



Domestic Student Fee Refund or HELP Debt Remission in Special Circumstances

Who should complete this form

This application form is only for domestic students to request either a refund of fees paid or a remission of a HECS or FEE-HELP debt where the census date has passed. The request must be due to special circumstances where you were unable to continue with your studies, resulting in you either officially discontinuing your enrolment or not successfully completing the requirements for one or more units of study.

International students with special circumstances must complete the [International Student Fee Refund in Special Circumstances](#) form.

Note

- This application will not remove any academic penalty for your unit(s). You must apply directly to your faculty for amendment of results.
- You cannot apply for a re-credit, remission or refund if you have successfully completed your unit(s) of study. If you withdrew from your course / unit(s) of study before the census date, you have not incurred a liability or debt for the particular semester and you should not lodge this application. For a refund of overpaid fees, contact Financial Control and Treasury on (02) 9351 5222 or follow the link, <http://sydney.edu.au/study/finances-fees-costs/fees-and-loans/paying-your-fees.html>, or apply through your Sydney Student Portal.
- Student Service and Amenities Fee (SSAF) legislation does not permit providers to remit SA-HELP debts incurred by students. Students who paid their SSAF upfront will also not be eligible for a refund under University policy.
- In order to apply for a refund of your student contribution amount or tuition fees paid, you must first have paid these fees to the University.

Application Period

Your application must be submitted within 12 months from the day you officially discontinued your studies. Official discontinuation means you have applied via Sydney Student and were granted a DC or DF before the end of the relevant semester.

If you did not officially discontinue your unit(s) (i.e. you have not applied to the University and have received an AF or F grade) your application must be submitted within 12 months from the end of the semester in which you were enrolled in the unit(s).

These arrangements apply to both standard and non-standard semesters / sessions.

The application period may be extended where it was not possible for the application to be made within the 12 month application period. Additional independent supporting documentation is essential for an extension to be considered.

What Special Circumstances are accepted (all three circumstances must be met)

Each application will be examined and determined on its merits in conjunction with the provided independent supporting documents. These documents must demonstrate that the special circumstances that apply were:

1. Beyond your control:
 - A situation occurs which a reasonable person would consider is not due to the person's action or inaction, either directly or indirectly and for which the person is not responsible. The situation must be unusual, uncommon or abnormal **and**
2. Did not make their full impact on you until on or after the census date, i.e. your circumstances occurred:
 - Before the census date but worsened after that date, or
 - Before the census date, but the full impact or magnitude did not become apparent until on or after that day, or
 - On or after the census date **and**
3. Made it impracticable for you to complete the unit / course requirements, such as:
 - Undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other compulsory attendance requirements, or
 - Complete the required assessable work, or
 - Sit the required examinations or complete any other course requirements.

Note

Special circumstances do not include a lack of knowledge of the *Higher Education Support Act 2003 (HESA)*, Local Fee Paying regulations or understanding of the University's enrolment procedures.

Examples Of Special Circumstances

Medical reasons	Where your medical condition existed before 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.
Family / Personal reasons	Due to unforeseen personal or family reasons beyond your control you were unable to continue with your studies.
Employment related reasons	Where your employment status or employment arrangements change unexpectedly due to circumstances beyond your control and you are unable to complete your studies.
Course related reasons	Where your Faculty changes the arrangements for your unit or course and as a result you are disadvantaged to the extent that you are unable to complete the requirements of the course and continue with your studies.



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Supporting Documentation

Your supporting documentation should provide sufficient details for the HECS and Domestic Fees Office to make an informed decision regarding your case.

You must provide independent supporting documentation to support your claims. It is inadequate to provide only a personal statement outlining your special circumstances.

Depending on your reasons for applying, you may also need to provide a statement from a doctor, counsellor, employer or your faculty to verify your claims. Statements or letters from a member of your family or another student are not considered independent.

Your documents must be originals or certified copies.

