





# APPLICATION FOR REMISSION OR REIMBURSEMENT GUIDELINES

*Please follow the instructions below when completing the Application form*

## **Time Limits for applying**

Your application must reach Charles Sturt University within 12 months of the date of your withdrawal from your subject(s). If you have not been withdrawn from your subject(s) your application must reach Charles Sturt University within 12 months from the last day of the session/trimester in which you were enrolled in the subject(s).

## **How do I apply to have my HECS-HELP debt remitted, my upfront student contribution reimbursed, my FEE-HELP debt remitted, my tuition fee reimbursed, re-instatement of SLE or reduction in fee limit balance?**

1. Read the instructions on the following pages which outline the criteria you need to satisfy, and the documentation you need to provide.
2. Complete the attached form
3. Sign and date the form
4. Attach your supporting documentation to the form (eg medical certificate, letter from your employer). It is YOUR responsibility to ensure that all relevant documentation is included with your form.
5. Send your completed form and supporting documentation before the next Remissions Committee Meeting agenda closing date to your campus (listed below):

### **Albury**

HECS-HELP/FEE-HELP Coordinator  
P.O Box 1268  
Albury. 2640

### **Bathurst**

HECS-HELP/FEE-HELP Coordinator  
Private Mail Bag 7  
Bathurst. 2795

### **Dubbo**

HECS-HELP/FEE-HELP Coordinator  
Private Mail Bag 7  
Bathurst. 2795

### **Orange**

HECS-HELP/FEE-HELP Coordinator  
PO Box 883  
ORANGE. 2800

### **Wagga Wagga**

HECS-HELP/FEE-HELP Coordinator  
Locked Bag 588  
Wagga Wagga. 2678

## **What happens once I submit my application?**

1. Charles Sturt University will send you an acknowledgement letter, confirming the date of receipt of your application and the date the Remission Committee will meet to review your application.
2. Once your application is processed Charles Sturt University will advise you of the outcome within four weeks of the Remission Committee meeting date. If you are not satisfied with the decision you may apply (within 28 days of the initial decision) for the decision to be reconsidered by a review officer. The review officer will be a different decision maker within Charles Sturt University. Charles Sturt University will notify you of the outcome of the reconsideration process within four weeks of the receipt date of your submission for review.

3. If after reconsideration of your application you remain unhappy with the result, you may apply to the Administration Appeals Tribunal for a review.

### **What do I need to demonstrate in order for my application to be successful?**

You must be able to demonstrate with independent supporting documentation, that:

#### **1. Due to special circumstances, you were unable to complete your subject requirements**

ie you were unable to:

- i) undertake the necessary private study requirement; attend sufficient lectures or tutorials; or meet other compulsory attendance requirements in order to meet your compulsory subject requirements; or
- ii) complete the required assessable work; or
- iii) sit the required examinations, or complete any other subject requirements because of your inability to meet (i), (ii) or (iii).

**AND**

#### **2. Those special circumstances did not make their full impact until after the census date**

ie your circumstances occur:

- (i) before the census date but the full effect or magnitude does not become apparent until on or after the census date, or
- (ii) on or after the census date.

**AND**

#### **3. Those special circumstances were beyond your control**

ie a situation occurs that 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. A lack of knowledge or understanding of HECSHELP/FEE-HELP or regulations of the University is not considered to be beyond a person's control.

### **What are special circumstances?**

Special circumstances may include:

#### **Medical related circumstance**

*Example 1:* You have a medical condition that existed prior to the census date, continued past that date, and deteriorated to the extent that you were unable to continue your studies.

*Example 2:* Your medical condition only became known after the census date and it was such that you were unable to continue with your studies.

You will need to supply an **original** medical certificate to substantiate your claim.

#### **Family/personal circumstance**

Due to unforeseen personal/family reasons that occur or worsen after the census date and that are beyond your control, you are unable to continue with your studies.

*Example 1:* A member of your family suffers from a severe medical condition and after the census date you are required to provide full time care. 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, after the census date, you realise that you are unable to continue with your studies.

*Example 3:* You or your family's financial circumstances change unexpectedly after the census date to the extent that you are unable to continue with your studies.

You will need to supply documentation on letterhead from, for example, a family doctor or counsellor, to substantiate your claim.

## **Employment related circumstance**

After the census date, your employment status or arrangements change unexpectedly due to circumstances beyond your control and you are unable to complete your studies.

*Example 1:* You are employed out of necessity and studying. After the census date, your employer unexpectedly increases your hours of employment in circumstances where you are unable to object. As a result you are unable to continue with your studies or complete your subject requirements.

*Example 2:* You are employed out of necessity and studying. After the census date, your employer directs that you be transferred to a different state. Your institution does not offer distance education and as a result you are unable to continue with your studies or complete your subject requirements.

*Note:* Choosing to increase your hours of work or undertake additional employment are not regarded as circumstances beyond your control.

You will need to supply a letter from your employer on letterhead to substantiate your claim.

## **Subject related circumstance**

If Charles Sturt University changes the arrangements for your subject and as a result you are disadvantaged to the extent that you are unable to complete the requirements of the subject.

*Example 1:* Your institution cancels your subject after the census date and as a result you are unable to complete the requirements of the subject.

*Example 2:* You enrol in a subject, and before census date, have applied for credit towards the subjects previously undertaken at another institution and are not advised of the decision for credit by your institution until after the census date. You will need to supply supporting documentation to substantiate your claim.

## **What supporting documentation will I need to provide?**

A statement outlining your circumstances is not sufficient evidence by itself to substantiate your claim.

You will need to provide independent supporting documentation to substantiate your claims. For example, if the reason for applying for the remission of your debt is a medical one, you will need to supply a doctor's certificate that substantiates your claim.

You will need to ensure that your supporting documents are original and on official letterhead (if relevant) and are signed and dated.

## **False or misleading statements or information**

It is a criminal offence to knowingly make a false or misleading statement or to otherwise knowingly supply false or misleading information in connection with an application. Applicants who knowingly supply false or misleading statements or information may be liable for criminal prosecution.

## **Privacy and Health Records Information**

Personal information collected on this form or supplied by you to Charles Sturt University will be treated in accordance with the Privacy and Personal Information Protection Act 1998 (NSW) and Health Records and Information Privacy Act 2002 (NSW) and any relevant guidelines. The information collected is used for the purpose of assisting the Committee to make an informed decision on your application. If your debt is reduced or removed and Student Learning Entitlement is reinstated the ATO and DEST are provided the necessary details to enable this. The authority to collect this information is contained in the Higher Education Act 2003.