

MACLEAY  
COLLEGE

**FEE-HELP**  
**Handbook**

Macleay College FEE-HELP Handbook 2009 ©  
is published by Macleay College Pty Ltd

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## Australia's award-winning tertiary education institute

### **Winner**

2008 JEA Ossie Award for Student Journalism  
Best TV News Story by an Undergraduate or Postgraduate Student

### **Winner**

2006 JEA Ossie Award for Student Journalism  
Dr Charles Stuart Prize  
Best Student Publication (any medium)

### **Winner**

2006, 2003 JEA Ossie Award for Student Journalism  
Best Occasional Student Publication (any medium)

### **Highly Commended**

2006, 2005, 2001, 1999  
JEA Ossie Award for Student Journalism  
Best Print Feature (Undergraduate)

### **Finalist**

2006 The New York Festivals  
Low Budget Spots

### **Winner**

2005 JEA Ossie Award for Student Journalism  
Best Print Feature (Postgraduate)

### **Winner**

2004, 2002, 1999 JEA Ossie Award for Student Journalism  
Best Broadcast Current Affairs Story (Postgraduate)

### **Highly Commended**

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Best Occasional Student Publication (any medium)

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Creative Category, Apparel and Sporting Goods

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### **Highly Commended**

2003 Atv Retail Awards  
Creative Category, Apparel and Sporting Goods

**Finalist**  
2002, 2000 London International Advertising Awards  
Direction – Visual category

**Award of Distinction**  
2001 NSW Tourism Awards for Business Excellence

**Finalist**  
2000, 1999, 1997 The New York Festivals  
Best Direction (TV) category

**Winner**  
2000, 1996, 1995, 1993 NSW Tourism Award for Industry Education

**Winner**  
1999-1989 Award of the Decade in Tourism Excellence in  
Industry Education in recognition of an outstanding contribution  
to tourism within New South Wales  
Tourism Council Australia (NSW)

**Winner**  
1999 JEA Ossie Award for Student Journalism  
Best Radio Current Affairs Story (Undergraduate)

**Award of Distinction**  
1999, 1998, 1997, 1994 NSW Tourism Awards for Industry Education

**Highly Commended**  
1997 JEA Ossie Award for Student Journalism  
Best Print Feature

**Finalist**  
1997 London International Advertising Awards  
Public Service (TV) category

**Finalist**  
1996 London International Advertising Awards  
Low Budget (TV) category

**Winner**  
1995 JEA Ossie Award for Student Journalism  
Best Feature Article (Print)

**Winner**  
1995 JEA Ossie Award for Student Journalism  
Best Student Publication

**Winner**  
1994 Osmar White/Journalism Education Association  
Student Journalism Award, Best Current Affairs Report (TV)

**Winner**  
1993 Australian Tourism Award for Industry Education

**Highly Commended**  
1993 Osmar White/Journalism Education Association,  
Student Journalism Award, Best Student Publication

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1993 Osmar White/Journalism Education Association,  
Student Journalism Award, Best Feature Story (Print)

**Winner**  
1993 Australian Retail Results Awards  
National Best of Category in Direction

**Highly Commended**  
1992 Facts Awards for Television Commercials  
Clothing Advertising

**Finalist**  
1992 The New York Festivals  
Best Television Commercial under \$15,000

**Winner**

1995 JEA Ossie Award for Student Journalism  
Best Student Publication

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## Introduction

Macleay College has been approved as a higher education provider under the *Higher Education Support Act 2003*.

This means that students wishing to enrol within a higher education course at Macleay College will now have an additional way of paying fees.

### What is FEE-HELP?

FEE-HELP is a loan given to eligible fee-paying students to help pay for part or all of their tuition fees. You can borrow up to the full amount of the tuition fees for the course. FEE-HELP does not cover textbooks and other incidental items required to undertake the course such as showreel fees.

The Commonwealth Government will pay the amount of the loan directly to Macleay College. Students repay their loan through the taxation system once their income is above the minimum threshold for compulsory repayment.

### Eligibility Requirements

To be eligible for a FEE-HELP loan you must meet all the requirements and conditions given in the table following.

Any previous higher education study you have undertaken does not affect your eligibility for FEE-HELP. Your eligibility for FEE-HELP is not affected by your income and assets. However, once your income is above the minimum repayment threshold you will have to commence repayments of your FEE-HELP debt.

Requirement	Eligibility Conditions
Fee paying students	You must be a domestic student studying in a non-Commonwealth supported place.
Citizenship and residency	You must be either: An Australian citizen; OR The holder of a permanent humanitarian visa who will be resident in Australia for the duration of the course.
FEE-HELP limit	You must not have exceeded the FEE-HELP limit. In 2009 the FEE-HELP limit is \$83, 313. If your tuition fee exceeds your FEE-HELP balance you can only get a loan equal to your balance. You will need to pay the rest.
Enrolment conditions	You must be enrolled in the course on the census date.
Request for FEE-HELP assistance form	You must: (i) Provide your Tax File Number (TFN) or <i>Certificate of application for a TFN form</i> (ii) Complete, sign and submit a Request for FEE-HELP assistance form on or before the census date.

