



Application to re-credit a HELP balance

Students who withdraw after the census day may apply under special circumstances:

- to have their HELP balance re-credited if they have taken out a VET Student Loan/VET FEE-HELP loan; or
- to have their tuition fees refunded (if they have paid upfront).

Special circumstances are specified under the VET Student Loans Act 2016 or the Higher Education Support Act 2003 (for students enrolled under the VET FEE-HELP loan scheme prior to 31 December 2016). Special circumstances are listed on the back of this form. **Please read these carefully to ensure you are eligible before applying.** All decisions to re-credit a HELP balance can only be made in accordance with the requirements of the Acts. Requests for re-crediting a HELP balance should be made within 12 months of the census day of the Unit of Study/Part of a Course (unless the provider is satisfied your application could not be made within the time frame and you provide evidence to support this). 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 UoS where the 'Special Circumstances' criteria apply.

Part 1. Personal details

| | | | |
|-----------------|--|--------------|--|
| Family Name: | | Other Names: | |
| ACC Student No. | | CHESSN No: | |
| Course Name: | | Course No: | |
| Email: | | USI: | |
| Address: | | | |
| | | | |

Part 2. The unit/s of study I wish to receive special consideration for is/are:

| Unit of Study Code | Unit of Study Name | Office Use Only |
|--------------------|--------------------|-----------------|
| | | |
| | | |
| | | |

Part 3. Outline of special circumstances

On separate paper, please outline the special circumstances under which you are applying to re-credit your HELP balance. Attach any independent supporting original or certified copy documentation, for example, a letter from a doctor or counsellor, to support your claim.

Part 4. Declaration

| | | |
|--|--------------------------|---------------------------------|
| I wish to apply for re-credit of my HELP balance <i>and/or</i> | <input type="checkbox"/> | Office Use only. Date Received: |
| I wish to apply for a refund of my tuition fees paid | <input type="checkbox"/> | |
| I declare that the information I have provided is true and accurate. | <input type="checkbox"/> | |
| Student Signature: | Date: | |

Part 5.

Submit your completed form and other *original* or *certified copy* documentation to the ACC administration office. You will be notified of the outcome of your request as soon as possible.
Please note: all decisions are reviewable.

| OFFICE USE ONLY | | | |
|------------------------------|----------|------------|-------|
| Re-credit/refund recommended | | YES / NO | |
| Recredit/refund approved | YES / NO | Signature: | Date: |

Special circumstances for re-crediting a student's HELP balance

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.

Students do not need to demonstrate they were unable to withdraw from the unit of study prior to the census day.

Pre-existing conditions – A circumstance that first occurred before the census day may satisfy the special circumstances requirement where it worsens after that day or the full effect or magnitude does not become apparent until after that day. For example, a student may have an illness or other underlying, pre-existing condition or incapacity prior to the census day for the course or the part of the course, but that condition may worsen, or that student may suffer from an aggravation, deterioration or episode, after the census day.

Alternatively, the full implications of a student's condition may not have been apparent until after the census day. This may be because recovery does not go to plan, or the degree of disability or incapacity for study are not fully realised until 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:
 - medical circumstances, for example, where a student's medical condition has changed to such an extent that he or she is unable to continue studying.
 - family/student circumstances, for example, death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a student to continue studies.
 - employment related circumstances, for example, where a student's employment status or arrangements have changed so the student is unable to continue their studies, and this change is beyond the student's control; or
 - course related circumstances, for example, where the provider has changed the course or parts of a course it had offered and the student is disadvantaged by either not being able to complete the course or parts of a course, or not being given credit towards other or courses or parts of a course.

Student Privacy

Information collected by ACC during a student's enrolment and attendance will be used for the purposes of general record administration, identification, communication, state and national reporting, program monitoring, evaluation and surveys. Student information will be held securely and disposed of securely when no longer needed. The information may be disclosed when required by law and to government departments and agencies. In order to meet the requirements of Registered Training Organisations under the Apprenticeships and Traineeship Act 2001, apprentice and trainee information is provided to employers, Australian Apprenticeship Centres and relevant State Training Authority. While the provision of the information requested on this form is not required by law, it is a requirement of ACC and the student enrolment will not be accepted if it is not provided. Students may correct their personal details by contacting the ACC administration office.