

RE

Re-credit of Student Learning Entitlement (SLE) and Refund of Fees in Special Circumstances



General information

In accordance with *The Higher Education Support Act 2003* students, under **special circumstances**, may apply for a remission of their Higher Education Loan Program (HELP) debt (FEE-HELP or HECS-HELP) or tuition fees and reinstatement of Student Learning Entitlement (SLE) where applicable.

Students have up to twelve months after the date of withdrawal or, if not withdrawn, twelve months after the end of the study period for the relevant unit to submit an application and provide documentation to support their case. These dates are set by legislation and applications lodged after these dates will not be considered.

Special circumstances

Special circumstances include those that:

- are beyond the student's control;
- do not make their full impact on the student until on or after the census date for the unit of study in question, and
- make it impracticable for the student to complete the requirements for the unit during the period the student enrolled in the unit.

Special Circumstances may fall under the following categories:

- Medical circumstances
- Family/personal reasons
- Employment-related reasons
- Course-related reasons

Who should use this form?

Commonwealth-supported students who paid their student contribution amount up-front or who have deferred the amount as a HECS-HELP loan or Fee paying students who paid fees up-front or who deferred their tuition fee as a FEE-HELP loan can use this form if their circumstances are applicable.

Who should not use this form?

Students who have formally withdrawn from studies **before** the census date, do not incur a debt for the units they were enrolled for or consume SLE, therefore, such students should not complete this form.

Supporting documentation

The RE application cannot be considered unless it includes independent supporting documentation. The following information identifies supporting documentation requirements:

Medical reasons

A report 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.

Family/personal reasons

A report 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 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

A report from your employer stating:

- the date your employment began or your conditions of employment changed;
- how the circumstances were beyond your control;
- how this prevented you from continuing your studies.

Course related reasons

A report from your Course Coordinator stating:

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

How to apply

Students whose circumstances meet the requirements, as outlined, must complete the RE form and include relevant independent supporting documentation.

Applications can be lodged at a Student Centre or mailed to: Manager, Enrolments, Fees and Scholarships Section, Australian Catholic University, Locked Bag 4115, Fitzroy, Victoria, 3065.

Outcome

- Applications generally take 20 working days from the date of receipt to process.
- Applications are considered principally on the basis of the independent supporting documentation.
- Applicants will be advised in writing of the decision and the reasons for that decision.
- Applicants who are not satisfied with the decision may appeal in writing to the Academic Registrar, for a review of their case. An appeal must be received no later than 28 days after the date of receipt of the decision.
- If the application for a re-credit / refund of all or part of your HECS-HELP or FEE-HELP liability is approved, the University will report the revised debt for that study period to DEEWR and adjust the Student Learning Entitlement (SLE). A new Commonwealth Assistance Notice (CAN) will be posted to the student to confirm the revised liability.

Privacy

ACU National is committed to ensuring the privacy of all information that it collects. Personal information supplied to the University will only be used in accordance with the University's Statement on Privacy located at:

<http://www.acu.edu.au/privacy.html> and the Student Administration Privacy Policy located at: <http://www.acu.edu.au/student/admin/legalinfo.html>

Information collected is used solely for the purpose of assisting the University to make an informed decision on your case, and we will not disclose it without your consent, except where authorised or required by law.

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1 Name	Surname	
	Given names	

2 Mailing address	
	Postcode

3 ACU student ID	
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4 Campus	
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5 Name of course	
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6 Type of study period debt				
Student Contribution Deferred	<input type="checkbox"/>	FEE-HELP Payment	<input type="checkbox"/>	
Student Contribution Up-Front / Partial Payment	<input type="checkbox"/>	Full Fee Paying	<input type="checkbox"/>	

7 Study period, year and amount of refund sought	Study Period		Year	Amount
				\$

8 Date of formal withdrawal (if applicable)	/ /
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9 Provide details of the units for which you are requesting remission or refund

Unit Code	Unit Title (in full)	Result Code	Date you ceased studying the unit	Census Date

OFFICE USE ONLY

Re-credit of Student Learning Entitlement (SLE) and Refund of Fees in Special Circumstances: Recommended: <input type="checkbox"/> Not Recommended: <input type="checkbox"/> Manager Enrolments Fees and Scholarships: _____ Date: _____

If Recommended: DN Code recorded: <input type="checkbox"/> Comment entered in Banner: <input type="checkbox"/> Reported to DEEWR: <input type="checkbox"/> Administrative Officer: _____ Date: _____

Notices Sent: Date letter Sent: _____ Commonwealth Assistance Notice included: (CSP students only) <input type="checkbox"/> Administrative Officer: _____ Date: _____
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