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## Application procedures

If you are eligible for FEE-HELP assistance and would like to obtain a FEE-HELP loan, you can obtain a *Request for FEE-HELP assistance form* from Macleay College. You can either ring the Registrar on (02) 9360 2033 or send an email to [study@macleay.edu.au](mailto:study@macleay.edu.au)

## Closing dates for FEE-HELP applications

All applications for FEE-HELP assistance for a unit of study must be received *on or before* the census date for that unit of study. ***FEE-HELP applications cannot be accepted after the census date.***

## Census dates

The census date is the last day that you can withdraw from a unit without incurring a FEE-HELP debt for that unit.

Students making an application for FEE-HELP assistance will incur a FEE-HELP debt immediately after the census date for the unit of study for which they have applied.

The census dates for 2010 are listed in the section entitled *Schedule of courses and tuition fees for domestic students commencing in 2010*

Any student that has requested FEE-HELP assistance but changed their mind about studying must send *written confirmation* of their intention to withdraw *on or before* the census date. Any student not submitting written confirmation of their intentions will incur a FEE-HELP debt for that unit of study.

## Withdrawal

A withdrawal from a course is not effective unless it is received in writing. Written notification can be sent by any of the following methods:

- (i) by email to [study@macleay.edu.au](mailto:study@macleay.edu.au)
- (ii) by fax to +612 9360 9589
- (iii) by mail to PO Box 433 Paddington NSW 2021

## Loan repayments

If you have a FEE-HELP debt, you start repaying your accumulated debt when your income is above the minimum threshold. The minimum threshold is currently \$41,594 in the 2008-2009 income year.

Repayment arrangements include:

- (i) compulsory repayments made through your income tax
- (ii) voluntary repayments (with a 10 percent bonus on voluntary repayments of \$500 or more)

## Loan charges

A loan fee of 20 percent applies to the FEE-HELP loans for undergraduate courses of study. The FEE-HELP limit does not include the loan fee. The loan fee is added to your FEE-HELP debt. You will not be charged an application fee for requesting a FEE-HELP loan.

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### Interest charges and indexation

An interest rate is not applied to FEE-HELP loans. However, your debt is increased by the Consumer Price Index (CPI) each year to maintain its real value. Any indexation amount does not count towards your FEE-HELP limit.

### Tax deductions for tuition fees and loan repayments

If there is a direct connection between your education and your work activities then you may be entitled to a tax deduction for your tuition fees even if the Commonwealth paid these tuition fees on your behalf through FEE-HELP. Repayments of your FEE-HELP loan are not tax deductible.

Full details about FEE-HELP are available at [www.goingtouni.gov.au](http://www.goingtouni.gov.au)

### Statement of tuition assurance

Under the provisions of the *Higher Education Support Act 2003* (HESA) and the associated HEP Guidelines Macleay College (the First Provider) is required to provide a tuition assurance arrangement for Australian citizens or holders of an Australian permanent humanitarian visa who are enrolled in higher education courses it offers. This requirement is to protect students in the event that Macleay College ceases to provide a course of study in which a student is enrolled. The meaning of 'ceasing to provide a course of study' is set out in the HEP Guidelines ([http://www.backingaustraliasfuture.gov.au/guidelines/hep\\_guide.htm](http://www.backingaustraliasfuture.gov.au/guidelines/hep_guide.htm)).

In the event that Macleay College ceases to provide a course of study in which a student is enrolled the student is entitled to a choice of either:

- (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 Macleay College ceases to provide the course of study of which the unit forms part (this is known as the **"Student Contribution/Tuition Fee Repayment Option"**)

Macleay College has met the tuition assurance requirements of the HESA through its current membership of the Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme (ASTAS).

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Contact details for ACPET are:

Address: Suite 12, Level 14  
329 Pitt Street  
Sydney NSW 2000

Phone: (02) 9264 4490

Fax: (02) 9264 4550

Email: [acpet@acpet.edu.au](mailto:acpet@acpet.edu.au)

Website: [www.acpet.edu.au](http://www.acpet.edu.au)

If Macleay College ceases to provide a course of study, ACPET will send a student enrolled in the course of study a Written Tuition Assurance Offer (the Offer) advising the student of the options available under the tuition assurance requirements. The Offer will include directions that the student must follow in order to notify ACPET of the choice they have made for each affected unit. ACPET will provide this Offer within twenty *Business Days* after it knows, or should know by reasonable enquiries that the Macleay College has ceased to provide the course of study.

