

REMOVAL OF FINANCIAL LIABILITY DUE TO SPECIAL CIRCUMSTANCES

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1 PURPOSE

Circumstances may occur after the University's published census date or last date to withdraw without financial penalty that prevent a student from completing the requirements of a course or courses for which tuition fees or student contributions have been paid, a HELP debt has been incurred, or for which they have consumed Student Learning Entitlement.

This policy and procedure sets out the circumstances and processes to enable students to be withdrawn without financial penalty and, where applicable, have their Student Learning Entitlement re-credited where it is established that special circumstances exist.

2 SCOPE

This policy and procedure applies to eligible students enrolled in CQUniversity undergraduate and postgraduate higher education course/s for a term or session and:

- have paid tuition fees or student contributions
- have incurred a HELP debt for the same course/s
- whose tuition payment remains outstanding
- have consumed Student Learning Entitlement (SLE), and
- who withdraw from that course/s after the census date for the term or session due to special circumstances or who are unable to complete the requirements of the course or courses due to special circumstances.

Such students include those who have:

- consumed SLE
- incurred a HELP debt (including HECS-HELP and FEE-HELP)
- paid upfront student contributions
- incurred tuition fees, whether paid at the time of application or not.

3 EFFECTIVE DATE 23 JUNE 2014

4 LEGISLATIVE AUTHORITY

[Higher Education Support Act \(HESA\) 2003 \(Cwlth\)](#)

5 POLICY STATEMENT

5.1 For a variety of reasons, a student may need to withdraw from a course/s after the census date of a term or session of enrolment. Such students remain financially liable for student contribution amounts, HECS-HELP, FEE-HELP or tuition fees in that term or teaching period. If a student withdraws due to special circumstances, the student can apply to remove their financial liability for an amount equivalent to the value of the related course enrolment/s. Additionally, if a student is Commonwealth-supported then an application would also consider the re-crediting of the equivalent Student Learning Entitlement consumed by that enrolment.

5.2 Removal of financial liability after the census date may include:

- Student Learning Entitlement (SLE) re-credited, and
 - HECS-HELP debt remitted, and/or
 - Up front student contributions credited,
 - FEE-HELP debt remitted and balance re-credited,
 - Tuition fees credited.
- 5.3 All students applying for consideration of special circumstances and seeking to withdraw after the census date who have passed for a term or session are subject to this policy and procedures and the same processes regardless of fee or payment type.
- 5.4 This policy and procedure is to be applied when determining whether a student is eligible to have their financial liability and Student Learning Entitlement re-credited and how these applications from students are assessed.
- 5.5 Staff responsible for assessing, approving and/or rejecting applications are required to follow this policy and procedure and ensure consistency of assessment and transparency of process and decision-making for all students.

Special Circumstances

- 5.6 For the purposes of assessing requests for withdrawal without financial penalty, the University defines special circumstances as those circumstances that:
- a) were beyond a student's control, and
 - b) did not make their full impact until on or after the census date in the term or session of enrolment, and
 - c) made it impracticable for the student to complete the course requirements in the term or session during which the student undertook, or was to undertake, the course.
- Special circumstances do not include a lack of knowledge of relevant CQUniversity policies and procedures, a lack of awareness of the relevant withdrawal dates for each term or session, or a lack of understanding of the requirements for applying for withdrawal without financial penalty.
- 5.7 The definition above is a summary only. Special circumstances criteria are specified in full in the procedure below and in the [Application for Removal of Financial Liability Due to Special Circumstances](#) form.

Timelines

- 5.8 An application for removal of financial liability must be made in writing using the [Application for Removal of Financial Liability Due to Special Circumstances](#) form within 12 months of the date the course was withdrawn or, if the course has not been withdrawn, within 12 months of the end of the period of study in which the course was, or was to be, undertaken. The end of the study period is deemed to be the last day of the standard examination period.
- 5.9 If an extension has been granted by the University for completion of the course requirements, the 12 month period will apply from the end of the extension period.
- 5.10 Applications made more than 12 months after of the end of the period of study in which the course was, or was to be, undertaken, will not be considered regardless of whether the course is withdrawn or not.

