



## 1 Purpose and Objectives

- 1.1 Le Cordon Bleu is legally obliged as an education provider to have policies and procedures in place to ensure that students are able to study in an environment which is safe, free of harassment, fair and equitable, and where individual rights and responsibilities are transparent and respected by all.
- 1.2 FEE-HELP loans are available to Australian citizens or the holder of a permanent humanitarian visa who will be residing in Australia for the duration of the unit of study for which FEE-HELP assistance is being sought. The loan is given to eligible fee-paying students to help pay part or all of their tuition fees.

For any queries regarding these procedures or FEE-HELP balance matters, please contact the LCBA FEE-HELP Administrator:

FEE-HELP Administrator  
137 Days Rd, Regency Park, SA, 5010  
Ph: 08 8348 3000  
Fax: 08 8346 3755

## 2 Policy Scope

- 2.1 This policy applies to domestic FEE-HELP students.

## 3 Definitions, Terms, Acronyms

Throughout this policy the following definitions apply:

- (AAT) Administrative Appeal Tribunal
- (LCBA) Le Cordon Bleu Australia Pty Ltd

## 4 Policy

### Re-crediting FEE-HELP balance Procedures

- 4.1 FEE-HELP balance is to be re-credited to a student where they have been enrolled in a unit of study from an LCBA program and,
  - 4.1.1 The student has not completed requirements for the unit during the study period of enrolment;
  - 4.1.2 LCBA is satisfied that special circumstances (see article 4.2 below) apply to the student; and
  - 4.1.3 The student applies in writing to the LCBA FEE-HELP Administrator for re-crediting of the FEE-HELP balance; and
  - 4.1.4 Either:
    - 4.1.4.1 The application is completed before the end of the application period, which is either 12 months after the withdrawal date of the unit (as specified in the



withdrawal notice), or 12 months after the period during which the student undertook, or was to undertake, the unit, in the absence of a withdrawal notice.

4.1.4.2 LCBA waives the due date for the application on the grounds that extenuating circumstances require additional time for the application.

4.2 Special circumstances in reference to article 4.1.2 above apply to the student only if LCBA is satisfied that:

4.2.1 are beyond the student's control; and

4.2.2 do not make their full impact on the student until on or after the census date for the unit of study in question; and

4.2.3 make it impractical for the student to complete the requirements for the unit in the study period which the student enrolled or was to enrol.

## 5 Procedure

5.1 All applicants may lodge a request for review of, or appeal a decision concerning FEE-HELP if they are not satisfied with the decision made by the FEE-HELP Administrator regardless of the applicant's campus, mode of study and place of residence.

5.2 Applicants will not be charged any fees for review/ to appeal in the internal LCBA process.

5.3 The applicant will not be victimised or discriminated against in any review or appeal process outlined in this policy.

5.4 Formal requests must be lodged in writing within 28 days upon receiving the initial LCBA FEE-HELP Administrator's decision. The request should include the reason for requesting the review or appeal.

Requests must be sent to:  
Financial Controller, Le Cordon Bleu Australia  
Days Rd, Regency Park, SA, 5010

5.5 LCBA will acknowledge receipt of the review/ appeal request in writing to the applicant and will commence investigations within 10 working days from the receipt of the applicant's request.

5.6 The Financial Controller may appoint a delegate independent, impartial and senior to the FEE-HELP Administrator to review the original decision. The Financial Controller will write to inform the applicant and FEE-HELP Administrator of the outcome and any actions that are required for resolution.

5.7 The applicant will be informed, in writing, within 10 working days of the decision made upon the review / appeal request. The written notice will include the reasons for the review officer's decision and advise the applicant of their right to apply to the Administrative Appeals Tribunal for a review of the reviewable decision.

# REVIEW PROCEDURES FOR RECONSIDERING COMMONWEALTH ASSISTANCE DECISIONS FEE–HELP: VOCATIONAL AND HIGHER EDUCATION



5.8 If the applicant is not satisfied with this outcome of the appeal, he/she may take this further to the Administrative Appeal Tribunal (AAT) within 28 working days. Details of AAT are as follows :

Administrative Appeals Tribunal  
GPO Box 9955  
Adelaide SA 5001  
Email: [adelaide.registry@aat.gov.au](mailto:adelaide.registry@aat.gov.au)  
Phone : 08 201 0610 or 1300 366 700  
[www.aat.gov.au](http://www.aat.gov.au)

5.8.1 Information on AAT fees can be found at <http://www.aat.gov.au/FormsAndFees/Fees.htm>

5.8.2 All review and appeals applications and ensuing correspondence are regarded as confidential and will be kept on the student's file.

## 6 Related Policies

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### Change and Version Control

Version	Date Approved	Authored by	Approved by	Description
2.0	17/3/16	Compliance Manager	Chief Financial Officer	Update