

## Application for Refund and Re-credit of FEE-HELP Balance

### Who should use this form?

Use this form to apply for a refund of tuition fees you have paid upfront and/or a re-credit of your FEE-HELP balance if:

- > You took out a VET FEE-HELP or FEE-HELP loan for all or part of your tuition fees

AND

- > The Census Date has now passed but you are unable to continue with your study because of **special circumstances**

AND

- > You withdrew from or did not complete a unit of study for which you have incurred a VET FEE-HELP or FEE-HELP debt because of these special circumstances.

This form must be received by the TAFE SA VET FEE-HELP/FEE-HELP Officer:

- > Within **12 months** of the day you discontinued your studies

OR

- > If you have not discontinued your studies, **within 12 months** of the end date of the unit(s) of study for which you are applying for a refund/re-credit.

#### Please note:

- > If you withdrew from your studies on or before the Census Date, you have not incurred a VET FEE-HELP /FEE-HELP debt for the particular semester and you should not lodge this form.
- > If you have completed a unit of study, you are not eligible to have your FEE-HELP balance re-credited and to have your VET FEE-HELP/FEE-HELP debt removed for that unit of study.

### 1. Personal details

<b>Surname:</b>	<b>Given Names:</b>	<b>Date of Birth:</b>
<b>Student ID:</b>	<b>Email:</b>	
<b>Postal Address:</b>		
<b>Phone:</b>		<b>CHESSN:</b>
If you paid any of your tuition fees upfront and require a refund into your bank account, please provide your bank details.		
<b>Financial Institution:</b>	<b>Account Name:</b>	
<b>BSB:</b>	<b>Account Number:</b>	



## 5. Supporting documents

Your supporting documentation should provide enough detail for the VET FEE-HELP/FEE-HELP team to make an informed decision regarding your case for refund and/or re-credit.

It is very important that you provide **independent** supporting documentation to support your claims. It is not sufficient to provide only a personal statement outlining your special circumstances.

### **Please note:**

Statements made by parents, husbands/wives/partners, close relatives or friends are not considered to be independent supporting documentation for these purposes.

**You must provide one of the following to support your application:**

### **Medical reasons**

A statement from a doctor indicating:

- > The date your medical condition began or changed
- > How your condition affected your ability to study
- > When it became apparent that you could not continue with your studies.

### **Family/personal reasons**

A statement from a doctor, counsellor or independent member of the community (e.g. Justice of the Peace or a Minister of Religion) indicating:

- > The date your personal circumstance began or changed
- > How your circumstance affected your ability to study
- > When it became apparent that you could not continue with your studies.

### **Employment-related reasons**

A statement from your employer indicating:

- > Your previous work hours and location
- > Your current work hours and location
- > The reason for changed hours and/or location.

You may submit your application without the supporting documentation, however it must be received by TAFE SA within **seven** days. If no supporting documentation is received within seven days, TAFE SA will make a decision based on the information you have provided already.

## 6. Declaration

- > I wish to apply for re-credit of my FEE-HELP balance and remission of my VET FEE-HELP/FEE-HELP debt.
- > I declare that the information I have given on this application is correct. I understand that if I knowingly make any false or misleading statements, my application will be disregarded.

**Signature:**

**Date:**

## 7. Submit application

Applications may be submitted via email to [feehelp@tafesa.edu.au](mailto:feehelp@tafesa.edu.au) or posted to:

VET-FEE HELP  
TAFE SA  
137 Days Road  
REGENCY PARK SA 5010

### **Privacy Disclaimer**

*TAFE SA is collecting the information on this form in accordance with the Information Privacy Act 2009. Only authorised TAFE SA officers will have access to this information. Your information will not be disclosed to any third party without your consent, unless authorised or required by law.*

## Notes

### What happens to my application after it has been lodged with the VET FEE-HELP/FEE-HELP Officer?

After your application has been received by the VET FEE-HELP/FEE-HELP Officer you will receive an acknowledgement. If you have not received an acknowledgement within two weeks of submitting your application, please contact the VET FEE-HELP/FEE-HELP Officer at [feehelp@tafesa.edu.au](mailto:feehelp@tafesa.edu.au).

