

**From:** [Pardoe, Jo \(CIT\)](#) on behalf of [CIT Office of the Chief Executive](#)  
**To:** [ARCG](#)  
**Cc:** [Riley, DanielJ \(CIT\)](#)  
**Subject:** FW: FOI Request  
**Date:** Friday, 9 May 2025 8:32:03 AM  
**Attachments:** [image001.jpg](#)

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OFFICIAL

Good morning,

Please find following FOI request forwarded for your action, please.

With thanks,

Jo

**Joanne Pardoe**

**Executive Assistant to Christine Robertson, Interim CEO**

**Canberra Institute of Technology**

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I acknowledge the Nggunawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region

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**From:** [REDACTED]  
**Sent:** Thursday, 8 May 2025 9:13 PM  
**To:** CIT Office of the Chief Executive  
**Subject:** FOI Request

You don't often get email from [REDACTED]. [Learn why this is important](#)

**Caution:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear FOI Officer,

I make a request for information and documents relating to the CIT **Re-crediting of HELP Balances, fee waivers and refunds after the Census Date process** pursuant to the *Freedom of Information Act 2016* (ACT).

Specifically, I seek access to copies of the following categories of documents:

1. **Internal Procedural Documents and Assessment Tools:** Current (i.e. in force) **internal** documents including policies, procedures, manuals, handbooks, or guides, as well as any associated checklists, rubrics, scorecards, or similar evaluative tools used by CIT staff for processing and assessing student applications from domestic students under its **Re-crediting of HELP Balances, fee waivers and refunds after the Census Date process** (or relevant policies/procedures for assessing such applications), in accordance with the *Higher Education Support Act 2003* (Cth) (HESA) and/or other legislation for domestic students. This includes guides used to

ensure all legislative (such as the three core criteria for special circumstances in HESA) and policy criteria are addressed and any interpretation of the HESA, the *Higher Education Support (Administration) Guidelines*, and the Department of Education's *Guide to special circumstances decision-making*.

2. **Decision Letter Templates:** Current (i.e. in use) templates used by the CIT in relation to its **Re-crediting of HELP Balances, fee waivers and refunds after the Census Date process** (or related processes for remission/refund in special circumstances), including (but not limited to) templates for communicating: (a) Approval of application; (b) Rejection of application; (c) Requests for further information from applicants.
3. **Staff Training Materials:** Any training materials (e.g., PowerPoint presentations, workshop notes, internal briefing documents, de-identified case studies) provided to CIT staff involved in assessing applications from domestic students under its **Re-crediting of HELP Balances, fee waivers and refunds after the Census Date process** (or relevant policies/procedures for assessing such applications), relating to the interpretation and application of the HESA, and CIT's relevant procedures.
4. **Guidelines on Interpreting Evidence:** Current (i.e. in force) **internal** policies, guidelines, or protocols detailing how CIT staff should assess the sufficiency, independence, and probity of supporting documentation submitted for applications from domestic students under its **Re-crediting of HELP Balances, fee waivers and refunds after the Census Date process** (or relevant policies/procedures for assessing such applications) (e.g., for medical, family/personal, employment-related, or course-related reasons).
5. **Guidelines on 12-Month Application Waiver:** Current (i.e. in force) **internal** policies, guidelines, or criteria used by CIT staff to assess applications for a waiver of the 12-month submission deadline for applications from domestic students under its **Re-crediting of HELP Balances, fee waivers and refunds after the Census Date process** (or relevant policies/procedures for assessing such applications), including guidance on what constitutes circumstances where it was 'not possible' for the application to be made in time.
6. **Internal Review Procedures:** Current (i.e. in force) **internal** policies, procedures and other documents detailing the process for CIT's internal review or appeal of a decision made on an application from domestic students under its **Re-crediting of HELP Balances, fee waivers and refunds after the Census Date process** (or relevant policies/procedures for assessing such applications), beyond what is stated in public policy.
7. **Internal Communications (Teams, Emails, etc) regarding 12 month waivers:** Internal communications (such as emails, meeting minutes, Microsoft Teams messages, or other internal correspondence) between CIT staff relating to the circumstances in which the 12-month application submission rule for **Re-crediting of HELP Balances, fee waivers and refunds after the Census Date applications** (or equivalent) can be waived. This includes, but is not limited to, discussions or guidance on situations where an applicant has been diagnosed with a medical condition, or where other relevant special circumstances became apparent, more than 12 months after the completion of the course or unit of study in question.

a. The time frame for this specific category of documents is between 1 January 2022 to today (8 May 2025).

b. Documents provided in this category should be produced in a de-identified manner, and should not contain any information which would reasonably

identify an individual.

To help expedite and manage the entire scope of my request, I exclude duplicate and draft documents, and personal information (e.g names, phone numbers, etc), including personal information of third parties.

