

## Application for Remission of HELP Debt or Refund of Upfront Payment

### When Should I Use this Form?

This form should be used by any student who wishes to apply for remission of HELP debt or refund of fees AFTER THE CENSUS DATE due to Special Circumstances that are beyond their control (see 'What are Special Circumstances?' below).

A successful application will result in the cancellation of HELP loan debt, or refund of any upfront payments made, in relation to the course(s) remitted. If you have a FEE-HELP loan the loan limit will be adjusted accordingly.

You should use this form if:

- the census date has passed and you are unable to continue studying because of Special Circumstances

OR

- you were unable to successfully complete the course because of Special Circumstances.

**If your application is for the current semester/trimester of study you will need to withdraw from the course(s) you are seeking remission for.**

**DO NOT USE THIS FORM IF:**

- you have withdrawn from the course(s) before Census Date – you will not have incurred any penalties

OR

- you have already successfully completed the course(s)

OR

- the Special Circumstances outlined below are not applicable – this application will be rejected.

### Time Limits for Applying

Your application and supporting documentation must reach the University of Newcastle within 12 months of the census date of the term of study relating to the remission application. If you have not yet formally withdrawn you must lodge your application within 12 months of the last day of the study period in which you were enrolled in the course(s).

In exceptional circumstances the University may consider applications that exceed this 12 month period.

**Note: A lack of knowledge or understanding of the requirements for applying for the remission/refund of your debt is not a valid reason for applying outside of these timeframes.**

### What are Special Circumstances?

Special Circumstances are those that are generally considered to be unusual or uncommon, and were not able to be foreseen prior to the Census Date.

You must also be able to demonstrate that the **Special Circumstances** that apply were:

- beyond your control; and
- did not occur, or make their full impact on you until on or after the Census Date; and
- made it impracticable for you to successfully complete the requirements for the course(s).

You must be able to demonstrate, with independent supporting documentation, that:

1. **Your Special Circumstances were beyond your control**, i.e. a situation occurs that a reasonable person would consider is not due to your action or inaction and for which you are not responsible. This situation must be unusual, uncommon or abnormal.

**Note: A lack of knowledge or understanding of the HELP scheme and relevant deadlines are not considered to be beyond your control.**

**AND**

2. **Those Special Circumstances did not make their full impact until after the Census Date**, i.e. your circumstances occur:
  - a. before the census date, but worsen after that day; or
  - b. before the census date, but the full effect or magnitude does not become apparent until on or after that day; or
  - c. on or after the census date

**AND**

3. **Due to Special circumstances you were unable to complete your course requirements**, i.e. you could not undertake the necessary study required, attend sufficient lectures or tutorials, or meet other compulsory attendance requirements.

## Examples of Special Circumstances

### Medical reasons

You have a medical condition that existed prior to the Census Date, continued past that date, and deteriorated to the extent that you were unable to continue your studies, or your medical condition only became known after the Census Date and you were unable to continue with your studies – **Supporting letter from your doctor is required.**

### Family/personal reasons

Due to unforeseen personal/family reasons that occurred or worsened after the Census Date and that were beyond your control, you were unable to continue with your studies – **Supporting letter from a family doctor or counsellor is required.**

### Employment related reasons

After the Census Date, your employment status or arrangements changed unexpectedly due to circumstances beyond your control, and you were unable to complete your studies. Students required to be engaged in active service (e.g. ADF Reserves, bushfire and SES services) will be considered under this category – **Supporting letter from your employer is required.**

**Note:** Choosing to increase your hours of work or undertake new or additional employment is **not** as regarded beyond your control, and is not considered as special circumstances.

### Course related reasons

The University changes the arrangements for your course or courses and, as a result, you are disadvantaged to the extent that you are unable to complete the requirements of the course – **Supporting letter from your Faculty required.**

**Note: A lack of understanding of the University enrolment process will not be considered for Remission/Refund in Special Circumstances**

## What Supporting Documentation Do I Need to Provide?

Your application will be assessed primarily on the independent supporting documentation you provide to substantiate your claims. Documentation should include all relevant dates and indicate the severity of the problem.

Documentation from a doctor, counsellor, employer or independent member of the community should indicate:

- The date your circumstances first began;
- Whether the circumstances changed after Census Date, and if so, the date they changed and to what extent;
- How your circumstances affected your ability to study; and
- The date it became apparent that you could not continue your studies.

