



Fees Office – Student and Academic Services
 Pauline Griffin Building (11)
 ANU ACT 0200 Australia
 CRICOS Provider Number: 00120C

fee-help-remission 14.10.08

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Remission of FEE-HELP Debt *(formerly PELS Debt)*

These guidelines are for students who have taken out a loan under FEE-HELP to help cover the cost of their postgraduate coursework program and who believe they may be eligible for remission of that debt. Please consult the website <http://studyat.anu.edu.au/courses/>; the refund application form can be downloaded from www.anu.edu.au/sas/forms/.

ELIGIBILITY

First or Second Semester Enrolment

- Students who withdraw¹ from a course **by** 31 March (for First Semester) or 31 August (for Second Semester) – the Census Dates – will not incur a tuition fee liability and hence a FEE-HELP debt for the course from which they have withdrawn.
- Students who withdraw¹ from a course **after** the dates stated above for the relevant semester will incur a tuition fee liability and hence a FEE-HELP debt for that course with the Commonwealth Government. They are not entitled to a remission of that debt, except in special circumstances.

Summer, Winter, Autumn, Spring Session Enrolment

- Students who withdraw¹ from a course **by** the course Census Date² will not incur a tuition fee liability and hence a FEE-HELP debt for the course from which they have withdrawn.
- Students who withdraw¹ from a course **after** the course Census Date² will incur a tuition fee liability and hence a FEE-HELP debt for the course with the Commonwealth Government. They are not entitled to a remission of that debt, except in special circumstances.

SPECIAL CIRCUMSTANCES

Applications for a remission of FEE-HELP debt in special circumstances made outside the dates nominated above will be considered on the basis outlined below. This means that each application will be examined and determined on its merits.

As a general guide, special circumstances include those that:

- are beyond your control; (ie, a situation occurs which a reasonable person would consider is not due to your action or inaction, either direct or indirect, and for which you are not responsible. This situation must be unusual, uncommon or abnormal. A lack of knowledge or understanding of the University's rules, due deadlines and administrative procedures is not considered to be beyond a person's control.)

AND

- occur either
 - on, or after, the due date; or
 - before the due date, but the full effect or magnitude does not become apparent until on, or after, the due date.

AND

- make it impracticable for you to complete the course requirements.

(For example, circumstances are such that it is impracticable for you 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.)*

Special circumstances may cover:

Medical reasons: where your medical condition existed prior to the due 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 due date.

Family/personal reasons: due to unforeseen personal/family reasons that are beyond your control you are unable to continue 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 continue your studies.

Program/Course related reasons: where the arrangements for your course are changed 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.

Submission of Application for Remission of Debt

Your application for a remission of FEE-HELP debt because of special circumstances should be in writing and addressed to:



Manager
 Enrolments
 Student and Academic Services
 Pauline Griffin Building (11)
 ANU ACT 0200

Each application will be considered on its merits in conjunction with the supporting documentation you provide. Your supporting documentation should provide enough detail for Student Administration to make an informed decision regarding your case for remission. Students will be advised of the outcome of their request by letter within 4 weeks from the date ANU receive the request.

Closing Date

Students who believe they are eligible for a remission of their FEE-HELP debt must apply for it in writing within 12 months of the withdrawal date or within 12 months of the end of the semester/session in which the course was offered.

Part-Payment

Students who have paid part of their tuition fee for a semester or session, and obtained a FEE-HELP loan for the balance, will be considered for a refund up to the amount they paid to the University, providing they are eligible for the refund.

Registrar, Student and Academic Services

¹ The date of withdrawal is the date on which the student drops a course from their enrolment via the Web (using ISIS/ANUBIS), or the date the University receives written notification of withdrawal from the student, not the date on which the notification was written.

² Census Dates for courses offered in non-standard sessions such as Summer, Winter, Autumn and Spring Sessions are viewable on the website <<http://studyat.anu.edu.au/courses/>>. Census dates for your courses are displayed under the Enrolment Menu on ISIS.