The course/s of study for which Macleay College has ACPET ASTAS membership is/are:

Macleay College Course (The First Provider)	Qualification to which Macleay College Course Leads
Advertising	Diploma in Advertising Advanced Diploma in Advertising
Journalism	Diploma in Journalism Advanced Diploma in Journalism
Event Management and Marketing	Diploma of Business Marketing
Public Relations and Marketing	Diploma of Business Marketing
Sports Management and Marketing	Diploma of Business Marketing or Management
Business	Diploma of Business Marketing Diploma of Business Management Diploma of Accounting

A student may choose either:

**The Course Assurance Option:**

If a student accepts a place in a course offered by ACPET as named above, ACPET will offer the student the option of ACPET making all necessary arrangements to ensure a student is able to enrol in a similar course of study with a Second Provider.

Macleay College Course (The First Provider)	Qualification to which Macleay College Course Leads
Advertising	Diploma in Advertising Advanced Diploma in Advertising
Journalism	Diploma in Journalism Advanced Diploma in Journalism
Event Management and Marketing	Diploma of Business Marketing
Public Relations and Marketing	Diploma of Business Marketing
Sports Management and Marketing	Diploma of Business Marketing or Management
Business	Diploma of Business Marketing Diploma of Business Management Diploma of Accounting

A student may choose either:

**The Course Assurance Option:**

If a student accepts a place in a course offered by ACPET as named above, ACPET will offer the student the option of ACPET making all necessary arrangements to ensure a student is able to enrol in a similar course of study with a Second Provider.

This offered course will lead to the same or a comparable qualification without any requirement on the part of the student to pay that Second Provider any student contribution or tuition fee for any replacement units. A student will receive full credit from the Second Provider for any units of study successfully completed at Macleay College.

The Second Provider nominated by ACPET may have different contribution amounts or tuition fees to the amounts or fees the student would have paid for units of study which were part of the course of study the Macleay College ceased to provide.

A student is not obliged to enrol in a course of study with a Second Provider offered by ACPET under the Course Assurance Option. However, if he/she enrolls with any other provider there is no obligation on that provider to offer full credit transfer for the units of study completed with the Macleay College or to offer a replacement/s unit free of charge.

**OR**

#### **The Student Contribution/Tuition Fee Repayment Option**

If a student chooses the Student Contribution/Tuition Fee Repayment Option ACPET undertakes to pay the student the total of any up-front payments already paid by the student for any units of study the student has commenced but not completed. Students selecting this option will also get SLE or FEE-HELP balance/s re-credited for uncomplete units.

## **Review Procedures**

### **Policy overview**

It is recognised that, from time to time, circumstances may arise regarding the re-crediting of FEE-HELP amounts.

Under the provisions of the *Higher Education Support Act 2003*, a student withdrawing from a unit of study from one of Macleay College's accredited higher education courses may make a written request to have his/her FEE-HELP balance re-credited if the student has been unable to complete the academic requirements and she/he believes that this was due to special circumstances.

### **Applications for re-crediting FEE-HELP**

Macleay College will re-credit a student's FEE-HELP balance with the amount equal to the amount of FEE-HELP assistance that the student received for the unit of study where the following conditions are met:

- (a) The student is enrolled in the unit with Macleay College; *and*
- (b) The student has not completed the requirements for the unit during the period during which the student undertook, or was to undertake the unit; *and*
- (c) Macleay College is satisfied that ***special circumstances\**** apply to the person; *and*
- (d) The student applies in writing to Macleay College for re-crediting of the FEE-HELP balance; *and either:*
  - (i) The application is made before the end of the ***application period\****; *or*

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- (c) Macleay College is satisfied that **special circumstances\*** apply to the person; *and*
- (d) The student applies in writing to Macleay College for re-crediting of the FEE-HELP balance; *and either*:
  - (i) The application is made before the end of the **application period\***; *or*

- (ii) The provider waives the requirement that the application be made before the end of that period, on the ground that it would not be, or was not, possible for the application to be made before the end of the period.

#### **\*Special circumstances**

Special circumstances apply to the student if and only if Macleay College is satisfied that circumstances apply to the person that:

- (a) Are beyond the person's control; *and*
- (b) Do not make their full impact until on or after the census date for the unit of study in question; *and*
- (c) Make it impracticable for the person to complete the requirements for the unit in the period during which the person undertook, or was to undertake the unit.

#### **+Application period**

- (1) Where a student applying for re-crediting of FEE-HELP assistance in relation to a unit of study has withdrawn from the unit in writing, and Macleay College has given notice to the student that the withdrawal has taken effect, the application period is 12 months after the day specified in the notice as the day the withdrawal takes effect.

If (1) does not apply, the application period for the application is the period of 12 months after the period during which the person undertook, or was to undertake, the unit.

#### **How to make an application for re-crediting FEE-HELP**

Where a student believes that they meet the conditions for re-crediting his/her FEE-HELP balance under the requirements of the *Higher Education Support Act 2003*, the student must make a written request to the Registrar outlining their reasons for the request and enclose any relevant supporting documents. The Registrar will advise the student in writing of the decision within 14 days of receipt of the request.