Independent supporting documentation

- 5.11 Applications that are not accompanied by independent supporting documentation will not be considered.

6 PROCEDURE

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Overview

- 6.1 Before making an application, students should read this policy and procedure and the Application for Removal of Financial Liability Due to Special Circumstances form for details about eligibility, how to apply and the University's processes for managing applications.
- 6.2 Each application must be accompanied by independent supporting documentation (e.g. medical certificate, letter from the employer) and submitted within 12 months of the date the course was withdrawn or, if the course has not been withdrawn, within 12 months of the end of the study period to the Coordinator, Fees and Records at the Rockhampton Campus. An acknowledgement letter confirming receipt of each application will be sent. The Coordinator will assess each request on a case-by-case basis and notify the student in writing of the outcome of the application with a statement of reasons provided outlining the basis for the decision within four weeks of receipt of a complete application.

Student Eligibility Requirements

- 6.3 For an application to be considered, a student must satisfy ALL requirements outlined in sections 6.4 and 6.5. Any requirement that is not met will result in an unsuccessful application.

Basic Eligibility Criteria

- 6.4 To be eligible to apply for removal of financial liability due to special circumstances, the following criteria must be met:
 - the student remained enrolled in the course(s) after the census date, and
 - the student did not successfully complete the requirements of the course(s), and
 - the application is submitted in writing, and
 - the application is made within 12 months from the date the student withdrew from the course(s) or, if the student did not withdraw from the course(s), within 12 months from the end of the term or session of enrolment during which the course(s) was or was to be undertaken.

Special Circumstances Criteria

- 6.5 The student will be required to demonstrate (with a personal statement and supporting documentation) special circumstances are applicable based on the requirements outlined below. All three conditions must be met.
 - Special circumstances were beyond the student's control:
The circumstances which led to the student's withdrawal or inability to complete the course requirements must be considered by a reasonable person not to be due to the student's action or inaction, either direct or indirect, and for which the student was not responsible. The situation must be unusual, uncommon or abnormal.
 - Special circumstances did not make their full impact until on or after the census date:
To meet this condition the special circumstance must have occurred
 - a) before the census date, but deteriorated significantly after the census date, or
 - b) before the census date, but the full effect or magnitude did not become apparent until on or after the census date, or
 - c) on or after the census date.
 - Special circumstances made it impracticable for the student to complete the course(s) requirements
To meet this condition the student would need to demonstrate that it was impracticable for them to complete the course requirements for the term or session of enrolment, for example, because the student was unable to:

- a) undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other compulsory attendance requirements in order to meet the compulsory course requirements, or
- b) complete all assessment tasks and/or examinations and any special course requirements.

NOTE: Failure to meet any progressive requirements of the course(s) prior to the special circumstances developing will not necessarily mean that the special circumstances made it impracticable for the student to complete the course requirements. For example, if the student needed to pass all assessment items in order to pass the course, and they had already failed one of those assessment items before the special circumstance (e.g. ill health) occurred, the student could not have passed the course even if they had not fallen ill, therefore the application is likely to be refused.

Examples of Special Circumstances

6.6 The following situations are examples of what may constitute special circumstances:

Medical reasons:

Medical reasons must be supported by a medical certificate(s) and/or a medical statement(s) that substantiates that:

- the condition existed prior to the census date, continued past that date, and resulted in significant deterioration after the census date to the extent that the student was unable to complete the course(s), or
- the medical condition only became known after the census date and was severe enough that the student was unable to complete the course(s).

Family or personal reasons:

Family or personal reasons must be supported by documents from the student's health care provider(s) or counsellor that substantiates the student's claim.

- *Example 1:* A member of the student's family suffers from a severe medical condition and, after the census date, the student was required to provide full-time care (which is substantiated in the student's supporting documentation). As a result, the student was unable to complete the course(s).
- *Example 2:* A member of the student's immediate family or partner died after the census date and the student was affected to the extent that the student was unable to complete their course(s) (must be substantiated by documentary evidence).

