

Higher Education FEE-HELP Policy

Policy Information

Policy Name:	Higher Education FEE-HELP
Policy Number:	520
Current Version:	3.1 – 22/11/2011
Purpose:	The purpose of this policy is to provide a comprehensive set of guidelines and principles for Southbank Institute of Technology to administer the Federal scheme FEE-HELP and its associated activities.
Scope:	This policy applies to all procedures and activities conducted by Southbank Institute of Technology relating to Higher Education FEE-HELP, and are relevant to all Institute staff who are involved in administering these procedures and activities.
Exceptions:	VET FEE-HELP
Policy Owner:	Chief Executive Officer
Policy Author:	FEE-HELP Coordinator, Derek Phillips
Related policies and legislation:	<p>This policy operates within the Commonwealth Government's legislation and policy framework regarding Higher Education, including:</p> <ul style="list-style-type: none"> ▪ Higher Education Support Act 2003 (HESA) http://www.comlaw.gov.au/comlaw/Legislation/ActCompilation1.nsf/0/91FD9474C87B50A0CA256F85000DEF57/\$file/HigherEducationSupport2003WD02.pdf ▪ HESA FEE-HELP Guidelines http://www.comlaw.gov.au/ComLaw/Legislation/LegislativeInstrument1.nsf/0/44C675D995A88E55CA257347001C7D19/\$file/FEEHELPGuidelinesfinal27AUG07.pdf ▪ HESA Higher Education Provider Guidelines http://www.comlaw.gov.au/ComLaw/legislation/legislativeinstrumentcompilation1.nsf/0/46B98EE0BB072499CA2573E7000797C8/\$file/HEPGuidelinesCompilation_14Jan.pdf ▪ HESA Administration Guidelines http://www.comlaw.gov.au/ComLaw/Legislation/LegislativeInstrumentCompilation1.nsf/0/36AB0BDA93B37980CA2573E700070B83/\$file/AdminGuidelinescompilation2012200714Jan08.pdf ▪ Australian Quality Training Framework http://www.training.com.au/aqtf2007/ ▪ Privacy Commissioner's Tax File Number Guidelines 1992 http://www.privacy.gov.au/publications/tfngls.pdf ▪ Electronic Transactions Act 1999 http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/0/5FB156EEDBE71FB5CA25730200012912/\$file/ElectronicTrans1999.pdf
Internal procedures guided by this policy:	<ul style="list-style-type: none"> ▪ SBIT Policy No. 602 – Southbank Institute of Technology Higher Education Student Rules ▪ SBIT Procedure No. 5023 – Admissions ▪ SBIT Procedure No. 5024 – Third Party Contracts (to be developed) ▪ SBIT Procedure No. 5025 – FEE-HELP Restricted Access Arrangements (to be developed) ▪ SBIT Procedure No. 5026 – FEE-HELP Reporting(to be developed) ▪ SBIT Procedure No. 5009 – Processing Drops

- SBIT Procedure No. [5002](#) – Enrolment
- SBIT Procedure No. [5003](#) – Counter Enrolment
- SBIT Procedure No. [5004](#) – Phone Enrolment
- SBIT Procedure No. [5005](#) – Online Enrolment
- SBIT Procedure No. [5006](#) – Mail and Fax Enrolment
- SBIT Procedure No. [5001](#) – Client Services
- SBIT Procedure No. [6001](#) – Training and Assessment Practices
- SBIT Procedure No. [6014](#) – Student Misconduct Procedure
- SBIT Procedure No. [6100](#) – SBIT Academic Planning Process
- SBIT Procedure No. [6111](#) – Delivery Packages and Classes
- SBIT Procedure No. [6007](#) – Registration of Academic Programs
- SBIT Procedure No. [4000](#) – Curriculum Development for Higher Education Sector
- SBIT Procedure No. [6032](#) – Creating/Updating/Deleting Program Brochures
- SBIT Procedure No. [5051](#) – Credit Transfer
- SBIT Procedure No. [5050](#) – Recognition of Prior Learning
- SBIT Procedure No. [6019](#) – Higher Education Student Non-Academic Grievance and Appeals
- SBIT Procedure No. [6020](#) – Higher Education Student Academic Grievance and Appeals
- SBIT Procedure No. [5022](#) – FEE-HELP Review and Recrediting

Policy

1.0 Responsibilities

1.1 The Provider (Southbank Institute of Technology)

All SBIT staff are responsible for adhering to the guidelines within this policy when dealing with matters relating to FEE-HELP.