#### **Review of decision**

If unsatisfied with the decision, the student may request a review of the decision. A written request outlining reasons for the request (and including any relevant supporting documents) must be submitted to the Dean of Macleay College within 28 days of receiving notice of the original decision.

Upon receipt of the request for a review, Macleay College shall acknowledge receipt of the request in writing and inform the student that:

- (a) The review shall be carried out by the Dean of Macleay College
- (b) If Macleay College has not advised the student of the decision within 45 days of receipt of the request, the Dean should be taken as having confirmed the original decision; *and*
- (c) The student has the right to apply to the Administrative Appeals Tribunal for a review of the decision, providing the contact details of the closest Administrative Appeals Tribunal Registry, and the approximate costs of lodging and appeal with the Administrative Appeals Tribunal.

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In reviewing the original decision, the Dean shall request all relevant and available information and review the case within 14 days. The Dean will reconsider the decision, and either:

- (a) Confirm the decision; *or*
- (b) Vary the decision; *or*
- (c) Set the decision aside and substitute a new decision.

The student will receive written advice of the outcome outlining reasons for the decision. At this time, the student will again be advised their right to apply to the Administrative Appeals Tribunal for a review of the decision, with the contact details of the closest Administrative Appeals Tribunal Registry, and the approximate costs of lodging and appeal with the Administrative Appeals Tribunal.

## **Grievance procedure for non-academic concerns**

### **Policy overview**

All current and prospective students of Macleay College's accredited higher education courses are entitled to raise a concern or grievance relating to non-academic matters, regardless of the location of the campus at which the grievance has arisen, the student's place of residence or the mode in which they study.

Macleay College believes that all concerns or grievances should be resolved promptly, seriously, with strict confidentiality and professionalism, and a minimum level of formal procedure.

### **Principles**

The following principles should be upheld when handling a concern or grievance:

**Timeliness:** All concerns or grievances should be dealt with promptly. Macleay College will resolve all concerns and grievances promptly, and at the most, within 28 days of the issue being raised. All parties should be kept informed about the progress of an issue at regular intervals and should be further advised where resolution is likely to extend beyond four weeks.

**Confidentiality:** All communications regarding concerns or grievances will be dealt with confidentially and with discretion. This includes a requirement that all parties involved have an obligation to maintain complete confidentiality regarding both the process and records.

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**Confidentiality:** All communications regarding concerns or grievances will be dealt with confidentially and with discretion. This includes a requirement that all parties involved have an obligation to maintain complete confidentiality regarding both the process and records.

**Procedural fairness:** Procedural fairness must be observed in all aspects of handling a concern or grievance. Grievance handlers will employ honesty and fair dealing in all aspects of their communications, investigations, reporting and record keeping. All parties involved will receive appropriate information and assistance in resolving the issue at all times.

**Victimisation or Discrimination:** Fear of victimisation or discrimination may prevent a person raising a concern or grievance in the first instance. A complainant and respondent will not be victimised or discriminated against in any of the stages set out in this policy. Grievance handlers will make every attempt to ensure that complainants and respondents are not victimised or discriminated against. This includes advising all parties that both victimisation of, and discrimination against any individual(s) involved in the grievance will not be tolerated.

**Anonymous grievances:** Macleay College cannot act on an anonymous concern or grievance, and procedural fairness requires that any person raising a concern or grievance must be identified. An anonymous communication can include (but is not restricted to) unsigned letters, unidentifiable emails or anonymous phone calls.

**Unsubstantiated grievances:** Procedural fairness requires, in the interests of all parties, that a person raising a concern or grievance be aware that where a concern or grievance is investigated to its full extent and cannot be substantiated, no further action can be taken. This does not circumscribe the right of any parties to pursue legal remedies outside the college grievance handling procedures.

## **Procedures**

In the first instance, current or prospective students are encouraged to raise any concerns or grievances with the Course Coordinator as early as possible. If necessary, a written account will be requested. The concern or grievance will be investigated and dealt with directly and the College will resolve the matter within 28 days of the issue being raised. This service is provided free of charge.

In the second instance, where a party is unsatisfied with the outcome or the time taken to resolve the matter, all parties are required to submit a written account to the Dean, and are required to attend a meeting with the Dean. The concern or grievance will again be reviewed and dealt with directly and the College will resolve the matter within 28 days of written accounts being submitted. This service is provided free of charge.

Where the initial grievance concerns the Course Coordinator, current or prospective students are encouraged to raise the issue with the Registrar as early as possible. If necessary, a written account will be requested. The concern or grievance will be investigated and dealt with directly and the College will resolve the matter within 28 days of the issue being raised. This service is provided free of charge.

In the second instance where the grievance concerns the Course Coordinator, where a party is unsatisfied with the outcome or the time taken to resolve the matter, all parties are required to submit a written account to the Dean, and are required to attend a meeting with the Dean. The concern or grievance will again be reviewed and dealt with directly and the College will resolve the matter within 28 days of written accounts being submitted. This service is provided free of charge.

