



## SPECIAL CIRCUMSTANCES APPLICATION FOR REMISSION / RE-CREDIT OF VET STUDENT LOAN

### INFORMATION SHEET

#### MUST BE READ PRIOR TO COMPLETING AN APPLICATION

The VET Student Loans program is an Australian Government loan program that helps eligible students enrolled in approved courses at approved course providers pay their tuition fees. Students will owe a debt to the Australian Government for the loan, which will be managed by the Australian Taxation Office (ATO). South Metropolitan TAFE acts in accordance with Federal Legislation in the administration of loans on behalf of the Student and the Australian Government.

In applying for a Special Circumstances Remissions/Re-Credit of VET Student Loan, it is important to note that *the student is requesting a formal loan agreement between themselves and the Australian Government be re-credited*, and that South Metropolitan TAFE is required to determine on behalf of the Australian Government if the application meets the requirements under subclause 46(2) of Schedule 1A of the *Higher Education Support Act 2003* (Cth)

#### WHO SHOULD USE THIS FORM?

This form applies to students holding a VET Student Loan for the payment of their fees at South Metropolitan TAFE, who withdraw from a course or unit(s) after the census date, due to special circumstances having prevented them from successfully completing their studies, and believe they may be eligible for consideration for a remission or re-credit of their fees.

**Please Note:** The College Discretionary Fee is non-refundable. If a portion of course fees were paid directly to the college and not placed on a VET Student Loan, these will be refunded direct to the student as applicable to the outcome of this application.

**PLEASE READ ALL EXPLANATORY NOTES PRIOR TO PROCEEDING WITH YOUR APPLICATION TO ENSURE THAT YOU ARE ABLE TO PROVIDE SOUTH METROPOLITAN TAFE WITH ALL NECESSARY SUPPORTING DOCUMENTATION WITH YOUR APPLICATION. IT IS NOT THE RESPONSIBILITY OF SOUTH METROPOLITAN TAFE TO REQUEST FURTHER INFORMATION TO ASSESS YOUR APPLICATION.**

#### OUTCOME AND REVIEW OF APPLICATION

You will receive an email confirming the receipt of your application. You will be advised of the outcome of your application within **28 days** of the receipt of your application.

Upon receipt of advice of the outcome of the Application for Special Circumstances Remission or Re-credit, you may apply for a review of the decision within 28 days of receiving notification of the outcome. A Reviewing Officer of South Metropolitan TAFE will reconsider the decision, and either:

- Confirm the decision; or
- Vary the decision; or
- Set the decision aside and substitute a new decision

If upon receipt of the outcome from the Reviewing Officer the student is unsatisfied with the decision, they may refer their case to the Administrative Appeals Tribunal, for an independent review of the decisions made by South Metropolitan TAFE.

## GENERAL APPLICATION CRITERIA

In order to be eligible to apply for special circumstances remission/re-credit, you must first satisfy **ALL** of the following application criteria:

1. You were unable to complete the requirements of the unit(s) during the study period; **and**
2. You apply in writing for special circumstances remission/re-credit; **and**
3. You apply within 12 months of the date you withdrew from your course(s), or if you did not withdraw from your course(s), your application must reach the VET Student Loans Team within 12 months from the last day of the study period in which you were enrolled in the course(s). These arrangements apply to both standard and non-standard study periods.

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**Once you have met the above General Application Criteria, you must then satisfy the following Special Circumstances criteria:**

## SPECIAL CIRCUMSTANCES CRITERIA

### What special circumstances are accepted?

In all cases, special circumstances must have a significant impact on you and your ability to complete the course/ unit(s) you have undertaken to study. You must demonstrate with supporting documentation that the circumstances:

- a) are beyond your control; are not a result of your action or inaction; are unusual or uncommon;  
**AND**
- b) did not make their full impact on the student until on, or after, the census day for the course, or unit(s). *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;*  
**AND**
- c) made it impracticable for the student to complete the requirements for the course, or part of the course, during the student's enrolment.

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## SUPPORTING DOCUMENTATION:

### Why do I need independent supporting documentation?

Your application will be considered on the basis of your **independent** documentation to support your claims.

**It is not sufficient to provide only a personal statement outlining your special circumstances.**

Supporting independent documentation **must** demonstrate how your circumstances affected your ability to study, the date the special circumstances began or changed, and when it became apparent that you could not continue and complete your studies.

**Supporting documentation must be original signed copies, printed on business letterhead, and include Medicare Provider Number details where applicable.**

*It is advisable to provide these explanatory pages to your medical provider, employer, or other person providing supporting documentation so that they understand the information required from them to support your application.*

## EXAMPLES OF SUPPORTING DOCUMENTATION

### FOR MEDICAL REASONS:

**Example:** Where your medical condition has changed to such an extent that you are unable to continue studying.

**Supporting Documentation:** A statement from a treating doctor or psychologist, specifying the dates of your illness, and confirming that it prevented you from studying.

*If you had a pre-existing medical condition that impacted your studies on or after the census date you will need to provide a medical certificate from a doctor or psychologist highlighting the date at which your illness worsened, to the extent that you were unable to continue studying.*

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### FOR FAMILY/ PERSONAL REASONS:

**Example:** Death, severe medical problems or unforeseen financial difficulties within a family so that it is unreasonable to expect you to continue studying.

**Supporting Documentation:** A statement from a doctor, counsellor or independent member of the community (depending on the individual circumstances involved)

A death certificate is sufficient where the deceased is an immediate family member (parent/sibling/spouse/child). In all other cases, please provide a letter of support from your doctor or psychologist, confirming the dates that you were unable to study.