SBIT is responsible for making the *Request for FEE-HELP Assistance* application forms and the *FEE-HELP information* booklet available to students and potential students. The *Request for FEE-HELP Assistance* form is required once for each course of study the student enrolls in to. Where students are enrolling in a dual award forms must be completed for both courses of study. The *FEE-HELP information booklet* must be provided to continuing students for each year of their enrolment.

SBIT is responsible for collecting and securely storing personal information, including Tax File Numbers (TFN), so that FEE-HELP debts can be properly notified to the Australian Tax Office (ATO).

1.2 Student Administration and Services

Student Administration and Services staff are responsible for:

- providing information to students and potential students who enquire about FEE-HELP;
- providing advice and assistance to students in the completion and submission of *Requests for FEE-HELP Assistance* forms;
- verifying information supplied on students' *Request for FEE-HELP Assistance* forms, and processing these forms upon receipt from students;
- maintaining records of any hard copies of the *Request for FEE-HELP Assistance* forms;
- ensuring that legislative requirements are met, and reporting occurs according to timeframes specified.

1.3 SBIT Students and Potential Students

Students and potential students of SBIT are responsible for:

- completing and submitting a *Request for FEE-HELP Assistance* form to SBIT prior to the Census Date for each unit of study for which they wish to apply for FEE-HELP assistance;
- supplying their tax file number to SBIT at the time of submitting a *Request for FEE-HELP Assistance* form, or a *Certificate of application for a tax file number* from the Australian Tax Office;
- maintaining an awareness of their current FEE-HELP balance and advising SBIT if they do not have sufficient FEE-HELP balance to cover their tuition fee/s;
- maintaining an awareness of SBIT policy as it relates to FEE-HELP.

2.0 Eligibility

Under the Higher Education Support Act (2003), SBIT must comply with the following FEE-HELP eligibility requirements:

2.1 Course of Study Eligibility

To be eligible for Higher Education FEE-HELP, a course of study must:

- result in a Higher Education award of Associate Degree or higher; and
- not receive any Commonwealth funding.

2.2 Student Eligibility

To be eligible for FEE-HELP assistance for a unit of study, the student must:

- (a) be an Australian citizen; or a permanent humanitarian visa holder who will be resident in Australia for the duration of the unit;
- (b) have not exceeded their FEE-HELP limit
- (c) be enrolled in the unit on or before the Census Date, and have submitted their 'Request for FEE-HELP Assistance' form;
- (d) meet Tax File Number requirements;
- (e) and not be receiving any Commonwealth funding for that unit.

3.0 Tuition Assurance Requirements

SBIT must comply with the requirements for tuition assurance set out in the *HESA* and the *Higher Education Provider Guidelines*.

The objective of tuition assurance requirements is the protection of students enrolled under FEE-HELP. In the event that Southbank Institute of Technology ceases to provide a course of study, in which a student enrolled the student is entitled to a choice of:

- (a) an offer of a place in a similar course of study with a Second provider without any requirement to pay the Second provider any student contribution or tuition fee for any replacement units - this is known as the "Course Assurance Option";

OR

- (b) a refund of his or her up-front payments for any unit of study that the student commences but does not complete because Southbank Institute of Technology ceases to provide the course of study of which the unit forms part - this is known as the "**Student Contribution/Tuition Fee Repayment Option**".

SBIT is required to publish and make publicly available to all enrolling students a complete and unambiguous '[Statement of Tuition Assurance](#)' explaining the tuition assurance requirements and the tuition assurance scheme that is in place to meet the tuition assurance requirements for each of its courses of study. SBIT must ensure that each enrolling student is provided with clear information about where the Statement of Tuition Assurance may be obtained.