Supporting documentation for medical reasons should include a statement from your doctor, for family reasons a statement from a doctor, counsellor or independent member of the community (e.g. Justice of the Peace or a Minister of Religion) indicating:

- The date your medical condition / personal circumstances 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 indicating:

- Your previous work hours and location
- Your current work hours and location and
- The reason for changed hours and location

For course-related reasons a statement from your faculty indicating:

- That you have been disadvantaged by changed arrangements to your unit of study / course and that it was impossible for you to undertake alternative units of study or courses

Note

- If your application includes a Professional Practitioner Certificate(s) (PPC) as supporting documentation, you must also provide a letter from the doctor / counsellor outlining the details of the certificate(s) that are relevant to this process.
- A PPC is not sufficient independent supporting documentation as these are solely used to assess a student's academic performance.
- All documentation provided as part of the application will be retained by the HECS and Domestic Fees Office. If you need to keep any original documents, please submit certified copies.

Application Process

1. Complete the attached application form and submit it along with your independent supporting documentation either in person, by post, or email. All copies of supporting documentation must be certified.

By Mail:	HECS and Domestic Fees Office Student Centre Level 4, Jane Foss Russell Building, G02 The University of Sydney NSW, 2006	In Person:	Student Centre Level 3, Jane Foss Russell Building, G02 The University of Sydney NSW, 2006
		Email:	hecs.office@sydney.edu.au

2. Within several days of receipt of your application, the HECS and Domestic Fees Office will email an acknowledgment to the address on the application. If you do not receive acknowledgement of your application within two weeks of lodging your application, you should contact the HECS and Domestic Fees Office on +61 2 8627 8239.

You should generally allow 3 – 5 weeks for your application to be processed.

3. The decision to approve or not approve your application will be considered principally on the basis of the independent supporting documentation submitted. It is your responsibility to ensure all relevant documentation is provided to the HECS and Domestic Fees Office.

4. You will be advised in writing of the decision made. If you are not satisfied with the decision, you may apply in writing for a review. Your application for review must be sent to the HECS and Domestic Fees office within 28 days of receiving the original advice. You must state the reason why you are applying for the review.

5. The University will acknowledge receipt of the request for a review. You will then be notified in writing of the reviewer's decision and the reviewer's reasons for making the decision. However, if you do not receive any advice of a decision within 45 days of lodging the application for review, the reviewer is taken to have confirmed the original decision.

6. If you are dissatisfied with the results of the review and you are a Commonwealth Supported or HELP liable student, you have the right to appeal to the Administrative Appeals Tribunal (AAT) for a review of the reviewer's decision. Full fee paying students may not appeal to the AAT.

An application fee of \$884.00 (as at July 2016) is normally payable to the AAT at the time of lodging an appeal.

For information on how to apply visit the AAT website at: www.aat.gov.au/applying-for-a-review/how-to-apply.

Note

If you change your address or contact details after lodging your application, please notify the HECS and Domestic Fees Office immediately. If you are a current student you will also be required to update these details through your Sydney Student Portal.



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Special circumstances

In the section below, provide sufficient details to clearly explain how your circumstances:

- Were beyond your control, **and**
- Prevented you from continuing your studies, **and**
- Changed after the census date

If you require more space, please attach additional pages.

Independent supporting documentation – original or certified copies

To support your case, you must provide original or certified copies of independent supporting documentation, which demonstrates that your circumstances were:

1. Beyond your control **and**
2. Did not make their full impact on you until on or after the census date **and**
3. Made it impracticable for you to complete the unit / course requirements.

If you do not have the above documentation ready, submit this application form without delay as your application may not be considered if it is received outside the application period (refer to the application period information).

If you do not provide any further documentation within 28 days of lodging this application, your application may be determined by the University on the basis of the information which you have already provided.

Special circumstances related to this application

- Medical reasons Supporting documentation to include a statement from your doctor.
- Family reasons Supporting documentation to include a statement from your doctor, counsellor or independent member of the community (e.g. Justice of the Peace or a Minister of Religion).
- Employment reasons Supporting documentation to include a statement from your employer.
- Course reasons Supporting documentation to include a statement from your faculty.

Checklist – ensure all items are completed before submitting the application

- You have carefully read and understood the all instructions and believe your situation meets the criteria for special consideration.
- You are submitting the application within the specified time frame stipulated in the HESA legislation.
- You have attached original or certified independent supporting documentation.
- You have completed all sections of this application.

Declaration

I declare that the information I have supplied on this application is correct.
I understand that if I knowingly make any false or misleading statements,
I may be liable to disciplinary action.

Signature:

Date: