

Guidelines in Applying For Re-Crediting of SLE and/or Refund/Remission in Special Circumstances

The following guidelines apply for students that are;

- Commonwealth supported and have paid fees Upfront
- Commonwealth supported and have Deferred fees through HECS-HELP
- Domestic fee paying students paying tuition fees Upfront
- Domestic fee paying students Deferring tuition fees through FEE-HELP;

for a unit(s) of study from which you withdrew after the census date, or had not completed the academic requirements for the unit(s), due to special circumstances.

How to apply?

You must apply in writing to the Academic Registrar for a re-credit, remission or refund by completing the following form [link](#)

To be eligible for consideration for re-crediting and/or remission/refund, you must lodge your application **within 12 months of the date of withdrawal**, or if you have not withdrawn, **within 12 months of the end of the semester** in which the unit(s) was, or was to be undertaken.

Notification of Decision

You will be notified of the outcome of your application and reasons for the decision within 28 days of the notification of the outcome of your withdrawal application (if relevant).

Right of Appeal for Unsuccessful applications

If your application for re-crediting and remission is unsuccessful, you have the right of appeal. You should write to the Academic Registrar within 28 days of the date of the letter advising you of the Remission/Refund outcome, outlining the grounds for your appeal.

You will then be advised in writing of the outcome of the review. You have the right for your case to be reconsidered by the Government Administrative Appeals Tribunal if you have deferred your fees to FEE-HELP or HECS-HELP.

What are special circumstances?

Each application will be examined and determined on its merits. As a general guide, special circumstances include those that:

- **are beyond your control;** i.e. a situation occurs which a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the person is not responsible. This situation must be unusual, uncommon or abnormal. A lack of knowledge of how HECS-HELP or FEE-HELP work is not considered beyond a person's control.

AND

- **did not make their full impact on you until on or after the census date;** i.e. your circumstances occurred

- (i) before the census date, but worsened after that day, or
- (ii) before the census date, but the full effect or magnitude did not become apparent until on or after that day, or
- (iii) on or after the census date.

AND

- **made it impracticable for you to complete the course requirements;** i.e.
 - (i) undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other compulsory attendance requirements in order to meet your compulsory course requirements, or
 - (ii) complete the required assessable work, or
 - (iii) sit the required examinations, or complete any other course requirements because of your inability to meet (i), (ii) or (iii).

Special circumstances may cover:

Medical reasons - where your medical condition existed prior to the census date, continued past that date and deteriorated to the extent that you are unable to continue your studies OR your medical condition only became known after the census date.

Example 1: 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.

Medical reasons –

Example 2: Your medical condition only becomes apparent after the census date and the effects are sufficiently serious that it is impracticable for you to complete the course requirements and continue with your studies.

Family/personal reasons -

due to unforeseen personal/family reasons that are beyond your control you are unable to continue with your studies.

Example 1: A member of your family suffers from a severe medical condition that requires you to provide full time care and as a result you are unable to continue with your studies.

Example 2: A member of your family or close friend dies and you are affected to the extent that you are unable to continue with your studies.

Example 3: You or your family's financial circumstances change unexpectedly to the extent that you are unable to continue with your studies.

Employment related reasons

- where your employment status or employment arrangements change unexpectedly due to circumstances beyond your control and you are unable to complete your studies.

Example 1: 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 or complete your course requirements.

Example 2: You are engaged in employment out of necessity and studying. After the census date your employer directs that you be transferred to a different

State. Your institution does not offer distance education and as a result you are unable to continue with your studies or complete your course requirements.

Course related reasons -

where your institution changes the arrangements for your unit or course and as a result you are disadvantaged to the extent that you are unable to complete the requirements of the course and continue with your studies.

Example 1: Your institution cancels your unit or course after the census date and as a result you are unable to complete the requirements of the unit or course.

Example 2: You enrol in a unit having applied for credit towards the units previously undertaken at another institution, and are not advised of the decision for credit by your institution until after the census date.

What supporting documentation needs to be provided?

It is most important that you provide **independent** supporting documentation to support your claims.

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

Depending on your reasons for applying for financial concession you also need to provide a statement from a doctor, counsellor or your employer to verify your claims.

Supporting documentation may include:

For medical reasons - a statement from a doctor stating:

- 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.

Please Note: You should inform your doctor that the statement will be sent to Macquarie University in support of your application.

For 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) stating:

- the date your personal circumstance began or changed;
- how your circumstance affected your ability to study; and
- when it became apparent you could not continue your studies.

For employment-related reasons -

a statement from your employer stating:

- your previous work hours and location;
- your current work hours and location; and
- the reason for changed hours and location.

For course related reasons -

a statement from your Division stating:

- that you have been disadvantaged by changed arrangements to your unit(s) of study and that it was impossible for you to undertake an alternative unit(s).