4.0 Quality and Accountability Requirements

SBIT must meet and continue to comply with all of the Quality and Accountability requirements in order to maintain its approved status as a provider under the *HESA*. These requirements include:

4.1 Financial Viability

As a provider, SBIT must be financially viable and likely to remain financially viable. SBIT is required to provide to DEEWR a financial statement for each annual financial reporting period in which a student has engaged with SBIT for FEE-HELP assistance.

4.2 Quality

As a provider, SBIT must continue to operate at an appropriate level of quality which DEEWR is satisfied meets the requirements set out in the *Australian Quality Training Framework*.

4.3 Fair Treatment and Equal Benefits and Opportunity

As a provider, SBIT must treat fairly all students enrolled or seeking to enrol who are or would be entitled to FEE-HELP assistance. SBIT must have open, fair and transparent procedures that are based on merit for making decisions in relation to FEE-HELP assistance. SBIT is required to publish and make publicly available its procedures that relate to fair treatment and equal benefits and opportunity.

4.4 Grievance and Review Procedures

As a provider, SBIT must have grievance procedures to deal with academic and non-academic complaints by students and persons seeking to enrol at SBIT, who are or would be entitled to FEE-HELP assistance. SBIT is required to publish and make publicly available up-to-date details of the grievance procedures. The grievance procedures required under FEE-HELP are in addition to other requirements or responsibilities that SBIT, as a Higher Education Provider, may be required to have in place.

SBIT must also publish and make publicly available the review procedure for dealing with review of decisions relating to a person's FEE-HELP assistance.

4.5 Compliance

As a provider, SBIT is required to provide DEEWR with any statistical or other information requested in respect of the provision of Higher Education and compliance with the HESA.

4.6 Fees

SBIT is required to determine the tuition fees for each unit of study it provides or proposes to provide to students during a particular period.

SBIT is required to provide the DEEWR Minister, with a schedule of fees in a form approved by the Minister and in accordance with the requirements that the Minister determines in writing.

The schedule of fees must provide sufficient information to enable a person to work out their tuition fee for each unit of study. The schedule must be made available to all students enrolled, or persons seeking to enrol, on request and without charge.

The schedule of tuition fees must be published by:

- 1 April of each year for a unit of study with a Census Date between 1 July and 31 December; and
- 1 October of each year for a unit of study with a Census Date between 1 January and 30 June.

There are strict requirements with respect to the variation of tuition fees. SBIT is not permitted to vary a tuition fee for a unit of study unless it does so with the written approval of the Minister, DEEWR, and under the following circumstances:

- SBIT may only vary a tuition fee for a unit of study, up to two months before the earlier of:
 - (a) the date of commencement of the unit of study;
 - (b) the Administration Date for the semester, which is the last date a person can enrol in the unit of study without incurring a late enrolment fine.
- SBIT may only vary a tuition fee if:
 - (a) the variation is:
 - (i) necessary because of circumstances that did not apply at the time the student contribution amount was determined; or
 - (ii) to correct an administrative error; and
 - (b) SBIT advises DEEWR, in writing, of its intention to vary the tuition fee at least five business days before making the variation; and
 - (c) where the variation, such as increase, to the student contribution amount or tuition fee for a unit of study will, in SBIT's reasonable view, disadvantage a student enrolled or seeking to enrol in the unit of study affected, it is made two months prior to the earlier between commencement of unit or Administration Date.

5.0 Dates

SBIT Census, Administration and Withdrawal Dates are aligned with:

- the first period of a year which commences on 1 January and ends on 30 June of the year; and

- the second period of a year which commences on 1 July and ends on 31 December of the year.

5.1 Census Dates and EFTSL Values

SBIT will, for each unit of study that it provides or proposes to provide during the first or second period of the year, determine:

- a particular date to be the Census Date for the unit; and
- the EFTSL value for the unit.

The Census Date must occur not less than 20% of the way through the period during which the unit is being undertaken.

Where a published Census Date is available only through the Internet or in other electronic format, SBIT must also provide students with access to an information system where students can access this information.

For a unit of study which is being undertaken through an Employer Reserved Place, SBIT must inform and make available to each student within five days of commencement of the unit, the Census Date.

