

Application for Remission of HELP Debt / Refund of Upfront Payment AND Application for No Academic Penalty - Due to Special Circumstances

When Should I Use this Form?

This form should be used by any student who wishes to apply for remission of HECS-HELP debt / re-crediting of FEE-HELP balance / refund of upfront payment AND no academic penalty due to **special circumstances** (see 'What are Special Circumstances?' below).

If your application is for the CURRENT SESSION you must withdraw from the subject(s) BEFORE submitting this form. An e-Request should be submitted to withdraw from any subject(s) after the Census date has passed.

If you are still enrolled in the subject(s) your application will NOT be assessed.

You SHOULD use this form if:

- you were unable to successfully complete the subject(s) i.e. you have a grade of Withdrawn; Withdrawn/Fail; or Fail, due to special circumstances

DO NOT use this form if:

- you have withdrawn from the subject(s) before the Census date - you will not have incurred any penalties, or
- you have already successfully completed the subject(s), or
- the special circumstances outlined below do not apply - this application will be refused.

Note: The Student Services and Amenities Fee (SSAF) is not refundable under any circumstances as your liability for this fee is based on your enrolled subject load as at the Census date.

Time Limits for Applying

Your application and supporting documentation must reach UTS within 12 months of the date of withdrawal from the subject(s). If you did not withdraw, you must lodge your application within 12 months of the last day of the study period in which you were enrolled in the subject.

Note: A lack of knowledge or understanding of the requirements for applying for the remission/removal of your debt is not a valid reason for applying outside of these timeframes. These dates are set by legislation and applications received after these dates CANNOT be considered.

How will my Application be Assessed?

Although this is a combined application process, decisions on academic penalty are independent from decisions on remission/re-credit of HELP debt / refund of upfront payment and are determined solely by the university. Separate assessments will be made, and the outcome of these assessments may or may not be the same.

Your request for remission of HELP debt / refund of upfront payment (no financial penalty) will be assessed solely against the criteria for **special circumstances** which are set under legislation - the Higher Education Support Act (HESA) 2003.

Your request for no academic penalty will be assessed against the criteria for **special circumstances**, however your academic progression will also be taken into consideration and your Faculty RAO may be consulted.

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 be able to demonstrate with independent supporting documentation that the **special circumstances** that apply were:

1. - 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. - Did not occur or make their full impact on you until on or after the Census date

i.e. your circumstances occur:

- before the census date, but worsen after that day; or
- before the census date, but the full effect or magnitude does not become apparent until on or after that day; or
- after the census date.

AND 3. - Made it impracticable for you to successfully complete the requirements for the subject

i.e. you couldn't undertake the necessary private study required, attend sufficient lectures or tutorials, or meet other compulsory attendance requirements in order to meet course requirements

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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. – *Support medical letter from your doctor or counsellor is required.*

Family/personal reasons

Due to unforeseen personal/family reasons that occur or worsen after the census date and that are beyond your control, you are unable to continue with your studies. – *Support letter from a family doctor or counsellor is required.*

Employment related reasons

After the census date, your employment status or arrangements change unexpectedly due to circumstances beyond your control, and you are unable to complete your studies. – *Support letter from your employer is required.*

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

Note: Students required to be engaged in active service (e.g. ADF Reserves, Bushfire and SES services), will be considered under this category.

Course related reasons

Your provider changes the arrangements for your subject or course and, as a result, you are disadvantaged to the extent that you are unable to complete the requirements of the subject. – *Support letter from your Faculty is required.*

What Supporting Documentation will I Need to Provide?

Your application will be assessed primarily on the independent supporting documentation you provide to substantiate your claims. Documentation must 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 your circumstances changed after census date, and if so, the date they changed and to what extent
- How your circumstance affected your ability to study
- The date it became apparent that you could not continue your studies.

A personal statement ONLY, outlining your circumstances is not sufficient evidence to have your application approved.

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.

For clear instructions of how to certify documents please visit - <http://www.uts.edu.au/current-students/managing-your-course/your-student-info/student-records/supporting-documentation>

Faxed or scanned documents or uncertified copies of documents will NOT be accepted.

What Happens once I have Submitted my Application?

1. The Remissions Officer will send you an acknowledgment email with a case number. If you do not receive this within two weeks, you should contact UTS.
2. Your application will then be considered and UTS will advise you of the outcome - you should generally allow up to 6 weeks for your application to be assessed.
3. In relation to the decision on financial penalty ONLY - if you are not satisfied with the Remissions Officer's decision, you may apply to have the decision reconsidered by an independent Review Officer at UTS. **You must submit this application within 28 days of the formal notice of the decision.** Full instructions on how to submit a review, if applicable, will be sent with the notice of decision.

Privacy

Personal information collected on this form or supplied by you to UTS 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 Remissions Officer to make an informed decision on your application. If your debt is remitted, the Department of Education and the Australian Taxation Office (ATO) are both provided with the necessary details to enable this to happen and to have your SLE re-credited if it applies to your case. The authority to collect this information is contained in the *Higher Education Support Act (HESA) 2003*.

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Case No	OFFICE USE ONLY <div style="border: 1px solid black; height: 20px; width: 100%; margin-top: 5px;"></div>	Send your completed form and supporting documentation to: REMISSIONS OFFICER Student Administration Unit University of Technology Sydney PO Box 123 BROADWAY NSW 2007
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1. Personal Details

Title		Student ID Number	
Family Name			
Given Name(s)		Date of Birth	dd / mm / yyyy
Mailing Address			
		Postcode	
Phone (H)		Phone (M)	
Email <small>(Past students only)</small>			

IMPORTANT: Your UTS email and mailing address registered on the Student Administration system of the University will be used to correspond with you about this application. It is your responsibility to ensure these details are current. Confirm or update your details via "My Student Admin".

2. Course details

Course Code	C					Course Name	
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3. Details of Unit(s) of Study to be Assessed (one session only per application)

Year	Session	Subject Code	Subject Name
e.g. 2012	e.g. Autumn	e.g. 12345	e.g. Introduction to Accounting

4. Details of Fee Status

The assessment for Remission of HELP Debt / Refund of Upfront Payment relates to **TUITION FEES ONLY**. The Student Services and Amenities Fee (SSAF) is not refundable under any circumstances.

Commonwealth Supported Place (CSP)
 Domestic Full Fee Paying
 International

I am applying for:

- Remission of HECS-HELP debt and re-crediting of SLE (where applicable)
- Re-crediting of FEE-HELP balance
- Refund of upfront student contributions paid and re-crediting of SLE (where applicable)
- Refund of upfront tuition fees paid

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5. Special Circumstances

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** 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 the Remissions Officer to make a thorough and accurate assessment of your application. Please tick when completed.

- I have already withdrawn from any unit(s) of study listed on this application (for current teaching period only).
- I am submitting this application within the required 12-month timeframe.
- I have read the information regarding special circumstances and believe my situation meets the criteria listed.
- I have attached certified copies of all my supporting documentation.
- I have completed all sections of the application, and signed and dated the declaration (below).

7. Student Declaration

1. I have carefully read, understood and agree with all the instructions on the front of this application form.
2. I understand I am applying to be assessed for both no financial penalty AND no academic penalty for the unit(s) of study listed on this application – separate decisions may be made.
3. I understand that the SSAF is not refundable regardless of the outcome of this application.
4. Is there any current or proposed misconduct allegation against you?
Please circle: YES / NO
5. I understand that the documentation provided with my application may be verified by the University with the issuing authority. I acknowledge that disciplinary action may be taken by the University if I knowingly supply false or misleading documentation.
6. I declare that 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: / / _____