

## VET Student Loans -Application to Re-credit or Review

There are certain circumstances whereby a refund of VET Student Loans (VSL) debt will be considered and applied. Please complete this form for consideration.

Students who withdraw after the census day may apply under special circumstances:

- to have their HELP balance re-credited if they have taken out a VET Student Loan/VET FEE-HELP loan; or
- to have their tuition fees refunded (if they have paid upfront).

Special circumstances are specified under the VET Student Loans Act 2016. Special circumstances are listed on the back of this form. Please read these carefully to ensure you are eligible before applying. All decisions to re-credit a HELP balance can only be made in accordance with the requirements of the Acts. Requests for re-crediting a HELP balance should be made within 12 months of the withdrawal date (unless the provider is satisfied your application could not be made within the time frame because of special circumstances). Students cannot apply for a re-credit if they have successfully completed the course. Students who have not completed the course can apply for a re-credit for UoS where the 'Special Circumstances' criteria apply.

### Fees

The Application to Re-credit or Review a VSL debt fee is \$50.00\*. Please note that once a candidate completes this form and pays the applicable fees, there are no refunds available (regardless of the outcome). All fees must be paid PRIOR to any actions being taken or applications will not be considered.

If a Student withdraws from a Unit after the published census date for that Unit, or has been unable to successfully complete a unit, and believes this was due to special circumstances, the student may apply to have their FEE-HELP balance re-credited for the affected unit/s. Kenvale College will re-credit the Student's FEE-HELP Balance if it is satisfied that Special Circumstances apply where:

- These circumstances are beyond their control, and
- These circumstances did not make their full impact on the student until on, or after the census date; and
- These circumstances were such that it was impracticable for the Student to complete the requirements for the Unit.

For more information on special consideration, please refer to *1-03-001 Student Handbook (available on the website)*.

- For application of leave during a course please refer to *1-03-038 Permission of Leave Request Form (applicable to international students only)*
- For late submission of assessment after marks released please refer to *1-03-046 Late Submission or Resubmission of Assessment Application Form*



## STUDENT DETAILS

Title: <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Miss	Student's Full Name: (as in passport)
Course Enrolled In:	Student's ID:
Date/s of absence:	
Subject/s related:	
Description of your request:	
Supporting document included: (Medical certificate etc)	

## PAYMENT OPTIONS

<input type="checkbox"/> Cheque	Made payable to Kenvale College
<input type="checkbox"/> Credit Card – please provide details	Card Type (please select) <input type="checkbox"/> Mastercard <input type="checkbox"/> Visa
	Card holder name/s:
	Credit card number:
	Expiry date:
<input type="checkbox"/> Bank Deposit	Bank account details: Bank Name: Commonwealth Bank Bank Address: Library Walk, Kensington NSW 2033 SWIFT code: CTBAU2S Account name: Kenvale College BSB no. 062 303 Account number: 1006 7300

Please email this form to [studentservices@kenvale.edu.au](mailto:studentservices@kenvale.edu.au) along with all supporting documentation or hand it in with payment.

I hereby confirm that the above is true and I am submitting this form with relevant supporting documents and payment of \$50\*

Student Name:	Student Signature:
Date:	

## APPENDIX A

### Special Circumstances for re-crediting a Student's HELP Balance

#### Special Circumstances

The College will re-credit if satisfied that special circumstances prevented, or will prevent the student from completing the requirements for the course, or part of the course and that these circumstances:

- are beyond the student's control; and
- do not make their full impact on the student until on or after the census day for the course or the part of the course; and
- made it impracticable for the student to complete the requirements for the course, or the part of the course during the student's enrolment in the course, or the part of the course. [VET Student Loans Act (2016) Part 6; Division 2; Section 68]

Beyond the student's control - Circumstances could be considered beyond the student's control if a situation occurs that a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. This situation would generally be expected to be unusual, uncommon or abnormal.

Do not make full impact until on or after the census day - Circumstances could be considered not to make their full impact on the student until on or after the census day for the course or the part of the course if the student's circumstances occurred:

- before the census day, but worsen after that day
- before the census day, but the full effect or magnitude does not become apparent until after that day; or
- on or after the census day.

Students do not need to demonstrate they were unable to withdraw from the unit of study prior to the census day.

Pre-existing conditions – A circumstance that first occurred before the census day may satisfy the special circumstances requirement where it worsens after that day or the full

effect or magnitude does not become apparent until after that day. For example, a student may have an illness or other underlying, pre-existing condition or incapacity prior to the census day for the course or the part of the course, but that condition may worsen, or that student may suffer from an aggravation, deterioration or episode, after the census day. Alternatively, the full implications of a student's condition may not have been apparent until after the census day. This may be because recovery does not go to plan, or the degree of disability or incapacity for study are not fully realised until after the census day.

Impracticable for the student to complete the requirements for the course, or the part of the course during the student's enrolment - Circumstances that make it impracticable for the student to complete the requirements for their course or part of the course may include:

- medical circumstances, for example, where a student's medical condition has changed to such an extent that he or she is unable to continue studying.
- family/student circumstances, for example, death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a student to continue studies.
- employment related circumstances, for example, where a student's employment status or arrangements have changed so the student is unable to continue their studies, and this change is beyond the student's control; or
- course related circumstances, for example, where the provider has changed the course or parts of a course it had offered and the student is disadvantaged by either not being able to complete the course or parts of a course, or not being given credit towards other or courses or parts of a course.

## Student Privacy

Information collected by the College during a student's enrolment and attendance will be used for the purposes of general record administration, identification, communication, state and national reporting, program monitoring, evaluation and surveys.

Student information will be held securely and disposed of securely when no longer needed. The information may be disclosed when required by law and to government departments and agencies, including for example to Services Australia (Centrelink), the Department of Home Affairs, Transport for NSW, NSW Department of Education, the Australian Skills Quality Authority, the Tertiary Education Quality and Standards Agency and the National Centre for Vocational Education Research.

In order to meet the requirements of Registered Training Organisations under the Apprenticeships and Traineeship Act 2001, apprentice and trainee information is provided to employers, Australian Apprenticeship Centres and Training Services NSW (or the relevant State Training Authority). While the provision of the information requested on this form is not required by law, it is a requirement of the College and the student enrolment

will not be accepted if it is not provided. Students may correct their personal details by contacting the Student Services team on [studentservices@kenvale.edu.au](mailto:studentservices@kenvale.edu.au)

## FOR OFFICE USE

### Submission Checklist (Student Services)

- Supporting document/s
- Fees paid
- Date/s of absence is checked
- Subject/s related completed

### ACTION/S TO BE TAKEN

Please list the actions to be taken upon receipt of request and other relevant facts that may have an impact on the decision:

### DECISION MADE

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Request approved | <input type="checkbox"/> Request not approved | <input type="checkbox"/> Request pending |
|---|---|--|

Further comments:

### APPROVAL GRANTED BY:

Full Name:	Signature:
Position:	Date: