GUIDELINES FOR REMOVAL OF FINANCIAL LIABILITY AND/OR ACADEMIC PENALTY IN SPECIAL CIRCUMSTANCES

Introduction

This Application for Removal of Financial Liability and/or Academic Penalty in Special Circumstances form (hereinafter referred to as ‘the form’) is to be used by domestic students who wish to apply for removal of their financial liability and academic penalty where special circumstances have affected the student’s ability to successfully complete their studies. The purpose of these guidelines is to provide clear instructions to students to assist them in determining if they should apply for removal of their financial liability and/or withdrawal without academic penalty.

Please ensure that the guidelines are read before completing the form.

Reasons for Applying

Removal of Financial Liability

This is to request that one of the following actions occur due to your inability to complete the identified course(s):

- FEE-HELP debt remitted and FEE-HELP balance re-credited
- HECS-HELP debt remitted
- Up-front student contributions / tuition fees re-credited or refunded.

Note: The University does not refund SSAF payments or remit SA-HELP loans.

Removal of Academic Penalty

If you:

- withdrew from course(s) after week 9 and are given Withdrawn Fail (WF) final grade on your academic record
- are given Fail (FL) final grade on your academic record after Grade Release date
- are requesting your final grade on your academic record to be removed due to special circumstances

Note: In considering your application it may be determined that your final grade on your academic record be changed to Withdrawn without academic penalty (WN) for course(s). However, a change to WN does not automatically result in the removal of financial liability.

Eligibility requirements

Eligibility Criteria

To be eligible to apply for removal of Financial Liability and/or Academic Penalty due to special circumstances, the following criteria must be met:

- you were unable to continue your study after the census date due to special circumstances
- you were unable to successfully complete the requirements of the course(s)
- the application is made within 12 months from your withdrawal date from the course(s), or if you have not withdrawn from your course(s), or have not given a notice of withdrawal from the University of the Sunshine Coast (USC) within 12 months from the last day you were enrolled in the course(s).

Note: You are not eligible to apply if you withdrew from the course(s) prior to census date.
Special Circumstances Criteria
You must meet all the special circumstances criteria listed below:

1. The special circumstances were beyond your control
   A situation occurs that 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.

2. Those special circumstances did not make their full impact until after the census date
   Your circumstances occurred:
   i) before the census date, but worsened after that day; or
   ii) before the census date, but the full effect or magnitude does not become apparent until on or after that day; or
   iii) on or after the census date

3. Due to special circumstances, you were unable to complete your course requirements
   You were unable to:
   i) undertake the necessary private study required, attend sufficient lectures or tutorials, or meet other compulsory attendance requirements in order to meet your compulsory course requirements; or
   ii) complete the required assessable work; or
   iii) sit the required examinations; or
   iv) complete any other course requirements because of your inability to meet i), ii) or iii) above.

Note: Census dates for sessions and semesters are detailed at: www.usc.edu.au/calendars

Examples of Special Circumstances

Medical reasons
Example:
A detailed medical certificate signed by a medical practitioner to substantiate your claims.

Family/personal reasons
Due to unforeseen family/personal reasons that occur or worsen after the census date and 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 and, after the census date, you are required to provide full time care. 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, after the census date, you realise that you are unable to continue with your studies.

Example 3:
You or your family’s financial circumstances change unexpectedly after the census date to the extent that you are unable to continue with your studies.

Employment related reasons
After the census date, your employment status or arrangements change unexpectedly due to circumstances beyond your control, and you are unable to complete your studies. Choosing to increase your hours of work or undertake additional employment is not regarded as circumstances beyond your control.

Example 1:
You are employed out of necessity and studying. After the census date, 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 course requirements.

Example 2:
You are employed out of necessity and studying. After the census date, your employer directs that you be transferred to a different state. Your institution USC does not offer distance education and, as a result, you are unable to continue with your studies or complete your course requirements.
Course related reasons
USC changes the arrangements for your course and, as a result, you are disadvantaged to the extent that you are unable to complete the requirements of the course.

Example 1:
USC cancels your course after the census date and, as a result, you are unable to complete the requirements of the course.

Example 2:
You enrol in a course, having applied for credit towards the courses previously undertaken at another institution, and are not advised of the decision for credit by USC until after the census date.

Special circumstances do not include:
• A lack of knowledge or understanding of withdrawal procedures and/or census dates.
• Forgetting that you are enrolled in a course(s) or to drop a course(s).

Statement of Special Circumstances
You must provide information on your special circumstances to meet the Special Circumstances Criteria which is outlined in these guidelines (refer page 1). Statement can be written directly into the application form in page 6 or provide an attachment. This statement must be signed and dated by you.

The statement outlining your circumstances is not sufficient evidence on which to base your application. While your statement will be taken into consideration when assessing your application, independent supporting documentation MUST be attached (refer below) or your application will not be considered.