Financial reasons:

Financial reasons must be supported by documents that may include, but are not exclusive to, bank statements, list of expenses, and bankruptcy notices.

- *Example:* There is a significant and unexpected change to the student's financial circumstances or to those of a third party who supports the student that occurred after the census date. This unexpected change must have been sufficiently large that it would be unreasonable to expect that the student would be able to complete the course(s) (must be substantiated by documentary evidence).

Employment Related Reasons:

Employment related reasons must be supported by a statement from the student's employer and/or supporting documentation to substantiate that, after the census date, the student's employment status or arrangements changed unexpectedly due to circumstances beyond their control, and as a result the student was unable to complete the course(s).

- *Example 1:* The student was employed full-time whilst studying. After the census date, their employer unexpectedly increased the student's hours of employment in circumstances that were beyond their control. As a result the student was unable to complete the course(s).
- *Example 2:* The student was employed full-time whilst studying. After the census date, the student's employer directs that the student be transferred to a different state/country. As a result, the student was unable to complete the course(s).

NOTE: Choosing to increase hours of work or to undertake additional employment is not regarded as a circumstance beyond a student's control. In such circumstances liability will not be remitted.

Situations not considered special circumstances

6.7 Special circumstances do not include:

- a lack of knowledge or understanding of census dates or withdrawal procedures
- a lack of knowledge or understanding of the HECS-HELP scheme (HECS-HELP students only)
- a lack of knowledge or understanding of the FEE-HELP loan scheme (FEE-HELP students only)
- a student forgetting they are enrolled in a course(s)
- forgetting to drop a course(s)
- an inability to repay a HECS-HELP or FEE-HELP debt.

Application Process

Submission of Application

6.8 Applications must be submitted in writing within 12 months of the date the course was withdrawn or, if the course has not been withdrawn, within 12 months of the end of the study period to the Coordinator, Fees and Records, CQUniversity Rockhampton.

An acknowledgement letter confirming the receipt of each application will be sent.

Applications submitted more than 12 months after of the end of the period of study in which the course was, or was to be, undertaken, will not be considered.

Submitting an Application

6.9 To submit an application for the removal of financial liability due to special circumstances, a student must:

- Read these procedures to determine if the student satisfies the eligibility requirements outlined in section 6.3 on Student Eligibility Requirements.
- Complete the Application for Removal of Financial Liability Due to Special Circumstances form and ensure that it is signed and dated.
- **Attach a signed and dated personal statement** explaining the details of the student's case and the special circumstances which prevented the completion of the student's course(s).
- Attach all supporting documentation relating to the student's case. An official translation in English is also required if this documentation has been issued in another language.
- Submit the application form, personal statement and supporting documents for consideration.
 - Lodge the application in person to any CQUniversity Student Administration Centre, or
 - Email the application to the Student Governance Centre at sgc@cqu.edu.au, or
 - Mail the application to:

Coordinator, Fees and Records
Building 2
CQUniversity Australia
Rockhampton Qld 4702

Each application will be determined on its merits.

6.10 Important Notes

- The application form, personal statement and any supporting documentation must be in English. An official translation in English must be included with the student's application for any supporting documentation issued in another language.
- Separate applications must be submitted if the student is applying for the removal of financial liability for more than one term or session of enrolment.
- This application cannot be used to seek withdrawal without academic penalty.

- Each application must be accompanied by independent supporting documentation. It is not sufficient to provide only a personal statement outlining special circumstances.
- Letters from a family member or from other students will not be considered independent.
- Depending on the reason for applying for withdrawal without financial penalty, a statement from a doctor, counsellor, employer or institution may be required.
- Independent supporting documentation must be signed and should preferably be on printed letterhead. A letter from a doctor that does not identify that doctor's medical provider number will not be accepted.
- A document witnessed by a Justice of the Peace must have that person's full details for identification purposes with the Department of Justice, if necessary.
- Determination of special circumstances is based largely on the information and documentation provided by the student with their application; assumptions about the student's special circumstances will not be made. The University has no obligation to seek additional supporting information for persons (e.g. doctors) the student identifies in their application.
- Applications submitted without supporting documentation will not be considered.

