

Higher Education Application for Refund and Re-credit of a HELP loan

Use this form if:

You are a **domestic student** enrolled in a higher education course at TAFE SA and your census date has passed but you can't continue with your study because of **special circumstances** (see explanation below).

AND

You would like to apply for a refund of tuition fees you paid upfront and/or a recredit to your HELP loan (FEE-HELP or HECS-HELP).

1. Personal details				
Surname:		Given Names:		Date of Birth:
Student ID:		Email:		
Postal Address:				
Phone:		Unique Student Identifier (USI):		
If you paid any of your tuition fees upfront and would like 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.				
Financial Institution:		Account Name:		
BSB:		Account Number:		
2. Course enrolment details				
Course title	National code	Year	Semester	
<i>Associate Degree in Electronic Engineering</i>	CRS1400029	2021	1	
3. Units/subjects you were enrolled in at census date				
Unit/subject name in full	CRN	Census date	Date of withdrawal	
<i>Mathematics 3</i>	45672	29/03/2019	29/03/2019	

4. Special circumstances

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 can't
 - Undertake the necessary private study required
 - Attend sufficient lectures or tutorials or meet other attendance requirements
 - Complete assessment requirements.

Definition of special circumstance	Examples of special circumstance	Supporting documents required
Medical reasons		
<p>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</p> <p>OR</p> <p>Your medical condition only became known after the census date.</p>	<ol style="list-style-type: none"> 1. You contract an illness prior to the census date. Your illness continued past the census date and your health deteriorated to the extent that you are unable to continue with your studies. 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>Due to unforeseen personal or family reasons that are beyond your control, you are unable to continue with your studies.</p>	<ol style="list-style-type: none"> 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. 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. 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. a 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>Your employment status or employment arrangements change unexpectedly due to circumstances beyond your control and you are unable to complete your studies.</p>	<ol style="list-style-type: none"> 1. You are working and studying. Your employer unexpectedly increases your work hours and you are unable to object. As a result, you are unable to continue with your studies. 2. You are working and studying. After the census date your employer transfers you to a different location. Your units/subjects are not available via distance education and as a result you are unable to continue with your studies. 	<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.

Please 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.

Your supporting documents should provide enough detail for TAFE SA to make an informed decision about your case for a refund or recredit.

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.

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 you need more space.

5. Supporting documents

6. Declaration

- > I wish to apply for a refund of tuition fees and/or re-credit of my HELP balance
- > 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:**

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 submitted?

After TAFE SA has received your application, you will be sent an email acknowledgement.

TAFE SA makes the decision to approve or not approve your request for a refund or recredit of your HELP loan based on your supporting documentation. It is therefore important that you provide all relevant documents with your application.

TAFE SA will inform you of its decision in writing.

If you have questions at any stage, please contact the HELP Officer at feehelp@tafesa.edu.au.

What if I am unsatisfied with TAFE SA's decision?

If you are not satisfied with the decision, you can apply for a review using the *Higher Education Application to review a refund and/or HELP loan re-credit decision* form.

This must be sent to TAFE SA within 28 days of receiving advice of the original decision. 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 review officer's decision and the reasons for making the decision.

What if I am unsatisfied with the outcome of the review?

If, after following all the steps above, you are still unsatisfied with the outcome, you may apply to the Administrative Appeals Tribunal (AAT) for a review.

For information on how to apply for a review, go to the [AAT website](#) or contact the AAT at:

Level 2
1 King William St
Adelaide SA 5000
P: 1800 228 333
generalreviews@aat.gov.au

You must make your application to the AAT within 28 days of the day you receive notice of the outcome of TAFE SA's review of the original decision.

Where can I find more information?

Go to the [Study Assist website](https://www.studyassist.gov.au/) (<https://www.studyassist.gov.au/>) for more information about HELP loans and special circumstances, or visit the TAFE SA website HELP loans page (<https://www.tafesa.edu.au/apply-enrol/fee-help>).

If you have any questions about your application, please send an email to feehelp@tafesa.edu.au.

Administration Use Only			
Application form received	Name:	Signature:	Date:
Approval CSL Team Leader	Name:	Signature:	Date:
Notification of decision sent to student	Name:	Signature:	Date:

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