



APPLICATION FOR REFUND OF PAID TUITION FEES AND/OR RE-CREDIT OF VET FEE-HELP/ VET STUDENT LOAN HELP BALANCE IN EXTENUATING CIRCUMSTANCES

(TAFE-Level Diploma/Advanced Diploma/Vocational Graduate
Certificate & Vocational Graduate Diploma courses only)

Please read the attached instructions before you complete this form.

V6

1. PERSONAL DETAILS

STUDENT ID:								
FULL NAME:								
DATE OF BIRTH:		/		/		SEX:	MALE <input type="checkbox"/>	FEMALE <input type="checkbox"/>
Current Address & Contact Details								
STREET								
SUBURN/TOWN					POSTCODE			
PHONE (home)					PHONE (mobile)			

2. REVIEW DETAILS

2a). Are you applying for a Review and possible Re-credit / Refund of:

<input type="checkbox"/>	VET FEE-HELP/VET STUDENT LOAN (HELP) balance and associated HELP debt
<input type="checkbox"/>	Tuition fee payment (made over counter directly to Box Hill Institute)

REFUNDS: (If applicable)	Complete bank account details below for direct deposit refund, if application is approved, for upfront payments			
DIRECT DEPOSIT TO BANK ACCOUNT REFUND	Bank Name		Account Name	
	BSB Number		Account Number	
OR:	Please complete below if you require the refund to be issued to a person / company other than yourself.			
NAME / COMPANY NAME:				
ADDRESS:			POSTCODE:	

2b). Which Semester and Year are you applying for a Review and possible Re-credit/Refund?

<input type="checkbox"/>	First Semester	Year				
<input type="checkbox"/>	Second Semester	Year				
<input type="checkbox"/>	Full-year units (Semester 3)	Year				
<input type="checkbox"/>	Summer School (Semester 4)	Year				

2c). For which course are you applying for a Review and possible Re-credit/Refund?

Course Title						
Course Code						

3. ENROLMENT DETAILS

3a). Date of Withdrawal:		/		/	
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Explain why you decided to end your studies *(please attach extra sheet/s if space below is insufficient to comprehensively detail the circumstances)*

[illegible]

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

- 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
- When it became apparent that you could not continue your studies

I wish to apply for a refund of my paid tuition fees and/or re-credit of my VET FEE-HELP/VET Student Loan (FEE-HELP) balance. I declare that the information I have given on this application is correct.

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OFFICE USE ONLY

☐

Approved

☐

Declined

Semester/s	
VET FEE-HELP/VET Student Loan Debt to be Remitted	\$
Up-front Payment to be Refunded	\$

 REGISTRAR'S
 AUTHORISATION..... / /

WHO SHOULD USE THIS FORM?

You should use this form if:

- You were enrolled in a Diploma/Advanced Diploma/Vocational Graduate Certificate/Vocational Graduate Diploma course at Box Hill Institute, with units that commenced **after** 1 July 2009;
- The unit 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.

You should lodge a Course Exit or Unit Withdrawal before applying for a re-credit/refund.

PRIVACY

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

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

The authority to collect this information is contained in the *VET Student Loans Act 2016*.

WHAT SPECIAL CIRCUMSTANCES ARE ACCEPTED?

You can clarify your status by contacting Student Administration, who can assist you in understanding your paid tuition fee payments and/or VET FEE-HELP/Vet Student Loan debt.

You can apply for a refund of paid tuition fees and/or re-credit of VET FEE-HELP/Vet Student Loan (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; i.e. 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 VET FEE-HELP/VET Student Loans 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; i.e. 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; i.e.
 - (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 immediate family, so that it is unreasonable to expect a person to continue studies; or
 - (iii) employment-related circumstances. For example, being re-located interstate, so that the person is unable to continue his or her studies, and this change is beyond the person's control (not a choice of the student to take up changed employment arrangements).

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 training sessions and other activities; 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 VET Student Loan requirements; or
- A person's incapacity to repay a VET FEE-HELP/VET Student Loan debt; or
- A lack of knowledge or understanding of the Institute's enrolment or withdrawal procedures.

APPLICATION PERIOD

Your application must reach the Institute within 12 months of the period of study in which the unit was, or was to be, undertaken.

Lack of knowledge or understanding of the requirements for applying for a refund of paid tuition fees and/or re-credit of VET FEE-HELP/ VET Student Loan (FEE-HELP) balance is not a valid reason for applying after the 12 month application period.

SUPPORTING DOCUMENTATION

Your application for refund of paid tuition fees and/or re-credit of VET FEE-HELP/Vet Student Loan (FEE-HELP) balance will be considered on its merits in conjunction with the supporting documentation you provide. Your supporting documentation should provide enough details for the Registrar (or delegate) to make an informed decision regarding your case for a re-credit/refund.

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 you also need to provide a statement from a doctor, counsellor, your employer, or your teaching centre 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 circumstances began or changed
- How your circumstances affected your ability to study
- When it became apparent you could not continue your studies

WHAT HAPPENS TO MY APPLICATION AFTER IT HAS BEEN LODGED WITH THE INSTITUTE?

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 by the Institute.
2. The Registrar (or delegate) will make a decision whether to refund your paid tuition fees and/or re-credit your VET FEE-HELP / VET Student Loan (FEE-HELP) balance based on the supporting documentation provided by you.
3. The Registrar will write to you, normally within 28 days, advising the outcome of your review (i.e. re-credit/refund if successful).

LODGING THE APPLICATION FORM

You should send your application to:

The Registrar
Box Hill Institute
Private Bag 2014
BOX HILL VIC 3128

FURTHER INFORMATION ON HESA REQUIREMENTS

Further information on VET Student Loan requirements can be found at the Commonwealth government website

www.studyassist.gov.au.