

SPECIAL CIRCUMSTANCES REFUND / REMISSION / RE-CREDIT APPLICATION

INSTRUCTIONS

Who should use this form?

This form applies to all international and domestic **fee paying students** and all domestic **Commonwealth supported students** at the University of Adelaide who withdraw from a course or courses after the course Census date, or who have not successfully completed the requirements of a course, and who seek one or more of the following:

1. a re-credit of Student Learning Entitlement (SLE)
 - a. a remission of HECS-HELP liability and a refund of any up-front Student Contribution payments will automatically be processed for any successful application
2. a refund of tuition fees
3. a remission of FEE-HELP liability,

because special circumstances prevent them from successfully completing the course(s).

What special circumstances are accepted?

In all cases, special circumstances must have a significant impact on you and your ability to complete the course(s) you have undertaken to study. Therefore you should demonstrate that circumstances:

(a) are beyond your control;

AND

(b) occur after the census date **OR** occur before the census date, but worsen after that day, or the full effect or magnitude does not become apparent until after that day;

AND

(c) make it impracticable for you to complete the attendance and/or assessment requirements of the course.

Why do I need independent supporting documentation?

Your application will be considered principally on the basis of your **independent** documentation to support your claims. It is not sufficient to provide only a personal statement outlining your special circumstances. Supporting documentation **must** demonstrate how your circumstances affected your ability to study, the date the special circumstances began or changed, and when it became apparent that you could not continue with your course/s. Supporting documentation may include:

For medical reasons:

Eg, where your medical condition has changed to such an extent that you are unable to continue studying:

- a statement from a treating doctor.

For family/personal reasons:

Eg, death, severe medical problems or unforeseen financial difficulties within a family so that it is unreasonable to expect you to continue studying:

- a statement from a doctor, counsellor or independent member of the community.

For employment-related reasons:

Eg, where your employment status or arrangements have changed so that you cannot continue studying:

- a statement from your employer.

For academic program related reasons:

Eg, where the University has changed the course it offered:

- a statement from your faculty/school.

Supporting documentation must be original documents, i.e. not copies or faxes, and should be on appropriate company or business letterhead.

Application Period

Your application must reach Student Finance, within **12 months** from the date you withdrew from your course(s). If you did not withdraw from your course (s), your application must reach Student Finance within **12 months** from the last day of the semester in which you were enrolled in the course(s). These arrangements apply to both standard and non-standard semesters.

A lack of knowledge or understanding of the requirements for applying for a re-credit, remission and/or refund is not a valid reason for applying after the deadline. The 12-month timeframe is set by Commonwealth legislation, and applications after this time cannot be considered.

What happens to my application after it has been lodged with the Administrative Services Branch?

You will receive a letter confirming the receipt of your application and case number. You will be advised on the outcome of your application within **28 days** of the receipt of your application.

If you are not satisfied with this decision, you may appeal in writing to the Director, Student Administration Services at the University for a review of your case (see Student Finance website at <http://www.adelaide.edu.au/student/finance/> for information on re-credit, remission and refund).

If you are a Commonwealth supported student and your application for SLE re-credit and/or HECS-HELP remission is successful, the University will notify the Commonwealth Department of Education, Employment and Workplace Relations with the necessary details to enable your SLE to be re-credited and your HECS-HELP debt to be removed or reduced as applicable. You will also receive a refund of any upfront payments that you made for the courses to which your successful application relates

If you are an international or domestic **fee paying student**, and your application for a tuition fee refund is successful, you must indicate to Student Finance whether you wish to credit the refund towards future courses in your program, or whether you wish to have the amount paid into your bank account. If you are a domestic fee paying student, and your application for FEE-HELP remission is successful, the Commonwealth Department of Education, Employment and Workplace Relations will be notified with the necessary details to enable your FEE-HELP debt to be removed or reduced as applicable.

Privacy

Personal information collected on this form or supplied by you to the University is treated in the strictest confidence. The information collected is used solely for the purpose of assisting the University to make an informed decision on your case.

Permission to consult *Central Student Support Services* and *Learning & Disability Access*

Sometimes it may be helpful to consult staff in *Central Student Support Services* and *Learning & Disability Access* to establish the nature and severity of a student's special circumstances. Students have the option on their *Application for Re-Credit of Student Learning Entitlement (SLE) and Remission of Commonwealth Support or Assistance in Special Circumstances* form (pages 3 and 4) to indicate whether they wish this consultation to occur.

How do I apply?

Fill in the following application form and send it to:

**Manager, Student Finance
Student Administrative Services
UNIVERSITY OF ADELAIDE SA 5005
AUSTRALIA**

You should direct enquiries to:
studentfinance@adelaide.edu.au

