



#### The University may

- remit a HECS-HELP debt and/or refund up front student contributions;
- re-credit a FEE-HELP balance; and
- remit a FEE-HELP debt or
- refund or reverse tuition fees

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

#### How to apply

You must apply in writing to the Director, Student Administration for a re-credit, remission or refund by completing the following online form;

- [Application to withdraw from unit\(s\) without academic and/or financial penalty](#)

#### Time Limits for applying

To be eligible for consideration for 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- if you have not withdrawn, within 12 months of the end of the semester in which the unit(s) was, or was to be undertaken.

An application will be considered outside of these time frames, at the University's discretion, if it is satisfied that the application could not be made within the above time limits.

You must be granted either 'W', 'FW' 'FA' or 'F' grade for a unit(s) of study to be eligible.

#### You are not eligible if:

- you have passed your unit(s) in which you were enrolled.
- your debts were incurred for unit(s) taken before **1 January 2005** as the Department of Education, Science and Training (DEST) would have previously assessed them.
- You remain **enrolled in a unit/s**

#### Notification of Decision

You will be notified of the outcome of your application and reasons for the decision within 28 days of the receipt of your application for financial penalty by the Commonwealth Loans Team. Please note: this will commence after your application has been considered for academic penalty (which can take up to 6-8 weeks).

**Once a remission/refund has been approved, please note you will no longer be able to make any changes towards the academic grades for these units.**

#### 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 Director, Student Administration within 28 days of the date of the letter advising you of the outcome, outlining the grounds for your appeal. You will then be advised in writing of the outcome of the review.

If you are a **Commonwealth Supported Student** or **Domestic Fee Paying FEE-HELP student**, you have the right for your case to be reconsidered by the Administrative Appeals Tribunal (AAT) if you have exhausted the [University appeal channels](#) and are unhappy with the University's appeal decision.



**International students and upfront tuition fee paying students** have the right for your case to be referred to [the NSW Ombudsman](#) if you have exhausted the [University appeal channels](#) and are unhappy with the University's appeal decision.

### 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, **and**
- make their full impact after the census date (but within the study period), **and**
- make it impracticable for you pass the subject, **and**
- are unusual, uncommon or abnormal

**IMPORTANT:** You must be able to demonstrate **with independent supporting documentation** that you would have passed the unit had it not been for the special circumstance AND as a result of the circumstance it made it impractical for you to complete your studies in that unit/s at a **minimum of a pass level**.

**To help determine this your overall performance for all your units in the relevant session will be reviewed.**

<b>are beyond your control</b>	ie. a situation occurs which a reasonable person would consider <b>is not due to the person's action or inaction</b> , 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.
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**AND**

<b>did not make their full impact on you until on or after the census date</b>	ie. your circumstances occurred <ul style="list-style-type: none"> <li>(i) before the census date, but worsened after that day, or</li> <li>(ii) before the census date, but the full effect or magnitude did not become apparent until on or after that day, or</li> <li>(iii) on or after the census date.</li> </ul>
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**AND**

<b>made it impracticable for you to complete the course requirements</b>	ie. <ul style="list-style-type: none"> <li>(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</li> <li>(ii) complete the required assessable work, or</li> <li>(iii) sit the required examinations or complete any other course requirements because of your inability to meet (i), (ii) or (iii).</li> </ul>
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**Please Note:** not completing your unit to your usual standards is **not in itself a reason to be successful** for a remission/refund in special circumstances. Your supporting evidence must show how your circumstances were beyond your control, impacted you after the census date and impacted you in such a way that it was impracticable for you to complete the requirements of the course.



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Special circumstances may cover:

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**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.

*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.

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**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.

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**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

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**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.

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**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 or Statutory Declaration outlining your special circumstances.**

**Evidence must also be timely** in that remedial action was taken as soon as the special circumstance occurred. Please note this process is not for students who sit the exam and are unhappy with their result. 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.



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Be aware that the University may contact any professional authority who has supported your application, to verify any information they have provided. Suspected false or misleading documents will be reported to the Discipline Committee and be subject to the University's Student Discipline Rules and Student Discipline Procedure.

Supporting documentation may include:

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**For medical reasons**

a statement from a doctor that must include:

- 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.*

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**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) 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.

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**For employment-related reasons**

a statement from your employer that must include:

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

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**For course related reasons**

a statement from your Dept including:

- that you have been disadvantaged by changed arrangements to your unit(s) and that it was impossible for you to undertake an alternative unit(s).
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### What supporting documentation is required to support special circumstances for ongoing or long term illnesses?

Any independent supporting documentation must show how the circumstances worsened after **each relevant session census date** in which a refund is being requested. For any requests that are made for more than one session, the supporting documents MUST make particular mention of the impact of the circumstance after each session census date.

### Further Support

You can find out more or get some help by visiting Student Connect at 18 Wally's Walk, Level 2 MUSE ; online at [AskMQ](#) ; or call 02 9850 6410.

The [Student Advocacy and Support Service](#) is also available to provide you with assistance in preparing for any applications, appeals and can also connect you with various support services if required. You can contact the Student Advocacy and Support Service by phone (+61 2 9850 7497), email ([campuswellbeing@mq.edu.au](mailto:campuswellbeing@mq.edu.au)) or by visiting the Student Wellbeing desk at 18 Wally's Walk, Level 2 MUSE.