

VET Student Loan

Application to re-credit a HELP balance

By completing and submitting this application you are requesting to have your HELP balance re-credited and any tuition fees paid upfront refunded.

Please submit this application and any original or certified copies of supporting evidence to the Customer Service Centre at your campus or via enrol@sunitafe.edu.au. You will be notified of the outcome of your application within 28 days.

PERSONAL DETAILS	
Student ID	<input type="text"/>
Student Name	<input type="text"/>
Course	<input type="text"/>

UNITS FOR RE-CREDIT	
Please indicate below the units you wish to receive special consideration:	
Unit Code	Unit Name
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

DETAILS OF SPECIAL CONSIDERATION	
Please outline the special circumstances under which you are applying to re-credit your HELP balance. Attach original or certified copies of any independent supporting documentation, for example, a letter from a doctor or counsellor to support your application.	
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STUDENT DECLARATION	
<ul style="list-style-type: none">I declare that the information provided is true and correct.I declare I am applying for a re-credit of my HELP balance and a full refund of any tuition fees paid upfront.	
Applicant Signature:	<input type="text"/>
Date:	<input type="text"/>

SPECIAL CIRCUMSTANCES FOR RE-CREDITING A STUDENT'S HELP BALANCE

Students with a VET Student Loan who withdraw after the census day of an enrolled unit may apply under special circumstances to have their HELP balance re-credited and any tuition fees paid upfront refunded.

Special circumstances are specified under the VET Student Loans Act 2016 and decisions to re-credit a HELP balance can only be made in accordance with the requirements of the Act.

Requests for re-crediting a HELP balance should be made:

- a) within 12 months of the census date for the unit; or
- b) within 12 months of the withdrawal date from the unit; or
- c) if you have not withdrawn, within 12 months of the end of the period of study for the unit.

Requests submitted outside the required timeframes must be able to show the application could not be made within the required timeframe and evidence is provided to support the claim.

Students cannot apply for a re-credit if they have successfully completed the course. Students who have not completed the course can apply for a re-credit for units of competencies where the special circumstances criteria apply.

Special Circumstances

A provider must re-credit if satisfied that special circumstances prevented, or will prevent the student from completing the requirements for the course, or part of the course and that:

- are beyond the student's control; and
- do not make their full impact on the student until on or after the census day for the course or the part of the course; and
- made it impracticable for the student to complete the requirements for the course, or the part of the course during the student's enrolment in the course, or the part of the course. [*VET Student Loans Act (2016) Part 6; Division 2; Section 68*]

1. Beyond the student's control

Circumstances could be considered beyond the student's control if a situation occurs that a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. This situation would generally be expected to be unusual, uncommon or abnormal.

2. Do not make full impact until on or after the census day

Circumstances could be considered not to make their full impact on the student until on or after the census day for the course or the part of the course if the student's circumstances occurred:

- before the census day, but worsen after that day
- before the census day, but the full effect or magnitude does not become apparent until after that day; or
- on or after the census day.

3. Impracticable for the student to complete the requirements for the course, or the part of the course during the student's enrolment

Circumstances that make it impracticable for the student to complete the requirements for their course or part of the course may include:

- a) **medical circumstances** – for example, where a student's medical condition has changed to such an extent that they are unable to continue studying;
- b) **family/personal circumstances** – for example, death or severe medical problems within a family, or unforeseen family financial difficulties;
- c) **employment related circumstances** – for example, where a student's employment status or arrangements have changed so that the student is unable to continue their studies, and this change is beyond the student's control; or
- d) **course related circumstances** – for example, where SuniTAFE has changed the unit, it had offered and the student is disadvantaged by either not being able to complete the unit, or not being given credit towards other units or courses.

PRIVACY STATEMENT

SuniTAFE values the privacy of students and is committed to handling personal information in accordance with the *Privacy Act 1988*. The information collected on this form is for the purpose of assessing a student's eligibility for Commonwealth assistance under the *Higher Education Support Act 2003* and processing the application. SuniTAFE will disclose this information to Commonwealth and Department of Education and Training (DET) to comply with government and other reporting obligations required as part of this application. DET will store the information securely in the Higher Education Information Management System and may disclose the information to the Australian Taxation Office. SuniTAFE and DET will not otherwise disclose the information without a student's consent unless required or authorised by law. By completing and submitting this application you agree to SuniTAFE collecting, using and disclosing personal information as described above and in accordance with our Information Privacy Policy.

A student's personal information will be used and collected as set out within our **Information Privacy Policy** found at www.sunitafe.edu.au