Supporting Documentation
You MUST provide independent supporting documentation to substantiate your claims which includes confirmation of the dates when your special circumstances occurred. You will need to ensure that your supporting documentation is on official letterhead (if relevant), and is signed and dated. A copy of the document must be certified by a Justice of the Peace or Student Administration staff can sight the original copy.

Medical reasons
You are required to supply a detailed medical certificate to substantiate your claims. Documentation must include:
1) full dates of illness/special circumstances;
2) at what date the circumstances prevented you from studying; and
3) potential implications on your USC studies
Please have your medical practitioner complete the USC Medical Certificate on the application form (refer page 8)

Family/personal reasons
You will need to supply documentation from, for example, a medical practitioner or counsellor, to substantiate your claims.

Employment related reasons
You will need to supply a letter from your employer to substantiate your claims on official letterhead.

Course related reasons
You will need to supply supporting documentation to substantiate your claims.

It is your responsibility to ensure that all relevant documentation is included with the form. USC is unable to source this information for you.
Application Instructions

1. Carefully read the guidelines to determine your eligibility to apply.

2. Complete the form, ensuring full details are included and the form is signed and dated by you.

3. If you have made a payment towards your Student Contribution or Tuition fees and are requesting a refund of these fees, complete an Application for Refund in Special Circumstances Form.

4. Attach all supporting documentation.

5. Return the completed form and supporting documentation to:

   Domestic students:  Manager, Enrolment and Progression
                      Student Administration – ML23
                      University of the Sunshine Coast
                      Locked bag 4, Maroochydore DC  QLD  4558

Application Process

1. When your application is received, a reference number will be allocated. You will be notified of receipt of your application and your reference number in writing.

2. Allow 2-4 weeks for your application to be processed. USC will advise you in writing of the outcome.

3. For approved removal of Financial Liability Applications:
   - Where you paid a student contribution or tuition fees, this amount will be re-credited to your USC Student Account to cover future fee liability, or will be refunded to allocated bank account provided in Application for Refund in Special Circumstances form in the event that you do not intend to re-enrol.
   - Where your student contribution amount has been deferred to a HECS-HELP loan, DEEWR will be advised of this remission of your debt and you will receive confirmation on the annual statement issued by the Australian Taxation Office.
   - Where your tuition fees have been deferred to a FEE-HELP loan, DEEWR will be advised of this remission of your debt and re-credit to your FEE-HELP balance.

   Note: The fee charged will always show on your student account in USCCentral

False or Misleading Statement or Information

It is a criminal offence to knowingly make a false or misleading statement or to otherwise knowingly supply false or misleading information in connection with an application. Applicants who knowingly supply false or misleading statements or information may be liable to criminal prosecution and/or USC disciplinary action.

Review of the Decision

If you are not satisfied with the decision, you may apply for a review of the decision.

If you apply for reconsideration, a different decision maker within USC will consider your application and USC will then notify you in writing of the outcome of the reconsideration process (you should allow a further 2-4 weeks).

If, after USC has reconsidered your application, you remain dissatisfied with the result, you may apply to the Administrative Appeals Tribunal (AAT) for a review. The AAT website address is www.aat.gov.au  Tel: 1300 366 700
Telephone: 1300 366 700
APPLICATION FOR REMOVAL OF FINANCIAL LIABILITY AND/OR ACADEMIC PENALTY IN SPECIAL CIRCUMSTANCES

1. PERSONAL DETAILS

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<th>USC student ID number</th>
<th>Family name:</th>
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<th>Telephone number:</th>
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<td>student.usc.edu.au</td>
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<th>Program of study:</th>
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2. REASON(S) FOR APPLICATION

Note: if you are applying for Academic Penalty and Financial Liability, please tick both boxes.

I wish to apply for removal of:

- [ ] Academic Penalty
- [ ] Financial Liability

Did you make a payment towards your Student Contribution or Tuition Fees?

- [ ] Yes and I would like this amount re-credited to my USC Student Account to cover future fee liability
- [ ] Yes and I would like a refund of this amount (Refund form in page 9 must be completed)
- [ ] No

3. COURSE DETAILS

Details of the course(s) for which you are applying to have Financial Liability or/and Academic Penalty removed.

<table>
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<th>Semester/Session (eg 1st, 2nd, Session 11)</th>
<th>Year (eg 2012)</th>
<th>Course code</th>
<th>Course name</th>
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4. STATEMENT OF SPECIAL CIRCUMSTANCES

You must provide information on your special circumstances, specifically how those circumstances:

• were beyond your control; AND
• did not make their full impact until after the census date; AND
• prevented you from completing course requirements.

Note: Ensure you include dates and the time periods that the circumstances occurred.

If insufficient space, please attach additional pages

5. STUDENT CHECKLIST

☐ I have read and understood the Guidelines for Removal of Financial Liability and/or Academic Penalty in Special Circumstances

☐ My Statement of Special Circumstances is attached or written on the form in Section 4 above.

☐ My supporting documentation is attached
  You must read Supporting Documentation (refer page 3) to ensure that you have provided sufficient documentation with this application.