SBIT must not vary the Census Date or EFTSL value for a unit of study after publication, unless it does so with the written approval of the DEEWR Minister, and under the following circumstances:

- SBIT may only vary a published Census Date or EFTSL value for a unit of study, up to two months before the earlier of:
 - (a) the date of commencement of the unit of study; and
 - (b) the Administration Date for the semester, which is the last date a person can enrol in the unit of study without incurring a late fine.
- SBIT may only vary a published Census Date if:
 - the reason for the change was unforeseen by SBIT at the time the Census Date or EFTSL value was published; and
 - the reason for the change was beyond SBIT's control; and
 - SBIT has advised DEEWR, in writing, of its intention to vary, and its reasons for varying, the published Census Date or EFTSL value.

For circumstances to be considered unforeseen, the circumstances must be unusual, uncommon or abnormal.

For circumstances to be considered beyond the Higher Education Provider's control, the circumstances must be such that a reasonable person would consider the circumstances to not be due to SBIT's action or inaction, either direct or indirect.

A varied Census Date must be published no later than ten business days after making the variation.

5.2 Administration Dates

SBIT will set an Administration Date earlier than the Census Date for each unit of study by which students are required to enrol and lodge a *Request for FEE-HELP Assistance* form. SBIT will impose a fine or penalty on students who undertake actions after the Administration Date involving their enrolment or change to enrolment.

5.3 Withdrawal Dates

SBIT will also set a 'Withdrawal Date' after the Census Date, after which students who withdraw from a unit of study will receive a fail grade.

5.4 Publication of Census, Administration and Withdrawal Dates

SBIT is required to publish Census, Administration and Withdrawal Dates for each unit of study, with the exception of Employer Reserved Places by:

- 1 April for a unit of study with a Census Date between 1 July – 31 December; and
- 1 October for a unit of study with a Census Date between 1 January - 30 June.

6.0 FEE-HELP Balances

It is the responsibility of students and persons seeking to enrol at SBIT to be aware of their current FEE-HELP balance and to advise SBIT if they do not have sufficient FEE-HELP balance to cover their tuition fee/s.

If a student enrolls in a unit/s of study and the tuition fee/s exceed the student's FEE-HELP balance, the student will receive FEE-HELP assistance only for an amount equal to the student's current FEE-HELP balance. The student will be required to pay the remainder of their tuition fees direct to SBIT.

Students who are approaching the limit of their FEE-HELP balance, and who are enrolled with more than one provider must notify each provider of how much FEE-HELP assistance they wish to receive for their units.

In cases where students are enrolled in more than one unit with multiple providers on the same Census Date, and fail to notify their providers that they do not have enough FEE-HELP balance to cover all units, FEE-HELP assistance will be determined according to the HEIMS order of precedence. Should a student have an insufficient FEE-HELP balance to cover a unit of study, DEEWR will notify SBIT via an exception report. SBIT will be responsible for recovering any outstanding tuition fees from students. The Commonwealth is only liable to pay up to the amount of the student's FEE-HELP balance.

7.0 Commonwealth Assistance Notice (CAN)

SBIT will issue each student requesting FEE-HELP assistance with a Commonwealth Assistance Notice (CAN). This will be issued regardless of whether the student has made a full up-front payment of their tuition fees and therefore has not incurred a FEE-HELP debt on that Census Date.

A CAN must be supplied within twenty-eight days of the earliest Census Date indicated in the notice.

If, after issuing a CAN to a student, SBIT is satisfied that information in the notice is not, or has ceased to be, correct, SBIT will issue a further CAN to the student setting out the correct information.

A student who receives a CAN from SBIT may request in writing for the notice to be corrected if the student considers that information in the notice is not, or has ceased to be, correct. This request must be given to an appropriate officer of SBIT, within fourteen days after the day the original CAN was given.

The request must specify the information in the CAN that the student considers is incorrect and the reasons the student has for considering that it is incorrect. The making of such a request does not affect the liability or entitlement of the student.

Upon receipt of such a request SBIT will, as soon as practicable:

- determine the matter to which the request relates; and
- notify the student in writing of SBIT's determination; and
- if SBIT determines that the information in the CAN was not, or has ceased to be, correct – issue a further CAN.

