

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

This form is only to be used by students who have a VET FEE-HELP debt with the Commonwealth Government. Please read the information about refunds and re-credits on the accompanying information sheet.

You should 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 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 debt because of these special circumstances.

Special circumstances may include medical, family/personal or employment related reasons. You will need to provide documentary evidence of your circumstances together with this application.

Please note:

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

1 Personal Details

Surname: _____ **Given names:** _____ **Date of Birth:** _____

Student ID: _____ **Email:** _____

Postal Address: _____

Phone: Home: _____ **Work:** _____ **Mobile:** _____

If you paid any of your tuition fees upfront and require 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

3 Unit/s of study from which you withdrew after the CENSUS DATE or did not successfully complete

Unit Name (in full)	CRN	Date of Withdrawal

4 Special circumstances

You must provide sufficient details explaining

- (a) how your circumstances were beyond your control;
- (b) how your circumstances prevented you from continuing your studies; and
- (c) how your circumstances changed after the Census Date (if you require extra space, please attach additional pages).

5 To support your case, you will need to provide the following documentary evidence:

Documentation from a doctor, counsellor, employer or independent member of the community which states:

- the date your circumstance/s began;
- if your circumstances changed after the Census Date, the date they changed and to what extent;
- how your circumstances affected your ability to study; and
- when it became apparent that you could not continue your studies

If you do not have the above documentation ready, **send in this application form without delay** – your application will **NOT** be considered if it is received outside the application period (refer to the REFUND / RE-CREDIT INFORMATION SHEET on pages 4 to 6). If you do not provide any further documentation within 7 days of lodging this application, your application may be determined by the Institute on the basis of the information you have already provided.

6 Declaration

I wish to apply for re-credit of my FEE-HELP balance and remission of my VET 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 immediately disregarded.

Signature: _____

Date: _____

7 Submit this application

Applications to re-credit FEE-HELP balances should be submitted to:

<p>Via email:</p> <p>The VET FEE-HELP Officer vet.feehelp@tafesa.edu.au</p>	<p>By mail</p> <p>Office of TAFE SA TAFE SA Education Support Services VET FEE-HELP G.P.O. Box 320 Adelaide SA 5001</p>
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REFUND / RE-CREDIT INFORMATION SHEET

What special circumstances are accepted?

Each application will be examined and determined on its merits. As a general guide special circumstances include those that:

- Are beyond your control, i.e. a situation that occurs which a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the person is not responsible. This situation must be unusual, uncommon or abnormal

AND

- Does not make its full impact on you until on or after the Census Date, i.e. your circumstances occur:
 - a) before the Census Date, but worsen after that day;
 - b) before the Census Date, but the full effect or magnitude does not become apparent until on or after that day; or
 - c) on or after the Census Date

AND

- Make it impracticable for you to complete the VET unit of study requirements, i.e.:
 - a) undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other compulsory attendance requirements in order to meet your compulsory VET unit of study requirements;
 - b) complete the required assessable work;
 - c) sit the required examinations, or complete any other VET unit of study requirements.

Special circumstances may include:

Medical reasons – where your medical condition existed prior to the Census Date, continued past that date and deteriorated to the extent that you are 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 VET 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 – where 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 out of necessity and studying. Your employer unexpectedly increases your hours of employment in circumstances where you are unable to object. As a result you are unable to continue with your studies or complete your VET 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 VET unit of study is not available to be

done via distance education and as a result you are unable to continue with your studies or complete your VET unit of study requirements.

Supporting Documentation

Your application for re-credit/remission will be considered on its merits in conjunction with the supporting documentation you provide. Your supporting documentation should provide enough detail for Student Services to make an informed decision regarding your case for re-credit/remission.

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. Depending on your reasons for applying for re-credit/remission you may also need to provide a statement from a doctor, counsellor, or your employer to verify your claims.

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

Supporting documentation should include:

For medical reasons – a statement from a doctor indicating:

- the date your medical condition began or changed;
- how your condition affected your ability to study; and
- when it became apparent that you could not continue with your studies.

For 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; and
- when it became apparent that you could not continue with your studies.

For employment related reasons – a statement from your employer indicating:

- your previous work hours and location;
 - your current work hours and location; and
 - the reason for changed hours and/or location.
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Application Period

Your application must be received by the VET FEE-HELP Officer at TAFE SA within 12 months from the day you discontinued your studies. If you have not discontinued your VET unit of study, your application must reach TAFE SA Education Support Services within 12 months from the end date of the relevant VET unit of study in which you were enrolled. Contact details are included in this application form.

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

Upon receipt of your application by the VET FEE-HELP Officer, we will send you an acknowledgement. If you have not received an acknowledgement of your application within two weeks of submitting it, you should contact the VET FEE-HELP Officer.

The decision to approve or not approve the remission of your VET FEE-HELP debt will be considered principally 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 made. If you are not satisfied with the decision, you may apply in writing for a review. Your Application to Review a Refund/Re-credit Decision must be sent to

the VET 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 Senior Review Officer's decision and the reasons for making the decision.

If, after completing all of the steps above, you are still not satisfied with the outcome, you may apply to the Administrative Appeals Tribunal (AAT) for a review within 28 days from the day you first received the VET FEE-HELP Senior Review Officer's notice of the decision. A filing fee is normally required payable to the AAT.

Details for contacting the AAT in South Australia are found at:

Administrative Appeals Tribunal

<http://www.aat.gov.au/ContactUs/SA.htm>

11th Floor, Chesser House

91 Grenfell St,

Adelaide SA 5000

When you apply to the Administrative Appeals Tribunal (AAT) for review of a decision you may have to pay a fee. If a fee is payable, the full application fee is \$777 (at 1 Feb 2012). In certain circumstances, this fee can be reduced to \$100.

Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.

The Secretary of the Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE) or the Secretary's delegate will be the respondent for cases that are brought before the AAT. The TAFE SA Institute 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.

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.