☐ My medical certificate is attached or USC Medical Certificate (page 8) is completed by medical practitioner (if applicable).

6. STUDENT DECLARATION

• I declare that the information I have given on this application is true, correct and complete. I understand that if I knowingly make any false or misleading statements, I may be liable for prosecution.

• I understand that if I provide insufficient evidence and/or documentation with my application it may result in my application not being processed.

• I authorise the University of the Sunshine Coast to provide information about my application to DEEWR.

Student signature: ___________________________________________ Date: ___________________________
PRIVACY STATEMENT

The University of the Sunshine Coast collects, stores and uses personal information only for the purposes of administering student and prospective student admissions, enrolment and education. The information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal or other regulatory authority requirements. For further information consult the University’s Privacy plan at: www.usc.edu.au/privacypolicy

ENQUIRIES

Student Central
Tel: +61 7 5430 2890
Email: studentcentral@usc.edu.au

Office Opening Hours
Monday – Thursday: 8.30 am – 5.00 pm
Friday: 8.30 am – 4.30 pm

LODGEMENT

In person: Student Central, Ground floor, Building C, Sippy Downs Campus
Mail: Manager, Enrolment and Progression
      Student Administration – ML23
      University of the Sunshine Coast
      Locked Bag 4, Maroochydore DC QLD 4558
MEDICAL CERTIFICATE
FOR REMOVAL OF FINANCIAL LIABILITY AND/OR
ACADEMIC PENALTY IN SPECIAL CIRCUMSTANCES

Applicable CENSUS DATE:
(Student to complete)

IMPORTANT NOTE FOR STUDENT

Students applying for Removal of Financial Liability and/or Academic Penalty in Special Circumstances based on medical grounds MUST have a medical practitioner complete this form. If the independent medical certificate is already issued by a medical practitioner attach to the application form.

MEDICAL EVIDENCE

To enable assessment of an application, written confirmation is required that indicating how those circumstance:

• were beyond your control; and
• did not make their full impact until after the census date; and
• prevented you from completing course requirements.

Medical Practitioner confirmation required for:

• when the illness commenced; and
• when the illness ended (if applicable); and
• any potential implications of the illness on the student’s university studies; and
• any other information we should be aware of to assess this application.

MEDICAL CERTIFICATE

I, __________________________________________________________ a legally qualified medical practitioner, certify that on_____/_____/_____
(Name)
(Date)
I examined
(Patient’s name in BLOCK LETTERS)
Date circumstances / illness commenced: _____/_____/_____
Date circumstances / illness no longer evident (if applicable): _____/_____/_____
At what date did the patient’s circumstances prevent them from studying:

The patient is suffering from ____________________________________________

(Diagnosis to be provided with patient consent where possible)
Where the nature of the complaint cannot be divulged for privacy reasons, the University will accept a statement from the medical practitioner indicating that the condition cannot be revealed, provided the following assessment of severity is completed

Tick applicable box(es) below:

☐ In my opinion, I believe that due to their circumstances/illness the patient is medically unfit to continue his/her studies for the dates stated above.

☐ I believe the following information is also pertinent for assessment of the patient’s application (please attach additional documents if preferred).

__________________________________________
Doctor’s signature:

Date: _____/_____/_____

Are you this student’s regular Doctor?  ☐ Yes  ☐ No

Doctor’s name and address

(official stamp)
APPLICATION FOR REFUND IN SPECIAL CIRCUMSTANCES

IMPORTANT INFORMATION

Complete this form only if you have made a full or partial payment towards the student contribution or tuition fee that you have requested to remove.

1. PERSONAL AND CONTACT DETAILS

| USC student ID number | Family name: | Given name: |

Telephone number: | Email address: |

Number and street / PO Box: | City / Suburb: | State: | Postcode: |

2. REFUND DETAILS

- Indicate the semester/session and year this refund relates to: 
  - Semester or Session __________, Year: 20__________
  - Student contribution
  - Tuition fees
  - Other

| USC receipt number: | Payment Date: | Amount paid: |

Total refund: |

- Provide bank account details for payment:
  - Beneficiary Account Name: 

Note: Refund will only be made to the student or original payer (eg Family member or agent)

| BSB Number: | Bank Account Number: |

Bank Name: |

STUDENT DECLARATION

I declare that to the best of my knowledge the information supplied is correct and complete. I acknowledge that incomplete information may result in the application being returned to me.

Student signature: ___________________________ Date: __________________________

PRIVACY STATEMENT

The information on this form is being collected for the express purpose of processing your refund and will not be disclosed to third parties. The University of the Sunshine Coast Privacy Policy is located at: www.usc.edu.au/privacypolicy

STUDENT ADMINISTRATION USE ONLY

| Original amount paid: $ | Amount of refund: $ | Account Code: 1.099.00000.25930 |

Checked by: | Position: | Initials: | Date: |

This refund has been approved by the DEEWR delegate as part of a Removal of Financial Liability and/or Academic Penalty in Special Circumstances application.

Reference number: Date of approval: