Southern Cross University

Application for
Remission or Refund of Fees after Census Date Due to Special Circumstances (Remission of HELP Debt or Refund of Upfront Payment)

You should use this form if you:

1. have withdrawn from a unit after census date due to special circumstances; **OR**
2. were unable to successfully complete a unit due to special circumstances.
3. This form should be used if you are requesting cancellation of your HELP debt, or refund of any upfront payment(s) made if you have withdrawn from unit(s) **AFTER CENSUS DATE** due to special circumstances which were beyond your control (see over page for details of special circumstances).

You may not submit an application for unit(s) of study in which you have received a passing grade

Application Requirements

1. Applications must be received no later than **12 calendar months** from the date of your withdrawal **or** the final day of the study period in which you undertook that unit (which ever is earlier).
2. Separate forms must be completed for each study period you are claiming for.
3. All sections of the attached form must be completed.
4. Independent supporting documentation must be attached to the form (eg. Medical certificates, letters from your employer etc). Each form must have its own independent supporting documentation attached.
5. You must sign and date form.
6. You must update your contact details in *My Enrolment* (scu.edu.au/myenrolment).
7. Send the completed form and documentation to:

   The Director of Student Services
   Southern Cross University
   PO Box 157
   LISMORE NSW 2480

   Note: This form cannot be faxed

Assessment of Application

1. Southern Cross University (SCU) will send you an acknowledgement letter confirming the date your application was received. If you have not received an acknowledgement letter within two (2) weeks you should contact Student Services on 02 6620 3431 or 1 800 626 481.
2. You should allow six (6) weeks for your application to be processed. SCU will advise you of the outcome in writing.

Unsuccessful applications

1. If you are not satisfied with the decision, you may request in writing that your application be reviewed by a different decision maker at SCU. You must make this request within 28 days of being notified of the decision. If you apply for reconsideration, you should allow a further six (6) weeks for your application to be reviewed. SCU will advise you of the outcome in writing.
2. If you wish to dispute the reviewed outcome you may apply to the Administrative Appeals Tribunal for a further review.

Successful applications

1. Any payment made directly to SCU will be re-credited to your account for the dollar amount paid. If you have any outstanding debts your account will be reconciled and the remaining balance will be sent by cheque to your contact address.
2. If you are a Commonwealth supported student, SCU will:
   i. re-issue your Commonwealth Assistance Notice (CAN) for the study period concerned;
   ii. advise the Australian Taxation Office (ATO) to remove any student contribution debt deferred for the approved unit(s).
3. If you are an international student the Department of Immigration and Citizenship (DIAC) will be provided with the appropriate information.

Special circumstances

When submitting your application form you must prove that:

1. **Withdrawing from your unit(s) after census date was unavoidable due to special circumstances and as a result you were unable to:**
   - undertake the necessary private study required, attend sufficient classes or meet other compulsory attendance requirements; or
   - complete the required assessable work; or
   - sit the required examination(s) or complete any other compulsory unit requirement(s).
2. **Your special circumstance did not make their full impact until after census date. For example:**
   - an existing condition worsened after census date; or
   - the full effect or magnitude of your special circumstance did not become apparent until on or after census date.
3. **Those special circumstances were beyond your control**

*Please note a lack of knowledge or understanding of University rules, student obligations or higher education legislation is **NOT** considered to be beyond your control.*

You must supply **independent supporting documentation** for all your claims. This may include medical certificates or letters from your employer, doctor or counsellor.

Examples of special circumstances include but are not restricted to:

Medical reasons

Example 1: You had a medical condition which existed prior to the unit census date, continued past that date and deteriorated to the extent that you were unable to continue studies.

Example 2: Your medical condition only became known after the unit census date and it was such that you were unable to continue with your studies.

Family or Personal reasons

Due to unforeseen family or personal reasons that occurred or worsened after the census date and that were beyond your control, you were unable to continue with your studies.

Example 1: You or your family's financial circumstances changed unexpectedly after the census date to the extent that you were unable to continue with your studies.

Example 2: A member of your family or a close friend died and you were affected to such an extent that, after the census date, you realised that you were unable to continue with your studies.

