

SPECIAL CIRCUMSTANCES REPAYMENT / 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 remission of HECS-HELP debt and/or a repayment of any up-front Student Contribution payments
2. a repayment of tuition fee payment
3. a re-credit of FEE-HELP balance,

due to special circumstances having prevented them from successfully completing their course(s).

Please Note: In the event your application for Special Circumstances Repayment, Remission or Re-credit is approved no repayment will be provided for the Student Services and Amenities Fee. Further there is no capacity under the Higher Education Support Act 2003 for the provider to remit an SA-HELP debt incurred by a student, therefore any SA-HELP debt at the due date will also remain.

THRESHOLD CRITERIA

In order to be eligible to apply for special circumstances repayment/remission/re-credit, you must first satisfy all of the following threshold criteria:

1. You were enrolled in a unit (or units) of study with the University
2. You did not complete the requirements of the unit(s) during the study period
3. You apply in writing for special circumstances repayment/remission/re-credit
4. You apply within 12 months of the date you withdrew from your course(s), or if you did not withdraw from your course(s), your application must reach Student Finance within **12 months** from the last day of the study period in which you were enrolled in the course(s). These arrangements apply to both standard and non-standard study periods.

A lack of knowledge or understanding of the requirements for applying for a re-credit, remission and/or repayment 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 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 during the relevant study period.

Once you have met the above Threshold Criteria, you must then satisfy the following Special Circumstances criteria:

SPECIAL CIRCUMSTANCES CRITERIA

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

AND

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

Please note: Consideration will be given to whether, at the time the circumstances emerged, it was *already* impracticable for you to meet the requirements of the course(s). For example, where progressive requirements relating to compulsory assessment and/or attendance at classes for the course(s) had not been met at the time the circumstances emerged.

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 study, the date the special circumstances began or changed, and when it became apparent that you could not continue and complete 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 (depending on the individual circumstances involved)

For employment-related reasons:

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

- 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. Supporting documentation must be in English, or if in another language, must be accompanied by an accredited translation into English.

In accordance with Commonwealth regulations, **applications for remission of a HECS or PELS debt incurred prior to 2005 cannot be accepted.** These applications were administered by the Commonwealth Department of Education under the *Higher Education Funding Act 1988 (HEFA)*. The lodgement deadline for pre-2005 applications was 12 months from the date of withdrawal from a course of study, and this deadline has lapsed.

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. If further information is required from you, it will be requested via your student 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 (see Student Finance website at <https://www.adelaide.edu.au/student/finance/special/> under 'Review and Appeal' for more information).

If you are a Commonwealth supported student and your application for remission of HECS-HELP debt and/or repayment of up-front Student Contribution payment is successful, the University will notify the Commonwealth Department of Education with the necessary details to enable your HECS-HELP debt to be removed or reduced as applicable. Alternatively and/or additionally, you will receive a repayment of any upfront payments made for the courses to which your successful application relates. The repayment will be made to your nominated bank account.

If you are an international or domestic **fee paying student**, and your application for a repayment of tuition fees is successful, you will receive a repayment for payments made for the courses 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)].

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

If you are a domestic fee paying student and deferred your fees to FEE-HELP, and your application for re-credit of FEE-HELP balance is successful, the University will notify the Commonwealth Department of Education, with the necessary details to enable your FEE-HELP balance to be re-credited, and 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 *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?

Fill in the following application form and send it (with original supporting evidence) to:

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

8 SPECIAL CIRCUMSTANCES – You must provide sufficient details explaining how your circumstances were beyond your control, how your circumstances prevented you from continuing your studies and how your circumstances changed after the census date

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

9 To support your case, you must provide the following original documentation (in English or with accredited English translation) from a doctor, counsellor, employer or independent member of the community which covers:

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

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

Attached

To follow within 28 days

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 (Complete ONLY if you made an upfront payment)

In the event your application is successful, you may choose to receive a repayment, or have the funds credited to your student account. Repayments 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 select your preferred method (Choose One):

Electronic Funds Transfer (EFT) into your nominated bank account (complete bank details below)

Credit funds to your student account to apply to future study related charges

BSB No:

Bank Name:

Account No:

Branch address (only for overseas banks):

Account Holder Name:

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