To avoid any ambiguity, please provide the requested documents via return email.

I can be reached on my mobile at [REDACTED] to discuss any aspect of my request.

Regards,

[REDACTED]

Telephone call with applicant [REDACTED] to confirm scope (re point 7)

14 May 25 – 1.10pm

C. Holland

Specifically? I seek access to copies of the following categories of documents;

- 7; Internal.Procedural.Documents.and.Assessment.Tools; Current (i.e.; in force). internal documents including policies? procedures? manuals? handbooks? or. guides? as well as any associated checklists? rubrics? scorecards? or similar. evaluative tools used by CIT staff for processing and assessing student applications from domestic students under its Re\_crediting of HELP. Balances? fee waivers and refunds after the Census Date process (or. relevant policies–procedures for assessing such applications)? in. accordance with the Higher Education Support Act 8669 (Cth). (HESA) and/or. other legislation for domestic students; This includes guides used to ensure all legislative (such as the three core criteria for special circumstances in. HESA) and policy criteria are addressed and any interpretation of the HESA? the Higher Education Support (Administration) Guidelines? and the. Department of Education's Guide to special circumstances decision\_ making;
- 8; Decision.Letter.Templates; Current (i.e.; in use) templates used by the CIT in. relation to its Re\_crediting of HELP. Balances? fee waivers and refunds after. the Census Date process (or related processes for remission–refund in. special circumstances)? including (but not limited to) templates for. communicating; (a) Approval of application. (b) Rejection of application. (c). Requests for further information from applicants;
- 9; Staff.Training.Materials; Any training materials (e.g.; ?PowerPoint. presentations? workshop notes? internal briefing documents? de\_identified. case studies) provided to CIT staff involved in assessing applications from. domestic students under its Re\_crediting of HELP. Balances? fee waivers and. refunds after the Census Date process (or relevant policies–procedures for. assessing such applications)? relating to the interpretation and application. of the HESA? and CIT's relevant procedures;
- 0; Guidelines.on.Interpreting.Evidence; Current (i.e.; in force) internal policies? guidelines? or protocols detailing how CIT staff should assess the. sufficiency? independence? and probity of supporting documentation. submitted for applications from domestic students under its Re\_crediting of. HELP. Balances? fee waivers and refunds after the Census Date process (or.

relevant.policies-procedures.for.assessing.such.applications).(e.g.;for.medical?family-personal?employment-related?or.course-related.reasons);

- 1 Guidelines.on.78\_Month.Application.Waiver;Current.(i.e.;in.force).internal.policies?guidelines?or.criteria.used.by.CIT.staff.to.assess.applications.for.a.waiver.of.the.78\_month.submission.deadline.for.applications.from.domestic.students.under.its.Re\_crediting.of.HELP.Balances?fee.waivers.and.refunds.after.the.Census.Date.process.(or.relevant.policies-procedures.for.assessing.such.applications)?including.guidance.on.what.constitutes.circumstances.where.it.was>not.possible".for.the.application.to.be.made.in.time;
- 2 Internal.Review.Procedures;Current.(i.e.;in.force).internal.policies?procedures.and.other.documents.detailing.the.process.for.CIT's.internal.review.or.appeal.of.a.decision.made.on.an.application.from.domestic.students.under.its.Re\_crediting.of.HELP.Balances?fee.waivers.and.refunds.after.the.Census.Date.process.(or.relevant.policies-procedures.for.assessing.such.applications)?beyond.what.is.stated.in.public.policy;
- 3 Internal.Communications.(Teams?Emails?etc).regarding.78.month.waivers;Internal.communications.(such.as.emails?meeting.minutes?Microsoft.Teams.messages?or.other.internal.correspondence).between.CIT.staff.relatng.to.the.circumstances.in.which.the.78\_month.application.submission.rule.for.Re\_crediting.of.HELP.Balances?fee.waivers.and.refunds.after.the.Census.Date.applications.(or.equivalent).can.be.waived;This.includes?but.is.not.limited.to?discussions.or.guidance.on.situations.where.an.applicant.has.been.diagnosed.with.a.medical.condition?or.where.other.relevant.special.circumstances.became.apparent?more.than.78.months.after.the.completion.of.the.course.or.unit.of.study.in.question;

The.time.frame.for.this.specific.category.of.documents.is.between.7.January.8688.to.today.(4.May.8689);

- I proposed that point 7 may need to be better defined or would likely not be able to be provided due to practicalities and inability to obtain such information from ALL CIT staff.
- [REDACTED] agreed that the scope of point 7 relate only to the CIT team that makes decisions regarding the recrediting of Help Balances/Refunds/Fee waivers
- I agreed that CIT would email [REDACTED] within the next 24/48hrs with a proposed revised scope regarding point 7
- [REDACTED] advised he was happy with that approach