*In situations involving the illness of a family member, or other family/personal reasons you will need to provide a medical certificate from a doctor or psychologist confirming the impact that these circumstances have had on **your** ability to study. The certificate should include the dates that you were affected, and confirm that you were unable to study.*

**Do not provide medical certificates for your family members. All documentation must be specific to you, and how your studies have been affected.**

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### FOR EMPLOYMENT RELATED REASONS

**Example:** If your employment conditions have changed, requiring you to work more hours, take on a greater workload or relocate to a destination where it is impracticable to continue attending your studies.

**Supporting Documentation:** you should provide a statement from your employer on company letterhead confirming the nature of the change, the date you were advised of it and the expected duration.  
***In these situations it must be clear that the change was outside of your control.***

**If you are self-employed** you will need to complete a statutory declaration. Please note in this instance, you may be asked to provide further documents after our initial assessment.

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# SPECIAL CIRCUMSTANCES APPLICATION FOR REMISSION / RE-CREDIT OF VET STUDENT LOAN

## APPLICATION FORM TO BE COMPLETED BY STUDENT

<b>Office Use Only</b>	
Date Received:	<input type="checkbox"/> TD <input type="checkbox"/> MM
Case ID: VSLSC-	

### 1. STUDENT DETAILS

Surname/Family name:		Given name/s:	
Student ID:		Email:	
Postal address:			
Suburb:	Post Code:	Mobile number:	

### 2. COURSE ENROLMENT DETAILS:

Course Code:	Course Title:		
Semester:	Year:	Campus:	
Total fees DEFERRED TO VET STUDENT LOAN: \$		Total amount PAID DIRECT TO COLLEGE: \$	
Total value of refund/re-credit requested: \$		Date of Withdrawal:	

### 3. SPECIFY THE COURSE OR SUBJECT(S) WHICH THIS APPLICATION APPLIES TO:

<input type="checkbox"/> Refund/ re-credit for the <b>full course enrolment</b>
<input type="checkbox"/> Refund/ re-credit for the <b>following subjects only</b>

SUBJECT CODE	SUBJECT TITLE	CENSUS DATE

**REASONS FOR YOUR APPLICATION (COMPULSORY)**

Please provide detailed reasons for your application. If you require more space, please attach a separate sheet.

**INDEPENDENT SUPPORTING DOCUMENTATION (COMPULSORY)**

Please attach all documentation meeting requirements as outlined on Page 3 of this application package.

**PLEASE TICK TO INDICATE ALL AVAILABLE DOCUMENTS ARE ATTACHED**

*Please note: It is not the responsibility of South Metropolitan TAFE to request further information. Your application will be assessed on the basis of the information provided to the college with this application.*

**PERMISSION TO CONSULT SOUTH METROPOLITAN TAFE DISABILITY SERVICES OFFICER (OPTIONAL)**

I consent to the Assessing Officer consulting relevant staff in the Disability Services Team to obtain further information about my special circumstances if required.

**YES**    **NO**

**DECLARATION**

*I have read, understood and agree to the information and terms as set out in Pages 1-3 of the Application for Special Circumstances Remission/ Re-Credit of VET Student Loan Fees*

*I declare that the information I have given on this application is true and correct.*

*I am over the age of 18 years old (if under 18 years old, this application must be co-signed by your parent/guardian)*

**Signature** ----- **Date** -----

**Send your completed application to:**

[student.loans@smtafe.wa.edu.au](mailto:student.loans@smtafe.wa.edu.au)

(If scanned, we may request the original documents be posted or delivered to the college at a later date)

**OR**

Admissions - VET Student Loans  
South Metropolitan TAFE  
1 Fleet Street FREMANTLE WA 6160

**OR**

Hand Deliver to any South Metropolitan TAFE campus in a sealed envelope

**PLEASE MARK ENVELOPES AS PRIVATE AND CONFIDENTIAL WHEN POSTING OR HAND DELIVERING APPLICATIONS**

## WHAT HAPPENS TO MY APPLICATION AFTER IT HAS BEEN LODGED WITH THE VET STUDENT LOAN ADMISSIONS OFFICE?

Upon receipt of your application by the VET Student Loans Officer, we will send you an acknowledgement.

If you have not received an acknowledgement of your application within two weeks of submitting it, you should contact the VET Student Loans Officer.

The decision to approve or not approve the remission of your VET Student Loan debt will be considered principally on the basis of your independent supporting documentation. It is your responsibility to ensure all relevant documentation is provided with your application.

You will be advised in writing of the decision made. If you are not satisfied with the decision, you may apply in writing for a review. Your Application to Review a Re-credit Decision must be sent to the VET Student Loan Senior Review Officer **within 28 days** of receiving the original advice. You must state the reasons why you are applying for a review.

South Metropolitan TAFE will acknowledge receipt of your request for a review. You will be notified in writing of the VET Student Loan Senior Review Officer's decision and the reasons for making the decision.

If you wish to further appeal this decision you may lodge an appeal with the Administrative Appeals Tribunal (AAT) within 28 days from the day you first received the VET Student Loan Senior Review Officer's notice of the decision. The current fee to lodge an application with the AAT for the review of a decision can be found on the AAT website: [www.aat.gov.au/FormsAndFees/Fees.htm](http://www.aat.gov.au/FormsAndFees/Fees.htm) or contact the AAT at:

### **Administrative Appeals Tribunal**

Level 5 - 111 St Georges Terrace

Perth WA 6000

Telephone 1800 228 333

The Secretary of the Commonwealth of Australia represented by the department which has the responsibility for administering the Higher Education Support Act 2003 (the Department) or the Secretary's delegate will be the respondent for cases that are brought before the AAT. Upon the Department's receipt of a notification from the AAT, the Department will notify South Metropolitan TAFE that an appeal has been lodged.

Upon receipt of this notification from the Department, the Review Officer will provide the Department with copies of all the documents they hold that are relevant to the appeal within five (5) business days.