



THE UNIVERSITY OF
WESTERN AUSTRALIA

Student Administration
M356
The University of Western Australia
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CRAWLEY Western Australia 6009
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www.studentadmin.uwa.edu.au

CRICOS No: 00126G

INSTRUCTIONS FOR APPLYING FOR REFUND OF UP-FRONT STUDENT CONTRIBUTION PAYMENTS / REMISSION OF HECS-HELP DEBT AND RE-CREDIT OF STUDENT LEARNING ENTITLEMENT IN SPECIAL CIRCUMSTANCES

WHO SHOULD USE THIS FORM?

You should use this form if:

- you were enrolled in a course at the University;
- the census date has now passed but you are unable to continue your study because of **special circumstances**, and
- because of those special circumstances, you want all or some of your **payment/liability** for the semester/study period to be re-credited/refunded/remitted.

If you withdrew from your studies **on or before** the census date, you have not incurred a liability for that particular semester/study period and you should not lodge an application for a re-credit/refund/remission.

You should lodge a formal change of enrolment to the university before applying for a re-credit/refund/remission.

PRIVACY

Personal information collected on this form or supplied by you to the Registrar is treated in the strictest confidence in accordance with relevant privacy legislation and guidelines.

The information collected is used solely for the purpose of assisting the Registrar of the University to make an informed decision on your case.

The authority to collect this information is contained in the *Higher Education Support Act 2003 (HESA)*.

WHAT SPECIAL CIRCUMSTANCES ARE ACCEPTED?

You can clarify your SLE entitlement, SLE consumption and/or HECS-HELP balance through the Going to Uni website (www.goingtouni.gov.au). Student Administration staff can assist you in understanding SLE and HECS-HELP.

You can apply for re-credit of SLE and refund of associated up-front student contribution payments/remission of associated HECS-HELP debt if you withdraw from your studies after the census date or you have not completed the requirements of the unit; and special circumstances apply that are:

- beyond your control; ie 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. This situation must be unusual, uncommon or abnormal. (For example, a lack of knowledge of how HECS-HELP works is not considered beyond a person's control.)

AND

- do not make their full impact on you until on, or after, the census date; ie, your circumstances occur
 - (i) before the census date, but worsen after that day, or
 - (ii) before the census date, but the full effect or magnitude does not become apparent until on or after that day, or
 - (iii) on or after the census date.

AND

- make it impracticable for you to complete the course requirements; ie,
 - (i) medical circumstances. For example, where a person's medical condition has changed to such an extent that he or she is unable to continue studying;
 - (ii) family/personal circumstances. For example, death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a person to continue studies;
 - (iii) employment-related circumstances. For example, where a person's employment status or arrangements have changed so that the person is unable to continue his or her studies, and this change is beyond the person's control; or
 - (iv) course-related circumstances. For example, where the University has changed the unit it had offered and the person is disadvantaged by either not being able to complete the unit, or not being given credit towards other units or courses.

A person is unable to complete the requirements for a unit, for example, if the person is unable to:

- undertake the necessary private study required; or
- attend sufficient lectures or tutorials; or
- meet other compulsory attendance requirements in order to meet their compulsory course requirements; or
- complete the required assessable work; or
- sit the required examinations; or
- complete any other course requirements because of their inability to meet the above.

Please note: Special circumstances do not include, for example:

- A lack of knowledge or understanding of HESA requirements; or
- A person's incapacity to repay a Higher Education Loan Programme (HELP) debt; or
- A lack of knowledge or understanding of the university's enrolment procedures.

APPLICATION PERIOD

Your application must reach the University within 12 months of the period of study in which the unit was, or was to be, undertaken. Where you are permitted to defer completion of your studies, the twelve month period applies from the end of the extended period.

Lack of knowledge or understanding of the requirements for applying for a re-credit of SLE, refund of associated up-front student contribution payments and/or remission of associated HECS-HELP debt is not a valid reason for applying after the 12 month application period.

SUPPORTING DOCUMENTATION

Your application for a re-credit of SLE, refund of associated up-front student contribution payments and/or remission of associated HECS-HELP debt will be considered on its merits in conjunction with the supporting documentation you provide. Your supporting documentation should provide enough detail for the Registrar (or delegate) to make an informed decision regarding your case for a re-credit/refund/remission.

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 for a re-credit/refund/remission you also need to provide a statement from a doctor, counsellor, your employer, or your faculty to verify your claims. For example;

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
- when it became apparent that you could not continue with your studies

For employment-related reasons

A statement from your employer stating:

- the date your employment began or your conditions of employment changed
- how your circumstances were beyond your control
- how this prevented you from continuing your studies

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 circumstance began or changed
- how your circumstance affected your ability to study
- when it became apparent you could not continue your studies

For course related reasons

A statement from the Sub-Dean or Faculty Administrative Officer of 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 THE UNIVERSITY?

1. 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 University.
2. The Registrar (or delegate) will make a decision whether to re-credit your SLE, refund of associated up-front student contribution payments and/or remission of associated HECS-HELP debt based on the supporting documentation provided by you.
3. The Assistant Manager (or delegate) will write to you advising the outcome of your review (i.e. re-credit/refund/remission if successful). If your application is successful a revised Commonwealth Assistance Notice and a refund cheque, if applicable, will be mailed to you.

LODGING THE APPLICATION FORM

You should send your application to:

The Assistant Manager

Student Administration (M356)

The University of Western Australia

35 Stirling Highway

CRAWLEY WA 6009

Direct enquiries about re-crediting SLE, refunding up-front student contribution payments or remitting HECS-HELP debt to:

Telephone: (08) 6488 8745 / (08) 6488 2496

Facsimile: (08) 6488 1083

FURTHER INFORMATION ON HESA REQUIREMENTS

Further information on HESA requirements can be found at the Commonwealth government website www.goingtouni.gov.au, and the UWA websites www.studentadmin.uwa.edu.au

