



## Application to re-credit a HELP balance

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 Act. Requests for re-crediting a HELP balance should be made within 12 months of the withdrawal date (unless Signature Training is satisfied your application could not be made within the timeframe 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 of Units of Competency where the 'Special Circumstances' criteria apply.

### Part 1. Personal details

Family Name:		Other Names:	
Student No.		CHESSN No:	
Course Name:		Course No:	
Email:		USI:	
Address:			

### Part 2. The unit/s of study I wish to receive special consideration for is/are:

Unit Code	Unit Name	Office Use Only
		YES <input type="checkbox"/> NO <input type="checkbox"/>
		YES <input type="checkbox"/> NO <input type="checkbox"/>
		YES <input type="checkbox"/> NO <input type="checkbox"/>

### Part 3. Outline of special circumstances

On separate paper, please outline the special circumstances under which you are applying to re-credit your HELP balance. Attach any independent supporting *original* or *certified copy* documentation, for example, a letter from a doctor or counsellor, to support your claim.

### Part 4. Declaration

I wish to apply for re-credit of my HELP balance <i>and/or</i>	<input type="checkbox"/>	
I wish to apply for a refund of my tuition fees paid	<input type="checkbox"/>	
I declare that the information I have provided is true and accurate.	<input type="checkbox"/>	
Student Signature:	Date:	Office Use only Date Received:

### Part 5.

Submit your completed form and other *original* or *certified copy* documentation to the VET Student Loans Administration Officer at the Signature Training Main Campus or email it to [vsl@signaturetraining.edu.au](mailto:vsl@signaturetraining.edu.au). You will be notified of the outcome of your request as soon as possible.



<b>OFFICE USE ONLY</b>		
Re-credit/refund recommended	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Recommending officer :	Signature:	Date:
<b>Recommended applications to be forwarded to approving delegate</b>		
Recredit/refund approved	YES <input type="checkbox"/>	NO <input type="checkbox"/>
		Date:

**Parramatta Campus**

📍 Suite 1, 191 Church Street Parramatta NSW 2150

**Camellia Campus**

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**International Students**

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**Domestic Students**

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## Special circumstances for re-crediting a student's HELP balance

### Special Circumstances

A provider must 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:

- 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]
1. **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.
  2. **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.

3. **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.

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## Student Privacy

Information collected by Signature Training 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), NSW Department of Education, the Australian Skills Quality Authority and the National Centre for Vocational Education Research. Signature Training is required by Law to have a mechanism for the re-credit of a FEE HELP balance, which means a student will need to populate this form in order for that to occur. A student enrolment will not be accepted if required student information is not provided, nor can a re-credit be applied. Students may correct their personal details by contacting Signature Training student administration on (02) 8896 2036 or by email at [vsl@signaturetraining.edu.au](mailto:vsl@signaturetraining.edu.au). For full details of our Privacy Policy with regard to handling and storing student information see [Privacy Policy](#).

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