Notification of Receipt

6.11 An acknowledgement letter confirming the receipt of the application will be sent.

Assessment of Application

Assessment of Remittance of Tuition Fees

6.12 The Student Records Officer will assess each application on a case-by-case basis using this policy and procedure and make a recommendation to the Coordinator, Fees and Records based on this assessment.

Assessment of Remission of HELP Debts and Re-crediting of Student Learning Entitlements

6.13 The Coordinator, Fees and Records, as the Delegate for the Secretary of the Australian Department of Education, will assess each request on a case-by-case basis according to the requirements of Subdivision 104-B of the *Higher Education Support Act 2003*.

Notice of Decision

- 6.14 A student will be notified of the outcome of their application within 28 days of the date the application was received by the University. The Notice of Decision will be in writing and sent to the student's official university email account as well as to the mailing address stated on the application form and will contain the following information:
- the decision
 - reasons for the decision
 - materials used to make the decision, and
 - how to apply for a review (if the application is not approved by the responsible officer).

Approved Applications

Student Governance Centre Processing:

6.15 The CQUniversity student account of those students whose applications are approved will be adjusted to reflect the decision. For students who have paid tuition fees for the withdrawn course(s), a credit balance will be created on the student's CQUniversity student account for those course(s). For students with outstanding tuition fees for the withdrawn course(s), the tuition account balance for those courses will be zero.

Credit Balance:

6.16 Where an application is approved any payments will be credited to the student's account. If a student wishes to have a credit balance refunded then the student must apply for a refund according to the process outlined

in the [Refund and Excess Payments \(Credit Balances\) Policy, Principles and Procedures](#). A refund is not automatically processed as part of this removal of financial liability process.

HECS-HELP loan students:

- 6.17 A student who obtained a HECS-HELP loan for the student contribution amount for their course(s) will have the debt remitted by the Australian Taxation Office (ATO) on advice from CQUniversity (this includes any amounts incurred due to indexation) and their Student Learning Entitlement (SLE) re-credited to an amount equal to the EFTSL value of the course(s).

Partial Up front HECS-HELP students:

- 6.18 A student who partially paid the student contribution amount for their course(s) up front will have this amount credited to their CQUniversity student account and can apply for a refund of monies paid using the [Refund Request Form](#) or can leave the credit balance on their student account as credit towards a future term's liability. The remaining HECS-HELP debt will be remitted by the ATO on advice from CQUniversity (this includes any amounts incurred due to indexation). The Student Learning Entitlement (SLE) will also be re-credited to an amount equal to the EFTSL value of the course(s).

Full Up front HECS-HELP students:

- 6.19 A student who paid the student contribution amount up front for their courses will have this amount credited to their CQUniversity student account and the Student Learning Entitlement (SLE) re-credited to an amount equal to the EFTSL value of the course(s). Students can apply for a refund of monies paid using the [Refund Request Form](#) or can leave the credit balance on their account towards a future term's liability.

FEE-HELP loan students:

- 6.20 A student who incurred a FEE-HELP debt for their course(s) will have the debt remitted by the ATO on advice from CQUniversity and the FEE-HELP balance re-credited (this includes any amounts incurred due to indexation).

Tuition Fee students:

- 6.21 A student who paid their tuition fees up front will have this amount credited to their CQUniversity student account. Where a student requires a refund of monies paid rather than a credit towards a future term's liability, the student should advise the University using the [Refund Request Form](#).