Example 3: A member of your family suffered from a severe medical condition and, after the census date, you were required to provide full time care. As a result, you were unable to continue with your studies.

Employment reasons

After the unit census date, your employment status or arrangements changed unexpectedly due to circumstances beyond your control and you were unable to complete your studies.

Example 1: After the unit census date, your employer unexpectedly increased your hours of employment in circumstances where you were unable to object. As a result, you were unable to continue with your studies or complete your unit requirements.

Example 2: After the unit census date your employer directed that you be transferred to a different state and as a result you were unable to continue your studies.

Choosing to increase your hours or undertake additional employment is not regarded as circumstances beyond your control.

False or misleading statements or information

It is a criminal offence to knowingly make a false or misleading statement or to otherwise knowingly supply false or misleading information in connection with your application. If you knowingly supply false or misleading information you may be liable to criminal prosecution.

Privacy

Personal information collected on this form or supplied by you to SCU will be treated in accordance with the Privacy Act 1988 and any relevant guidelines. The information collected is used for the purpose of assisting the Director of Student Services and the relevant Head of School to make an informed decision on your application. If your application is successful the ATO, DIISRTE and DIAC will be provided with the necessary information (where applicable).

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

Address change

In accordance with University rules, it is important that you immediately notify the University in writing of any change of mailing address. You should change your address details through *My Enrolment* (scu.edu.au/myenrolment).

Southern Cross University

Application for

Remission or Refund of fees after Census Date Due to Special Circumstances (Remission of HELP Debt or Refund of Upfront Payment)

- Read the attached instructions carefully before completing this form
- All sections must be completed
- Print clearly, using a **black** or **blue ballpoint pen**
- Use BLOCK LETTERS

SECTION A – Student Details

Title (Mr, Mrs, etc)

Family Name

Student ID

First Given Name

Other Given Name(s)

Date of birth DD / MM / YYYY

Street/ PO Box

Suburb/ Town

State/ County

Postcode

Country

Home Phone

Work Phone

Mobile Phone

Email

Course Name (eg. Bachelor of Business)

Course Code

SECTION B – Student Fee Status

I am a

☐ Commonwealth Supported Student ☐ Domestic Full Fee Paying Student ☐ International Student

I am applying for

☐ Remission of HECS-HELP debt and/ or refund of any upfront contributions paid
☐ Remission of FEE-HELP debt and/ or refund of any upfront payment
☐ Refund of upfront tuition fees paid

SECTION C – Unit Details

Details of the unit(s) for which you are applying for a remission or refund (view at My Enrolment). You must submit one application for each study period you are applying for.

Study Period eg: Session 1	Year eg: 2010	Unit Code eg: BIO00201	Unit Name eg: Biology	▪ Deferred; or ▪ Paid in full upfront; or ▪ Partial upfront payment	Census Date eg: 16/03/2010

SECTION D – Special Circumstances

You must provide information on your special circumstances, specifically how your circumstances:

- Changed after the census date for the unit(s) listed on page 3;
- Prevented you from completing your studies; and
- Were beyond your control

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If insufficient space has been provided, please continue your statement on a separate page and attach it to this application. Please remember to list all attachments in Section E.

SECTION E – DOCUMENTATION ATTACHED

Please list any documents you have attached to this application. Remember it is your responsibility to substantiate your claim with independent documentation. Each application must have it's own supporting documentation.

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SECTION F – DECLARATION

Personal information collected on this form or supplied by you to SCU will be treated in accordance with the Privacy Act 1988 and any relevant guidelines. The information collected is used for the purpose of assisting the Director of Students Services and the relevant Head of School to make an informed decision on your application.

I understand if my application for refund/ remission is successful the following departments will be provided with the necessary details (where applicable):

- The Department of Industry, Innovation, Science, Research & Tertiary Education (DIISRTE)
- The Australian Taxation Office (ATO)
- The Department of Immigration and Citizenship (DIAC)

The authority to collect this information is contained in the Higher Education Support Act 2003

I am applying for refund/ remission for fees incurred for the unit(s) listed in Section C.

I declare that the information I have provided on this application is correct. I understand that if I knowingly make any false or misleading statements, I may be liable for prosecution.

Signature_____ **Date**_____