

Application for Consideration of Special Circumstances

This form is to be used by students who have withdrawn or deferred from a unit of study after the census date and wish to be considered for special circumstances. Please read the important information accompanying this form before completing it.

Family Name: _____ Other Names: _____

Student No.: _____ Date: _____

Course: _____ E-mail: _____

Address: _____

The units of study I wish to receive special consideration for are:

Unit Code	Unit Name	Office Use Only

Please tick which of the following applies:

I wish to apply for re-credit of my FEE-HELP balance (Australian students only)

I wish to apply for a refund of my tuition fees paid

I wish to apply for a credit of my tuition fees paid against future study

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

To support your case, you will need to also provide/attach 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 it changed, and to what extent
- How your circumstances affected your ability to study
- When it became apparent that you could not continue your study.

DETAILS OF SPECIAL CIRCUMSTANCES

What are the special circumstances preventing you from continuing your studies?

How were these special circumstances beyond your control?

How did these special circumstances prevent you from continuing your studies?

How your circumstances changed after the census date?

When did you become aware that you could not continue your studies?

What evidence are you providing with this application to support the above?

DECLARATION

I wish to apply for consideration of special circumstances as outlined in this form. I declare that the information I have given on this application is true and correct.

Student Signature:

Date:

Date Received:

Office Use Only Office Use Only Office Use Only
Use Only Office Use Only

This form must be completed and submitted to the FEE-HELP Officer, Think: Colleges Pty Ltd, Head Office, 171 Pacific Highway North Sydney.

Important Information for Students regarding this form

Who should use this form?

This application is to be used by students who have withdrawn after census date and wish to be considered for special circumstances.

You should use this form if:

- You paid tuition fees for units of study or applied for FEE-HELP assistance; **and**
- The census date for those units of study has now passed, but you are unable to continue with your study because of special circumstances; **and**
- Because of those special circumstances you withdrew or deferred from those units of study; **and**
- Because of these special circumstances you are requesting that your tuition fees be refunded, or your FEE-HELP balance for those units be re-credited; or you are credited against future study.

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 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. A lack of knowledge or understanding of the College's enrolment and/or refund policies or the FEE-HELP regulations is not considered to be beyond a person's control. **AND**
- Do not make their full impact on you until on or after the census date; i.e. your circumstances occur:
 - (a) Before the census date, but worsened after that day; or
 - (b) Before the census date, but the full effect or magnitude did not become apparent until on or after that day; or
 - (c) On or after the census date.

It is/was impracticable for you to complete the requirements for the subject of study during the period; i.e. you were unable to:

- (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 course requirements; or
- (b) Complete the required assessable work; or
- (c) Complete any other course requirements.

Special circumstances may include:

Medical Reasons

Where your medical condition existed prior to 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.

PLEASE NOTE - A lack of knowledge or understanding of the College's enrolment procedures or policies or the FEE-HELP regulations is not considered to be a special circumstance.

Application Period

Your application must reach the College within 12 months of the end of the term in which you discontinued your studies. You do not need to wait for confirmation of your discontinuation from your course or for supporting documentation to be finalised to apply for consideration of special circumstances. Your application will be registered as awaiting outstanding documentation. This documentation is required within 28 days of receipt of your application. A lack of knowledge or understanding of the requirements for applying for consideration of special circumstances is not a valid reason for applying after the deadline.

Supporting Documentation

Your application for consideration of special circumstances will be considered on its merits in conjunction with the supporting documentation you provide. Your supporting documentation should provide enough detail for the College to make an informed decision regarding your case for remission.

What supporting documentation do I need to provide?

It is most 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, you may also need to provide a statement from a doctor, counsellor, or your employer to verify your claims. Statements made by parents/partners/spouses/close relatives 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 circumstances began;
- if your circumstances changed after the census date, the date it changed, and to what extent;
- how your circumstances affected your ability to study;
- when it became apparent that you could not continue your study.

For family personal reasons

A statement from a doctor, counsellor, or independent member of the community (e.g. a Justice of the Peace or a Minister of Religion) indicating:

- the date your circumstances began;
- if your circumstances changed after the census date, the date it changed, and to what extent;
- how your circumstances affected your ability to study;
- when it became apparent that you could not continue your study.

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.

What happens to my application once it has been lodged?

1. Upon receipt of your application by the College, you will be notified of a decision within 20 working days from the date of receipt. If you have not been notified within 5 weeks of posting it, you should contact the College. You should generally allow 5 weeks for your application to be processed.
2. Your application will be considered principally on the basis of your *independent* supporting documentation. It is your responsibility to ensure all relevant documentation is provided to the College.
3. The decision to approve or not approve the re-crediting of your FEE-HELP debt or refund or credit of tuition fees will be made based on the supporting documentation provided by you.

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.