

# Melbourne Rudolf Steiner Seminar Ltd

A.C.N. 081 055 110  
RTO 3948 CRICOS 01812M VET Fee-HELP Provider: 7052



## **MRSS VET FEE HELP STUDENT REVIEW PROCEDURES**

**(To be read in conjunction with the *FEE REFUND for students receiving VET FEE HELP Policy***

### **Review of Decision**

A person has the right to apply for a review of a decision by MRSS to not re-credit their FEE-HELP balance (a “reviewable VET decision” under 6.15 *VET Provider Guidelines*) within 28 days from the day the person first received the notice of the decision. The *Request for Review of a Fee Refund Decision* must be filled in and any further information attached. MRSS will acknowledge receipt of an application for review of a decision to not re-credit their FEE-HELP balance in writing. In this it will state 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.

A *review officer* will be appointed who:

- shall not be the same officer who made the original decision and
- will be equal to or senior to the original decision-maker.

The *review officer* will:

- Decide if the original decision is to be;
  - Confirmed,
  - Varied or
  - Set aside with a new decision substituted.
- Notify the person, in writing, of the decision and the reasons for making the decision and advise the person of their 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. The Review Officer will also provide the applicant with the contact details and address of the nearest AAT registry and the approximate current costs of lodging an appeal. (See below)

The Secretary of DEEWR, or the Secretary’s delegate, will be the respondent for cases that are before the AAT.

Once notified that an appeal to the AAT has been made MRSS will, **within a further 5 business days** of being requested, provide

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DEEWR with copies of all the documents it holds that are relevant to the appeal. MRSS may still reconsider matters that are before the AAT and will advise DEEWR if a decision is made to re-credit a person's FEE-HELP balance.

## Administrative Appeals Tribunal (AAT) contact details

**NOTE:** The current cost of lodging an appeal with the AAT is \$777  
Web-link: <http://www.aat.gov.au/>

<b>Australian Capital Territory</b> Deputy Registrar Administrative Appeals Tribunal 4th Floor Canberra House 40 Marcus Clarke Street CANBERRA CITY ACT 2601 Ph: 02 6243 4611	<b>New South Wales</b> Deputy Registrar Administrative Appeals Tribunal Level 7 55 Market Street SYDNEY NSW 2000 Ph: 02 9391 2400
<b>Victoria</b> Deputy Registrar Administrative Appeals Tribunal Level 16, HWT Tower Southgate 40 City Road SOUTHBANK VIC 3006 Ph: 03 9282 8444	<b>Queensland and Northern Territory</b> Deputy Registrar Administrative Appeals Tribunal Level 4, Commonwealth Law Courts Cnr North Quay & Tank Street BRISBANE QLD 4000 Ph: 07 3361 3000
<b>South Australia</b> Deputy Registrar Administrative Appeals Tribunal 11th Floor Chesser House 91 Grenfell Street ADELAIDE SA 5000 Ph: 08 8201 0600	<b>Western Australia</b> Deputy Registrar Administrative Appeals Tribunal Level 5 111 St Georges Terrace PERTH WA 6000 Ph: 08 9327 7200
<b>Tasmania</b> Deputy Registrar Administrative Appeals Tribunal Commonwealth Law Courts 39-41 Davey Street HOBART TAS 7000 Ph: 03 6232 1712	

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## *Acknowledgement of a Request for Review of a Fee Refund Decision*

Please fill in this form and *if* you have any additional information that you feel is of relevance to the reconsideration of our decision please attach it to this form.

Student Name:

Address:

Phone:

Mobile:

Email:

I \_\_\_\_\_ request that the Melbourne Rudolf Steiner Seminar review its decision of *[insert date]* \_\_\_\_\_ not to re-credit my VET FEE-HELP balance.

I am requesting this review for the following reasons: [Attach extra pages if necessary]

Please consider the attached information which I feel is of added importance in the consideration of my case.

[Attach]

Signed:

Date:

*MRSS Office use: Received on:*

*Acknowledgement sent:*

*Signed:*

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## *Receipt of an application for Review of a decision to not re-credit their FEE-HELP balance*

Date:

Dear

This letter acknowledges your application for a *Request for Review of a Fee Refund Decision* of

The Seminar has appointed \_\_\_\_\_ to review the decision.

We will make every effort to inform you of the results of this review in a timely manner however if you have not been advised of a decision within 45 days of receiving the application for review, you may take it that we have confirmed the original decision.

Yours sincerely,

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## *Notification of a Decision of a Review of a Fee Refund Decision*

Date:

Dear

Please note that your application for *Review of a Fee Refund Decision* of [insert date] has been considered and it has been decided to

[ ] confirm the decision,

[ ] vary the decision to

[ ] set the decision aside substituting the new decision that

The reasons for taking this course of action are attached.

Please note that if you are unhappy with this outcome you have the right to appeal to the *Administrative Appeals Tribunal* (see contact details below). The current cost of lodging an appeal with the AAT is \$777.

Yours sincerely,

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