



# APPLICATION FOR REFUND OF PAID TUITION FEES AND/OR RE-CREDIT OF VET FEE-HELP BALANCE IN EXTENUATING CIRCUMSTANCES

(TAFE-Level Diploma/Advanced Diploma/Vocational Graduate Certificate & Vocational Graduate Diploma courses only)

Please read the attached instructions before you complete this form.

## 1. PERSONAL DETAILS

<b>STUDENT ID:</b>					
<b>FULL NAME:</b>					
<b>DATE OF BIRTH:</b>	/	/	<b>SEX:</b>	<b>MALE</b> <input type="checkbox"/>	<b>FEMALE</b> <input type="checkbox"/>
<b>Current Address &amp; Contact Details</b>					
<b>STREET</b>					
<b>SUBURN/TOWN</b>		<b>POSTCODE</b>			
<b>PHONE (home)</b>		<b>PHONE (mobile)</b>			

## 2. REVIEW DETAILS

**2a). Are you applying for a Review and possible Re-credit / Refund of:**

<input type="checkbox"/>	VET FEE-HELP (FEE-HELP) balance and associated VET FEE-HELP debt
<input type="checkbox"/>	Tuition fee payment (made over counter directly to Box Hill Institute)

<b>REFUNDS: (If applicable)</b>	Refund will be sent by cheque to you, or complete Bank details below for direct deposit refund.				
<b>DIRECT DEPOSIT TO BANK ACCOUNT</b>	BSB Number		Account Number		A c c a
<b>CREDIT CARD REFUND</b>	Credit Card Number		Expiry Date		C a
<b>OR:</b>	Please complete below if you require the refund to be issued to a person / company other than yourself.				
<b>NAME / COMPANY NAME:</b>					
<b>ADDRESS:</b>				<b>POSTCODE:</b>	

**2b). Which Semester and Year are you applying for a Review and possible Re-credit/Refund?**

<input type="checkbox"/>	First Semester	Year	[ ] [ ] [ ] [ ]
<input type="checkbox"/>	Second Semester	Year	[ ] [ ] [ ] [ ]
<input type="checkbox"/>	Full-year units (Semester 3)	Year	[ ] [ ] [ ] [ ]
<input type="checkbox"/>	Summer School (Semester 4)	Year	[ ] [ ] [ ] [ ]

**2c). For which course are you applying for a Review and possible Re-credit/Refund?**

<b>Course Title</b>					
<b>Course Code</b>	[ ]	[ ]	[ ]	[ ]	[ ]

## 3. ENROLMENT DETAILS

<b>3a). Date of Withdrawal:</b>	/	/	
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## OFFICE USE ONLY

 Approved Declined

Semester/s	
VET FEE-HELP Debt to be Remitted	\$
Up-front Payment to be Refunded	\$

REGISTRAR'S AUTHORISATION..... / /

## WHO SHOULD USE THIS FORM?

You should use this form if:

- You were enrolled in a Diploma/Advanced Diploma/Vocational Graduate Certificate/Vocational Graduate Diploma course at Box Hill Institute, with units that commenced **after** 1 July 2009;
- The unit census date has now passed but you are unable to continue your study because of **special circumstances**, and
- Because of those special circumstances, you want all or some of your **payment/liability** for the semester/study period to be re-credited/refunded/remitted.

If you withdrew from your studies **on or before** the census date, you have not incurred a liability for that particular semester/study period and you should not lodge an application for a re-credit/refund.

You should lodge a Course Exit or Unit Withdrawal before applying for a re-credit/refund.

## PRIVACY

Personal information collected on this form or supplied by you to the Registrar is treated in the strictest of confidence in accordance with relevant privacy legislation and guidelines.

The information collected is used solely for the purpose of assisting the Registrar to make an informed decision on your case.

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

## WHAT SPECIAL CIRCUMSTANCES ARE ACCEPTED?

You can clarify your status by contacting Student Administration, who can assist you in understanding your paid tuition fee payments and/or VET FEE-HELP debt.