## **Procedures**

In the first instance, current or prospective students are encouraged to raise any concerns or grievances with the Course Coordinator as early as possible. If necessary, a written account will be requested. The concern or grievance will be investigated and dealt with directly and the College will resolve the matter within 28 days of the issue being raised. This service is provided free of charge.

In the second instance, where a party is unsatisfied with the outcome or the time taken to resolve the matter, all parties are required to submit a written account to the Dean, and are required to attend a meeting with the Dean. The concern or grievance will again be reviewed and dealt with directly and the College will resolve the matter within 28 days of written accounts being submitted. This service is provided free of charge.

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In the second instance where the grievance concerns the Course Coordinator, where a party is unsatisfied with the outcome or the time taken to resolve the matter, all parties are required to submit a written account to the Dean, and are required to attend a meeting with the Dean. The concern or grievance will again be reviewed and dealt with directly and the College will resolve the matter within 28 days of written accounts being submitted. This service is provided free of charge.

Where a party remains unsatisfied, that party can request an independent, external party nominated by the College be invited to arbitrate the matter. For the purposes of this policy, the external independent party will be the person who holds the position of Chief Executive Officer of ACPET. The contact details for ACPET:

Address: Suite 12, Level 14  
329 Pitt Street  
Sydney NSW 2000

Phone: (02) 9264 4490  
Fax: (02) 9264 4550  
Email: [acpet@acpet.edu.au](mailto:acpet@acpet.edu.au)  
Website: [www.acpet.edu.au](http://www.acpet.edu.au)

The College will be responsible for engaging the external party to arbitrate the grievance and will request that the matter be resolved within 28 days of the request by the unsatisfied party. If the external party makes recommendations in relation to a grievance they have reviewed, the external party will be requested to forward those recommendations to the Dean within 14 days who will ensure that the recommendations are implemented within 28 days.

This service is provided free of charge.

At all stages, all parties have the right to (a) be represented by a third person if they so desire, and (b) request a written explanation for decisions, reasons and actions taken as part of the procedure process.

The procedures as set out do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law.

## **Development and publication**

This policy has been approved by the Academic Board. The Dean is responsible for the implementation of the policy, which will be published as follows:

This policy will be set out in the *Macleay College FEE-HELP Handbook* so that it is available to all current and prospective students. In addition, the Macleay College FEE-HELP Handbook will be accessible on the College website at [www.macleay.edu.au/handbooks.html](http://www.macleay.edu.au/handbooks.html). Additional copies of the Macleay College FEE-HELP Handbook are available free of charge at the College reception.

This policy will be communicated to College staff members through the Macleay College Staff Handbook as part of the induction for all staff members.

## **Records management**

All records pertaining to a concern or grievance will be maintained in special confidential 'grievance' files separate to the general faculty student files. Grievance files will be maintained in strict confidence for a period of five years and then destroyed. All grievance files will be maintained in secure storage in the Dean's office. Parties to the grievance will be permitted supervised access to relevant records. Staff member(s) will not maintain additional files beyond those held in the Dean's office.

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## **Grievance procedure for academic concerns**

### **Policy overview**

All students of Macleay College's accredited higher education courses are entitled to:

- (a) Raise a concern or grievance relating to an academic matter; and/or
- (b) Have an academic decision reviewed.

Macleay College believes that all concerns or grievances should be resolved promptly, seriously, with strict confidentiality and professionalism, and a minimum level of formal procedure.

### **Principles**

The following principles should be upheld when handling a concern or grievance:

**Timeliness:** All concerns or grievances should be dealt with promptly. Macleay College will resolve all concerns and grievances promptly, and at the most, within 28 days of the issue being raised. All parties should be kept informed about the progress of an issue at regular intervals and should be further advised where resolution is likely to extend beyond four weeks.

**Confidentiality:** All communications regarding concerns or grievances will be dealt with confidentially and with discretion. This includes a requirement that all parties involved have an obligation to maintain complete confidentiality regarding both the process and records.

**Procedural fairness:** Procedural fairness must be observed in all aspects of handling a concern or grievance. Grievance handlers will employ honesty and fair dealing in all aspects of their communications, investigations, reporting and record keeping. All parties involved will receive appropriate information and assistance in resolving the issue at all times.

**Victimisation or Discrimination:** Fear of victimisation or discrimination may prevent a person raising a concern or grievance in the first instance. A complainant and respondent will not be victimised or discriminated against in any of the stages set out in this policy. Grievance handlers will make every attempt to ensure that complainants and respondents are not victimised or discriminated against. This includes advising all parties that both victimisation of, and discrimination against any individual(s) involved in the grievance will not be tolerated.

**Anonymous grievances:** Macleay College cannot act on an anonymous concern or grievance, as procedural fairness requires that any person raising a concern or grievance must be identified. An anonymous communication can include (but is not restricted to) unsigned letters, unidentifiable emails or anonymous phone calls.

