

VET STUDENT LOAN – HELP BALANCE RE-CREDIT APPLICATION (due to special circumstances)

Who should use this form?

This form is to be used by students who have a VET Student Loan debt (VETSL debt) and HELP balance 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 to have a re-credit applied to your HELP balance and your VETSL debt removed. .

Please note:

- If you withdrew from your studies on or before the census date, you have not incurred a VET Student Loan debt for that particular intake 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 HELP balance re-credited or to have your VETSL 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 classes 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 'VET Student Loan – HELP Balance Re-Credit Application (due to special circumstances)' must be submitted within 12 months from the day you discontinued your studies. The application period may be waived 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 to apply for a re-credit to your HELP balance and removal of your VETSL debt. However, appropriate supporting documentation must be submitted at time of application.

It is very important that your application is submitted to CQUniversity 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 assessing officer 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 you may also need to provide a statement from a doctor, counsellor, your employer, or your School 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 HELP balance or removal of your VETSL debt.

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.

VET Student Loan – HELP Balance Re-Credit Application (due to special circumstances) should be emailed to studentoperations@cqu.edu.au. If you are unable to submit your application via email, please either submit it to Campus Reception at your closest CQUniversity Campus, or mail it to:

Student Central
CQUniversity Rockhampton
Building 2, Bruce Highway,

North Rockhampton QLD 4702

What happens to my application after it has been lodged with CQUniversity?

1. Upon receipt of your application, you will be issued with an acknowledgement email. If you have not received an acknowledgement of your application within 2 weeks of submitting it, you should contact Frontline Student Services on 13 27 86
2. The decision to approve or not approve your VET Student Loan – HELP Balance Re-Credit Application (due to special circumstances) 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. The outcome of your application will be emailed to your CQU Student Email with 5 weeks of your application being submitted. If you are not satisfied with the decision, you may apply in writing for a review within 28 days of receiving the outcome. Written appeals should be submitted to studentgovernance@cqu.edu.au and must include reasons as to why you are requesting a review of the decision.
4. CQUniversity will provide written notice of the decision, including a statement of the reasons for making the decision. If the reviewer does not give notice within 45 days, the original decision is taken to be confirmed.

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. There may be a cost associated with lodging an appeal through AAT.

Privacy Disclaimer:

CQUniversity is collecting the information on this form in accordance with the Information Privacy Act 2009. Only authorised CQUniversity 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.

VET Student Loan – HELP Balance Re-Credit Application (due to special circumstances)

Personal Details:

Surname:	
Given Name:	
Student ID:	
Mailing Address:	
Contact Phone Number:	
Course Code and Title:	

Provide details of the VET unit/s of study which you discontinued:

VET Unit Name (in full)	VET Unit Code	Intake and Year	Date of Discontinuation

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).

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 provide any supporting documentation at time of application, your application may be assessed by CQUniversity on the basis of the information you have already provided.

Declaration:

I wish to apply for a re-credit to my HELP balance and removal of my VETSL 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: _____

VET Student Loan – HELP Balance Re-Credit Application (due to special circumstances) should be emailed to studentoperations@cqu.edu.au. If you are unable to submit your application via email, please either submit it to Campus Reception at your closest CQUniversity Campus, or mail it to:

Student Central
CQUniversity Rockhampton
Building 2, Bruce Highway,

North Rockhampton QLD 4702