Appeals Process for Unsuccessful Applications

HECS-HELP and FEE-HELP Students

- 6.22 A student who has a request for remission of a HECS-HELP or FEE-HELP debt, and where eligible, re-crediting of their Student Learning Entitlement, refused may request a review of the decision. The request for a review of the decision must be made in writing no later than 28 days after the day on which the student first received notice of the decision and should include a statement of the reasons why the review is being sought.
- 6.23 The Officer responsible for reviewing these decisions will be the Manager, Student Governance Centre at CQUniversity Rockhampton, and requests for reviews should be addressed to this Officer.
- 6.24 Written acknowledgement of the request for review will be provided to the student. This acknowledgement will include advice that if the reviewer has not advised the student of a decision within 45 days of receiving the request then the original decision is confirmed. Furthermore it will advise the student of their right to appeal to the Administrative Appeals Tribunal (AAT) if not satisfied with the decision and provide contact details of the nearest AAT and the approximate cost to the student if they choose to appeal a reviewed decision.
- 6.25 The Manager, Student Governance (as the Designated Officer) will review the original decision and:
- confirm the decision, or
 - vary the decision, or

c) set the decision aside and substitute a new decision.

6.26 Any application to the AAT for appeal of a review decision should be made no later than 28 days after the day on which the student first received notice of the review decision.

Tuition Fee students

6.27 A full fee paying student who has an application for removal of financial liability refused may request a review of the decision and state the reasons why the review is being sought. The request for a review of the decision must be made in writing no later than 28 days after the day on which the student first received notice of the decision.

6.28 The Officer responsible for assessing the application for review will be the Student Ombudsman at CQUniversity Rockhampton, and requests for reviews should be addressed in writing to this Officer. The Ombudsman will review the original decision and make a recommendation to the Manager, Student Governance for consideration. The Manager, Student Governance (as the Designated Officer) will then consider the recommendation and:

- a) confirm the original decision, or
- b) vary the original decision, or
- c) set the decision aside and substitute a new decision.

6.29 The Ombudsman will notify the student in writing of the outcome within four weeks of receipt of the review request providing a statement of reasons for the decision.

Submitting an Appeal

HECS-HELP and FEE-HELP Students:

6.30 The time limit for applying for a review of a decision is 28 calendar days after the day the student first received the Notice of Decision. If the student is seeking a review of the decision the student must apply in writing to the Reviewing Officer (refer to the section above on the Appeals Process for Unsuccessful Applications) by completing the [Application for review of SLE or re-crediting of FEE-HELP Balance](#) form and provide:

- the student's full name, student number, and current mailing address, and
- the date of the original decision, and
- the grounds for requesting a reconsideration of the decision, and
- attach further supporting documents which the student did not provide previously, which clearly demonstrates:
 - that the full impact of the student's circumstances occurred either:
 - before the census date, but deteriorated significantly after the census date, or
 - before the census date, but the full effect or magnitude did not become apparent until on or after the census date, or
 - on or after the census date.
 - how the circumstances made it impracticable for the student to complete the course requirements for the semester or teaching period, as the student was unable to:
 - undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other compulsory attendance requirements to meet the compulsory course requirements or complete all assessment tasks or examinations and any special course requirements.
 - the circumstances were unusual, uncommon or abnormal, and were not due to the student's action or inaction, either direct or indirect, and for which the student was not responsible.

The review request application should be sent to:

Reviewing Officer
Manager, Student Governance Centre
Building 2
CQUniversity Australia
Rockhampton Qld 4702
Or Email: sgc@cqu.edu.au

Tuition Fee students:

- 6.31 If the student is seeking a review of the decision the student must apply in writing to the Student Ombudsman and provide the following information:
- topic, i.e. the student is submitting a **Review Request for a Removal of Financial Liability Decision**, and
 - the student's full name, student number, and current mailing address, and
 - the date of the original decision, and
 - the student's grounds for requesting a reconsideration of the decision, and
 - attach further supporting documents which the student did not provide previously, which clearly demonstrates:
 - that the full impact of the student's circumstances occurred either:
 - before the census date, but deteriorated significantly after the census date, or
 - before the census date, but the full effect or magnitude did not become apparent until on or after the census date.
 - on or after the census date how the student's circumstances made it impracticable for the student to complete the course requirements for the semester or teaching period, as the student was unable to:
 - undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other compulsory attendance requirements to meet the compulsory course requirements, or
 - complete all assessment tasks or examinations and any special course requirements.
 - the circumstances were unusual, uncommon or abnormal, and were not due to the student's action or inaction, either direct or indirect, and for which the student was not responsible.