8.0 Electronic Communications

Where a student is required to give a notice or other document to SBIT and that information is given by way of facsimile, email, web-based communication or any other form of electronic communications, the information system used for providing that information must be accessible by the student. SBIT is required to:

- inform students, via direct communication or via Institute publications, that the communication in question will occur by electronic means using the information system;

- give students the authority to use the information system.

As well as being accessible by students, the information system must be:

- secure, so that students' information can be accessed only by persons authorised by SBIT;
- able to store a notice, document or information so that it is readily accessible by the student and can be made available for subsequent reference;
- accessible in respect of a request for Commonwealth assistance where, in the case of a student submitting an electronic request for Commonwealth assistance:
 - (a) the student must use a unique identifier to identify himself or herself and to indicate his or her approval of the conditions and requirements outlined in the request for Commonwealth assistance; and
 - (b) the system must automatically generate a date field on the request; and
 - (c) able to generate a printable receipt for the student.

SBIT is responsible for ensuring that back-up measures are in place to cater for situations where computer malfunctions occur. In such cases, if a student is unable to complete an electronic form, Institute staff must instruct the student to complete a paper form.

9.0 Tax File Numbers (TFN)

A student must meet certain Tax File Number (TFN) requirements in order to be eligible for FEE-HELP assistance. These include the requirement for a student to provide their TFN when completing and signing a *Request for FEE-HELP Assistance* form.

If a student applies for a TFN **less than 1 month before the relevant census date**, the student should request the ATO to issue them with a Certificate of Application for a TFN.

If a student has not received their TFN **within 10 days before the census date**, the student should provide this certificate to SBIT as proof of having applied.

The student must quote their TFN **within 21 days from the day the ATO issues** the student a Tax File Number Advice [HESA Schedule 1A cl82(a)].

If a student chooses not to provide their TFN, they will not be entitled to VET FEE-HELP.

SBIT uses students' TFNs to provide advice to the ATO regarding the amount of each student's loan.

10.0 Personal Information

SBIT is responsible for ensuring that students' information can only be accessed by persons authorised by SBIT to access that information.

Information provided by students, in particular TFNs, must be in a secure database. The storage and security of TFNs must comply with the Privacy Commissioner's *Tax File Number Guidelines 1992*.

11.0 Re-crediting FEE-HELP Balances

Students who withdraw from their studies after the Census Date or who do not complete the requirements for their unit/s of study can apply in special circumstances to have their FEE-HELP balance re-credited, or upfront payments refunded. SBIT will advise the student when they withdraw from studies that they may apply, in writing to SBIT, to re-credit their FEE-HELP balance and for a remission of their FEE-HELP debt. A student cannot apply if they have successfully completed the unit/s of study.

SBIT must, where it is satisfied that special circumstances apply, either;

- re-credit a student's FEE-HELP balance with an amount equal to the FEE-HELP assistance that the student received for the unit/s of study,
- or refund any upfront payments made by the student prior to the Census Date.

If a student's FEE-HELP balance is re-credited, any FEE-HELP debt they acquired for the unit/s of study must be remitted and SBIT must repay any amounts of FEE-HELP assistance for the unit/s of study to the Commonwealth.

11.1 Special Circumstances

SBIT must re-credit or remit if SBIT is satisfied that special circumstances apply to the student that were:

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

Special circumstances do not include, for example:

- lack of knowledge or understanding of requirements for FEE-HELP assistance; or
- a person's incapacity to repay a HELP debt, as repayments are income contingent and the person can apply for a deferral of a compulsory repayment in certain circumstances.

11.2 Application Period

A student's application to re-credit FEE-HELP balance must be made, in writing, within 12 months of the Withdrawal Date, or, if the student has not withdrawn, within 12 months of the end of the period of study in which the unit/s of study was, or was to be, undertaken.

12.0 Recognition of Prior Learning

Recognition of Prior Learning (RPL) is unavailable for students studying under Higher Education programs at Southbank Institute of Technology.