A personal statement outlining your circumstances is not sufficient evidence to have your application approved. If you do not have independent supporting documentation your application will not be assessed.

**Note:** You will need to ensure that your supporting documentation is original and on official letterhead (if relevant), and is signed and dated. Alternatively you may provide properly certified copies of the documentation. If your supporting documentation is emailed, original documents must be certified prior to sending. All documentation provided must be in English or accompanied by an English translation provided by a translator approved by the National Accredited Authority for Translators and Interpreters Ltd (NAATI).

## What Happens Once I have Submitted my Application?

1. The University of Newcastle will send you an email acknowledgement of receipt of your application. This will be sent to your student email address (if you are a current student) or the email address you include with this application (if you have completed your studies).
2. Your application will then be considered and the University will advise you of the outcome – you should allow 4 – 6 weeks.
3. If you are not satisfied with the decision of the Fees Office, you may apply to have the decision reconsidered by an Independent Review Officer at the University of Newcastle. **You must submit this application within 28 days of the formal notice of decision.**
4. You will receive a review decision within 45 days.

**The following step applies only to Commonwealth Supported and FEE-HELP students:**

If, after the Review Officer has reconsidered your application, you remain dissatisfied with the result, you may apply to the Administrative Appeals Tribunal (AAT) for a review.

## Other Information

**PRIVACY** Personal information collected on this form, or supplied by you, to the University of Newcastle will be treated in accordance with the *Privacy Act 1988* and any relevant guidelines. The information collected is used for the purpose of assisting the University to make an informed decision on your application. If your debt is remitted, the Dept of Education, Employment and Workplace Relations (DEEWR) and the Australian Taxation Office (ATO) are both provided with the necessary details to facilitate the process and to have your SLE re-credited if this applies to your case. The authority to collect this information is contained in the *Higher Education Support Act 2003*.

**UNIVERSITY POLICY** - <https://policies.newcastle.edu.au/document/view-current.php?id=33>

## Application for Remission of HELP Debt or Refund of Upfront Payment

Send your completed form and supporting documentation to [Fees@newcastle.edu.au](mailto:Fees@newcastle.edu.au)

1. Personal Details					
Title eg Mr/Mrs:		Student ID Number:			
Family Name:					
Given Name(s):		Date of Birth:			
Postal Address:					
		State:		Postcode:	
Phone (Home):		Phone (Mobile):			
Email:					

**IMPORTANT:** Your postal and email address as registered on My Hub will be used to correspond with you about this application. It is your responsibility to ensure these details are up-to-date. To change your address with the University, use the MyHub facility.

2. Program Details
Program Name:

3. Details of courses to be considered in this application – one semester/trimester per application			
Year (eg 2015)	Semester/Trimester (eg Semester 1)	Course Code	Course Name

4. Details of Fee Status	
My fee status is:	
I am applying for:	

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### 5. Special Circumstances – Personal Statement

You must provide information on your special circumstances, specifically how your circumstances:

- Changed after the census date;
- Prevented you from completing your studies; and
- Were beyond your control

Please note that while your personal statement will be taken into consideration when assessing your application, independent supporting documentation **MUST** also be attached or your application **WILL NOT** be considered

**IMPORTANT:** If you need more space, please attach additional pages.

### 6. Checklist

There are a number of steps that you must complete to ensure your application is complete and to enable Student Processes staff to make a thorough and accurate assessment of your application. Please tick when completed.

- I have carefully read all the instructions on the front of this application form.
- I am submitting this application within the required timeframe.
- I have read the information regarding special circumstances and believe my situation meets the criteria listed.
- I have attached certified copies of my supporting documentation.
- I have completed all sections of the application, and signed and dated the declaration below.

### 7. Student Declaration

1. I understand that I am applying for remission or refund of tuition costs after census date from the unit(s) of study listed on the application.
2. I understand that I will be assessed for no financial penalty.
3. I declare the information I have given on this application is true and correct, and understand that if I knowingly make any false or misleading statements, I may be liable for prosecution.

**Signature:**

**Date:**

**Send your completed form and supporting documentation to [Fees@newcastle.edu.au](mailto:Fees@newcastle.edu.au)**