

# Student Loans Re-Credit Application Form



## Who should use this form?

You should use this form **ONLY** if all of the following statements apply to you:

- ✓ You took out a FEE-HELP, HECS-HELP or VET Student Loans loan for your tuition fees;
- ✓ The census date has passed;
- ✓ You discontinued your enrolment or have not completed one or more units of study due to special circumstances;
- ✓ You are requesting a re-credit of your HELP balance and a remission of your debt due to special circumstances; and
- ✓ You are making the re-credit application within:
  - 12 months of the withdrawal date for the course/unit of study, or if no withdrawal was made, the end date for the course/unit of study (FEE-HELP and HECS-HELP students); or
  - 12 months of the census day for the course/unit of study (VET Student Loans students).

## You DO Not complete this form if:

- ✓ You withdrew from your course/unit of study on or before the census date, as you have not incurred a debt and you are not eligible for a re-credit; or
- ✓ You successfully completed the course/unit of study. You are not eligible for a re-credit.

**Important: Please read the enclosed *Explanatory Notes* before you complete this form.**

1. Personal details:	
Surname:	
Given Names:	
Student ID:	
Email Address:	
Mailing Address:	
Phone:	

2. Details of the unit/s of study which you discontinued:			
Unit Name	Unit Code	Semester & Year	Date of Discontinuation
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#### 4. Special circumstances (supporting documentation must be provided, see explanatory notes)

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#### 5. Applicant declaration and signature

- ☐ I am submitting this application within the application period (see explanatory notes).
- ☐ I have attached my supporting documentation.
- ☐ I wish to apply for re-credit of my HELP balance and a remission of my debt.
- ☐ I declare that the information I have given on this application is correct. I understand that if I knowingly make any false or misleading statements, my application will be immediately rejected.

<b>Applicant signature:</b>		<b>Date:</b>	/	/
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#### 6. Applications to review a re-credit decision should be submitted to:

<b>Via mail:</b>	<b>In person:</b>

**Note:** If you do not have the supporting documentation ready, send in this application form without delay. Applications will NOT be considered if received outside the application period (see explanatory notes).

RE-CREDIT APPLICATION OUTCOME			
Reviewing Officer Name			
Reviewing Officer Signature		Date	
Appeal Outcome Supported	YES / NO		

## Explanatory Notes

### 1. What are 'special circumstances'?

TAFE Queensland defines special circumstances as those that:

- Are beyond your control;
- Do not make their full impact upon you until on, or after the census date for a course, or the part of a course; and
- Make it impracticable for you to complete the unit of study requirements for the course, or the part of the course, during the student's enrolment in the course, or the part of the course.

Special circumstances may involve the following examples:

- **Medical reasons:**
  - Your medical condition only becomes apparent after the census date and the effects are sufficiently serious that it is impracticable for you to continue with your studies.
  - You contract an illness prior to the census date. Your illness continues past the census date and deteriorates to the extent that you are unable to continue with your studies.
- **Family/personal reasons:**
  - A member of your family suffers from a severe medical condition that requires you to provide full time care, as a result you are unable to continue your studies.
  - You or your family's financial circumstances change unexpectedly to the extent that you are unable to continue with your studies.
- **Employment related reasons:**
  - You are engaged in employment out of necessity and studying. Your employer unexpectedly increases your hours of employment in circumstances where you are unable to object. As a result, you are unable to continue with your studies.
- **Course related reasons:**
  - You have been disadvantaged by changed arrangements to your unit of study, and it was impossible for you to undertake alternative units of study.

### 2. What type of supporting documentation do you need to provide?

It is important that you provide *independent* supporting documentation to support your claims. Statements made by family members, close relatives, or friends are not considered to be 'independent' for these purposes. Depending on your special circumstances you may need to provide an independent statement from a doctor, counsellor, employer, or from your faculty, including the following examples:

- **Medical reasons:** A statement from a doctor indicating:
  - The date your medical condition began or changed;
  - How your condition affected your ability to study; and
  - When it became apparent that you could not continue with your studies.
- **Family/personal reasons:** A statement from a doctor, counsellor or independent member of the community (e.g. a Justice of the Peace, or a Minister of Religion) indicating:
  - The date your personal circumstance began or changed;
  - How your circumstance affected your ability to study; and
  - When it became apparent that you could not continue with your studies.

- **Employment related reasons:** A statement from your employer indicating:
  - Your previous work hours and location;
  - Your current work hours and location; and
  - The reason for changed hours and/or location.
- **Course related reasons:** A statement from your faculty indicating:
  - The date the arrangements for your unit of study changed;
  - How your changed arrangement affected your ability to study; and
  - When it became apparent that you could not continue with your studies.

**Please note:** *If your application includes a Professional Practitioner Certificate/s as supporting independent documentation, please also provide a letter from the doctor/counsellor outlining the details of the certificate/s that are relevant to this process. A Professional Practitioner Certificate is solely used to assess a student's academic performance and is not sufficient for the purpose of approving an application for re-crediting of your FEE-HELP balance.*

### Personal Information Collection Notice

TAFE Queensland is collecting your personal information for the purpose of assessing your application for a re-credit of your tuition fees due to special circumstances. The collection is required and authorised by the *Higher Education Support Act 2003* and *VET Student Loans Act 2016*.

Your personal information will be handled in accordance with the requirements of the Information Privacy Act 2009 (Qld). In providing your personal information (including sensitive information), you consent to your personal information being used and/or disclosed for this purpose. Your personal information will be used for this purpose by staff employed by, or on behalf of TAFE Queensland and will not be disclosed to any other party unless you consent to this disclosure or the disclosure is otherwise outlined in the [TAFE Queensland Privacy Policy](#) or permitted or required by law. Your information will be stored securely.

If you do not provide your personal information, it may impact on TAFE Queensland's capacity to assess your application.

If you wish to access or correct any of your personal information, discuss how it has been managed, or have a concern or complaint about the way your personal information has been collected, used, stored, or disclosed, please contact the TAFE Queensland Privacy Officer at [privacy@tafeqld.edu.au](mailto:privacy@tafeqld.edu.au).