Glossary of Terms/Definitions

Terms	Definitions
Academic matters	Includes those matters which relate to student progress, assessment, curriculum and awards, with a Higher Education Provider.
Appropriate officer of SBIT	Is a person whom has been appointed to be an appropriate officer of SBIT for the purposes of FEE-HELP assistance, by: <ul style="list-style-type: none"> (a) the chief executive officer of SBIT; or (b) a delegate of the chief executive officer of SBIT.
Australian Qualifications Framework (AQF)	Means the framework for recognition and endorsement of qualifications established by the Council comprised of the Ministers responsible for education, employment, training and youth affairs for the Commonwealth and each State, known as the Ministerial Council on Education, Employment, Training and Youth Affairs (MCEETYA).
ATO	Australian Tax Office
Census Date (Higher Education)	FEE-HELP providers are required to set a Census Date for each unit of study which it offers that will be available for FEE-HELP assistance. This is the last date that a student can submit a <i>Request for FEE-HELP Assistance form</i> for units of study for which the student wishes to obtain FEE-HELP assistance. Once the Census Date has passed, the student incurs a debt to the Australian Government. The Census Date is also the last date that a student can withdraw from a unit of study without incurring a debt to the Australian Government.
CHESSN (Higher Education)	Commonwealth Higher Education Student Support Number (CHESSN) – a unique identifier that a provider must use in communications with the Australian Government concerning a person who: <ul style="list-style-type: none"> ▪ is enrolled, or seeking to enrol, in a unit of study with SBIT; and ▪ has indicated that they are seeking Commonwealth assistance under HESA for the unit, or is a Commonwealth supported student for the unit. This CHESSN will remain linked to the student for the remainder of their academic life for the purposes of managing: <ul style="list-style-type: none"> ▪ Student Learning Entitlement (SLE); ▪ Higher Education Loan Program (including FEE-HELP); and ▪ Commonwealth Learning Scholarships. The CHESSN is limited in its use to monitoring Commonwealth assistance to eligible students, including the provision of data to the Tax Office regarding HELP debts. <p>Students also use their CHESSN to access information on their use of Commonwealth assistance through the <i>Going to Uni</i> website (www.goingtouni.gov.au).</p>
Course of study	A structured and integrated program of education, usually consisting of a number of modules (units of study) or shorter courses, and leading to the Higher Education award of Associate Degree or higher.
DEEWR	The Commonwealth Government Department of Education, Employment and Workplace Relations.
EFTSL Value	EFTSL is an equivalent full-time student load that is used in data reporting and payment estimates to DEEWR. It is a measure of the study load, for a year, of a student undertaking a course of study. A typical full-time student would have an EFTSL of 1.0. A part-time student undertaking part of the full-time student load would incur an EFTSL less than 1.0 such as an EFTSL for a student undertaking half of the full-time student load of 0.5.
Employer Reserved Place	An agreement entered into between a provider and an employer or industry body for the provision of a course(s) or places in a course(s) in which enrolment is limited or restricted to employees of the employer or industry body.

