Instructions for applying for a Refund of Up-front HECS or Refund/Remission of Postgraduate Fees in Special Circumstances

Who should use this form?
This form applies to students who pay up-front HECS directly to the University or had a Postgraduate fee liability, up-front or deferred, with the University.
You should use this form if:
- you paid all or part of your HECS contribution to the University or you were enrolled in a Postgraduate fee-paying 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 up-front payment/liability for the semester/study period to be refunded/remitted.

Please note: If you deferred all or part of your HECS contribution, you should apply directly to the Secretary of the Department of Education, Science and Training (DEST) for your debt to be reduced or removed.
Application forms are available from Student Administration or:
http://www.hecs.gov.au

The university has no authority to remove or reduce a student's deferred HECS debt.
If you made a partial up-front payment of your HECS contribution you will need to apply to the Secretary of the Department of Education, Science and Training (DEST) for remission of the deferred part of your HECS contribution as well as applying to the Registrar of the University for a refund of your partial up-front payment.
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 refund or remission.
You should lodge a formal change of enrolment to the university before applying for a refund or 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 Funding Act 1988.

What special circumstances are accepted?
Each application will be examined and determined on its merits. As a general guide special circumstances include those 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. A lack of knowledge or understanding of HECS or Postgraduate fee requirements is not considered to be 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) undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other compulsory attendance requirements in order to meet your compulsory course requirements, or
  (ii) complete the required assessable work, or
  (iii) sit the required examinations, or complete any other course requirements because of your inability to meet (i), (ii) or (iii).

Special circumstances may cover
Medical reasons - where your medical condition existed prior to the census date, continued past that date and deteriorated to the extent that you are unable to continue your studies OR your medical condition only became known after the census date.
Example 1. You contract an illness prior to the census date, your illness continues past the census date and deteriorates to the extent that you are unable to continue with your studies.

Example 2. Your medical condition only becomes apparent after the census date and the effects are sufficiently serious that it is impracticable for you to complete the course requirements and continue with your studies.

Family/personal reasons - due to unforeseen personal/family reasons that are beyond your control you are unable to continue with your studies.
Example 1. A member of your family suffers from a severe medical condition that requires you to provide full time care and as a result you are unable to continue with your studies.
Example 2. A member of your family or close friend dies and you are affected to the extent that you are unable to continue with your studies.

Example 3. You or your family’s financial circumstances change unexpectedly to the extent that you are unable to continue with your studies.

Employment related reasons: Where your employment status or employment arrangements change unexpectedly due to circumstances beyond your control and you are unable to complete your studies.
Example 1. You are engaged in full time employment and studying part time. Your hours of employment are increased unexpectedly and as a result you are no longer able to continue with your studies.
Example 2. You are involuntarily transferred to another location by your employer and as a result you are unable to complete the course requirements and unable to continue with your studies.

Course related reasons: Where the university changes the arrangements for your unit or course and as a result you are disadvantaged to the extent that you are unable to complete the requirements of the course and continue with your studies.
Example 1. The university cancels your unit or course after the census date and as a result you are unable to complete the requirements of the unit or course.
Example 2. You apply for credit towards units previously undertaken and are not advised of the decision by the university until after the census date.

Please note: Special circumstances do not include:
- A lack of knowledge or understanding of HECS or Postgraduate fee regulations
- A lack of knowledge or understanding of the university’s enrolment procedures
Application Period

Your application must reach the University within 3 months of the census date for the semester. These arrangements apply to both standard and non-standard semesters, for which there are differing census dates.

It is most important that remission applications reach the University by the due date. If you are unable to apply within the 3 month period, you may still be able to apply within 6 months of the census date provided you are able to demonstrate that:

- Circumstances beyond your control prevented you from applying within the 3 month period; or
- Your special circumstances for withdrawing only became known after the 3 month period.

Lack of knowledge or understanding of the requirements for applying for a refund is not a valid reason for applying after the 3 month application period.

You do not need to wait for confirmation of your withdrawal from your course or for supporting documentation to be finalised to apply for a refund/remission. Your application will be registered as awaiting outstanding documentation. This documentation is required within 28 days of receipt of your application. A lack of knowledge or understanding of the requirements for applying for a refund is not a valid reason for applying after the deadline.

Supporting documentation:

Your application for a refund/remission 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 refund/remission.

What supporting documentation do I need to provide?

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 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 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 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 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. You should generally allow 4-6 weeks for your application to be processed.
2. 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.
3. The Registrar (or delegate) will make a decision to refund/remit or not refund/remit your liability/up-front payment based on the supporting documentation provided by you.
4. You will be advised in writing of the decision of the Registrar (or delegate). If your application is successful a revised statement of liability and a refund cheque, if applicable, will be mailed to you.

Address for applications

You should send your application or make enquiries about refund of your HECS or refund/remission of your Postgraduate fee liability/up-front payment to:

The Manager
Student Administration (M356)
The University of Western Australia
35 Stirling Highway
CRAWLEY WA 6009

Facsimile: (08) 6488 1083
Telephone: (08) 6488 2496 or 6488 2826
# Application for a Refund of Up-front HECS or Postgraduate Fees in Special Circumstances

This form applies to students who pay up-front Higher Education Contribution Scheme (HECS) to the University or who are enrolled in a Postgraduate fee-paying course at the University. Information on this form is collected in order for the Registrar or delegate to make an informed decision on your application. The information collected will be used only for the purposes for which you provided it.

*Please read the attached instructions before you complete this form.*

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<th>1 Student number</th>
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<td>Surname</td>
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<td>Given names</td>
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<th>5 Are you applying for a refund of up-front semester fees as a Higher Education Contribution Scheme (HECS) student</th>
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<td>HECS</td>
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<td>Semester and year for which refund is sought</td>
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<td>First semester Year</td>
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<td>Second semester Year</td>
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<td>Non-standard semester (indicate which one) Year</td>
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<th>Are you applying for a refund of up-front semester fees as a postgraduate fee-paying student</th>
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<td>P/g fees</td>
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<th>7 Provide details of the units from which you withdrew</th>
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Continued overleaf
8 SPECIAL CIRCUMSTANCES - briefly explain why you decided to end your studies

If you need more space, please attach a sheet.

9 To support your case, you will need to provide the following documentation

- Documentation from a doctor, counsellor, employer or independent member of the community which covers
  - date your medical condition or personal circumstance began
  - if your medical condition or personal circumstance changed after the census date, the date it changed and to what extent
  - how your medical condition or personal circumstance affected your ability to study

Also provide any other documents which support your claim.

If you do not have the above information ready send in this application form without delay as your application will not be considered if it is outside the application period (refer to the instructions for dates.).

If you do not provide any further documentation within 28 days from the date of this application, your application may be decided on the basis of the information you have already provided.

10 Declaration

I wish to apply for a refund of my up-front HECS or refund/remission of my Post-graduate fee semester liability.

I declare that the information I have given on this application is correct. Signature

Date /

11 This form should be sent to: The Manager
Student Administration (M356)
The University of Western Australia
35 Stirling Highway
CRAWLEY WA 6009

Office Use only

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<th>Semester</th>
<th>Refund/Remission amount</th>
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Signed: ___________________________ Date: ______________