

## Use this application to apply for:

- **Remission of HELP Debt in Special Circumstances (Cancellation of HECS-HELP or FEE-HELP debt); or**
- **Refund of Upfront Tuition Payment**



### When Should I Use this Form?

Use this form if you wish to apply for remission of HELP debt or refund of fees after the census date due to Special Circumstances beyond your control (see 'What are Special Circumstances?' below).

A successful application will cancel HELP loan debt, or a refund of any upfront payments made 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 complete the course successfully because of Special Circumstances.

**If your application is for the current semester/trimester of study, you will need to withdraw from the course(s) before submitting this application.**

#### **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- you have withdrawn from the course(s) before census date – you will not have incurred any penalties, or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

You must submit your application and supporting documentation within 12 months of the census date of the relevant term of study. If you have not yet formally withdrawn, you must lodge your application within 12 months of the last day of the study period you were enrolled in the course(s). In exceptional circumstances, the University may consider applications that exceed these 12 months.

**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 before the census date.

You must also be able to demonstrate that the **Special Circumstances** 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 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 irregular.

**Note: A lack of knowledge or understanding of the Higher Education Support Act (HESA), HELP scheme and relevant deadlines and University policies and procedures 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 private study required, attend sufficient lectures or tutorials, or meet other compulsory attendance requirements.

### Examples of Special Circumstances

#### **Medical reasons**

1. You have a medical condition that existed before the census date, continued past that date, and deteriorated to the extent that you were unable to continue your studies; or
2. your medical condition became known after the census date, meaning you could not continue with your studies.  
**- A supporting letter from your doctor is required.**

## Examples of Special Circumstances (cont)

### 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 - ***A supporting letter from a 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 - ***A supporting letter from your employer is required.***

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

### Course related reasons

The University changes the arrangements for your course or courses. As a result, you are disadvantaged to the extent that you cannot complete the course requirements - ***A supporting letter from the relevant School or College is 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?

The University will assess your application 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; and
- Whether the circumstances changed after the census date, and if so, the date they changed and to what extent; and
- How your circumstances affect 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 for the University to assess your application. 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), is signed and dated, and is certified prior to sending.

## What Happens Once I have Submitted my Application?

1. The University of Newcastle will send you an email acknowledgement of receipt of your application. We will send the email 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 decision notice.**
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 and Training and the Australian Taxation Office (ATO) are both provided with the necessary details to facilitate the process and to have your Student Learning Entitlement 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 - [www.newcastle.edu.au/about-uon/governance-and-leadership/policy-library/document?](http://www.newcastle.edu.au/about-uon/governance-and-leadership/policy-library/document?RecordNumber=D09_1846P)

RecordNumber=D09\_1846P

**Application for:**

- **Remission of HELP Debt in Special Circumstances**
- **Refund of Upfront Payment in Special Circumstances**
- **Retention of Commonwealth Support for Enabling students due to Special Circumstances**



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:
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**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 (eg GSBS6001)	Course Name

**4. Details of Fee Status**

My fee status is:	
I am applying for:	

**Application for:**

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THE UNIVERSITY OF  
NEWCASTLE

### 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

If you require further space, please attach additional pages.

### 6. Independent supporting documentation – original or certified copies

To support your case, you must provide original or certified copies of independent supporting documentation, which demonstrates that your circumstances were:

1. Beyond your control **and**
2. Did not make their full impact on you until on or after the census date **and**
3. Made it impracticable for you to complete the unit / course requirements.

If you do not have the above documentation ready, submit this application form without delay as your application may not be considered if it is received outside the application period (refer to the application period information).

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.

### 7. Special circumstances related to this application

- |   |   |
|---|---|
| <input type="checkbox"/> Medical reasons    | Supporting documentation to include a statement from your doctor.               |
| <input type="checkbox"/> Family reasons     | Supporting documentation to include a statement from your doctor or counsellor. |
| <input type="checkbox"/> Employment reasons | Supporting documentation to include a statement from your employer.             |
| <input type="checkbox"/> Course reasons     | Supporting documentation to include a statement from your faculty.              |

### 8. Checklist – ensure all items are completed before submitting the application

- ☐ You have carefully read and understood all 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 or certified independent supporting documentation.
- ☐ You have completed all sections of this application.

### 9. Declaration

I declare that the information I have supplied 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:

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