**Unsubstantiated grievances:** Procedural fairness requires, in the interests of all parties, that a person raising a concern or grievance be aware that where a concern or grievance is investigated to its full extent and cannot be substantiated, no further action can be taken. This does not circumscribe the right of any parties to pursue legal remedies outside the college grievance handling procedures.

**Procedural fairness:** Procedural fairness must be observed in all aspects of handling a concern or grievance. Grievance handlers will employ honesty and fair dealing in all aspects of their communications, investigations, reporting and record keeping. All parties involved will receive appropriate information and assistance in resolving the issue at all times.

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## Procedures

In the first instance, students are encouraged to raise any concerns or grievances with the staff member concerned. If the matter remains unresolved, the student should make an appointment to discuss the matter with the Course Coordinator as early as possible. If necessary, a written account may be requested. The concern or grievance will be investigated and dealt with directly and the College will resolve the matter within 28 days of the issue being raised. This service is provided free of charge.

In the second instance, where a student is unsatisfied with the outcome or the time taken to resolve the matter, the student is required to submit a written account to the Dean, and is required to attend a meeting with the Dean. The concern or grievance will again be reviewed and dealt with directly and the College will resolve the matter within 28 days of written accounts being submitted. This service is provided free of charge. The Dean maintains formal records of all communications and actions taken, and will notify the student in writing of the outcome and outline reasons for the decision.

Where a student remains unsatisfied with the outcome or the time taken to resolve the matter, the student can make a written appeal to the Academic Board. The Secretary of the Board will acknowledge receipt of the appeal in writing within seven days of receipt of the written appeal, indicating when a resolution of the matter can be expected. The College maintains formal records of all communications and actions taken, and will notify the student in writing of the outcome and outline reasons for the decision.

Where the internal review process fails to resolve the grievance to the satisfaction of the student, the student can

request an independent, external party nominated by the College be invited to arbitrate the matter. For the purposes of this policy, the external independent party will be the person who holds the position of Chief Executive Officer of ACPET. The contact details for ACPET:

Address: Suite 12, Level 14  
329 Pitt Street  
Sydney NSW 2000

Phone: (02) 9264 4490  
Fax: (02) 9264 4550  
Email: [acpet@acpet.edu.au](mailto:acpet@acpet.edu.au)  
Website: [www.acpet.edu.au](http://www.acpet.edu.au)

The College will be responsible for engaging the external party to arbitrate the grievance and will request that the matter be resolved within 28 days of the request by the unsatisfied party. If the external party makes recommendations in relation to a grievance they have reviewed, the external party will be requested to forward those recommendations to the Dean within 14 days who will ensure that the recommendations are implemented within 28 days.

This service is provided free of charge.

At all stages, all parties have the right to (a) be represented by a third person if they so desire, and (b) request a written explanation for decisions, reasons and actions taken as part of the procedure process.

The procedures as set out do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law.

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Website: [www.acpet.edu.au](http://www.acpet.edu.au)

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## Schedule of courses and tuition fees for domestic students commencing in 2010

### Advertising

Course/Unit	Period over which unit will be undertaken	Census Date	EFTSL Value	Amount of Tuition Fee
Advertising F1	One Term	01/03/2010	0.25	\$5450
Advertising F2	One Term	03/05/2010	0.25	\$5450
Advertising F3	One Term	26/07/2010	0.25	\$5450
Advertising F4	One Term	11/10/2010	0.25	\$5450
Advertising P1	One Term	01/03/2010	0.125	\$2725
Advertising P2	One Term	03/05/2010	0.125	\$2725
Advertising P3	One Term	26/07/2010	0.125	\$2725
Advertising P4	One Term	11/10/2010	0.125	\$2725
Advertising P5	One Term	01/03/2010	0.125	\$2600
Advertising P6	One Term	03/05/2010	0.125	\$2600
Advertising P7	One Term	26/07/2010	0.125	\$2600
Advertising P8	One Term	11/10/2010	0.125	\$2600

**Schedule of courses and tuition fees for domestic students commencing in 2010**

**Advertising**

<b>Course/Unit</b>	<b>Period over which unit will be undertaken</b>	<b>Census Date</b>	<b>EFTSL Value</b>	<b>Amount of Tuition Fee</b>
Advertising F1	One Term	01/03/2010	0.25	\$5450
Advertising F2	One Term	03/05/2010	0.25	\$5450
Advertising F3	One Term	26/07/2010	0.25	\$5450
Advertising F4	One Term	11/10/2010	0.25	\$5450
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Advertising P2	One Term	03/05/2010	0.125	\$2725
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Advertising P4	One Term	11/10/2010	0.125	\$2725
Advertising P5	One Term	01/03/2010	0.125	\$2600
Advertising P6	One Term	03/05/2010	0.125	\$2600
Advertising P7	One Term	26/07/2010	0.125	\$2600
Advertising P8	One Term	11/10/2010	0.125	\$2600

