review

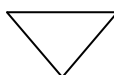
Following the census date in each teaching period, UWA will issue to eligible students a Commonwealth Assistance Notice (CAN). This notice contains details of units enrolled at the census date and financial liability.

The information in your CAN will be reviewed if, within 14 days you write to the UWA Student Administration Officer (Fees) including details of the grounds for your request for a review eg withdrawal that has not been recorded. Your request should be accompanied by supporting documentary evidence. Your request will be reviewed by the Student Administration Officer (Fees). The review officer will, as appropriate:

- verify enrolment details;
- confirm tuition fees and/or FEE-HELP balance for the relevant teaching period;
- re-issue a new CAN where a correction/refund of paid tuition fees and/or re-credit of FEE-HELP balance is approved;
- advise relevant section of DEST and the ATO if required.

The Student Administration Officer (Fees) will write to you, normally within 14 days, advising the outcome of your review.

**ADMIN NOTE: From 2005, the CAN replaces what was formerly called the 'Notice of Liability'. The review of a CAN may be separate and unrelated to the refund of paid tuition fees and/or re-credit of FEE-HELP balance.**



### Step 3 – Request for Refund of Paid Tuition Fees and/or Re-credit of FEE-HELP Balance

You may request a formal review for the refund of paid tuition fees and/or re-credit of FEE-HELP balance by submitting a completed *Application for Refund of Paid Tuition Fees and/or Re-credit of FEE-HELP Balance in Special Circumstances* to the Assistant Manager, Student Administration. Your request must be within 12 months of the period of study in which the unit was, or was to be, undertaken. Where you are permitted to defer completion of your studies, the twelve month period applies from the end of the extended period.<sup>2</sup> Application forms are available on the Student Administration website ([www.studentadmin.uwa.edu.au/welcome/fees/refund](http://www.studentadmin.uwa.edu.au/welcome/fees/refund)).

Your application requesting a formal review for the refund of paid tuition fees and/or re-credit of FEE-HELP balance must include the reasons for the request. You must also supply any additional documentation that may assist your case such as a letter from your doctor or counsellor which demonstrates:

- that your circumstances changed after the census date;
- how your circumstances prevented you from continuing your studies;
- when you became aware you could no longer continue with your studies; and
- that these circumstances beyond your control prevented you from withdrawing from your studies prior to the census date[s].

The Assistant Manager will write to you, normally within 14 days, advising the outcome of your review (i.e. re-credit/refund if successful).<sup>3</sup>

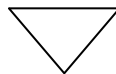
If your application is successful, the Notice of Decision letter will include the reasons for the decision to refund of your paid tuition fees and/or re-credit your FEE-HELP balance; the FEE-HELP balance that will be re-credited and the FEE-HELP debt that will be reduced (if applicable); the upfront payment amount that will be refunded if you have made such a payment; and who to contact for further questions.

If your application is unsuccessful, the Notice of Decision letter will include the reasons for the decision not to refund your paid tuition fees and/or re-credit your FEE-HELP balance; how to submit a valid request for a review of this decision; and who to contact for further questions.

**ADMIN NOTE: Students can apply for refund of paid tuition fees and/or re-credit of FEE-HELP balance if they withdraw from their studies after the census date or have not completed the requirements of the unit; and special circumstances apply that are:**

- o beyond their control;
- o do not make their full impact until on, or after, the census date; and
- o make it impracticable to complete the requirements for the unit.

**(Please refer to the summarised extracts from the HESA Legislation.<sup>4</sup>)**



### Step 4 –Review of Decision

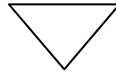
If you are not satisfied with the outcome of your request for refund of paid tuition fees and/or re-credit of FEE-HELP balance you may appeal to the Student Administration Manager within 28 days from the day you first receive notice of the outcome<sup>5</sup>.

Your application for a review will be acknowledged in writing. You will be advised of a decision within 45 days.<sup>6</sup>

If your application for review of the decision is successful, the Notice of Decision letter will include the reasons for the decision to refund your paid tuition fees and/or re-credit your FEE-HELP balance; the FEE-HELP balance that will be re-credited and the FEE-HELP debt that will be reduced (if applicable); the upfront payment amount that will be refunded if you have made such a payment; and who to contact for further questions.

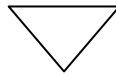
If your application for review of the decision is unsuccessful, the Notice of Decision letter will include the reasons for the decision not to refund your paid tuition fees and/or re-credit your FEE-HELP balance; advise you where to obtain further information on the University's Formal Student Grievance Resolution Policy; and who to contact for further questions.

