

Application for Re-credit of FEE-HELP Balance or Refund of Fees

If a census date has passed for a subject(s) and you decide to withdraw, are withdrawn by the School or did not complete the requirements for the subject(s), you may be eligible to have some or all of your:

- FEE-HELP balance re-credited; or
- Upfront payment refunded.

AFTRS policy on re-crediting FEE-HELP balances, or refunding upfront payments, is in accordance with the requirements of the *Higher Education Support Act 2003* (HESA Act) and the Higher Education (Support) Administration Guidelines 2022. See AFTRS [Fees Policy](#) for more information.

Eligibility Criteria

Applicants must address the Special Circumstances criteria, which is assessed in accordance with the HESA Act 104-30 and 104-35. *Special Circumstances* are defined as circumstances that:

1. were beyond your control;
2. did not make their full impact on you until on or after the census date for the subject(s); and
3. made it impracticable for you to complete the requirements of the subject(s) within the study period that you undertook, or were to undertake, the subject(s).

All of the above criteria must have been met. Your circumstances must have impacted you to the extent that you were unable to complete the subject(s) requirements and must have occurred or worsened on or after the census date. A subject that has been successfully completed (i.e. a passing grade has been awarded) is not eligible for a re-credit of FEE-HELP balance or a refund of fees.

Supporting Documentation

You **must** provide external, independent supporting documentation to support your application. **It is not sufficient to provide only a personal statement. Statutory declarations are not accepted.** Documentation should clearly indicate what the circumstances were, when they occurred, how they made it impracticable for you to successfully complete the subject(s) and must have been confirmed by an external source **within** the study period of the subject(s). The types of circumstances and supporting documentation are:

Medical Reasons

Circumstances where your medical condition changed to such an extent that you were unable to continue studying. Supporting documentation required would be a letter from your doctor stating:

- that they have examined you face to face;
- the date your changed medical condition was confirmed by them;
- the nature of your medical condition; and
- whether they believe your medical condition had changed to the extent that you were unable to continue with your studies.

Family or Personal Reasons

Circumstances of a death or severe medical problems within your family, or unforeseen family financial difficulties, such that it is unreasonable to expect that you would continue your studies. Supporting documentation required would be a letter from your doctor or other external, qualified medical professional (e.g. psychologist) stating:

- the date your family or personal circumstances was confirmed by them;
- the nature of your family or personal circumstances; and
- whether they believe your family or personal circumstances was severe enough to the extent that you were unable to continue with your studies.

Employment Related Reasons

Where your employment status or arrangements have changed such that you are unable to continue your studies, and that this change was beyond your control. Supporting documentation required would be a letter from your employer stating:

- your previous work hours, role and/or location;
- your current work hours, role and/or location; and
- the date of, and reason for, the changed work hours, role and/or location.

Course Related Reasons

Where AFTRS has changed a subject it had offered and you are disadvantaged by either not being able to complete the subject, or not being given credit towards another subject or for your course. Supporting documentation required would be a statement from your Program Convenor stating:

- that you have been disadvantaged by changed arrangements to your subject or course and that it was impossible for you to undertake alternative subjects.

12-Month Application Period

Your application must reach AFTRS within 12 months of the date of your withdrawal, or School-initiated withdrawal of you, from the subject(s). In all other circumstances, you must lodge your application within 12 months of the last day of the study period for the subject(s) in which you were enrolled.

How to Apply

It is recommended that you contact the Student Centre to clarify key information prior to submitting an application, including:

- the dates of subject withdrawals or unsuccessful completions, along with the study period for the subjects; and
- the types of evidence you intend to submit to accompany your application to demonstrate how you meet the Special Circumstances criteria.

Applicants are requested to then fill out and submit the application form over the page.

Further information on your application's outcome, including timeframes and appeal options, can be found in the *Re-crediting FEE-HELP Balances or Refunding Upfront Payments* section of the [Student Handbook](#).

Applications must be submitted in writing to Student Centre using the application form provided. Any requests for re-credit of FEE-HELP balance or refund of fees not on the approved application form will not be considered.

1. Student Details

First Name:		Family Name:		Student No:	
Street Address:					
Suburb:		State:		Postcode:	
Mobile:		Email:			
Note: If you are a current AFTRS student, all correspondence will be sent to your AFTRS student email account.					
What are you applying for?					
Re-credit of FEE-HELP balance:	<input type="checkbox"/>	Refund of Upfront Fees:	<input type="checkbox"/>		

2. Course and Subject Details

Course Name:				
Subject Code	Subject Name	Year	Semester (e.g. Semester 1)	Tuition Fee
				\$
				\$
				\$
				\$
				\$
				\$
				\$
			Total:	\$

3. Special Circumstances

What are 'special circumstances'?

To be eligible for a re-credit of your FEE-HELP balance or a refund of fees, your special circumstances will need to meet all three (3) of the following conditions:

1. were beyond your control; and
2. did not make their full impact on you until on or after the census date for the subject(s); and
3. made it impracticable for you to complete the requirements of the subject(s) within in the study period that you undertook, or were to undertake, the subject(s).

3. Special Circumstances (continued)

You **must** provide a statement outlining your special circumstances, as per the above three (3) conditions. Your statement should explain the impact of these circumstances on your ability to continue studying in the subject(s) and/or why you were unable to withdraw prior to the census date(s).

You **must** attach documentation to support your claims. It is not sufficient to provide only a personal statement.

Have you attached original documentation to support your claims?

Yes:

4. Student Declaration

I declare that the information I have submitted in this application is true, correct and not misleading. I understand that AFTRS may vary or reverse any decision concerning my application or not process my application if this is not the case, and that giving false or misleading information may also be an offence under the *Criminal Code*. I authorise AFTRS to contact any person or organisation giving supporting documentation for the purpose of verifying the information they contain.

You **must** provide a statement outlining the special circumstances. Your statement should explain the impact of these circumstances on your ability to continue studying in the subject(s) and/or why you were unable to withdraw prior to the census date(s).

Signed:

Date:

Privacy Information

AFTRS requires the information you give in this application, and in supporting documents, to process the application. Where required to meet AFTRS' legal or administrative obligations, AFTRS may disclose information in it to other Australian government entities. AFTRS collects and deals with your personal information according to Australian privacy law and AFTRS' [Privacy Policy](#), which sets out how you may access and correct the personal information AFTRS holds about you, and how you may complain about any privacy breaches.



5. Approval						
Received by Student Centre:	Application complete with all required documents:				Date:	
	Outcome date (28 days from receipt):				Date:	
Student Information Manager:	Recommended:		Not Recommended:		Date:	
Head of Governance:	Approved:		Declined:		Date:	
	Signed:					
	Statement of Reasons (if applicable):					

6. Student Centre Action	
Create SharePoint file and save supporting documentation, as well as summary, for Head of Governance review.	
SharePoint folder link:	
<p>Once reviewed and outcome determined:</p> <ol style="list-style-type: none"> 1. Email notification to student and bcc Head of Governance. 2. Save determination notification email on Paradigm Student Record and amend subject status if approved. 3. Notify Compliance Manager and Finance. 4. Upfront Refund only: Generate Purchase Order with bank details for approval and refund. 	
Student Centre Notes (if applicable):	