

VET Student Loan Application to Re-credit FEE-HELP Balance

APPLICATION TO RE-CREDIT FEE-HELP BALANCE

Who should use this form?

This form is to be used by students who have a VET STUDENT LOAN debt with the Commonwealth Government.

You should use this form if:

- you took out a VET Student Loan for your tuition fees;
- the Census Date has now passed but you are unable to continue with your study because of special circumstances (explained in detail in these instructions);
- because of these special circumstances you discontinued your enrolment in one or more VET units of study, or have not completed the requirements for one or more VET units of study; and
- because of these special circumstances you are requesting a re-credit of your FEE-HELP balance and a remission of all or part of your VET Student Loan debt.

Please note:

- If you withdrew from your studies on or before the Census Date, you have not incurred a VET Student Loan debt for the particular semester and you should not lodge an application for re-credit.
- If you have successfully completed a VET unit of study you are not eligible to apply to have your FEE-HELP balance re-credited or to have your VET Student Loan debt removed for that VET unit of study.

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, i.e.: a situation that 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

AND

- Does not make its full impact on you until on or after the Census Date, i.e.: your circumstances occur
 - a. before the Census Date, but worsen after that day;
 - b. before the Census Date, but the full effect or magnitude does not become apparent until on or after that day;
 - c. on or after the Census Date;

AND

- Makes it impracticable for you to complete the VET unit of study requirements, i.e.:
 - 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 VET unit of study requirements
 - b. complete the required assessable work
 - c. sit required assessments, examinations or complete any other VET unit of study requirements.

Special circumstances may include:

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A medical condition: 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.

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.

Application Period

Your 'Application to Re-credit FEE-HELP Balance - VET Students' Form must reach the VET Student Loan Coordinator within 12 months from the day you discontinued your studies. If you have not discontinued your VET unit of study, your application must reach the VET STUDENT LOAN Coordinator within 12 months from the end date for the relevant VET unit of study in which you were enrolled. TasTAFE may waive the application period on the grounds that it would not be, or was not, possible for the application to be made before the end of that period.

You do not need to wait for confirmation of your discontinuation from your VET unit of study or for supporting documentation to be finalised to apply for remission of your VET Student Loan debt. Your application will be registered as awaiting outstanding documentation. This documentation is required within 5 business days of receipt of your application.

It is very important that your application reaches the VET Student Loan Coordinator by the due date. Applications received after this date will not be considered.

Supporting Documentation

Your application for re-credit will be considered on its merits in conjunction with the supporting documentation you provide. Your supporting documentation should provide enough detail for the VET Student Loan Office to make an informed decision regarding your case for re-credit.

It is very 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 re-credit/remission you may also need to provide a statement from a doctor, counsellor, your employer, or your teaching team to verify your claims.

Statements made by parents, husbands/wives/partners, close relatives or friends are not considered to be "independent documentation" for these purposes.

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.

Supporting documentation should include:

For medical reasons - a statement from a doctor indicating:

- the date your medical condition began or changed
- how your condition affected your ability to study

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- when it became apparent that you could not continue with your studies.

For family/personal reasons a statement from a doctor, counsellor or independent member of the community (e.g. 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
- when it became apparent that you could not continue with your studies.

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/or location.

Applications to re-credit FEE-HELP balances should be submitted via:

Post:

VET Student Loan Coordinator
TasTAFE
Level 1, 75 Campbell Street,
Hobart TAS 7000

Or scanned and emailed to:

vetstudentloans@tastafe.tas.edu.au

What happens to my application after it has been lodged?

1. Upon receipt of your application by the VET Student Loan Coordinator you will be issued, via post or return email, an acknowledgement. If you have not received an acknowledgement of your application within two weeks of submitting it, you should contact the VET Student Loan Coordinator via vetstudentloans@tastafe.tas.edu.au. You should allow up to 5 weeks for your application to be processed.
2. The decision to approve or not approve the remission of your VET Student Loan debt will be considered principally on the basis of your independent supporting documentation. It is your responsibility to ensure all relevant documentation is provided with your application. You will be advised in writing of the decision made.
3. If you are not satisfied with the decision, you may apply in writing for a review. You must complete the 'Application to Review a Re-credit Decision' Form and send it within 28 days of receiving the original advice, to the VET STUDENT LOAN Coordinator. You must state the reasons why you are applying for a review.
4. TasTAFE will acknowledge receipt of your request for a review.
5. You will be notified in writing of the TasTAFE VET Student Loan Review Panel's decision and the reasons for making the decision.
6. If you are dissatisfied with the results of the review, you have the right to appeal to the Administrative Appeals Tribunal (AAT) for a review of the reviewer's decision. Contact details for applications to the AAT are:

Administrative Appeals Tribunal
Ground Floor, Edward Braddon Building
Commonwealth Law Courts
39-41 Davey Street, Hobart TAS 7000

T: 03 6232 1622 <http://www.aat.gov.au/ContactUs/TAS.htm>

An application fee of \$816 will be charged by the Tribunal (fees are subject to change). Costs are the responsibility of the applicant.

This section MUST be completed by the applicant:

You must provide sufficient details explaining (a) how your circumstances were beyond your control; (b) how your circumstances prevented you from continuing your studies and (c) how your circumstances changed after the Census Date. If you require extra space, please attach additional pages.

To support your case, you will need to provide the following documentary evidence:

Documentation from a doctor, counsellor, employer or independent member of the community which states:

- the date your circumstance/s began
- if your circumstances changed after the Census Date, the date they changed and to what extent
- how your circumstances affected your ability to study
- when it became apparent that you could not continue your studies.

If you do not have the above documentation ready, send in this application form without delay. If you do not provide any further documentation within 5 days of lodging this application, your application may be determined by TasTAFE on the basis of the information you have already provided.

Declaration

I wish to apply for re-credit of my FEE-HELP balance. 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 disregarded:

Signature _____
Date _____

This application should be submitted via:

Post:
VET Student Loan Coordinator
TasTAFE
Level 1, 75 Campbell Street,
Hobart TAS 7000

Or scanned and emailed to:
vetstudentloans@tastafe.tas.edu.au