VET FEE-HELP APPLICATION TO RE-CREDIT FEE-HELP BALANCE

Who should use this form?

This form is to be used by students who have a VET FEE-HELP debt with the Commonwealth Government.

You should use this form if:

- you took out a VET FEE-HELP 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 FEE-HELP debt.

Please note:

- If you withdrew from your studies on or before the Census Date, you have not incurred a VET FEE-HELP debt for the particular semester and you should not lodge an application for re-credit/remission.
- 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 FEE-HELP 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 the required examinations, or complete any other VET unit of study requirements.
Special circumstances may include:

**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 VET unit of study 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 VET unit of study 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 VET unit of study is not available to be done via distance education and as a result you are unable to continue with your studies or complete your VET unit of study requirements.
Application Period

Your ‘Application to Re-credit FEE-HELP Balance – VET Students’ Form must reach Customer Services within 12 months from the day you discontinued your studies. If you have not discontinued your VET unit of study, your application must reach Customer Services within 12 months from the end date for the relevant VET unit of study in which you were enrolled. TAFE Queensland North (TQN) 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 FEE-HELP 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 Customer Service Centre by the due date. Applications received after this date WILL NOT be considered.

Supporting Documentation

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

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 Portfolio 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
- 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 to:

Via mail:
VET FEE-HELP Coordinator
TAFE Queensland North
PMB 1
CAIRNS QLD 4870

In person:
Customer Service Centre
TAFE Queensland North
H Block
Eureka Street
CAIRNS QLD 4870

What happens to my application after it has been lodged with the Customer Service Centre?

1. Upon receipt of your application by Customer Service Centre you will be issued, via post, an acknowledgement. If you have not received an acknowledgement of your application within two weeks of submitting it, you should contact the Customer Service Centre on 1300 656 959, and ask to speak to the VET FEE-HELP Coordinator. 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 FEE-HELP 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.

3. You will be advised in writing of the decision made within 45 days of receiving the request. If the reviewer does not give notice within 45 days, the original decision is taken to be confirmed. 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 you must send it within 28 days of receiving the original advice, to the VET FEE-HELP Coordinator. You must state the reasons why you are applying for a review.

4. TQN will acknowledge receipt of your request for a review. If the reviewer does not give notice within 45 days, the original decision is taken to be confirmed.

5. You will be notified in writing of the Institute 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:

   Deputy Registrar
   Administrative Appeals Tribunal (AAT)
   Level 4, Commonwealth Law Courts
   Cnr North Quay & Tank Street
   BRISBANE QLD 4000
   Phone: 07 3361 3000 / 1300 366 700
   Internet: www.aat.gov.au

   Current approximate cost of lodging an appeal: $816.00 (N.B. this fee is subject to change and is the responsibility of the applicant).

Privacy Disclaimer

TAFE Queensland North (TQN) is collecting the information on this form in accordance with the Information Privacy Act 2009. Only authorised officers will have access to this information. Your information will not be disclosed to any third party without your consent, unless authorised or required by law.
Please read the attached instructions before you complete this form.

**Personal Details**

Surname: ___________________________  Given Name: ___________________________

Student ID: ________________________________________________________________

Mailing Address: __________________________________________________________________

Home Phone: __________  Work Phone: __________  Mobile: __________

Name of Program of Study: __________________________________________________________________

**This form is only to be used by VET FEE-HELP recipients**

**Semester and Year for which Re-Crediting is sought**

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<th>Year</th>
<th>Date of Discontinuation</th>
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**Provide details of the VET unit/s of study which you discontinued**

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This section **MUST** be completed by the applicant:

### Special circumstances

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).

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**Note: If insufficient space above, please attach extra information 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 – your application will NOT be considered if it is received outside the application period (refer to the attached instructions). If you do not provide any further documentation within 7 days of lodging this application, your application may be determined by the Institute on the basis of the information you have already provided.

### Declaration

I wish to apply for re-credit of my FEE-HELP balance/remission of my VET FEE-HELP debt.

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: __________

### Submit this application

**Via mail:**

Attention: VET FEE-HELP Coordinator  
TAFE Queensland North  
PMB 1  
CAIRNS QLD 4870

**In person:**

Customer Service Centre  
TAFE Queensland North  
H Block  
Eureka Street  
CAIRNS QLD 4870