FEE-HELP	Commonwealth Government loan scheme which assists eligible students to pay their tuition fees, when they enrol in a Higher Education course of study undertaken with a body which is approved as a provider under the Higher Education Support Act 2003 (HESA)
FEE-HELP Balance	A person's FEE-HELP balance is the amount of the FEE-HELP limit they have not used. It is the sum of the amount of FEE-HELP assistance AND VET FEE-HELP assistance that is used to calculate a person's FEE-HELP balance [HESA s104-15].
FEE-HELP Information Booklet	A DEEWR publication that provides FEE-HELP information to students.
Full fee-paying student	A student enrolled in a course of study for which SBIT does not receive any funding from a State, Territory or the Commonwealth in relation to the student's enrolment in that course of study.
HEIMS	<p>Higher Education Information Management System – web based system managed by DEEWR, which provides students with accessible information on:</p> <ul style="list-style-type: none"> ▪ course offerings, Commonwealth and student contributions to course costs, loan details and institutional performance; ▪ learning entitlement history; ▪ loan history (but not repayment information); ▪ break-down of loans (e.g. FEE-HELP); ▪ as well as Institute specific and course/unit specific information. <p>HEIMS also:</p> <ul style="list-style-type: none"> ▪ enables the efficient and effective management of Commonwealth student loans and Higher Education entitlements (including scholarships); ▪ provides one entry point for institutions to input statistical data, financial management reporting and program management reporting; ▪ provides institutions with timely, accessible and accurate information about institutional performance, payments and competitive funding initiatives; <p>The effective operation of HEIMS will require all existing and new students accessing Commonwealth supported places or Commonwealth student loans to be issued with a Commonwealth Higher Education Student Support Number (CHESSN) by their institution on enrolment. This number will be limited in its use to HEIMS and protected under Commonwealth privacy legislation.</p>
HESA	Higher Education Support Act 2003
Incidental fees	<p>A fee is incidental to studies if it:</p> <ul style="list-style-type: none"> ▪ is for a good or service that is not essential to the unit or course of study; ▪ is for an alternative form/s of access to a good or service that is an essential component of the unit or course of study but is otherwise made readily available at no additional fee by SBIT; ▪ is for an essential good or service that the student has the choice of acquiring from a supplier other than SBIT and is for: <ul style="list-style-type: none"> - equipment or items which become the physical property of the student and are not consumed during the course of study; or - food, transport and accommodation costs associated with the provision of field trips that form part of the course of study; ▪ is a fine or penalty, provided it is imposed principally as a disincentive and not in order to raise revenue or cover administrative costs.
Minimum repayment threshold	Students start repaying their accumulated HELP debt once their repayment income is above the minimum repayment threshold for compulsory repayment. The repayment thresholds are adjusted each year to reflect any changes to average weekly earnings. The minimum repayment threshold for the 2009-10 is \$43,150.
Non-academic matters	Includes complaints in relation to behavioural misconduct, non-payment of fees, matters relating to a person's application for study, the management of

	personal information with a Higher Education Provider.
Permanent humanitarian visa	A visa that is, or has at any time been, defined as a permanent humanitarian visa for the purposes of the regulations made under the <i>Migration Act 1958</i> .
Provider	An organisation that is approved under the <i>Higher Education Support Act 2003 (HESA)</i> to provide Higher Education courses of study and to offer FEE-HELP to its students.
Request for FEE-HELP Assistance Form	A DEEWR produced form that must be completed by a student in order to formally apply for FEE-HELP assistance for units of study with a provider.
SBIT	Southbank Institute of Technology
Student	An individual enrolled in one or more classes
Tuition Assurance	<p>Tuition Assurance is an arrangement between SBIT and an external party intended to protect students in the event that SBIT ceases to provide a course of study in which a student is enrolled.</p> <p>Under this arrangement a student is offered a choice of enrolling with another provider in a similar course or receiving a refund of upfront payments or recredit of FEE-HELP balance.</p>
Tuition fee	<p>Any fee payable to SBIT by a person enrolled with, or applying for enrolment with, SBIT. It may also include any fee payable to SBIT in respect of the granting of a Higher Education award, however <u>does not</u> include any fee that is:</p> <ul style="list-style-type: none"> ▪ payable in respect of an organisation of students, or of students and other persons; or ▪ payable in respect of the provision to students of amenities or services that are not of an academic nature; or ▪ payable in respect of residential accommodation; or ▪ determined to be a fee of a kind that is incidental to studies that may be undertaken with a Higher Education Provider, as described under 'incidental fees'; or ▪ a student contribution amount payable in respect of a student.
Unit of study	A subject or collection of subjects that a person may undertake with SBIT as part of a course of study.

Revision History

Revision Date:	Status: (Draft/Final)	Summary of Changes	Prepared/Approved By:	Revision #:
28/09/2009	Final	Initial document	Fee-Help Project Team	01
29/03/2010	Final	Review	Alicia Bettles	02
15/12/2010	Final	Reviewed with changes to policy owner & author, hyperlinks added to glossary , update internal procedures and change to new policy template	Academic Director, Higher Education	03
22/11/2011	Final	Transferred to new template, updated policy owner and author	FEE-HELP Coordinator	3.1

Distribution

This policy must be distributed to all SBIT staff, including all SBIT Directors, Faculty Directors, Managers and all Educational and Administration Staff.