

PERSONAL INFORMATION PROCEDURES AUSTRALIAN GUILD OF MUSIC EDUCATION

VET FEE-HELP & Enrolment

VET FEE-HELP is a loan scheme which assists eligible students (Australian citizens and students on humanitarian visas) to pay their tuition fees. The Australian Government pays the student's tuition fee to the Australian Guild of Music Education on behalf of the student.

Census dates

Census dates are set by AGMED for each VET unit of study provided during the academic year. These dates are set no earlier than 20% of the way through the period of time during which the VET unit of study is taken.

A notice for each census date will be provided to each student who has completed a Request for VET FEE-HELP assistance.

If a student commences or transfers to a new VET course of study at the Institute or another provider, they are required to complete a new Request for VET FEE-HELP.

Withdrawal from a VET course of study

Any student intending to withdraw from a VET unit of study or a VET course of study must do so in writing to the Registrar.

Withdrawal from a VET course – on or before the census date

If a student who has completed a Request for VET FEE-HELP assistance withdraws from a VET unit of study, including where the student withdraws from their VET course of study, on or before the census date, the student will not incur a VET FEE-HELP debt for that VET unit of study.

Withdrawal from a VET course – after the census date

If a student who has completed a Request for VET FEE-HELP assistance withdraws from a VET unit of study, including where the student withdraws from their VET course of study, after the census date, the student will incur a VET FEE-HELP debt for that VET unit of study, unless special circumstances arise.

Re-crediting of FEE-HELP balance

Where a student has been unable to complete the requirements of a VET unit of study and they believe that this was due to special and/or unforeseen circumstances, the student may apply after the census date to have their FEE-HELP balance re-credited.

This application, with supporting evidence, must be submitted in writing to the Registrar of AGMED within 12 months of the withdrawal date. Within 21 days of receipt of the application, the student will be advised of the decision in writing.

If the student's request for re-crediting is successful, AGMED will notify DEEWR of its decision and will refund to the Commonwealth the amount of FEE-HELP paid to it on behalf of the student.

Review of the original decision

Where a student is not satisfied with the decision, they may apply, in writing, for a review of the decision. This review will be carried out by the Dean. A review will either:

- confirm the decision or
- vary the decision or
- set the decision aside and substitute a new decision

Lodging an Application for Review

To lodge an application for review of a decision the student must submit in writing a request for a review accompanied by any supporting information that may be relevant to the review. The application for a review must be lodged with the Registrar within 28 days from the date of notification of the decision that is the subject of the review.

AGMED will acknowledge the receipt of an application for review of a reviewable decision in writing within 14 days of receiving the application for review.

AGMED will advise the applicant in the acknowledgement letter 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 and;
- the applicant may apply to the Administrative Appeals Tribunal (AAT) for a review of the decision and will provide contact details of the closest AAT Registry and approximate costs of lodging an appeal with the AAT.

When a review decision has been made AGMED will:

- provide the applicant with written notice of the decision and the reasons for the review officer's decision
- provide advice that the applicant may apply to the Administrative Appeals Tribunal (AAT) for a review of the decision and will provide contact details of the closest AAT Registry and approximate costs of lodging an appeal with the AAT.

Administrative Appeals Tribunal (AAT)

The Administrative Appeals Tribunal is an independent body that reviews, on the merits, a broad range of administrative decisions made by Australian (and, in limited circumstances, State) Government ministers and officials, authorities and other tribunals. The Tribunal also reviews administrative decisions made by some non-government bodies. An AGMED student may apply for a review of AGMED's decision regarding any of the above questions to the Administrative Appeals Tribunal. Information on lodging an application with the AAT is available at its website:

<http://www.aat.gov.au/>

or at its Victoria office: (Distance students Note there is offices in each state)

Administrative Appeals Tribunal
Level 16, HWT Tower, Southgate
40 City Road Southbank VIC 3006
PO Box 9955 Melbourne VIC 3001
(03) 9282 8444 (metropolitan area)
1300 366 700 (country areas)

Changing VET course or major

Students who wish to change their VET course of study or major to another VET course of study or major need to apply at Student Services to do so. Transfer to another VET course or major is not automatic and may depend on any or all of the following: availability of places, the student's academic history, skills as demonstrated at an audition.

