



## APPLICATION FOR REFUND, REMISSION OF HELP DEBT AND/OR RE-CREDITING OF STUDENT LEARNING ENTITLEMENT IN SPECIAL CIRCUMSTANCES.

*Please note: This form is for domestic students ONLY (International Students, please apply/contact your faculty)*

### WHO SHOULD COMPLETE THIS FORM?

You should use this form if the census date has now passed but you were unable to continue with your studies because of **special circumstances** and you either discontinued your enrolment or have not successfully completed the requirements for one or more units of study. As a result of these special circumstances you are now requesting either a refund of fees paid, remission of HELP debt and/or Re-crediting of Student Learning Entitlement (SLE). It is important to note that this application will **not** remove any academic penalty for your unit(s).

**Important note:** You cannot apply for a re-credit, remission or refund if you successfully completed the unit of study. If you withdrew from your course/unit(s) of study **BEFORE** the census date, you have not incurred a debt or consumed SLE for the particular semester and you should **NOT** lodge this application. For a refund of overpaid fees click the following link or contact Revenue Services on (02) 9351 5222.  
[http://www.finance.usyd.edu.au/revenue\\_income/refund.shtml](http://www.finance.usyd.edu.au/revenue_income/refund.shtml)

### APPLICATION PERIOD

Your application must reach the HECS and Domestic Fees Office of the Student Centre within 12 months from the day you discontinued your studies. If you have not discontinued your unit(s), your application must reach the Student Centre within 12 months from the end of the semester in which you were enrolled in the unit(s). These arrangements apply to both standard and non-standard semesters/sessions (excluding Summer/Winter School).

**Important note:** Applications received after this period **CAN NOT** be considered.

### WHAT SPECIAL CIRCUMSTANCES ARE ACCEPTED?

Each application will be examined and determined on its merits together with the independent supporting documents. These documents must demonstrate that the special circumstances that apply were:

- beyond your control
  - i.e. a situation 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. The situation must be unusual, uncommon or abnormal **AND**
- did not make their full impact on you until on or after the census date; i.e. your circumstances occurred:
  - before the census date but worsened after that date, or
  - before the census date, but the full impact or magnitude did not become apparent until on or after that day, or
  - on or after the census date **AND**
- made it impracticable for you to complete the course requirements; i.e.
  - undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other compulsory attendance requirements, or
  - complete the required assessable work, or
  - sit the required examinations, or complete any other course requirements.

**Important note:** A lack of knowledge or understanding of the HESA regulations or University procedures is not considered to be beyond a person's control

### EXAMPLES OF SPECIAL CIRCUMSTANCES

#### **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.

#### **Family/personal reasons**

Due to unforeseen personal/family reasons that are beyond your control 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

#### **Course related reasons**

Where your Faculty changes the arrangements for your unit or course and as a result you are disadvantaged to the extent that you are unable to complete the requirements of the course and continue with your studies.

**Important note:** Special Circumstances do not include a lack of knowledge of the Higher Education Support Act 2003 (HESA), Local Fee Paying regulations or understanding of the University's enrolment procedures.

## SUPPORTING DOCUMENTATION

Your application will be considered on its merits in conjunction with the supporting documentation you provide. Your supporting documentation should provide sufficient detail for the HECS and Domestic Fees office to make an informed decision regarding your case.

It is most important that you provide **independent** supporting documentation to support your claims. It is inadequate to provide only a personal statement outlining your special circumstances. Depending on your reasons for applying, you may also need to provide a statement from a doctor, counsellor, employer or your Faculty to verify your claims. Statements or letters from a member of your family or another student is not considered independent.

***Important note:*** *If your application includes a Professional Practitioner Certificate(s) as supporting documentation, you will need to also provide a letter from the doctor/counsellor outlining the details of the certificate(s) that are relevant to this process. A Professional Practitioner Certificate is not sufficient independent supporting documentation as these are solely used to assess a student's academic performance.*

Your documents must be originals or certified copies.

Supporting documentation should include for **medical reasons** a statement from your doctor, for **family 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 medical condition / personal circumstances began or changed;
- how your condition affected your ability to study;
- 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 location.

For **course-related** reasons a statement from your Faculty indicating:

- that you have been disadvantaged by changed arrangements to your unit of study/course and that it was impossible for you to undertake alternative units of study or courses.