**Schedule of courses and tuition fees for domestic students commencing in 2010**

**Journalism**

Course/Unit	Period over which unit will be undertaken	Census Date	EFTSL Value	Amount of Tuition Fee
Journalism F1	One Term	01/03/2010	0.25	\$5450
Journalism F2	One Term	03/05/2010	0.25	\$5450
Journalism F3	One Term	26/07/2010	0.25	\$5450
Journalism F4	One Term	11/10/2010	0.25	\$5450
Journalism P1	One Term	01/03/2010	0.125	\$2725
Journalism P2	One Term	03/05/2010	0.125	\$2725
Journalism P3	One Term	26/07/2010	0.125	\$2725
Journalism P4	One Term	11/10/2010	0.125	\$2725
Journalism P5	One Term	01/03/2010	0.125	\$2600
Journalism P6	One Term	03/05/2010	0.125	\$2600
Journalism P7	One Term	26/07/2010	0.125	\$2600
Journalism P8	One Term	11/10/2010	0.125	\$2600

**Schedule of courses and tuition fees for domestic students commencing in 2010**

**Event Management and Marketing**

Course/Unit	Period over which unit will be undertaken	Census Date	EFTSL Value	Amount of Tuition Fee
Business F1	One Term	01/03/2010	0.25	\$5450
Business F2	One Term	03/05/2010	0.25	\$5450
Business F3	One Term	26/07/2010	0.25	\$5450
Business F4	One Term	11/10/2010	0.25	\$5450
Business P1	One Term	01/03/2010	0.125	\$2725
Business P2	One Term	03/05/2010	0.125	\$2725
Business P3	One Term	26/07/2010	0.125	\$2725
Business P4	One Term	11/10/2010	0.125	\$2725
Business P5	One Term	01/03/2010	0.125	\$2600
Business P6	One Term	03/05/2010	0.125	\$2600
Business P7	One Term	26/07/2010	0.125	\$2600
Business P8	One Term	11/10/2010	0.125	\$2600

**Schedule of courses and tuition fees for domestic students commencing in 2010**

**Event Management and Marketing**

<b>Course/Unit</b>	<b>Period over which unit will be undertaken</b>	<b>Census Date</b>	<b>EFTSL Value</b>	<b>Amount of Tuition Fee</b>
Business F1	One Term	01/03/2010	0.25	\$5450
Business F2	One Term	03/05/2010	0.25	\$5450
Business F3	One Term	26/07/2010	0.25	\$5450
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Business P1	One Term	01/03/2010	0.125	\$2725
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Business P4	One Term	11/10/2010	0.125	\$2725
Business P5	One Term	01/03/2010	0.125	\$2600
Business P6	One Term	03/05/2010	0.125	\$2600
Business P7	One Term	26/07/2010	0.125	\$2600
Business P8	One Term	11/10/2010	0.125	\$2600

**Schedule of courses and tuition fees for domestic students commencing in 2010**

**Public Relations and Marketing**

Course/Unit	Period over which unit will be undertaken	Census Date	EFTSL Value	Amount of Tuition Fee
Business F1	One Term	01/03/2010	0.25	\$5450
Business F2	One Term	03/05/2010	0.25	\$5450
Business F3	One Term	26/07/2010	0.25	\$5450
Business F4	One Term	11/10/2010	0.25	\$5450
Business P1	One Term	01/03/2010	0.125	\$2725
Business P2	One Term	03/05/2010	0.125	\$2725
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Business P5	One Term	01/03/2010	0.125	\$2600
Business P6	One Term	03/05/2010	0.125	\$2600
Business P7	One Term	26/07/2010	0.125	\$2600
Business P8	One Term	11/10/2010	0.125	\$2600

**Schedule of courses and tuition fees for domestic students commencing in 2010**

**Sports Management and Marketing**

Course/Unit	Period over which unit will be undertaken	Census Date	EFTSL Value	Amount of Tuition Fee
Business F1	One Term	01/03/2010	0.25	\$5450
Business F2	One Term	03/05/2010	0.25	\$5450
Business F3	One Term	26/07/2010	0.25	\$5450
Business F4	One Term	11/10/2010	0.25	\$5450
Business P1	One Term	01/03/2010	0.125	\$2725
Business P2	One Term	03/05/2010	0.125	\$2725
Business P3	One Term	26/07/2010	0.125	\$2725
Business P4	One Term	11/10/2010	0.125	\$2725
Business P5	One Term	01/03/2010	0.125	\$2600
Business P6	One Term	03/05/2010	0.125	\$2600
Business P7	One Term	26/07/2010	0.125	\$2600
Business P8	One Term	11/10/2010	0.125	\$2600

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**Sports Management and Marketing**

<b>Course/Unit</b>	<b>Period over which unit will be undertaken</b>	<b>Census Date</b>	<b>EFTSL Value</b>	<b>Amount of Tuition Fee</b>
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Business P5	One Term	01/03/2010	0.125	\$2600
Business P6	One Term	03/05/2010	0.125	\$2600
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Business P8	One Term	11/10/2010	0.125	\$2600

