Special Circumstances

Complete this form if you have experienced special circumstances beyond your control and wish to apply for exemption of tuition or penalty fees.

**LODGEMENT OF THIS FORM DOES NOT AUTOMATICALLY RESULT IN APPROVAL OF YOUR SPECIAL CIRCUMSTANCES**

Read the important information on page 3 before completing this form. Please complete this form in block letters using black ink. Mark appropriate boxes with a cross (X).

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1. **Personal Details**

ACAP Student ID: _______________ Are you an International Student? ☐ Yes ☐ No

Family Name: _____________________________

Given Names: _____________________________

Daytime Contact No: _______________ Email: _____________________________

Course of Enrolment (e.g. Graduate Diploma of Counselling)

**Please indicate the option that applies to your application:**

☐ I wish to apply for exemption from a penalty fee

☐ I wish to apply for re-credit of my FEE-HELP balance

☐ I wish to apply for a refund of my tuition fees paid up-front

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2. **Details of Special Circumstances**

Please tick the one category that describes your Special Circumstances with the most relevance:

☐ Employment ☐ Family/Relationship ☐ Financial ☐ Medical

☐ Change to another institution ☐ Personal ☐ Other

To support your case, you will need to also provide/attach documentation from a doctor, counsellor, employer or independent member of the community, which states:

- The date your special circumstances began
- If your circumstances changed after the re-enrolment date/census date; the date it changed, and to what extent
- How your circumstances affected your ability to study
- When it became apparent that you could not continue your study.

If you do not have the above documentation ready, **send this application form without delay** as your application will **NOT** be considered if it is received outside the application period (refer to the instructions). If you do not provide further documentation within 28 days of receipt of this application, the outcome of your application may be determined by the College based on the information already provided.

**PLEASE COMPLETE SECTION 3 ON PAGE 2, AND SIGN AND DATE THE DECLARATION**
3. Details of Special Circumstances

Please briefly provide details of the Special Circumstances in the space provided, and ensure that you include the following:

1. How your circumstances were beyond your control
2. How your circumstances prevented you from continuing your studies
3. How your circumstances changed after the re-enrolment date (for students applying for exemption from a Penalty Fee) or after the census date (for students applying for re-credit of FEE-HELP balance or a refund of tuition fees).

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4. Declaration and Signature

I wish to apply for exemption from penalty fees or re-credit of FEE-HELP balance or a refund of up-front payment. 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, I may be liable for disciplinary action.

Student Signature
X SIGN HERE

Date
DD/MM/YYYY

Date Received
Office Use Only Office Use Only

Other than as authorised or required by law, the College will only use information collected via this form for the purposes for which it is being collected and in accordance with the College's functions and activities associated with your enrolment. Some specified information will be provided to third parties, such as DEST and other government and external agencies, where there are requirements on the College to do so. All information will be collected, stored, accessed, disseminated or destroyed in accordance with relevant privacy, records management, other laws and the College's policies.

Processing Officer
X SIGN HERE

Date
DD/MM/YYYY

Date Received
Office Use Only Office Use Only
Important Information for Students Applying for Special Circumstances

Who should use this form?

This application is to be used by students who have a FEE-HELP debt with the Commonwealth or have paid fees to the college or who are varying their enrolment and wish to be considered for exemption from the penalty fee. You should use this form if:

- You took out a FEE-HELP loan for your tuition fees or have paid fees to the college
- The re-enrolment date has now passed and you want to make changes to your enrolment because of special circumstances OR The census date has now passed, but you are unable to continue with your study because of special circumstances.
- Because of those special circumstances you changed or discontinued your enrolment (partially or in full) before the last teaching term of the period, and
- Because of those special circumstances you are requesting all or part of your FEE-HELP loan for the term to be cancelled or for your tuition fees to be refunded or for exemption from the variation to enrolment penalty fee.

Special circumstances may include:

- Medical Reasons – where your medical condition existed prior to 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 enrolment date.
- Family/Personal Reasons – due to unforeseen personal/family reasons that are beyond your control, 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.
- Support documentation should include:
  - For Medical Reasons – A statement from a doctor indicating:
    - date your circumstances began;
    - if your circumstances changed after the census date, the date it changed, and to what extent;
    - how your circumstances affected your ability to study;
    - when it became apparent that you could not continue your study.
  - For Family Personal Reasons – A statement from a doctor, counsellor, or independent member of the community (eg. A Justice of the peace or a Minister of Religion) indicating:
    - date your circumstances began;
    - if your circumstances changed after the census date, the date it changed, and to what extent;
    - how your circumstances affected your ability to study;
    - when it became apparent that you could not continue your study.
  - For employment-related reasons – A statement from your employer indicating:
    - your previous work hours and location;
    - your current work hours and location;
    - The reason for changed hours and location.

Supporting documentation should include:

- You do not need to wait for confirmation of your discontinuation from your course or for supporting documentation to be finalised to apply for remission of your FEE-HELP debt. Your application will be registered as awaiting outstanding documentation. This documentation is required within 28 days of receipt of your application. A lack of knowledge or understanding of the requirements for applying for remission is not a valid reason for applying after the deadline.

What special circumstances are accepted?

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

- Are beyond your control; ie. 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. The situation must be unusual, uncommon or abnormal. A lack of knowledge or understanding of the FEE-HELP regulations or the college's enrolment and/or refund policies is not considered to be beyond a person’s control.
- AND
- Do not make their full impact on you until on or after the enrolment date; ie., your circumstances occur:
  - before the enrolment date, but worsened after that date; or
  - before the enrolment date, but the full effect or magnitude did not become apparent until on or after that date; or
  - On or after the enrolment date.

It is/was impracticable for you to complete the requirements for the module of study during the period; ie.

- 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
- complete the required assessable work, or
- complete any other course requirements.

What happens to my application once it has been lodged with the College?

1. Upon receipt of your application by the College, you will be notified of a decision within 20 working days from the date of receipt. If you have not been notified within 5 weeks of posting it, you should contact the College. You should generally allow 5 weeks for your application to be processed.

2. Your application will be considered principally on the basis of your supporting documentation. It is your responsibility to ensure all relevant documentation is provided to the College.

3. The decision to approve or not approve the remission of your FEE-HELP debt or refund of fees or exemption from penalty fee will be made based on the supporting documentation provided by you.

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 for review must be sent within 28 days of receiving the original advice. If you are dissatisfied with the results of the review, you have the right to apply to the College for a further review.

This form may be lodged in person at Administration or posted to:

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<td>Administration</td>
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<td>ACAP</td>
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<tr>
<td>Locked Bag 11</td>
<td>PO Box 12322, A/Beckett St POFice</td>
<td>PO Box 10469, Adelaide Street</td>
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<tr>
<td>Strawberry Hills NSW 2012</td>
<td>Melbourne VIC 8006</td>
<td>Brisbane QLD 4000</td>
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<tr>
<td>Ph: (02) 9964 6300</td>
<td>Ph: (03) 8613 0600</td>
<td>Ph: (07) 3234 4400</td>
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<tr>
<td>Fx: (02) 9964 6370</td>
<td>Fx: (03) 8613 0698</td>
<td>Em: <a href="mailto:acapbris@acap.edu.au">acapbris@acap.edu.au</a></td>
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