

Instructions for Re-Crediting HELP & VET Student Loans in Special Circumstances

INSTRUCTIONS

Students who withdraw after the Census Date relevant to the subject(s) in a program under special circumstances for a refund of amounts paid (if they have paid upfront) and a re-credit of their HELP (HECS-HELP, FEE-HELP, VET Student Loan or VET FEE-HELP) loan balance if they have taken out a HELP Loan.

Requests for re-crediting a HELP loan balance (HECS-HELP, FEE-HELP, VET Student Loan or VET FEE-HELP) or refunding upfront tuition fees after the Census Date should be made within the relevant timeframe applicable to you and your payment type.

This form is only applicable for students enrolled in a VET Diploma, VET Advanced Diploma, VET Graduate Certificate, VET Graduate Diploma or a Higher Education program.

Students completing a Certificate IV or lower should contact the relevant teaching Department to discuss refund options if they are unable to complete their course.

WHAT ARE SPECIAL CIRCUMSTANCES?

For Holmesglen to consider your application you must be able to satisfy Holmesglen that the special circumstances prevented, or will prevent, you from completing the requirements for the relevant subject/s.

Circumstances are special circumstances if they:

- were beyond your control; **and**
- did not make their full impact on you until on or after the Census Dates for the relevant subject/s; **and**
- made it impractical for you to complete the requirements for the relevant subject/s during your enrolment in those subject/s.

BEYOND YOUR 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 HELP Loans work or the requirements regarding Census Dates would not normally be considered beyond a student's control.

DID NOT MAKE THEIR FULL IMPACT ON YOU UNTIL ON OR AFTER THE CENSUS DATES

Circumstances could be considered not to make their full impact on a student until on or after the Census Date for the course (or part of the course for which you are seeking a re-credit or refund) 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.

IMPRACTICABLE FOR THE STUDENT TO COMPLETE THE REQUIREMENTS OF THE COURSE (OR PART OF THE COURSE)

Circumstances that make it impracticable for a student to complete the requirements for the 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; or
- family/personal 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.

Special circumstances **DO NOT**, without other extenuating reasons, include:

- lack of knowledge or understanding of requirements for HELP loans; or
- a student changing their mind about studying; or
- a student's incapacity to repay a HELP debt, as repayments are income contingent and the student can apply for a deferral of a compulsory repayment in certain circumstances.

WHEN SHOULD I MAKE MY APPLICATION FOR A RE-CREDIT OR REFUND?

You must make your Application for re-crediting HELP Loan Balance and Refund of Tuition Fees to the Registrar no later than the time frame applicable to you, as set out below.

If you:

- were enrolled in and commenced studies for a VET course on or before 31 December 2016;
- were enrolled in and have commenced studies for a Higher Education (Degree and Masters) Program; or
- have a VET FEE-HELP debt, FEE-HELP debt or HECS-HELP debt,

you must make your Application for re-crediting HELP Loan Balance and Refund of Tuition Fees within 12 months after the earlier of:

- if you have notified Holmesglen of your withdrawal and Holmesglen has provided you with a notice that your withdrawal has taken effect, the date specified in that notice; and
- the period during which you undertook, or were to undertake, the relevant subject/s (unless Holmesglen exercises its discretion to extend this period).

If you:

- were enrolled in and commenced studies for a VET course on or after 1 January 2017; or
- have a VET Student Loan debt,

you must make your Application for re-crediting HELP Loan Balance and Refund of Tuition Fees within 12 months after the Census Date for the relevant subject(s) (unless Holmesglen exercises its discretion to extend this period).

WHAT SHOULD I PROVIDE WITH MY APPLICATION AS SUPPORTING DOCUMENTATION?

Documentation in support of your application may be included with this form. Examples of supporting documentation may be any statement prepared by an independent professional, such as a medical practitioner, counsellor or financial counsellor.

The documentation must include sufficient information to explain:

- when your circumstances began or changed;
- how your circumstances have affected your ability to study; and
- at what point you could no longer continue with your studies due to your circumstances.

HOLMESGLEN'S COMPLAINTS AND APPEALS PROCESS

If your application for refunding your upfront tuition fees or re-crediting of a HELP Loan balance is unsuccessful, you may also seek a review and reconsideration of the refund / re-credit decision by following Holmesglen's internal appeals process at no charge, or apply for a review by the Administrative Appeals Tribunal (charges apply).

RE-CREDITS WHERE HOLMESGLEN DOESN'T ACT

The Australian Government may also re-credit your FEE-HELP Loan balances in relation to special circumstances in which Holmesglen is unable (or has failed) to act or is being wound up or has been dissolved, or has failed to act.

- Refer to Holmesglen's **Complaints and Appeals** process for information.