



## Re-crediting HELP VET Student Loans (Special Circumstances) Application Form

This form is used by students who have a VET Student Loan debt (VETSL) and HELP balance with the Commonwealth Government.

This form is to be used in conjunction with the **VET STUDENT LOANS POLICY AND PROCEDURES – Student Review and re-crediting procedures.**

You should use this form if:

- you took out a VET Student Loan for your tuition fees
- the census date has now passed but you are unable to continue with your study because of special circumstances (explained in detail in these instructions)
- because of these special circumstances you discontinued your enrolment in one or more VET units of study, or have not completed the requirements for one or more VET units of study and
- because of these special circumstances you are requesting to have a re-credit applied to your HELP balance and your VETSL debt removed.

### ***Re-credit does not apply if:***

- If you withdrew from your studies on or before the census date, you have not incurred a VET Student Loan debt for that particular intake and you should not lodge an application for re-credit/remission.
- If you have successfully completed a VET unit of study, you are not eligible to apply to have your HELP balance re-credited or to have your VETSL debt removed for that VET unit of study.

### **What special circumstances are accepted?**

Each application will be examined and determined on its merits. As a general guide special circumstances include those situations that:

Are beyond your control, i.e., a situation that 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

AND

Does not make its full impact on you until on or after the census date, i.e., your circumstances occur:

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

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AND

Makes it impracticable for you to complete the VET unit of study requirements, i.e.:

- a. undertakes the necessary private study required, or attend sufficient classes or meet compulsory attendance requirements in order to meet your compulsory VET unit of study requirements
- b. completes the required assessable work
- c. sits the required examinations or complete any other VET unit of study requirements.

**Special circumstances may include:**

**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 VET unit of study 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.

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**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 VET unit of study 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 VET unit of study is not available to be done via distance education and as a result you are unable to continue with your studies or complete your VET unit of study requirements.

**Application Period:**

Your 'VET Student Loan – HELP Balance Re-Credit Application (due to special circumstances)' must be submitted **within 12 months** from the day you discontinued your studies. The application period may be waived on the grounds that it would not be, or was not, possible for the application to be made before the end of that period.

You do not need to wait for confirmation of your discontinuation from your VET unit of study to apply for a re-credit to your HELP balance and removal of your VETSL debt. However, appropriate supporting documentation must be submitted at time of application.

It is very important that your application is submitted to SEDA by the due date. Applications received after this date WILL NOT be considered.

**Supporting Documentation:**

Your application for re-credit will be considered on its merits in conjunction with the supporting documentation you provide. Your supporting documentation should provide enough detail for the assessing officer to make an informed decision regarding your case for re-credit.

It is very 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 re-credit you may also need to provide a statement from a doctor, counsellor, specialist, or your employer to verify your claims.

Statements made by parents, husbands/wives/partners, close relatives or friends are not considered to be "independent documentation" for these purposes.

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**\*\*Please note:**

If your application includes a Professional Practitioner or Medical Certificate/s as supporting independent documentation, please also provide a letter from the doctor/counsellor outlining the details of the certificate/s that are relevant to this process.

A Professional Practitioner Certificate or medical certificate is solely used to assess a student's academic performance and is not sufficient for the purpose of approving an application for re-crediting of your HELP balance or removal of your VETSL debt.

**Supporting documentation should include:**

For medical reasons – a statement from a doctor indicating:

- The date your medical condition began or changed
- How your condition affected your ability to study
- When it became apparent that you could not continue with your studies.

For family/personal reasons – a statement from a doctor, counsellor or independent member of the community (e.g., Justice of the Peace or a Minister of Religion) indicating:

- The date your personal circumstance began or changed
- How your circumstance affected your ability to study
- When it became apparent that you could not continue with your studies.

For employment related reasons – a statement from your employer indicating:

- Your previous work hours and location
- Your current work hours and location
- The reason for changed hours and/or location

**What happens to my application after it has been lodged with SEDA?**

1. Upon receipt of your application, you will be issued with an acknowledgement email. If you have not received an acknowledgement of your application within 2 weeks of submitting it, you should contact Student Administration on 1300 777 332.
2. The decision to approve or not approve your VET Student Loan – HELP Balance Re-Credit Application (due to special circumstances) will be considered principally on the basis of your independent supporting documentation. It is your responsibility to ensure all relevant documentation is provided with your application.
3. The outcome of your application will be emailed to your SEDA Student Email within 28 days of your application being submitted. If you are not satisfied with the decision, you may apply in writing for a review within 28 days of receiving the outcome. Written appeals should be submitted to [complaints@sedagroup.com.au](mailto:complaints@sedagroup.com.au) and must include reasons as to why you are requesting a review of the decision.

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- SEDA will provide written notice of the decision, including a statement of the reasons for making the decision. If you are not satisfied with the outcome supplied, you have the right to appeal to the Administrative Appeals Tribunal (AAT) for a review of the reviewer's decision.

Full details of the application process and the cost of lodging an appeal are available via the AAT Registry's website: [www.aat.gov.au](http://www.aat.gov.au)

**Privacy Disclaimer:**

SEDA is collecting the information on this form in accordance with the Information Privacy Act 2009. Only authorised SEDA officers will have access to this information. Your information will not be disclosed to any third party without your consent, unless authorised or required by law.

## VET Student Loan – HELP Balance Re-Credit Application (due to special circumstances)

**Personal Details:**

Surname	
Given Name	
Student ID	
Mailing Address	
Contact Phone number	
Course Code and title	

**Provide details of the VET unit/s of study which you discontinued:**

VET Unit Name Area of Study (AoS)	VET Unit Code	Intake year	Discontinuation date

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This section **MUST** be completed by the applicant:

**Special circumstances:**

You must provide sufficient details explaining

(a) how your circumstances were beyond your control.

(b) how your circumstances prevented you from continuing your studies.

and

(c) how your circumstances changed after the census date (if you require extra space, please attach additional pages).

**\*\* Note: If insufficient space above, please attach extra information pages**

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To support your case, you will need to provide the following documentary evidence:

- Documentation from a doctor, counsellor, employer or independent member of the community which states:
- The date your circumstance/s began
- If your circumstances changed after the census date, the date they changed and to what extent
- How your circumstances affected your ability to study
- When it became apparent that you could not continue your studies.

If you do not provide any supporting documentation at time of application, your application may be assessed by SEDA on the basis of the information you have already provided.

**Declaration:**

I wish to apply for a re-credit to my HELP balance and removal of my VETSL debt.

I declare that the information I have given on this application is correct. I understand that if I knowingly make any false or misleading statements, my application will be immediately disregarded.

**Signature:**

**Date:**

VET Student Loan – HELP Balance Re-Credit Application (due to special circumstances) should be emailed [totraining@sedagroup.com.au](mailto:totraining@sedagroup.com.au)

If you are unable to submit your application via email, mail to:

**SEDA Group**

425 Riversdale Road

Hawthorn East VIC 312

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