If additional relevant information or evidence has come to hand which was not available previously and that you believe will impact the outcome of your application, please submit this additional information to the Assistant Manager, Student Administration.



#### Step 5 – Appeal under the University’s Student Grievance Resolution Policy

If, after completing all the steps above, you consider that the University’s published procedures were not followed,, you may wish to consider lodging a submission under the University’s Student Grievance Resolution Policy, (<http://www.secretariat.uwa.edu.au/home/policies/griev>). The University is not empowered to use this procedure to reconsider or change decisions made by the review of decision officer in relation to refunding paid tuition fees and/or re-crediting FEE-HELP balance. However, you may access the procedures if you think there has been maladministration in relation to your application for refund of paid tuition fees and/or re-credit of FEE-HELP balance.



#### Step 6 – Appeal to Administrative Appeals Tribunal (AAT)

If, after completing all the steps above, you are still not satisfied with the outcome of the review of decision, you may apply to the Administrative Appeals Tribunal (AAT) for a review within 28 days from the day you first receive notice of the review of decision outcome. Student Administration can provide the contact details and address of the nearest AAT registry. A filing fee is normally payable to the AAT. However there are some circumstances in which you do not have to pay the fee and you should contact the AAT to obtain more information.

**ADMIN NOTE: Students have the right to appeal any decision, to a higher authority, in the specified timeframe. The Legislation outlines the providers' (University's) responsibilities.<sup>6</sup>**

## 4. Endnotes – References to the Legislation

### 1. AIP 65.2. “When can a person apply for a re-credit or a remission?”

A person may apply to the provider for a re-credit of SLE or FEE-HELP balance (or a remission of HECS-HELP debt in the case of a unit consisting wholly of WEI) if he or she withdraws from his or her studies after the census date or the person has not completed the requirements for the unit of study [HESA – s79-1 & 104-25]. A person’s HECS-HELP debt in relation to a unit of study is taken to be remitted if his or her SLE is re-credited [HESA – s137-5(4)] and a person’s FEE-HELP debt in relation to a unit of study is taken to be remitted if the person’s FEE-HELP balance is re-credited [HESA – s137-10(4)].

A person cannot apply for a re-credit or a remission if he or she has successfully completed the unit of study. A student who receives a fail grade is considered to not have successfully completed the unit and may, therefore, apply for a re-credit or a remission.”

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2. AIP 65.2. “An application for a re-credit or a remission must be made, in writing, **within 12 months of the withdrawal date, or, if the person has not withdrawn, within 12 months of the end of the period of study in which the unit was, or was to be, undertaken. Where a provider allows a person to defer completion of their studies, the twelve month period applies from the end of the extended period. Providers have the discretion to waive this requirement if they are satisfied that the application could not be made within the time limits** [HESA – s79-10, 36-22(5) & (6) and 104-35].”

### 3. AIP 65.5. “Timeframe for making decisions

Providers should consider the person’s application as soon as practicable. Chapter 5 of the Student Learning Entitlement Guidelines specifies that providers must publish the timeframe within which they will consider applications for the re-crediting of a person’s Student Learning Entitlement (SLE), and within which they will notify applicants of their decision. Providers should also publish this information for persons applying for re-crediting of their FEE-HELP balance, or the remission or refund of their student contribution amounts for units of study considered to be wholly work experience in industry.”

#### AIP 65.7. “Notifying DEST of the decision

Where a decision results in the re-crediting of a person’s Student Learning Entitlement (SLE) or FEE-HELP balance, the remission of a person’s HELP debt, and/or the refund of a person’s up-front payments, the provider must notify DEST through the SLE and HELP Revisions File (see clause 48.3). The provider is required to repay to the Commonwealth any amounts of HECS-HELP or FEE-HELP assistance the provider received from the Commonwealth on the person’s behalf [HESA – s36-20, 36-22 & 110-5].”

#### AIP 65.6. “Notifying students of the decision

Providers must notify the person of the decision and the reasons for making the decision [HESA – s79-15, 104-40 & 36-22(7) & (8)].

Chapter 5 of the Student Learning Entitlement Guidelines specifies that providers must also advise the applicant of their rights for a review of the decision if the applicant is unsatisfied with the outcome [HESA – s209-10]. The student must be advised that the time limit for applying for a review of a decision is 28 days from the day the person first received notice of the decision.