The decision to approve or not approve the remission of your VET FEE-HELP/FEE-HELP debt is made primarily on the basis of your **independent** supporting documentation. It is your responsibility to ensure all relevant documentation is provided with your application.

You will be advised in writing of the decision.

### What if I am not satisfied with the decision made?

If you are not satisfied with the decision, you may apply in writing for a review using the Application to Review a Refund/Re-credit Decision form. This must be sent to the VET FEE-HELP/FEE-HELP Senior Review Officer within 28 days of receiving the original advice. You must state the reasons why you are applying for a review. TAFE SA will acknowledge receipt of your request for a review.

You will be notified in writing of the VET FEE-HELP/FEE-HELP Senior Review Officer's decision and the reasons for making the decision.

If, after completing all of the steps above, you are not satisfied with the outcome, you may apply to the Administrative Appeals Tribunal (AAT) for a review, via the contact details below. Your application to the AAT must be made within 28 days of the day you receive the VET FEE-HELP/FEE-HELP Senior Review Officer's notice of decision.

#### **Administrative Appeals Tribunal**

11<sup>th</sup> Floor  
Chesser House  
91 Grenfell Street  
Adelaide SA 5000  
Tel: 1800 228 333  
[www.aat.gov.au](http://www.aat.gov.au)

When you apply to the AAT for review of a decision you may have to pay a fee, and applications cannot proceed until the fee has been paid or waived. Please refer to the AAT website for further details.

The Secretary of the Department of Industry, Innovation and Science or the Secretary's delegate will be the respondent for cases that are brought before the AAT. TAFE SA will be notified of your application and will provide the Department with copies of all the documents that are relevant to the appeal within ten business days.

### Special circumstances

Special circumstances are those that:

- > Are beyond your control
- > Are unusual, uncommon or abnormal
- > Do not make their full impact on you until on or after the Census Date
- > Make it unfeasible for you to complete requirements of your unit of study, meaning you cannot:
  - Undertake the necessary private study required
  - Attend sufficient lectures or tutorials or meet other attendance requirements
  - Complete assessment requirements.

#### **Examples of special circumstances**

##### ***Medical reasons***

Your medical condition existed prior to the Census Date, continued past that date and deteriorated to the extent that you were unable to continue your studies OR your medical condition only became known after the

Census Date.

**Example 1.** You contract an illness prior to the Census Date. Your illness continues past the Census Date and deteriorates to the extent that you are unable to continue with your studies.

**Example 2.** Your medical condition only becomes apparent after the Census Date and the effects are sufficiently serious that it is impracticable for you to complete the unit of study requirements and continue with your studies.

### ***Family/personal reasons***

Due to unforeseen personal/family reasons that are beyond your control, you are unable to continue with your studies.

**Example 1.** A member of your family suffers from a severe medical condition that requires you to provide full time care and as a result you are unable to continue with your studies.

**Example 2.** A member of your family or close friend dies and you are affected to the extent that you are unable to continue with your studies.

**Example 3.** You or your family's financial circumstances change unexpectedly to the extent that you are unable to continue with your studies.

### ***Employment-related reasons***

Your employment status or employment arrangements change unexpectedly due to circumstances beyond your control and you are unable to complete your studies.

**Example 1.** You are engaged in employment and studying. Your employer unexpectedly increases your hours of employment under circumstances in which you are unable to object. As a result you are unable to continue with your studies or complete your unit of study requirements.

**Example 2.** You are engaged in employment out of necessity and studying. After the Census Date your employer directs that you be transferred to a different state. Your unit of study is not available via distance education and as a result you are unable to continue with your studies or complete your unit of study requirements.