

REPAYMENT OF ADMINISTRATION FEE IN SPECIAL CIRCUMSTANCES FOR INTERNATIONAL STUDENTS WHO WITHDRAW BEFORE CENSUS DATE IN FIRST TERM OF STUDY

INSTRUCTIONS

Who should use this form?

This form applies to all international **fee paying students** at the University of Adelaide who withdraw from their program before the census date in their first term of enrolment, and who seek a full repayment of the Administration Fee they have paid for withdrawal due to special circumstances having prevented them from successfully continuing their study.

What special circumstances are accepted?

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

- (a) are beyond your control; are not a result of your action or inaction; and are unusual, uncommon or abnormal; **AND**
- (b) occur after your acceptance of your offer **AND** before the date of your withdrawal [AND before census date] **OR** occur before your acceptance of your offer, **BUT** worsen after that day and before the date of your withdrawal [AND before census date], **OR** occur before your acceptance of your offer **BUT** the full effect or magnitude does not become apparent until after that day and before the date of your withdrawal [AND before census date]; **AND**
- (c) make it impracticable for you to commence or continue the attendance and/or assessment requirements of your program.

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 independent documentation **must** demonstrate how your circumstances affected your ability to commence or continue study in your program, the date the special circumstances began or changed, and when it became apparent that you could not commence or continue your program. Supporting documentation may include:

For medical reasons:

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

- 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 commence or continue studying in your program:

- a statement from a doctor, counsellor or independent member of the community (depending on the individual circumstances involved)

For employment-related reasons:

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

- a statement from your employer.

Supporting documentation must be signed original documents, i.e. not copies or faxes, and should be on appropriate company or business letterhead. Medical documentation must include a relevant Medicare provider number for the medical professional. Supporting documentation must be in English, or if in another language, must be accompanied by an accredited translation into English.

Once your application has been received, the International Office or International Student Centre will be contacted by Student Finance to provide further information to support your application. The outcome of your application will therefore also be dependent upon this additional information provided.

Application Period

Your application must reach Student Finance, within **12 months** from the date you withdrew from your program. These arrangements apply to both standard and non-standard study periods.

A lack of knowledge or understanding of the requirements for applying for a repayment is not a valid reason for applying after the deadline. The 12-month timeframe is set by the University, and applications after this time cannot be considered under normal conditions. In the event an application is submitted after the 12-month timeframe, the application must also be accompanied by further independent evidence providing additional support for the medical/family/personal/employment related reasons for the late application. The additional evidence supporting the late application, outside of the 12-month timeframe, will be assessed separately and distinctly to that provided to support the special circumstances for the relevant study period.

What happens to my application after it has been lodged with Student Finance?

You will receive a letter confirming the receipt of your application and case number. You will be advised of the outcome of your application within **28 days** of the receipt of your application and/or supporting evidence [whichever is the later]. If further information is required from you, it will be requested via your student and/or personal email.

If you are not satisfied with this decision, you will be afforded the opportunity to request a review of your case, and will be advised how to request this in the letter you receive advising you the outcome of your case.

If your application for a repayment of Administration Fee is successful, you will receive a repayment for the Administration Fee to which your successful application relates.

Refund payments are normally made directly into a bank account (EFT) using your nominated bank account details. All refunds are made in Australian dollars and are payable to the your nominated account, unless you are supported by a recognised third party sponsor and that sponsor is entitled to the refund [ESOS Act, s.28(2)].

We may be required to process your refund to the original credit card, however bank details are required to ensure payment can be finalised.

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 *Counselling & Disability Services*

Sometimes it may be helpful to consult staff in *Counselling & Disability Services* to establish the nature and severity of a student's special circumstances. Students have the option on their application form (pages 3 and 4) to indicate whether they wish this consultation to occur.

Additional Enquiries:

All additional enquiries should be directed to:

studentfinance@adelaide.edu.au

How do I apply?

Complete the following application form and send it with original supporting evidence to:

**Manager, Student Finance
Student Administration
UNIVERSITY OF ADELAIDE SA 5005
AUSTRALIA**

REPAYMENT OF ADMINISTRATION FEE IN SPECIAL CIRCUMSTANCES FOR INTERNATIONAL STUDENTS WHO WITHDRAW BEFORE CENSUS DATE IN FIRST TERM OF STUDY



Case Reference Number: Office Use Only			
1 Your student ID number			
2 Your full name	Title (eg. Dr, Mr, Mrs, Miss, Ms, Mx)		
	Family name		
	Given names		
3 Your contact details	Mailing Address		
		Country	Postcode
	Preferred email address		
4 Name of academic program(s)			
5 Commencing semester and year for which repayment is sought	Semester		
	Year		
6 Date of withdrawal			
7 Amount of Administration Fee (\$AUD)			

8 SPECIAL CIRCUMSTANCES – You must provide sufficient details explaining how your circumstances were beyond your control, when your circumstances occurred, and how your circumstances prevented you from continuing your studies

If you need more space, please attach a separate sheet.

9 To support your case, you must provide the following original documentation:

- **A letter (in English or with accredited English translation) from a doctor, counsellor, employer or independent member of the community which covers:**

- o The date your circumstances began
- o If your circumstances changed, the date they changed and to what extent
- o How your circumstance(s) affected your ability to commence or continue study in your program
- o When it became apparent that you could not commence or continue your studies

Note: Medical documentation must display a relevant Medicare provider number for the medical professional.

Attached To follow within 28 days

As noted, further information will also be requested from EITHER a University of Adelaide International Student Advisor OR a University of Adelaide International Office staff member; and this will form part of your supporting documentation.

10 Permission to consult Counselling & Disability Services (Optional)

I consent to the Review Officer consulting relevant staff in Counselling & Disability Services to obtain further information about my special circumstances.

Yes No

11 Repayment details

In the event your application is successful, your repayment will be processed either via Electronic Funds Transfer to your nominated bank account, or to the original credit card from which payment was originally received. Regardless of which method, bank details are required to ensure payment can be finalised. Please complete the bank details below:

Account No:		Bank Name:	
Account Holder Name:		Branch address (only for overseas banks):	
BSB No (for Australian bank accounts only):		SWIFT Code (and IBAN if applicable) - only for overseas banks:	

12 Declaration

I declare that the information I have given on this application is correct.

Signature Date

13 Send this form to:

**Manager, Student Finance
Student Administration
UNIVERSITY OF ADELAIDE SA 5005
AUSTRALIA**