

## Application to re-credit a FEE-HELP balance or refund of tuition fees

Students who withdraw after the Census Date may apply under special circumstances:

- to have their FEE-HELP balance re-credited if they have taken out a FEE-HELP loan; or
- to have their tuition fees refunded (if they have paid upfront).

Special circumstances are specified under the *Higher Education Support Act (HESA 2003)* and are listed on the back of this form. **Please read these carefully to ensure you are eligible before applying.** All decisions to re-credit a FEE-HELP balance can only be in accordance with the requirements of *HESA*.

Requests for re-crediting a FEE-HELP debt should be made within 12 months of the withdrawal date (unless TAFE NSW is satisfied your application could not be made within the time limit because of special circumstances). If you have not withdrawn your enrolment, you must apply within 12 months of the last day of the unit(s) in which you enrolled. You cannot apply for a re-credit for a Unit of Study if you have successfully completed that Unit of Study.

## Part 1. Personal details

TAFE NSW Student ID

Unique Student Identifier

CHESSN no

Family name

First name

Other name

Email

Course name

Course code

Address

**Part 2. The subjects/unit/s of study I wish to receive special consideration for is/are:**

Unit of Study Code	Unit of Study Name	Office Use Only

### Part 3. Outline of Special circumstances

On a separate page, please outline the special circumstances under which you are applying to re-credit your FEE- HELP debt or tuition fees refunded. Attach any independent supporting *original* or *certified copy* documentation, for example, a letter from a doctor or counsellor, to support your claim.

## Part 4. Declaration

- I wish to apply for a re-credit of my FEE-HELP balance and/or
- I wish to apply for a refund of my tuition fees paid
- I declare that the information I have provided is true and accurate

**Student signature**

Date \_\_\_\_\_

Office Use only – Date application received:

## Part 5.

Submit your completed form and other *original or certified copy* documentation to Student Administration at your College, or via the TAFE NSW website, [Contact us](#). We will advise you of the outcome of your request as soon as possible.

Please note, all decisions are reviewable.

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### Office use only

Application approved

Application not approved

Name

Signature

Date

A copy of this form must be forwarded to the TAFE NSW Student Finance Review Officer.

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## Special circumstances for re-crediting a student's FEE-HELP balance

### 1. Special Circumstances

A provider must re-credit if the provider is satisfied that **special circumstances** apply to the person that were:

- beyond the person's control; **and**
- did not make their full impact on the person until on, or after, the Census Date; **and**
- made it impracticable for the person to complete the requirements for the unit in the period during which the person undertook, or was to undertake, the unit [HESA Schedule 1A clause 48]

- 1.1 **Beyond a student's control** - Circumstances could be considered beyond a student's control if a situation occurs that a reasonable student would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. This situation would generally be expected to be unusual, uncommon, or abnormal. For example, a lack of knowledge of how FEE-HELP works or the requirements regarding Census Dates would not be considered beyond a student's control.
- 1.2 **Do not make full impact until on or after the Census Date** - Circumstances could be considered not to make their full impact on the student until on or after the Census Date for the unit if the student'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.
- 1.3 **Impracticable for the student to complete the Unit of Study requirements** - Circumstances that make it impracticable for the student to complete the requirements for their unit may include:
  - medical circumstances. For example, where a student's medical condition has changed to such an extent that he or she is unable to continue studying.
  - family/student circumstances. For example, death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a student to continue studies.
  - employment related circumstances. For example, where a student's employment status or arrangements have changed so that the student is unable to continue his or her studies, and this change is beyond the student's control.
  - course related circumstances. For example, where TAFE NSW has changed the unit it had offered and the student is disadvantaged by either not being able to complete the unit, or not being given credit towards other units or courses.

### 2. Special circumstances do *not* include:

- 2.1 lack of knowledge or understanding of requirements for FEE-HELP assistance; or
- 2.2 a student's incapacity to repay a FEE-HELP debt, as repayments are income contingent, and the student can apply for a deferral of a compulsory repayment in certain circumstances.

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## Student Privacy

Information collected by TAFE NSW (the New South Wales TAFE Commission) during a student's enrolment and attendance will be used for the purposes of student record administration, identification, communication, state and national reporting, program monitoring, evaluation, and surveys. Student information will be held securely and disposed of securely when no longer needed.

The information may be disclosed when required by law and to government departments and agencies, including for example to the Services Australia (Centrelink), the Department of Veterans' Affairs, the NSW Department of Education, the Department of Home Affairs, Transport for NSW, the Australian Skills Quality Authority, the Tertiary Education Quality and Standards Agency, the Universities Admissions Centre, NSW Education Standards Authority and the National Centre for Vocational Education Research.

While the provision of the information requested on enrolment is not required by law, it is a requirement of TAFE NSW and your enrolment will not be accepted if it is not provided. You may correct your personal details by contacting us on 131 601 or via your TAFE NSW customer service centre or by using the TAFE NSW Student Portal.