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### 4. AIP 65.3. “When must a provider re-credit or remit?”

Providers must re-credit or remit if the provider is satisfied that **special circumstances** apply to the person that are:

- beyond the person’s control;
- do 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 unit in the period during which the person undertook, or was to undertake, the unit. [HESA – s79-5, s36-22(3) and s104-30]

Chapter 5 of the Student Learning Entitlement Guidelines specify the circumstances in which a provider can be satisfied that special circumstances apply to the person. Clause 65.4 expands on these requirements.

The person’s application should include any independent supporting documentation, for example, a letter from the person’s doctor or counsellor, to support the person’s claims.

Each application should be examined and determined on its merits. The provider should consider the person’s claims, together with any independent supporting documentary evidence which substantiates these claims.

#### 65.4 Special circumstances

Chapter 5 of the Student Learning Entitlement Guidelines specifies the circumstances in which a provider can be satisfied that special circumstances apply to the person. This clause explains these requirements.

Special circumstances do not include, for example:

- lack of knowledge or understanding of requirements under the schemes; or
- a person’s incapacity to repay a Higher Education Loan Programme (HELP) debt, as repayments are income contingent and the person can apply for a deferral of a compulsory repayment in certain circumstances [HESA – s154-45].

#### Beyond a person’s control

Section 5.5 of the Student Learning Entitlement Guidelines specifies that circumstances are beyond a 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. For example, a lack of knowledge of how HECS-HELP or FEE-HELP works is not considered beyond a person’s control.

#### Do not make full impact until on or after the census date

Section 5.10 of the Student Learning Entitlement Guidelines specifies that circumstances do not make their full impact on the person until on or after the census date for the unit if the person’s circumstances occur:

- before the census date, but worsen after that day;

- before the census date, but the full effect or magnitude does not become apparent until after that day; or
- on or after the census date.

**Impracticable for the person to complete the unit of study requirements**

Circumstances that make it impracticable for the person to complete the requirements for their unit of study may include:

- medical circumstances. For example, where a person's medical condition has changed to such an extent that he or she is unable to continue studying;
- family/personal circumstances. For example, death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a person to continue studies;
- employment related circumstances. For example, where a person's employment status or arrangements have changed so that the person is unable to continue his or her studies, and this change is beyond the person's control; or
- course related circumstances. For example, where the provider has changed the unit it had offered and the person is disadvantaged by either not being able to complete the unit, or not being given credit towards other units or courses.

A person is unable to complete the requirements for a unit, for example, if the person is unable to:

- undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other compulsory attendance requirements in order to meet their compulsory course requirements; or
- complete the required assessable work; or
- sit the required examinations; or
- complete any other course requirements because of their inability to meet the above."

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**5. AIP 66.1. ... "The person must state the reasons why he or she is applying for a review."**

AIP 66.1. ... "A person has the right to apply for a review of a decision to not re-credit or remit [HESA - s209-10]. The time limit for applying for a review of a decision is **28 days from the day the person first received notice of the decision**, or such longer period as the reviewer allows."

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**6. AIP 66.1. "Provider review of decision**

A higher education provider must have review procedures for reconsidering decisions relating to a person's Commonwealth assistance. [HESA 19-45(1)(c)]. The review procedures must be published, publicly available and up-to-date. They must comply with any requirements of the Higher Education Provider Guidelines, and be consistent with the provisions concerning the review of decisions in HESA.

The minimum requirements for a provider's review procedures are that they should inform students how to submit a valid request for review and provide details of the letters, including the required content of the letters, that providers are required to send to a person who has requested the review of a decision.

A provider may include other review procedures with which its review officers must comply, provided that these procedures are consistent with HESA requirements. These other review procedures may not limit a person's right to apply for a review of a decision.

...

Providers must:

- acknowledge receipt of the request for a review;
- appoint a review officer who is not the same officer who made the original decision and who occupies a position that is senior to that occupied by the original decision maker [HESA – s209-1];
- notify the person, 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);
- advise the person 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
- provide the applicant with the contact details and address of the nearest AAT registry. [HESA – s209-10]

The Higher Education Provider Guidelines require that a provider must acknowledge receipt of an application for review of a decision in writing, and inform the applicant that, if the reviewer has not advised the applicant of a decision within 45 days of receiving the application for review, the reviewer is taken to have confirmed the original decision [HESA - s209-10(6)].

DEST recommends that providers maintain an up-to-date register of appointments of review officers."