

## Application for Refund and Re-credit of a VET Student Loan

### Who should use this form?

Use this form to apply for a re-credit of your VET Student Loan if:

- > You took out a VET Student 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 Student Loan because of these special circumstances.

This form must be received by a TAFE SA VET Student Loans 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 re-credit.

#### Please note:

- > If you withdrew from your studies on or before the Census Date, you have not incurred a VET Student Loan 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 VET Student Loan balance re-credited for that unit of study.

### 1. Personal details

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

2. Course enrolment details		
Course Title	Year	Semester
<i>E.g. Diploma of Hospitality</i>	<i>2016</i>	<i>1</i>

  

3. Unit/s of study from which you withdrew after the Census Date or did not complete successfully		
Unit Name (in full)	CRN	Date of withdrawal
<i>E.g. Mathematics 3</i>	<i>45672</i>	<i>29/03/2016</i>

  

4. Special circumstances
<p>Provide details explaining:</p> <ul style="list-style-type: none"> <li>&gt; How your circumstances were beyond your control</li> <li>&gt; How your circumstances prevented you from continuing your studies</li> <li>&gt; How your circumstances changed after the Census Date (if you require extra space, please attach additional pages).</li> </ul> <p>Attach a separate sheet if more space is required.</p> <p><i>Further information about special circumstances can be found in the Notes on pages 5-6 of this document.</i></p>

## 5. Supporting documents

Your supporting documentation should provide enough detail for the TAFE SA VET Student Loans 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 VET Student Loan and remission of my VET Student Loan 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 [TAFESAVetStudentLoans@tafesa.edu.au](mailto:TAFESAVetStudentLoans@tafesa.edu.au) or posted to:

TAFE SA Student Loans  
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.*

## What happens to my application after it has been lodged with the TAFE SA Student Loans Officer?

After your application has been received by a TAFE SA VET Student Loans Officer you will receive an acknowledgment. If you have not received an acknowledgment within two weeks of submitting your application, please contact the VET Student Loans Officer at [TAFESAVetStudentLoans@tafesa.edu.au](mailto:TAFESAVetStudentLoans@tafesa.edu.au)

The decision to approve or not approve the remission of your VET Student Loan 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 TAFE SA VET Student Loans 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 TAFE SA VET Student Loans 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, and believe that:

- TAFE SA, or a person acting on TAFE SA's behalf, engaged in unacceptable conduct in relation to the student's application for the VET student loan; or
- TAFE SA has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the student

You may apply to the VET Student Loans Ombudsman (VSLO) for a review, via the contact details below. Your application to the VSLO must be made within 5 years of the Census date of the CRNs concerned.

### **VET Student Loans Ombudsman**

Email: [VET@ombudsman.gov.au](mailto:VET@ombudsman.gov.au)

Tel: 1300 362 072

<https://vet.ombudsman.gov.au/>

When you apply to the VSLO 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 VSLO website for further details.

The Secretary or the Secretary's delegate will be the respondent for cases that are brought before the VSLO. 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.

The Secretary may also re-credit a student's FEE-HELP balance in relation to special circumstances if TAFE SA:

- Is unable to act or is being wound up or has been dissolved; or
- has failed to act and the Secretary is satisfied that the failure is unreasonable.

## 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  
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.