



Application to Re-Credit FEE-HELP Balances

Students are advised to read our [Re-credit Policy and Procedure for FEE-HELP balances](#) before filling out this form. You can submit this form via email to Atkinson Childcare College at training@atkinsonchildcarecollege.com.au, or by post to Atkinson Childcare College, PO Box 374, Charlestown NSW 2290.

Section A – Personal Details

Last Name: _____ First Name(s): _____

Address: _____

Phone: _____ Student Number: _____

Course Name: _____

Commencement Date: _____

Section B – The unit(s) of study I wish to receive re-credit of FEE-HELP balance for is/are:

Unit of Study Code	Unit of Study Name	Administration use only

Section C – Outline of Special Circumstances

Please detail below the special circumstances under which you are applying to re-credit your FEE-HELP balance. Please read section below titled 'Special Circumstances For Re-Crediting a FEE-HELP Balance' to understand what is considered special circumstances. Attach any independent evidence (original or certified copy of original) to support your claim. For example a letter from a doctor, psychologist, psychiatrist, registered counsellor. Please note that in cases of mental health issues, further documentation is required from treating mental health professionals as defined in our policy.

Provide Description of Special Circumstances:

Attach any supporting documents or evidence to support your claim

Section D - Declaration

- I wish to apply for a re-credit of my FEE-HELP balance *and/or*
- I wish to apply for a refund of my tuition fees paid (only applicable to fees paid upfront)

I declare that the information I have provided in this application is true and accurate.

Office use only
Date received:

Student's Signature: _____ Date: _____

Privacy Statement

ACC follows all legislative requirements in regards to Privacy. These include the Federal Privacy Act, 1988 and Amendments 2001; Federal Privacy Regulations, 2001 and NSW Freedom of Information Act, 1989. ACCs Policies and Procedures regarding privacy and access to information is based on the National Privacy Principles, extracted from the Privacy Amendment (Private Sector) Act, 2001. Procedure. Information will only be shared with governing bodies as required by National Standards for RTOs (2015). ACC will take all measures to ensure the security and confidentiality of staff, client and course participant information; ACC will not share, sell or give away any information collected about its staff, clients or course participants to any other entity. Where required by legislation for government funded programs, ACC will disclose participant details as required and with the permission of participants provided in writing during the enrolment process; and All ACC employees, trainers and contactors will be briefed on laws related to access to information during the induction process.

Administration Use Only

- Application to re-credit a FEE-HELP VET Student Loans balance **approved**
- Application to re-credit a FEE-HELP VET Student Loans balance **not approved**

If not approved, provide reason:

Name of Approving Officer: _____

Signature of Approving Officer: _____

Date: _____

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

1. Special Circumstances

VET Student Loans Act (2016), Part 6, Division 2 (68)

Atkinson Childcare College must, on the Secretary's behalf, re-credit a student's FEE-HELP balance if:

- (a) the student applies to the provider in writing for the re-credit; and
 - (b) the application is made within 12 months after the census day for the course, or the part of the course; and
 - (c) ACC is satisfied that special circumstances prevented, or will prevent, the student from completing the requirements for the course, or the part of the course.
- (3) Circumstances are **special circumstances** if they:
- (a) are beyond the student's control; and
 - (b) 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
 - (c) make 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.
- (4) The amount re-credited must equal the amount of the VET student loan that has been used to pay tuition fees for the student for the course, or the part of a course.
- (5) The course provider must, as soon as practicable:
- (a) consider an application for a student's FEE-HELP balance to be re-credited under this section; and
 - (b) notify the student of the provider's decision on the application.
- The notice must include a statement of the reasons for the decision.

Special Circumstances

Applicant must provide sufficient evidence to support special circumstances as defined in the VET Student Loans Act (2016).

(a) Special circumstances beyond a person's control

Examples of circumstances that may be considered beyond a person's control might include a motor vehicle accident or the worsening of a serious illness may meet the criteria.

(b) Special circumstances that do not make full impact until on or after the census date

Circumstances could be considered not to make their full impact on the person until on or after the census day for the VET unit of study if the person's circumstances occurred:

- before the census day, but worsen after that day
- before the census day, but the full effect or magnitude did 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 course prior to the census day.

Special circumstances arising from 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 person may have an illness or other underlying, pre-existing condition or incapacity prior to the census day for a course, but that condition may worsen, or the person may suffer from an aggravation, deterioration or serious episode, after the census date.

Alternatively, the full implications of a person'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 is not fully realised until after the census day.

The provider must consider whether the person's circumstances changed on or after the census day and when the full effect or magnitude of the circumstances became apparent, taking into account any additional circumstances, including continuation of a pre-existing condition that may have affected the person on or after the census day.

(c) Circumstances that made it impracticable to complete a course

The term 'impracticable' is defined as 'not practicable, that which cannot be put into practice with the available means'. The provider should keep this definition in mind when deciding whether a student's circumstances made it impracticable for them to complete a course, or part of a course. In considering whether circumstances are special circumstances because they make it impracticable for the student to complete the requirements of the course, or part of the course, during the student's enrolment, the provider must consider:

- whether the student could do enough private study, or attend training sessions and other activities, or engage online, to meet course requirements
- whether the student could complete any required assessable work, or demonstrate competencies required, and
- whether the student could complete any other requirements arising from the student's inability to do the above [Rules s 145].

Circumstances that make it impracticable for the person to complete the requirements for their course may include (among other things):

- medical circumstances – for example where a person's medical condition has changed to such an extent that he or she is unable to continue studying
- family or personal circumstances – for example death or severe medical problems within a family, or unforeseen family financial difficulties which affect the student to such an extent that it is unreasonable to expect a person to continue studies, or
- the student's employment related circumstances – for example where a person's employment status or arrangements have changed so the person is unable to continue their studies and this change is beyond the person's control [Rules s 146].

2. Special circumstances do not include:

2.1 Lack of knowledge or understanding of requirements for *VET Student Loans* assistance; or

2.2 A student's incapacity to repay a *FEE-HELP debt*, as repayments are income contingent and the student can apply for a deferral of a compulsory repayment in certain circumstances.

Special Circumstances does not cover an inability to repay student loans. If you would like to find out more about repaying your FEE-HELP debt please visit the Study Assist website www.studyassist.gov.au.

If you are unhappy with our college's decision regarding your application for Re-Credit of a FEE-HELP Balance, you need to inform us in writing within 28 days for an internal review of the decision. If you are unhappy with ACC's final internal review decision, you can apply to the Administrative Appeals Tribunal (AAT) within 28 days for an external review. For more information, visit www.aat.gov.au