



THE UNIVERSITY OF
WESTERN AUSTRALIA

REFUND OF PAID TUITION FEES / RE-CREDIT OF FEE-HELP BALANCE INFORMATION SHEET

You can apply for a refund of paid tuition fees and/or re-credit of FEE-HELP balance 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;
- do not make their full impact on you until on, or after, the census date; and
- make it impracticable for you to complete the requirements for the unit.

Your FEE-HELP debt in relation to a unit of study is taken to be remitted if your FEE-HELP balance is re-credited.

You can clarify your FEE-HELP balance through the Going to Uni website (www.goingtouni.gov.au). [Student Administration](#) staff can assist you in understanding your tuition fees and/or FEE-HELP debt.

Am I eligible for remission or re-credit?

Refund of paid tuition fees and/or re-credit of FEE-HELP balance is dependant on various conditions and circumstances. Find out more about these below:

Special circumstances

Special circumstances do not include, for example:

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

Beyond a person's control

Circumstances are beyond a person's control if 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 FEE-HELP works is not considered beyond a person's control.)

Do not make their full impact on the person until on, or after, the census date

Circumstances that do not make their full impact on the person until on, or after, the census date for the unit if the person's circumstances occur:

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

Impracticable to complete the requirements for a unit of study

Circumstances that make it impracticable for the person to complete the requirements for their unit of study include:

- 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;
- 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;
- 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
- 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.