

## Special Circumstances Form

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

### 1 – PERSONAL DETAILS

ACAP student ID number

Are you an overseas student?

 Yes  No

Mode of Study

 Full time  Part Time

Title..... Family Name..... Given Name(s).....

My details have changed, please update

Number:..... Street.....

Suburb..... State..... Postcode..... Country.....

Daytime Contact (Ph): ..... (Mobile): .....

E-mail Address: .....

Course Name (e.g BASS/GDC)

Or

Tick if in the Psychologist Registration Supervision

Please tick which of the following applies:

I wish to apply for exemption from the Variation to Enrolment 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

### 2 – SPECIAL CIRCUMSTANCES

Please tick the one category that describes your Special Circumstances with the most relevance:  
(Please only choose one category)

<input type="checkbox"/> Employment	<input type="checkbox"/> Family/Relationship	<input type="checkbox"/> Financial	<input type="checkbox"/> Medical
<input type="checkbox"/> Change to another institution	<input type="checkbox"/> Personal	<input type="checkbox"/> Complaint about the college	

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 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.

**Please keep your application until all documentation can be provided** as your application will be returned without sufficient documentation. If the College requires further documentation to that you have provided, you have 28 days from the request to provide this. If you do not do so, the outcome of your application may be determined by the College based on the information already provided.

### 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

 SIGN HERE

Date

Date Received

# 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 date of term, and
- Because of these 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.

## 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:
  - (a) before the enrolment date, but worsened after that day; or
  - (b) before the enrolment date, but the full effect or magnitude did not become apparent until on or after that day; or
  - (c) 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.

- (a) 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
- (b) complete the required assessable work, or
- (c) complete any other course requirements.

## 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.

**PLEASE NOTE** – A lack of knowledge or understanding of the FEE-HELP regulations or the College enrolment procedures is not considered to be a special circumstance.

**Application Period** – **Your application must reach the College within 12 months of the end of the term in which you discontinued your studies. 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.**

**Supporting Documentation** – your application for remission will be considered on its merits in conjunction with the supporting documentation you provide. Your supporting documentation should provide enough detail for the College to make an informed decision regarding your case for remission.

## WHAT SUPPORTING DOCUMENT DO I NEED TO PROVIDE?

**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 remission, you may also need to provide a statement from a doctor, counsellor, or your employer to verify your claims. Statements made by parents/partners/spouses/close relatives are not considered to be "independent documentation" for these purposes.**

## Supporting 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; and
- The reason for changed hours and location.

## 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 **independent** 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:

### SYDNEY

Administration  
ACAP  
Locked Bag 11  
Strawberry Hills  
NSW 2012

### MELBOURNE

Student Support  
ACAP  
PO Box 12322  
A'Beckett Street  
Melbourne VIC 8006

### BRISBANE

Student Support  
ACAP  
PO Box 10469  
Adelaide Street  
Brisbane QLD 4000