

Higher Education Student Application for TAFE SA Refund and/or FEE-HELP loan Re-credit

Who should use this form?

Use this form to apply for a refund of tuition fees paid upfront and/or a re-credit to your FEE-HELP balance if:

- You are undertaking a TAFE SA Higher Education Course (i.e. Associate Degree or Bachelor)
- OR
- You took out a FEE-HELP loan for all or part of your tuition fees
- AND
- The Census Date has now passed but you are unable to continue with your study because of **special circumstances** (see criteria above)
- AND
- You withdrew from or did not complete a unit of study for which you have incurred a FEE-HELP debt because of these special circumstances.

This form (and evidence) must be received by TAFE SA:

- Within 12 months of the census date of that unit(s) of study

Do not use this form if you are an International Student.

Please complete the [online form](#) on the TAFE SA website or P: 1800 049 492 for assistance

Withdraw correctly and avoid incurring a debt

If you correctly withdraw from a higher education unit of study on or prior to the census date, you will not have to pay the tuition fees or incur a FEE-HELP debt for that unit of study. If you have already made an upfront payment of your tuition fees, you will receive a refund.

A debt occurs once your registration into that unit(s) of study has passed the Census date. If you have not withdrawn from the unit of study on or prior to the Census date you will not be eligible for a refund unless you meet the 'Special Circumstances' criteria and provide evidence with this Refund Application. TAFE SA must receive this application and evidence within 12 months of your withdrawal.

See [FEE-HELP Debt](#) information on the Study Assist website: www.studyassist.gov.au

To meet special circumstances, you need to show that what affected you:

- was beyond your control;
- did not make the full impact on you until on or after the census date(s) of the unit(s) of study; and
- made it not practicable for you to complete the unit(s) of study.

You will be required to:

- Apply for refund according to the special circumstances criteria with your higher education provider and they will ask you to provide supporting documentation.
- Ensure that your provider receives your application within 12 months of the census date.

Your provider may give you more time if it was not possible for you to apply within 12 months.

Please note:

- If you withdrew from your studies on or before the Census Date you have not incurred a TAFE SA or FEE-HELP debt.
- If you have completed the unit of study, you are not eligible for a TAFE SA refund or FEE-HELP re-credit unless you meet the 'special circumstances' criteria.

1. Personal details			
Surname:		Given Names:	
Student ID:		Date of Birth:	
Email:			
Postal Address:			
Phone:		CHESSN:	
<p>If you paid any of your tuition fees upfront and require a refund into your bank account, please provide your bank details. If you paid your tuition fees by credit card any monies refundable will be credited back to your credit card.</p>			
Financial Institution:		Account Name:	
BSB:		Account Number:	
2. Course enrolment details			
Course Title	National Code	Year	Semester
<i>E.g. Associate Degree in Electronic Engineering</i>	CRS1400029	2019	1
3. Unit/s of study from which you withdrew after the Census Date or did not complete successfully			
Unit of study, description (in full)	CRN	Census Date	Date of Withdrawal
<i>E.g. Mathematics 3</i>	45672	29/03/2019	29/03/2019

4. Special Circumstances and Supporting Documents

Special circumstances are those that:

- Are beyond your control
- Are unusual, uncommon or abnormal
- Do not make their full impact on you until on or after the Census Date
- Make it unfeasible for you to complete requirements of your unit of study, meaning you cannot:
 - Undertake the necessary private study required
 - Attend sufficient lectures or tutorials or meet other attendance requirements
 - Complete assessment requirements.

Provide details explaining:

- How your circumstances were beyond your control
- How your circumstances prevented you from continuing your studies
- How your circumstances changed after the Census Date

Refer to the table on the following page to see the definition, examples and supporting documents required to meet 'Special Circumstance' refund/re-credit criteria.

Your supporting documentation should provide enough detail for TAFE SA to make an informed decision regarding your case for refund and/or re-credit.

You must provide a minimum of one piece of eligible 'Supporting Evidence/Documentation' to support your application.

You may submit your application without the supporting documentation, however, it must be received by TAFE SA within **seven** days. If no supporting documentation is received within seven days, TAFE SA will make a decision based on the information you have provided already.

It is very 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.

Please note:

Statements made by parents, husbands/wives/partners, close relatives or friends are not considered to be independent supporting documentation for these purposes.

Attach a separate sheet if more space is required.

