VSL REVIEWABLE DECISION NOTICE – YOUR REVIEW RIGHTS

A decision has been made in relation to your studies that is reviewable. This notice sets out your rights in relation to this decision and tells you how you can request a review of it.

This notice applies to reviewable decisions about VET Student Loans for the HLT52021 Diploma of Remedial Massage, such as a decision about re-crediting your HELP balance. The full process is set out in our *Student Review Policy and Procedure* and *Student Fees Re-crediting Policy and Procedure*, available at www.evolvecollege.com/policies.

If, after reading this notice, you would like to ask any questions or seek further information, please contact Evolve College by phone on 1300 880 885 or by email at evolve@evolvecollege.com.

How to request a review

If you think that the decision is wrong, you may request reconsideration of the decision by a review officer who was not involved in making it. You will need to make your request in writing and must include:

- the date of the decision; and
- the reasons why you are requesting reconsideration.

You should also include any additional evidence that you think is relevant to the reconsideration of the decision.

Please send or deliver your reconsideration request to:

Evolve College Pty Ltd

Email: evolve@evolvecollege.com

Post: Suite 2.01, Level 2, 15 Blue Street, North Sydney NSW 2060

Timing and process

Time limits apply. Your request must be made within 28 days after the day on which you were notified of the decision.

On receiving a request for reconsideration, the review officer will:

- review the original decision;
- consider the reasons why you are requesting reconsideration;
- assess any new evidence you provide; and
- give you a written notice of the decision, with a statement of reasons.

If you do not receive a response within 45 days of your request for reconsideration, the original decision is taken to be confirmed.

If you are not satisfied with the reconsidered decision

If you are dissatisfied with the outcome after the review officer has reconsidered the decision, you may apply to the Administrative Review Tribunal (ART) for a review of the decision. Your application must be lodged with the ART within 28 days of receiving notice of the reconsidered decision. You will be given further information about this process when you are notified of that decision.

For more information, see www.art.gov.au.

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Related documents: Student Review Policy and Procedure, Student Fees Re-crediting Policy and Procedure, Complaints and Appeals Policy and Procedure.