**Schedule of courses and tuition fees for domestic students commencing in 2010**

**Business**

Course/Unit	Period over which unit will be undertaken	Census Date	EFTSL Value	Amount of Tuition Fee
Business F1	One Term	01/03/2010	0.25	\$5450
Business F2	One Term	03/05/2010	0.25	\$5450
Business F3	One Term	26/07/2010	0.25	\$5450
Business F4	One Term	11/10/2010	0.25	\$5450
Business P1	One Term	01/03/2010	0.125	\$2725
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Business P7	One Term	26/07/2010	0.125	\$2600
Business P8	One Term	11/10/2010	0.125	\$2600

**Census Dates**

TERM	START	END	CENSUS DATE
Term One	01/02/2010	09/04/2010	01/03/2010
Term Two	19/04/2010	25/06/2010	03/05/2010
Term Three	12/07/2010	17/09/2010	26/07/2010
Term Four	27/09/2010	03/12/2010	11/10/2010

**Notes**

Courses at Macleay College are structured as one whole unit of study per year, and there are no electives.

EFTSL—Equivalent Full Time Student Load.

All amounts shown are in Australian dollars.

Tuition fees may be subject to incremental increases in subsequent years.

Australian citizens and holders of Australian permanent humanitarian visas are eligible for an Australian Government FEE-HELP loan for all or part of their tuition fees. FEE-HELP loans attract a 20 percent loan fee. For more information about FEE-HELP go to [www.goingtouni.gov.au](http://www.goingtouni.gov.au).

New Zealand citizens and Australian permanent residents are considered to be domestic students but are not eligible for FEE-HELP.

## Census Dates

TERM	START	END	CENSUS DATE
Term One	01/02/2010	09/04/2010	01/03/2010
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**Schedule of courses and tuition fees for domestic students commencing in 2010**

**Degree Program  
(Advanced Diploma in Advertising)**

Course/Unit	Period over which unit will be undertaken	Census Date	EFTSL Value	Amount of Tuition Fee
BA F1	One Term	01/03/2010	0.25	\$4250
BA F2	One Term	03/05/2010	0.25	\$4250
BA F3	One Term	26/07/2010	0.25	\$4250
BA F4	One Term	11/10/2010	0.25	\$4250

**Degree Program  
(Advanced Diploma in Journalism)**

Course/Unit	Period over which unit will be undertaken	Census Date	EFTSL Value	Amount of Tuition Fee
BA F1	One Term	01/03/2010	0.25	\$4250
BA F2	One Term	03/05/2010	0.25	\$4250
BA F3	One Term	26/07/2010	0.25	\$4250
BA F4	One Term	11/10/2010	0.25	\$4250

**Census Dates  
(Degree Program)**

TERM	START	END	CENSUS DATE
Term One	01/02/2010	09/04/2010	01/03/2010
Term Two	19/04/2010	25/06/2010	03/05/2010
Term Three	12/07/2010	17/09/2010	26/07/2010
Term Four	27/09/2010	03/12/2010	11/10/2010

**Notes**

Courses at Macleay College are structured as one whole unit of study per year, and there are no electives.

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**Census Dates  
(Degree Program)**

<b>TERM</b>	<b>START</b>	<b>END</b>	<b>CENSUS DATE</b>
Term One	01/02/2010	09/04/2010	01/03/2010
Term Two	19/04/2010	25/06/2010	03/05/2010
Term Three	12/07/2010	17/09/2010	26/07/2010
Term Four	27/09/2010	03/12/2010	11/10/2010

**Notes**

Courses at Macleay College are structured as one whole unit of study per year, and there are no electives.

EFTSL—Equivalent Full Time Student Load.

All amounts shown are in Australian dollars.

Tuition fees may be subject to incremental increases in subsequent years.

Australian citizens and holders of Australian permanent humanitarian visas are eligible for an Australian Government FEE-HELP loan for all or part of their tuition fees. FEE-HELP loans attract a 20 percent loan fee. For more information about FEE-HELP go to [www.goingtouni.gov.au](http://www.goingtouni.gov.au).

New Zealand citizens and Australian permanent residents are considered to be domestic students but are not eligible for FEE-HELP.

## **Additional fees**

### **Incidental and recurrent fees**

In accordance with the normal practice at all tertiary education institutions, students are responsible for paying for their own items such as stationery, *Typequick*, storage media including DVDs, CDs, USBs, text books, art supplies, uniforms, library and general excursions fees, and other items which are for the personal use of individual students and are to be retained by the student. Macleay College has a policy of making such additional charges at cost and of negotiating special student discount rates with some suppliers.

### **Showreel fees**

Additional fees are charged to cover part of the high cost of television production in both the advertising and journalism courses. Each student receives a showreel at the completion of their course to include as a part of their portfolio.