Special Circumstance Definition	Examples of Special Circumstance	Supporting Evidence/Documentation required
Medical reasons		
<p>Definition: Your medical condition existed prior to the Census Date, continued past that date and deteriorated to the extent that you were unable to continue your studies OR your medical condition only became known after the Census Date.</p>	<ul style="list-style-type: none"> ➤ 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 unit of study requirements and continue with your studies. 	<p>A Medical Certificate and a statement from a doctor indicating:</p> <ul style="list-style-type: none"> ➤ 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.
Family/personal reasons		
<p>Definition: Due to unforeseen personal/family reasons that are beyond your control, you are unable to continue with your studies.</p>	<ul style="list-style-type: none"> ➤ 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. 	<p>A statement from a doctor, counsellor or independent member of the community (e.g. Justice of the Peace or a Minister of Religion) indicating:</p> <ul style="list-style-type: none"> ➤ The date your personal circumstance began or changed ➤ How your circumstance affected your ability to study. ➤ When it became apparent that you could not continue with your studies
Employment-related reasons		
<p>Definition: Your employment status or employment arrangements change unexpectedly due to circumstances beyond your control and you are unable to complete your studies.</p>	<ul style="list-style-type: none"> ➤ Example 1. You are engaged in employment and studying. Your employer unexpectedly increases your hours of employment under circumstances in which you are unable to object. As a result you are unable to continue with your studies or complete your unit of study requirements. ➤ Example 2. You are engaged in employment out of necessity and studying. After the Census Date your employer directs that you be transferred to a different state. Your unit of study is not available via distance education and as a result you are unable to continue with your studies or complete your unit of study requirements. 	<p>A statement from your employer indicating:</p> <ul style="list-style-type: none"> ➤ Your previous work hours and location ➤ Your current work hours and location ➤ The reason for changed hours and/or location.

5. Declaration

- I wish to apply for a refund of tuition fees and/or re-credit of my FEE-HELP balance and remission of my FEE-HELP debt
- I authorise TAFE SA to update my contact information as provided on this form.
- I declare that the information I have given on this application is correct. I understand that if I knowingly make any false or misleading statements, my application will be disregarded.

Signature:

Date:

6. Submit application

Applications may be submitted via email to feehelp@tafesa.edu.au or posted to:

FEE HELP

TAFE SA

137 Days Road

REGENCY PARK SA 5010

Notes

What happens to my application after it has been lodged with the FEE-HELP Officer?

After your application has been received by the FEE-HELP Officer you will receive an email as acknowledgement. If, however, you have not received an acknowledgement within two weeks of submitting your application, please contact the FEE-HELP Officer at feehelp@tafesa.edu.au.

The decision to approve or not approve the remission of your FEE-HELP debt is made primarily on the basis of your **independent** supporting documentation. It is your responsibility to ensure all relevant documentation is provided with your application.

You will be advised of the decision in writing.

What if I am not satisfied with the decision made?

If you are not satisfied with the decision, you can apply for a review using the Application to Review a Refund/Re-credit Decision form.

This must be sent to the FEE-HELP Senior Review Officer within 28 days of receiving the original advice. You must state the reasons why you are applying for a review. TAFE SA will acknowledge receipt of your request for a review.

You will be notified in writing of the FEE-HELP Senior Review Officer's decision and the reasons for making the decision.

If, after completing all of the steps above, you are not satisfied with the outcome, you may apply to the Administrative Appeals Tribunal (AAT) for a review. Follow this link: [How to apply for a review](#) or contact AAT directly using the details below. Your application to the AAT must be made within 28 days of the day you receive the FEE-HELP Senior Review Officer's notice of decision.

Administrative Appeals Tribunal

Level 2

1 King William St
Adelaide SA 5000

www.aat.gov.au

P: 1800 228 333

When you apply to the AAT for review of a decision you may have to pay a fee, and applications cannot proceed until the fee has been paid or waived. Please refer to the [AAT website](#) for further details.

The Secretary of the Department of Industry, Innovation and Science or the Secretary's delegate will be the respondent for cases that are brought before the AAT. TAFE SA will be notified of your application and will provide the Department with copies of all the documents that are relevant to the appeal within ten business days.

Privacy Disclaimer

TAFE SA is collecting the information on this form in accordance with the Information Privacy Act 2009. Only authorised TAFE SA officers will have access to this information. Your information will not be disclosed to any third party without your consent, unless authorised or required by law.