Payment of fees

Invoices for payment of tuition fees for subsequent trimesters are sent out prior to the commencement of subsequent trimesters. Fees are to be paid before the commencement of the trimester.

Deferring a trimester

Students who wish to defer for a trimester should speak to Student Services. Students need to fill in an application to defer form and this request needs to be approved by the Registrar. Before deferring students must ensure they have returned their student ID card, paid any library fines and returned all borrowed resources to the library. Students are required to supply supporting documentation with their application to defer.

Withheld results

Students with outstanding loans will not be issued trimester results. Results and academic transcripts will not be available until items are returned. This may also delay the eligibility of a student to graduate. Once items have been returned students will need to come to Student Services to request a transcript

Registration

Upon Enrolment students are automatically registered for all VET units of study annually of the year of VET course.

Other Information

Probation & Termination of Candidature

Students who are persistent in achieving unsatisfactory progress in their studies may be placed on probation. Students are placed on probation by the Discipline & Appeals Committee upon recommendation of a Head of Department or the Dean. Students on probation will have their progress reviewed by the Discipline & Appeals Committee at the end of a trimester. If progress is unsatisfactory the student will remain on probation for another trimester. If a student has been on probation for two consecutive trimesters the candidature of the student will be reviewed by the Discipline and Appeals Committee to determine whether a recommendation of termination of candidature will be made to the Dean.

A student must be given timely notification of probation and review of candidature and be offered an opportunity to appeal either decision.

A termination of candidature must be taken by an Extraordinary Meeting of the Discipline and Appeals Committee attended and chaired by the Dean or his nominee in addition to three Heads

of Departments and the Registrar. Where there is a tied vote, the chair will exercise a casting vote.

Medical Certificates

Students who miss classes due to illness should obtain a medical certificate from a registered doctor and submit the certificate to Student Services on the first day back at AGMED. Student Services will make a copy of the certificate and file it in your student file. Students should then speak to their teachers about their absence, and teachers may need to sight the medical certificate during this conversation, so you should keep your certificate with you until you have spoken to all your teachers.

Medical certificates should be written by a general practitioner registered with the Australian Medical Association and should be dated the first day of the period of illness. Backdated and late certificates will not be accepted.

Working while Studying

Although focus on your AGMED studies is important, AGMED recognises that some students may need to work part time, and that working in the music industry while studying your AGMED VET course benefits your musical experience. Students need to be mindful, though, that work commitments need to be fitted around their study commitments.

Academic Records

To obtain a copy of your student transcript please see Student Services. After a request for transcripts is made students transcripts will be ready five days after a request for transcripts is made.

As academic transcripts and testamurs are official documents Student Services can only release transcripts to the student unless the student provides a letter of authority for transcripts to be collected by someone else. Photo identification is required to collect transcripts.

Transcripts are printed free of charge for current students. For alumni there is a fee of \$10 for the printing of transcripts. If international posting is required, an extra charge of \$4.10 is applicable.

Graduates are also able to have replacement testamurs printed if they have lost their original testamur. Graduates need to complete a statutory declaration and have it signed by a justice of the peace in order to obtain a replacement testamur. The fee for the replacement of testamurs is \$50.

Payments must be made in advance and are non- refundable.

Privacy

Information privacy is important. As a requirement of some funding bodies and for our own purposes, The Guild staff request personal information from participants in our VET courses of study. The information collected and stored includes:

- Name and address
- Date of birth
- Employment status
- Education achievement
- Ethnicity

This information is required as a condition of government funding. When that information is sent to funding bodies, it is done in a format that deletes the participants' names and addresses.

The Guild will use a participant's name and address for communication purposes. This may be to send information about your current VET course, other VET courses which we offer or to send out certificates or invoices. Occasionally, your name and address will be used to request information about our own customer service or to gain feedback about other areas of our business.

The Guild understands that privacy is a right and staff Endeavour's to respect that right.