The review request letter and additional documentation should be sent to:

Student Ombudsman
Ground Level, Room 27.2, Building 41
CQUniversity Australia
Rockhampton Qld 4702
Or Email: student-ombudsman@cqu.edu.au

- 6.32 Detailed information on the correct procedures to follow can then be obtained via the Frequently Asked Questions (FAQ) and Contact the Ombudsman sections at: <http://www.cqu.edu.au/about-us/service-and-facilities/student-ombudsman>.
- 6.33 Students may wish to consult CQUniversity's Student Association for assistance with preparation of a review request by emailing association-advocacy@cqu.edu.au.
- 6.34 The Student Ombudsman will assess the application for review and make a recommendation to the Manager, Student Governance for consideration.

Acknowledgement of Review

- 6.35 The University will acknowledge receipt of a review request in writing sent to the student's official university email account as well as to the mailing address stated in the review letter.

Notice of Review Decision

- 6.36 The Notice of Review Decision will be forwarded in writing and sent to the student's official university email account as well as the mailing address stated in the review application within 45 calendar days from the date on which the review request was received by the University. This notice will contain the following information:
- the decision
 - reasons for the decision
 - materials used to make the decision, and
 - other avenues of appeal (if the student's review request is not approved by the Reviewing Officer).

Notices will be sent by the Reviewing Officer for HECS-HELP and FEE-HELP students, or by the Student Ombudsman on behalf of the Manager, Student Governance for Tuition Fee students.

Successful Appeal Applications

6.37 Refer to section above on Approved Applications for more information.

Unsuccessful Appeal Applications

HECS-HELP and FEE-HELP students:

- 6.38 HECS-HELP or FEE-HELP students who are dissatisfied with the review decision made by the Manager, Student Governance have the right to appeal to the Administrative Appeals Tribunal (AAT). The application must be lodged within 28 calendar days after the day the student first received the reviewer's decision.
- 6.39 A filing fee is normally payable although in some circumstances the fee does not have to be paid. Contact the AAT for more information. Fees are refunded for successful applications. The Secretary of the Australian Department of Education, or their delegate, will be the respondent for cases heard by the AAT.

Contact Information:

Administrative Appeals Tribunal (AAT) Queensland
Deputy Registrar, Administrative Appeals Tribunal
Level 4, Cnr North Quay and Tank Street
BRISBANE QLD 4000
Internet: <http://www.aat.gov.au/>
Telephone Number: 1300 366 700 (from within Australia)

Tuition Fee students:

- 6.40 As outlined in the [Student Complaint Process](#) (Section 5.20), if, after all internal appeal avenues have been exhausted, a student believes the University has not honoured its stated [Removal of Financial Liability Due to Special Circumstances Policy and Procedure](#), or not all of the relevant information has been taken into account, the student may appeal the decision through the Office of the Queensland Ombudsman. Please note however that the Ombudsman normally focuses on issues of procedural compliance or fairness in the decision making process rather than matters concerning academic judgement. See: <http://www.ombudsman.qld.gov.au/>
- 6.41 Students have five working days from the date of notification of the review outcome to lodge an external appeal. The decision of the external arbiter is final.
- 6.42 If a student makes use of the University's approved dispute resolution procedures in connection with an application for removal of financial liability, this does not limit their right to pursue other legal remedies.
- 6.43 International and domestic full-fee paying students have the right to take further action under Australia's consumer protection laws.

