
FEE HELP (Higher Education Loan Program) Review Procedure

Any student eligible for a loan to assist with the cost of their tuition fees under the Higher Education Loan Programme (HELP), who withdraws from a course of study after the census date, or does not complete the requirements for a course, may apply to Bradford College to have their FEE-HELP balance re-credited due to special circumstances.

Note: Students who have successfully completed a course of study are not eligible to apply to have their FEE-HELP balance re-credited or to have their debt removed for that course.

In accordance with the Higher Education Support Act 2003A (HESA), Bradford College has implemented the following procedures for reviewing decisions made in relation to FEE-HELP:

a) Students can lodge an application for review of FEE-HELP in writing to Bradford College within 12 months of the date the student withdrew from the course of study, or within 12 months of the end of the semester that the course of study was, or was to be, undertaken;

b) Bradford College will, within 14 days of receiving the application for review, approve the application and re-credit the students FEE-HELP balance if satisfied that the circumstances were:

- Beyond the students control;
- Did not make their full impact on the student until on or after the census date for the course of study under review; and
- Made it impracticable for the student to complete the course requirements for the course of study under review during the semester that the course of study was, or was to be, undertaken.

c) If not satisfied with the decision made in accordance with the criteria listed under b), the student may lodge a review of the FEE-HELP decision in writing to Bradford College, outlining the reasons for requesting a review of the FEE-HELP decision. This request must be received by Bradford College within 28 days of the student's receipt of notification that their initial review of FEE-HELP was unsuccessful.

Bradford College will acknowledge receipt of an application for review of a reviewable decision in writing within 5 working days and inform the applicant that, if the Director of Bradford College (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. The acknowledgement will also advise the applicant of his/her right to apply to the Administrative Appeals Tribunal (AAT) for review of the decision made by the reviewer and will advise the applicant of the AAT's contact details and the approximate cost of making an application.

Once the decision is reviewed, the reviewer will provide the applicant with written notice of the outcome and reasons as to why the decision was taken. The reviewer will also advise the student in writing of their right to apply to the AAT for an independent review of the decision in relation to FEE-HELP and provide the contact details and approximate cost of making an application.