You can apply for a refund of paid tuition fees and/or re-credit of VET FEE-HELP (FEE-HELP) balance if you withdraw from your studies after the census date or you have not completed the requirements of the unit; and special circumstances apply that are:

- Beyond your control; i.e. a situation occurs which a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the person is not responsible. This situation must be unusual, uncommon or abnormal. (For example, a lack of knowledge of how VET FEE-HELP works is not considered beyond a person's control.)

## AND

- Do not make their full impact on you until on, or after the census date; i.e. your circumstances occur
  - (i) before the census date, but worsen after that day; or
  - (ii) before the census date, but the full effect or magnitude does not become apparent until on or after that day; or
  - (iii) on or after the census date.

## AND

- Make it impracticable for you to complete the course requirements; i.e.
  - (i) medical circumstances. For example, where a person's medical condition has changed to such an extent that he or she is unable to continue studying;
  - (ii) 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 person to continue studies;
  - (iii) employment-related circumstances. For example, where a person's employment status or arrangements have changed so that the person is unable to continue his or her studies, and this change is beyond the person's control; or
  - (iv) course-related circumstances. For example, where the Institute has changed the unit it had offered and the person is disadvantaged by either not being able to complete the unit, or not being given credit towards other units or courses.

A person is unable to complete the requirements for a unit, for example, if the person is unable to:

- undertake the necessary private study required; or
- attend sufficient lectures or tutorials; or
- meet other compulsory attendance requirements in order to meet their compulsory course requirements; or

- complete the required assessable work; or
- sit the required examinations; or
- complete any other course requirements because of their inability to meet the above.

Please note: Special circumstances do **not** include, for example:

- A lack of knowledge or understanding of HESA requirements; or
- A person's incapacity to repay a VET FEE-HELP debt; or
- A lack of knowledge or understanding of the Institute's enrolment procedures.

### APPLICATION PERIOD

Your application must reach the Institute within 12 months of the period of study in which the unit was, or was to be, undertaken.

Lack of knowledge or understanding of the requirements for applying for a refund of paid tuition fees and/or re-credit of VET FEE-HELP (FEE-HELP) balance is not a valid reason for applying after the 12 month application period.

### SUPPORTING DOCUMENTATION

Your application for refund of paid tuition fees and/or re-credit of VET FEE-HELP (FEE-HELP) balance will be considered on its merits in conjunction with the supporting documentation you provide. Your supporting documentation should provide enough details for the Registrar (or delegate) to make an informed decision regarding your case for a re-credit/refund.

It is most 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. Depending on your reasons for applying for a re-credit/refund you also need to provide a statement from a doctor, counsellor, your employer, or your teaching centre to verify your claims. For example;

#### For medical reasons

A statement from a doctor stating:

- 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

#### For employment-related reasons

A statement from your employer stating:

- The date your employment began or your conditions of employment changed
- How your circumstances were beyond your control
- How this prevented you from continuing your studies

#### For Family/personal reasons

A statement from a doctor, counsellor or independent member of the community (eg, a Justice of the Peace or a Minister of Religion) stating:

- The date your personal circumstances began or changed
- How your circumstances affected your ability to study
- When it became apparent you could not continue your studies

#### For course related reasons

A statement from the Course Co-ordinator of your Centre stating:

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

### WHAT HAPPENS TO MY APPLICATION AFTER IT HAS BEEN LODGED WITH THE INSTITUTE?

1. Your application will be considered principally on the basis of your independent supporting documentation. It is your responsibility to ensure all relevant documentation is provided by the Institute.
2. The Registrar (or delegate) will make a decision whether to refund your paid tuition fees and/or re-credit your VET FEE-HELP (FEE-HELP) balance based on the supporting documentation provided by you.
3. The Registrar will write to you, normally within 14 days, advising the outcome of your review (i.e. re-credit/refund if successful). If your application is successful a revised statement of liability and a refund cheque, if applicable, will be mailed to you.

### LODGING THE APPLICATION FORM

You should send your application to:

The Registrar  
 Box Hill Institute  
 Private Bag 2014  
 BOX HILL VIC 3128

### FURTHER INFORMATION ON HESA REQUIREMENTS

Further information on HESA requirements can be found at the Commonwealth government website [www.goingtouni.gov.au](http://www.goingtouni.gov.au).