INSTRUCTIONS

Students are financially liable for all courses in which they are enrolled as at the relevant census date. Students who withdraw after the relevant teaching period census date due to **special circumstances** can apply to have their:

- HECS-HELP balance re-credited
- Upfront payments of student contributions refunded
- FEE-HELP balance re-credited
- Tuition fees refunded

Please note: This does not include the Student Services and Amenities Fee (SSAF).

Privacy

Personal information collected on this form or supplied by you to the University is treated in the strictest confidence in accordance with relevant privacy legislation and guidelines. The information collected is used solely for the purpose of assisting the University to make an informed decision on your case.

The authority to collect this information is contained in the **Higher Education Support Act 2003**.

Application Period

Applications must normally be submitted for consideration **within one academic year of the semester in which the student was enrolled in the course (prior to graduation)**. The University does not consider amendments to courses and grades after a student has graduated.

SPECIAL CIRCUMSTANCES

Each application will be examined and determined on its individual merits. As a guide **special circumstances** are those that are generally considered to be unusual or uncommon, and were not able to be foreseen prior to Census Date:

- are beyond your control; i.e. 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. This situation must be unusual, uncommon or abnormal. A lack of knowledge or understanding of the UNSW Fee Policy or your obligations as a Commonwealth Supported Student is not considered to be beyond a person’s control.

AND

- did not make their full impact on you until on or after the census date; i.e. your circumstances occurred
  o before the census date, but worsened after that day, or
  o before the census date, but the full effect or magnitude did not become apparent until on or after that day, or
  o on or after the census date.

AND

- made it impracticable for you to complete the course requirements; i.e.
  o 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
  o complete the required assessable work, or
  o sit the required examinations, or complete any other course requirements.

Special circumstances may cover:

**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 course 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 course 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 institution 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 - where your institution changes the arrangements for your unit or course and as a result you are disadvantaged to the extent that you are unable to complete the requirements of the course and continue with your studies.

Example 1: Your institution cancels your unit or course after the census date and as a result you are unable to complete the requirements of the unit or course.

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

Special circumstances DO NOT include:
- a lack of knowledge or understanding of UNSW Fee Policy or your obligations as a Commonwealth Supported Student;
- a lack of knowledge or understanding of UNSW’s enrolment procedures;
- an inability to pay your tuition fee liability.

SUPPORTING DOCUMENTATION

Your application for financial concession will be considered on its merits in conjunction with the certified or original supporting documentation you provide. Your supporting documentation should provide enough detail for the Student Financials Team staff to make an informed decision regarding your case for remission.

What supporting documentation 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 financial concession you also need to provide a statement from a doctor, counsellor or your employer to verify your claims.

Supporting documentation may include:
For medical reasons - a statement from a doctor stating:
- the date your medical condition began or changed;
- how your condition affected your ability to study; and
- when it became apparent that you could not continue with your studies.

Please Note: You should inform your doctor that the statement will be sent to UNSW in support of your application.

For family/personal reasons - a statement from a doctor, counsellor or independent member of the community (e.g. a Justice of the Peace or a Minister of Religion) stating:
- the date your personal circumstance began or changed;
- how your circumstance affected your ability to study; and
- when it became apparent you could not continue your studies.

For employment-related reasons - a statement from your employer stating:
- your previous work hours and location;
- your current work hours and location; and
- the reason for changed hours and location.

For course related reasons - a statement from your institution stating:
- that you have been disadvantaged by changed arrangements to your unit/course and that it was impossible for you to undertake alternative units or courses.
### PERSONAL DETAILS

<table>
<thead>
<tr>
<th>Student ID:</th>
<th>Date of Birth:</th>
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<tbody>
<tr>
<td>Family Name:</td>
<td>Given Names:</td>
</tr>
<tr>
<td>Contact Phone Numbers (day):</td>
<td>(other):</td>
</tr>
<tr>
<td>Email Address:</td>
<td></td>
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<tr>
<td>Postal Address:</td>
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</tbody>
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### PROGRAM/COURSE INFORMATION

Please list the course(s) that you have withdrawn from below:

<table>
<thead>
<tr>
<th>Course Code(s):</th>
<th>Course Name(s):</th>
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<tr>
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Program:  
Teaching Period (eg. TP1, TP1A, TP1B):  
Year:  

1. What was the last day you attended this course?

2. What was the last day you attempted any assessment in this course?

3. Outline your reasons for withdrawal and attach supporting evidence:

### ENDORSEMENT

I have read and understood the guidelines and advice on this application form. I certify that all information, including supporting documentation and certificates, is correct. I hereby authorise the University to contact the professional authority concerned for the purpose of verifying any information he or she supplied. I acknowledge that the University will, where appropriate, advise the relevant Commonwealth government authority of the outcome of this application. In signing this form I understand that the details are protected by the Privacy and Personal Information Protection Act 1998 (NSW).

Student Signature: ___________________________  
Date: ___________________________

Are you under 18 years old?  
☐ YES  ☐ NO  
*If YES, your parent or guardian must sign below:

Parent/Guardian Signature: ___________________________  
Date: ___________________________

### PLEASE SUBMIT THIS FORM ATTENTION TO:

Student Financials Team  
Lower Ground Floor, Chancellery Building, UNSW, Sydney 2052, Australia.  
Tel: +61 2 9385 3091  Fax: +61 2 9385 1252  Email: fees@unsw.edu.au