## APPLICATION PROCESS

1. Complete the attached application form and submit with your independent supporting documentation, either in person or by post, to:

HECS and Domestic Fees Office  
Student Centre  
Level 3, Jane Foss Russell Building, G02  
The University of Sydney NSW, 2006

**Faxed or emailed applications will not be accepted.**

2. Within several days of receipt of your application, the HECS and Domestic Fees office will post an acknowledgment to the address on the application. If you do not receive acknowledgement of your application within two weeks of application lodgment, you should contact the HECS and Domestic Fees Office. You should generally allow 3-5 weeks for your application to be processed.
3. The decision to approve or not approve your application will be considered principally on the basis of the **independent** supporting documentation submitted. It is your responsibility to ensure all relevant documentation is provided to the HECS and Domestic Fees Office.
4. 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 for review must be sent within 28 days of receiving the original advice. You must state the reason why you are applying for the review.
5. The University will acknowledge receipt of the request for a review. You will then be notified in writing of the reviewer's decision and the reviewer's reasons for making the decision. However, if you do not receive any advice of a decision within 45 days of receiving the application for review, the reviewer is taken to have confirmed the original decision.
6. If you are dissatisfied with the results of the review and you are a Commonwealth Supported or HELP liable student, you have the right to appeal to the Administrative Appeals Tribunal (AAT) for a review of the reviewer's decision (this does not apply to full fee paying students). Applications to the AAT are to be forwarded to:

Deputy Registrar  
Administrative Appeals Tribunal  
Level 7  
55 Market Street  
Sydney NSW 2000  
Ph (02) 9391 2400

Please note that a filing fee of \$682.00 is normally payable to the AAT.

***Important note:*** *If you change your address or contact details after you have lodged your application, please notify the HECS and Domestic Fees office immediately. If you are a current student you will also be required to update these details through your MyUni account.*

## PRIVACY

Personal information collected on this form or supplied by you to the University is treated in the strictest confidence in accordance with the relevant privacy legislation and guidelines.

The information collected is used solely for the purpose of assisting the HECS and Domestic Fees Office of the Student Centre to make an informed decision on your case.



**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 require more space, please attach additional pages.*

**ORIGINAL INDEPENDENT SUPPORTING DOCUMENTATION**

To support your case, you will need to provide documentation from a doctor, counsellor, employer or independent member of the community which states:-

- the date your circumstances 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;
- 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** as your application will **NOT** be considered if it is received outside the application period (refer to the instructions).

If you do not provide any further documentation within 28 days of lodging this application, your application may be determined by the University on the basis of the information which you have already provided.

**DECLARATION**

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, I may be liable to disciplinary action.

**Signature:**

**Date:**

**CHECKLIST: Before submitting your application, please check that the below have been completed.**

- You have carefully read and understood the attached instructions and believe your situation meets the criteria for special consideration;
- You are submitting the application within the specified time frame stipulated in the HESA legislation
- You have attached original independent supporting documentation
- You have completed all sections of this application.

**OFFICE USE ONLY**

Reference number:

- |  |   |                              |                                 |                                       |  |
|--|---|------------------------------|---------------------------------|---------------------------------------|--|
| <input type="checkbox"/> CSP: HECS-HELP UPFRONT  | <input type="checkbox"/> DFEE: FEE-HELP | <input type="checkbox"/> CAN | <input type="checkbox"/> FLEX   | <input type="checkbox"/> APPROVED     | <input type="checkbox"/> REVIEW APP REC'D    |
| <input type="checkbox"/> CSP: HECS-HELP DEFERRED | <input type="checkbox"/> DFEE           | <input type="checkbox"/> SD  | <input type="checkbox"/> A-CAN  | <input type="checkbox"/> NOT APPROVED | <input type="checkbox"/> REVIEW ACK. LTR     |
| <input type="checkbox"/> DATE REC'D              | <input type="checkbox"/> ACK. LETTER    |                              | <input type="checkbox"/> RS     |                                       | <input type="checkbox"/> APPROVED REVIEW     |
|  |   |                              | <input type="checkbox"/> ADVISE |                                       | <input type="checkbox"/> NOT APPROVED REVIEW |