

Special Circumstances Form

Read the important information of page 2 *before* completing this form.
Please complete this form in block letters using black ink. Mark appropriate boxes with a cross (X).

1 – PERSONAL DETAILS

HSA student ID number

Title..... Family Name..... Given Name(s).....

My details have changed, please update

Street..... Suburb..... State..... Postcode.....

Daytime Contact (Ph): (Mobile):

E-mail Address:

Course Name (e.g Diploma of Nursing)

Please tick which of the following applies:

- I wish to apply for exemption from the Variation to Enrolment penalty fee
- I wish to apply for exemption of Late Enrolment penalty fee
- I wish to apply for re-credit of my VET VET FEE HELP balance
- I wish to apply for a refund of my tuition fees paid up-front

2 – SPECIAL CIRCUMSTANCES

Please tick the one category that describes your Special Circumstances with the most relevance:
(Please only choose one category)

- | | | | |
|--|--|--|----------------------------------|
| <input type="checkbox"/> Employment | <input type="checkbox"/> Family/Relationship | <input type="checkbox"/> Financial | <input type="checkbox"/> Medical |
| <input type="checkbox"/> Change to another institution | <input type="checkbox"/> Personal | <input type="checkbox"/> Complaint about Health Skills Australia | |

To support your case, you will need to also provide/attach documentation from a doctor, counsellor, employer or independent member of the community, which states:

- The date your circumstances began
- If your circumstances changed after the re-enrolment date/census date, the date it changed, and to what extent
- How your circumstances affected your ability to study
- When it became apparent that you could not continue your study.

Please keep your application until all documentation can be provided as your application will be returned without sufficient documentation. If HSA requires further documentation to that you have provided, you have 28 days from the request to provide this. If you do not do so, the outcome of your application may be determined by HSA based on the information already provided.

4 – DECLARATION AND SIGNATURE

I wish to apply for exemption from penalty fees or re-credit of VET VET FEE HELP balance or a refund of up-front payment. 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, I may be liable for disciplinary action.

Student Signature

X SIGN HERE

Date

DD / MM / YYYY

Date Received

Office Use Only Office Use Only Office Use Only Office Use Only

Other than as authorised or required by law, HSA will only use information collected via this form for the purposes for which it is being collected and in accordance with HSA's functions and activities associated with your enrolment. Some specified information will be provided to third parties, such as DEWR and other government and external agencies, where there are requirements on the HSA to do so. All information will be collected, stored, accessed, disseminated or destroyed in accordance with relevant privacy, records management, other laws and HSA's policies.

Important Information for Students Applying for Special Circumstances

Who should use this form?

This application is to be used by students who have a VET VET FEE HELP debt with the Commonwealth or have paid fees to HSA or who are varying their enrolment and wish to be considered for exemption from the fee.

You should use this form if:

- You took out a VET VET FEE HELP loan for your tuition fees or have paid fees to HSA
- The re-enrolment date has now passed and you want to make changes to your enrolment because of special circumstances OR The census date has now passed, but you are unable to continue with your study because of special circumstances.
- Because of those special circumstances you changed or discontinued your enrolment (partially or in full) before the last teaching date of term, and
- Because of these special circumstances you are requesting all or part of your VET VET FEE HELP loan for the term to be cancelled or for your tuition fees to be refunded or for exemption from the variation to enrolment penalty fee.

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; ie. A situation 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. The situation must be unusual, uncommon or abnormal. A lack of knowledge or understanding of the VET FEE HELP regulations or HSA's enrolment and/or refund policies is not considered to be beyond a person's control.
- Do not make their full impact on you until on or after the enrolment date; ie., your circumstances occur:
 - (a) before the enrolment date, but worsened after that day; or
 - (b) before the enrolment date, but the full effect or magnitude did not become apparent until on or after that day; or
 - (c) On or after the enrolment date.

It is/was impracticable for you to complete the requirements for the module of study during the period; ie.

- (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 course requirements, or
- (b) complete the required assessable work, or
- (c) complete any other course requirements.

Special circumstances may include:

Medical Reasons – where your medical condition existed prior to 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 enrolment 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.

PLEASE NOTE – A lack of knowledge or understanding of the VET VET FEE HELP regulations or HSA enrolment procedures is not considered to be a special circumstance.

Application Period – **Your application must reach HSA within 12 months of the end of the term in which you discontinued your studies. You do not need to wait for confirmation of your discontinuation from your course 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 28 days of receipt of your application. A lack of knowledge or understanding of the requirements for applying for remission is not a valid reason for applying after the deadline.**

Supporting Documentation – your application for remission will be considered on its merits in conjunction with the supporting documentation you provide. Your supporting documentation should provide enough detail for HSA to make an informed decision regarding your case for remission.

WHAT SUPPORTING DOCUMENT DO I NEED TO PROVIDE?

It is most 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 remission, you may also need to provide a statement from a doctor, counsellor, or your employer to verify your claims. Statements made by parents/partners/spouses/close relatives are *not considered to be "independent documentation" for these purposes.*

Supporting documentation should include:

For Medical Reasons – A statement from a doctor indicating:

- date your circumstances began;
- if your circumstances changed after the census date, the date it changed, and to what extent;
- how your circumstances affected your ability to study;
- when it became apparent that you could not continue your study.

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) indicating:

- date your circumstances began;
- if your circumstances changed after the census date, the date it changed, and to what extent;
- how your circumstances affected your ability to study;
- when it became apparent that you could not continue your study.

For employment-related reasons – A statement from your employer indicating:

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

What happens to my application once it has been lodged with HSA?

1. Upon receipt of your application by HSA, you will be notified of a decision within 20 working days from the date of receipt. If you have not been notified within 5 weeks of posting it, you should contact HSA. You should generally allow 5 weeks for your application to be processed.
2. Your application will be considered principally on the basis of your **independent** supporting documentation. It is your responsibility to ensure all relevant documentation is provided to HSA.
3. The decision to approve or not approve the remission of your VET FEE HELP debt or refund of fees or exemption from penalty fee will be made based on the supporting documentation provided by you.

You will be advised in writing of the decision made. If you are not satisfied with the decision, you may apply in writing for a review. Your application for review must be sent within 28 days of receiving the original advice. If you are dissatisfied with the results of the review, you have the right to apply to HSA for a further review.

LODGING THIS FORM

This form may be lodged in person at any HSA campus or sent by mail, or email to:

Blackburn Campus
184 Whitehorse Rd,
Blackburn
VIC 3130

Brisbane Campus
Ground Floor, East Tower,
410 Ann Street
Brisbane
QLD 4000

Melbourne Campus
Level 3,
206 Bourke Street
Melbourne
VIC 3000

Ph: 1300 306 886

Em: HSAAdministration@navitas.com

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