Contact Information:

Australian Competition and Consumer Commission
Internet: <http://www.accc.gov.au/>
Telephone: 1300 302 502

7 RESPONSIBILITIES

Compliance, Monitoring and Review

- 7.1 The Manager, Student Governance is responsible for ensuring day-to-day compliance with and monitoring of this policy and procedure.
- 7.2 The Director, Governance has overall responsibility for ensuring this policy and procedure is effectively implemented, and is monitored and reviewed to ensure continuing effectiveness in achieving its purpose.
- 7.3 The Coordinator, Fees and Records will act as primary decision-maker for all tuition fee paying student applications. The Coordinator, Fees and Records will also act as the Delegate for the Secretary of the Australian Department of Education according to the requirements of Subdivision 104-B of the *Higher*

Education Support Act 2003, and will assess all applications for re-crediting of student learning entitlement, re-crediting of FEE-HELP balances and remission of HECS-HELP debts for Commonwealth supported and assisted students. Each request will be assessed on a case-by-case basis.

Reporting

- 7.4 CQUniversity reports data to the Australian Department of Education in accordance with its legislative obligations.

Records Management

- 7.5 All records relevant to this document are to be maintained in a recognised University recordkeeping system.

8 DEFINITIONS

Census date is the date on which a student's enrolment is taken to be finalised for reporting to the Australian Department of Education. HECS-HELP and FEE-HELP debts are incurred and SLE is consumed on census dates. Students must make their up-front payments and submit their request/s for Commonwealth support (including HECS-HELP) or assistance (FEE-HELP) by the census date.

Census date is the last day to withdraw from one or more courses without academic penalty; withdraw from one or more courses without financial penalty; apply for a leave of absence; change a student's citizenship status; or change a student contribution payment option. To view the current census dates, refer to the CQU Student Handbook for the [Academic Calendar](#).

Special circumstances are defined in section 5.6 (in summary) and in section 6.5 (in full) above.

Refer to the University [glossary](#) for the definition of terms used in this policy and procedure.

9 RELATED LEGISLATION AND DOCUMENTS

Related Form

[Application for Removal of Financial Liability Due to Special Circumstances form](#)

Related Legislation and Supporting Documents

HECS-HELP and FEE-HELP students

- [Higher Education Support Act 2003](#) (Division 79 relates to re-credit and remissions for HECS-HELP; Division 104 relates to re-credit for FEE HELP)
- [Student Learning Entitlement Guidelines](#) (for Commonwealth supported students only)
- [Administrative Information for Higher Education Providers: student support](#)
- [Going to Uni website](#)
- CQUniversity's [Refund and Excess Payments \(Credit Balances\) Policy \(FMPM\)](#)
- CQUniversity's [Refund and Excess Payments \(Credit Balances\) Principles \(FMPM\)](#)
- CQUniversity's [Refund and Excess Payments \(Credit Balances\) Procedures \(FMPM\)](#)
- CQUniversity's [Student Charter](#)

Tuition Fee students

- [Education Services for Overseas Students Act 2000](#)
- [National Code 2007 Explanatory Guide](#) (Part D)
- CQUniversity's [Student Complaint Process](#)
- CQUniversity's [Refund and Excess Payments \(Credit Balances\) Policy \(FMPM\)](#)

- CQUniversity's [Refund and Excess Payments \(Credit Balances\) Principles \(FMPM\)](#)
- CQUniversity's [Refund and Excess Payments \(Credit Balances\) Procedures \(FMPM\)](#)
- CQUniversity's [Student Charter](#)

Approval and Review	Details
Approval Authority	Vice-Chancellor and President
Advisory Committee to Approval Authority	Vice-Chancellor's Advisory Committee
Administrator	Director, Governance
Next Review Date	03/06/2017

Approval and Amendment History	Details
Original Approval Authority and Date	Vice-Chancellor and President 17/01/2011
Amendment Authority and Date	Position titles updated 07/08/2013; Vice-Chancellor and President 03/06/2014.
Notes	This policy suite replaces the Withdrawal without financial penalty in special circumstances policy, Re-crediting of student learning entitlement in special circumstances policy, and Re-crediting of FEE-HELP balances in special circumstances policy and procedures.