

# APPLICATION FOR REMISSION OR REFUND IN SPECIAL CIRCUMSTANCES



Direct all correspondence to: Remissions, Enrolment Management Services  
Student Management Services  
The University of Melbourne VIC 3010  
Tel: +613 8344 4772, Fax: +613 9347 2520  
Email: sa-remissions@unimelb.edu.au

## INSTRUCTIONS

Commonwealth Government legislation (The Higher Education Support Act 2003) and University policy stipulate that, under special circumstances, students may apply for remission of Higher Education Loan Program (HELP) debt (FEE-HELP or HECS-HELP); refund of student contribution amounts, tuition fees, and reinstatement of Student Learning Entitlement (SLE) where applicable.

Students have up to twelve months after the date of withdrawal, or, if not withdrawn, twelve months after the end of the study period for the subject, to make their request and provide appropriate evidence to support their case. Please note that a lack of knowledge or understanding of requirements for applying for the remission or refund is not a valid reason for applying outside of these timeframes. These dates are set by legislation, and applications outside of these dates cannot be considered.

## INSTRUCTIONS FOR INTERNATIONAL STUDENTS

If you are an international student applying for remission or refund of your first semester fees, please note that any overseas representatives fees or other external costs incurred by the University on your behalf will be deducted from any refunded amount, in accordance with the University International Fee Policy.

## WHAT ARE 'SPECIAL CIRCUMSTANCES'?

'Special circumstances':

- are beyond the student's control
- do not make their full impact on the student until on or after the census date for the unit of study (subject) in question, and
- make it impracticable for the student to complete the requirements for the unit during the period during which the student undertook, or was to undertake, the unit.

In all cases, the circumstances must have a significant impact on the student and their ability to complete the unit of study.

Circumstances which make it impracticable for the student to complete the requirements for their unit include:

1. medical circumstances
2. family circumstances
3. personal circumstances
4. employment related circumstances, and
5. course-related reasons (eg. course redesign impacting on student).

## WHO SHOULD USE THIS FORM?

- Commonwealth-supported students who paid their student contribution amounts up-front, or who have deferred these amounts as HECS-HELP loans, or
- Fee paying students who paid fees up-front or who deferred their tuition fees as FEE-HELP loans.

## WHO SHOULD NOT USE THIS FORM?

- Students who withdrew before the census date of the unit of study. If you withdrew before the census date, you would not have incurred fee liability or consumed SLE.

## 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.

## SUPPORTING DOCUMENTATION MAY INCLUDE

**For medical reasons** - a statement from a doctor stating:

- the date your medical condition began or changed

- how your condition affected your ability to study; and when it became apparent that you could not continue with your studies.

**Please Note:** You should inform your doctor that the statement will be sent to the University in support of your application for remission or refund.

**For family/personal reasons** – a statement from a doctor, counsellor or independent member of the community (eg. a Justice of the Peace or a Minister of Religion) stating:

- the date your personal circumstances began or changed
- how your circumstances affected your ability to study; and
- when it became apparent you could not continue your studies.

**For employment-related reasons** – a statement from your employer stating:

- 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 stating:

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

## WHAT HAPPENS TO MY APPLICATION AFTER IT HAS BEEN LODGED WITH ENROLMENT MANAGEMENT SERVICES?

1. Once your application is received by Enrolment Management Services you will be sent an acknowledgment letter confirming the date your application was received. If you have not received an acknowledgment of your application within two weeks of posting it, you should contact Enrolment Management Services. You should generally allow 4 weeks for your application to be processed.

**Please Note:** You must advise Enrolment Management Services in writing if you change your address after your application for remission/refund has been lodged.

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 Enrolment Management Services.
3. This decision will be reached following consideration of your supporting documentation and consultation with the relevant Faculty.
4. You will be advised in writing of the decision and the reasons for that decision.
5. If you are not satisfied with this decision you may appeal in writing to the General Manager, Enrolment Management Services for a review of your case.

## HOW DO I APPLY?

1. If your circumstances fit the criteria outlined above, please complete this application form.
2. Obtain appropriate supporting documentation and attach to your application (guidelines for supporting documentation appear above)
3. Submit the application to the address at the top of this page or lodge at your Student Centre.

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This form applies to remission of Higher Education Loan Program (HELP) debt (FEE-HELP or HECS-HELP); refund of student contribution amounts, tuition fees, and reinstatement of Student Learning Entitlement (SLE) where applicable. Information on this form is collected in order to make an informed decision in line with Commonwealth legislation and University policy.

**PLEASE READ THE ATTACHED INSTRUCTIONS BEFORE YOU COMPLETE THIS FORM**

Student ID Number

Family Name PLEASE PRINT

Given/Other Names \_\_\_\_\_

Course \_\_\_\_\_

Contact Telephone No. \_\_\_\_\_

Name of Course \_\_\_\_\_

Year and Semester for which remission or refund is sought, Semester(s) \_\_\_\_\_ Year \_\_\_\_\_

Please provide details of the subjects for which you are seeking remission or refund:

Subject Code	Name of Subject (in full)	Semester	Withdrawal Date	EMS Use Only Subject Census Date

<b>Student Centre Use Only</b>				
Date Lodged:	<input type="text"/>	Student Centre Name:	<input type="text"/>	
<b>EMS Use Only</b>				
CSP	<input type="checkbox"/>	HECS-Help	\$	<input type="text"/>
Fee-Paying	<input type="checkbox"/>	FEE-Help	\$	<input type="text"/>
HECS pre 2005	<input type="checkbox"/>	Tuition Fee	\$	<input type="text"/>
PELS pre 2005	<input type="checkbox"/>	ASF	\$	<input type="text"/>
Acknowledgement Letter Sent				<input type="text"/>
Faculty Memo Sent				<input type="text"/>
Outcome Letter Sent				<input type="text"/>

TEAR HEAR

**RECEIPT: APPLICATION FOR REMISSION OR REFUND IN SPECIAL CIRCUMSTANCES APPLICATION**

Date Lodged:  Student Centre Name:

Your application for Remission or Refund in Special Circumstances will be forwarded to the Remissions team for processing. You should allow up to 4 weeks, and will be advised in writing of a decision.  
For any queries, please contact Remissions on (03)8344 4772

