Full Fee Paying and Commonwealth Supported Student Remission of Debt Guidelines

December, 2014

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Responsible Officer | Chief Operating Officer
Approved by | Chief Operating Officer
Approved and commenced | December, 2014
Review by | December, 2017
Relevant Policy or Procedure the Guideline supports | Full Fee Paying and Commonwealth Supported Student Remission of Debt Policy
Responsible Organisational Unit | Student Centre
1 Executive Summary

These guidelines aim to guide the remission of debt process for students applying for remission due to special circumstances beyond their control that impact on or after the census date.

2 More information

For further information, contact the Fees Unit Email: Fees.Unit@utas.edu.au

3 Eligibility

The remission process is available to domestic Commonwealth supported students, domestic full fee paying students and international students, who withdraw after the census date or who failed unit/s, due to special circumstances that arose, which were beyond the student’s control.

3.1 Time Limits

The application must be submitted in writing, accompanied by supporting documentation within 12 months from the date of withdrawal of the unit/s or from the result publication date. If the student has not withdrawn, the application must be made within 12 months of the applicable semester.

An application may be considered outside the 12 month period if the University is satisfied that the application could not have been made within the required timeframe. In order for an application to be considered under these circumstances, professional independent supporting documentation must be provided which shows the application was made as soon as practical, and that the application could not have been made any sooner, due to the given circumstances.

3.2 Special Circumstances

A student may apply for remission under special circumstances, with examples shown below:

Medical:

A student’s medical condition has changed to such an extent that they are unable to continue studying. Where the condition warrants a reduced study load, relevant documentation must be submitted to substantiate this claim. The student’s medical/health provider must complete the Medical Certificate page of the Remission application to substantiate the claims. The statement must demonstrate the date the medical condition began or changed, how the condition affected the student’s ability to study and when it became apparent that the student could not continue with their studies.

Family/personal:

Death or severe medical problems within immediate family or unforeseen family financial difficulties, so it is unreasonable to expect a student to continue studying. A professional statement from a doctor, counsellor or independent member of the community (e.g. minister of religion) on letterhead, to demonstrate the date the personal circumstances began or changed, how the circumstances affected the
student’s ability to study and when it became apparent that the student could not continue with their studies.

Employment:

Where a student’s employment status or arrangements have changed so that the student is unable to continue his or her studies and the change is beyond the student’s control. A statement from the employer must be provided, on letterhead which states the previous work hours and location, the current work hours and location, the dates these were changed and the reason for the changed hours and/or location. The reasons must demonstrate that, after the census date, the student’s employment status or arrangements changed unexpectedly due to circumstances outside the student’s control and that they were unable to continue their studies. A student’s choice to increase their work or undertake additional employment is not regarded as circumstances beyond their control.

Course related:

The University changed the arrangements for the unit of study package, and as a result the student was disadvantaged to the extent that they were unable to complete the requirements of the study package. Supporting documentation regarding this change must be supplied.

3.3 Supporting Documentation

For an application to be successful students will need to demonstrate with professional independent supporting documentation (a self-supporting statement or statutory declaration is not sufficient evidence) that:

1. Due to the special circumstances, the student was unable to complete the requirements of the study package i.e. they were unable to:
   - undertake the necessary private study required or attend sufficient lectures or tutorials or meet other compulsory attendance requirements; or
   - complete the required assessable work; or
   - sit the required examinations; or
   - complete any other course requirements because of their inability to meet any the above

2. The special circumstances did not make their full impact until on or after the census date/s but prior to the applicable study period/s end date, i.e. the circumstances occurred:
   - before the census date, but worsened after that day, or
   - before the census date, but the full effect or magnitude did not become apparent until on or after that day; or
   - on or after the census date; and
   - before the end date of the applicable study period/s

3. The special circumstances were beyond the student’s control, i.e. a situation occurred that a reasonable person would consider was not due to the action or inaction of the student, either directly or indirectly, and for which the student was not responsible. The situation must be unusual, uncommon or abnormal.

4. If an application is successful, academic and financial penalty will be removed from the unit/s a student has applied for.
5. In extenuating circumstances, academic remission with financial liability can be considered at the discretion of the remission committee, consisting of a remission officer, a representative from Student Support and Engagement and a representative from Student Administration.

Note: a lack of knowledge or understanding of:
- the census date/s;
- the University’s enrolment procedure; or
- the rules that govern HECS-HELP and FEE-HELP requirements
- are not considered circumstances outside a student’s control.

3.4 Student Services and Amenities Fee

Student Services and Amenities Fee (SSAF) will still be charged if a student withdraws from a unit/s after census date. No refund will apply as this fee is based on the student’s enrolled subject load as at the census date. If the student elects to defer payment of the SSAF, the debt will still be incurred via SA-HELP.

3.5 Review of Decision and Appeals Process

The University will consider and confirm receipt of an application within 15 working days of receiving the application.

The University will notify the applicant of the decision and the reasons for making the decision within 45 working days from the date your application is acknowledged. An outcome will be provided to the student within the maximum timeframe of 60 working days from receipt of the application.

The University will advise the student of their rights for a review or an appeal of the decision if the student is dissatisfied with the outcome.

The time limit for applying for a review of a decision is 28 days from the day the student first received notification of the decision. The student is taken to have received notice of the decision one calendar day after the date on the notice of decision and the 28 day timeframe beings on this day.

On receiving an application for a review the University will:
- acknowledge receipt of the request for the review in writing;
- appoint a Review Officer who is not the same officer who made the original decision and occupies a position that is senior to that occupied by the original decision maker;
- notify the student, in writing, of the review decision and reasons for making the decision;
- advise the student of their right to appeal under Ordinance 8, Part 4 and subsequently to the Administrative Appeals Tribunal (AAT) for a review of the Review Officer’s decision if the applicant is unsatisfied with the outcome; and
- provide the student with the contact details of the nearest AAT registry.
4  Glossary

<table>
<thead>
<tr>
<th>Term/Acronym</th>
<th>Definition</th>
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<tbody>
<tr>
<td>AAT</td>
<td>Administrative Appeals Tribunal.</td>
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<td>Census Date</td>
<td>The date by which all enrolments and fee obligations must be finalised.</td>
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<tr>
<td>FEE-HELP</td>
<td>Loan scheme for full fee paying students.</td>
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<tr>
<td>HECS-HELP</td>
<td>Loan scheme for deferring student contribution amounts.</td>
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<tr>
<td>Immediate Family</td>
<td>An 'Immediate family' for the purpose of this Guideline means a spouse, de facto partner, child, parent, grandparent, grandchild or sibling of the student; or a child, parent, grandparent, grandchild or sibling of a spouse or de facto partner of the student.</td>
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<tr>
<td>Organisational Unit</td>
<td>College, Faculty, School, Centre, University Institute, other University Entity, Division, Section or University Business Enterprise.</td>
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<td>Remission</td>
<td>Cancellation of financial indebtedness without any academic or financial penalty.</td>
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<tr>
<td>Academic Remission</td>
<td>Withdrawal without academic penalty and with financial penalty.</td>
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<tr>
<td>Special Circumstances</td>
<td>Circumstances that are unusual, uncommon or abnormal and beyond the student’s control, occurring or impacting after the census date.</td>
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<tr>
<td>SSAF</td>
<td>Student Services and Amenities Fee.</td>
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5  Versioning

<table>
<thead>
<tr>
<th>Current Version</th>
<th>Version 1</th>
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