

APPLICATION FOR WITHDRAWAL WITHOUT ACADEMIC AND FINANCIAL PENALTY

Please refer to the Waive Academic Penalty Policy and guidelines (<http://www.usq.edu.au/current-students/organise-enrolment/fees/guidelines/refund/waive-academic-penalty>)

This application includes:

- Withdrawal of course without academic penalty
- Re-credit of student contribution/tuition fee or remission of HELP debt

NB: To be eligible for this process, you must either have withdrawn from the below courses or received a failing grade. A person cannot apply for a remission if they have successfully completed the course or received a temporary (incomplete) grade.

PERSONAL DETAILS

Student Number Date of Birth: / /

Title ☐ Mr ☐ Mrs ☐ Ms ☐ Miss

Family name

Given names

Current mailing address

City

Country

State

Postcode

Phone number (Day)

A/H

Email

PROGRAM INFORMATION

Program Code Program Name
(eg BBUS) (eg Bachelor of Business)

COURSE INFORMATION

Details of the course(s) for which you are applying to have the academic and financial penalty waived

Term (eg Term 1, Term 2)	Year (eg 2012)	Course Code (eg MGT1000)	Course name (eg Organisational Behaviour)

NB: A separate application MUST be completed for EACH term and supporting documentation must be included with each application.

SPECIAL CIRCUMSTANCES

Please refer to the policy and guidelines for further details

You must provide information on your special circumstances, specifically how those circumstances:

- did not occur or did not make their full impact until after the census date; AND
- prevented you from successfully completing your studies; AND
- were beyond your control

CHECKLIST

I have

- ☐ Read and understood the Waive Academic Penalty policy and guidelines
- ☐ Completed all sections of the application form
- ☐ Included independent supporting documentation substantiating my claim for special circumstances
- ☐ Signed the declaration
- ☐ Submitted my application within twelve months of the date the course was withdrawn or, if the course has not been withdrawn, within twelve months of the end of the period of study in which the course was undertaken
- ☐ Addressed and forwarded the application to:

Fees & Remissions
Students & Communities Division
University of Southern Queensland
Toowoomba Qld 4350

NOTE: Applications submitted without supporting documentation will be declined.

Privacy Statement:

USQ collects personal information to assist the University in providing tertiary education and related ancillary services and to be able to contact you regarding enrolment, assessment and associated USQ services. The information may be made available to Commonwealth and State agencies and the ESOS Assurance Fund Manager pursuant to obligations under the Education Services for Overseas Students Act 2000 and National Code or other legislative requirements. Personal information will not be disclosed to third parties other than a USQ approved agent, partner or any organisation who provides sponsorship to you for your studies, without your consent unless required by law.

DECLARATION

I declare that the information I have provided on this application is correct. I understand that if I knowingly make any false or misleading statements I may be prosecuted.

Signature

Date

 / /

SPECIAL CIRCUMSTANCES

BASIC ELIGIBILITY CRITERIA

To be eligible to apply for a waiver of academic and financial penalty due to special circumstances, the following criteria must be met:

- the student remained enrolled in the course(s) after the census date; and
- the student did not successfully complete the requirements of the course(s); and
- the application is made within twelve months from the date the student withdrew from the course(s) or, if the student did not withdraw from the course(s), within twelve months of the end of the study period in which the course was undertaken

SPECIAL CIRCUMSTANCES CRITERIA

The student will be required to demonstrate (with verification from independent supporting documentation) special circumstances are applicable based on the requirements outlined below: All three conditions must be met.

Special circumstances were beyond the student's control

The circumstances which led to the student's withdrawal or inability to complete the course requirements must be considered by a reasonable person not to be due to the student's action or inaction, either direct or indirect, and for which the student was not responsible. The situation must be unusual, uncommon or abnormal.

Special circumstances did not occur or make their full impact until on or after the census date

To meet this condition the special circumstances must have occurred:

- before the census date, but deteriorated significantly after the census date; or
- before the census date, but the full impact did not become apparent until on or after the census date; or
- on or after the census date

Special circumstances made it impracticable for the student to complete the course(s) requirements

To meet this condition the student would need to demonstrate that it was impracticable for them to complete the course requirements for the term of enrolment, for example, because the student was unable to:

- undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other compulsory attendance requirements in order to meet the compulsory course requirements; or
- complete all assessment tasks and/or examinations and any special course requirements.

NOTE: Failure to meet any progressive requirements of the course(s) prior to the special circumstances developing will not necessarily mean that the special circumstances made it impracticable for the student to complete the course requirements. For example, if the student needed to pass all assessment items in order to pass the course, and they had already failed one of those assessment items before the special circumstances occurred, the student could not have passed the course regardless of the special circumstances, therefore the application is likely to be unsuccessful.

EXAMPLES OF SPECIAL CIRCUMSTANCES

Medical reasons

Medical reasons must be supported by a medical certificate and or statement that substantiates that:

- the condition existed prior to the census date, continued past that date, and resulted in significant deterioration after the census date to the extent that the student was unable to complete the course(s); or
- the medical condition only became known after the census date and was severe enough that the student was unable to complete the course(s).

Family/Personal reasons

Family or personal reasons must be supported by documents from the student's health care provider or counsellor and must substantiate the student's claim. For example:

- A member of the student's family suffers from a severe medical condition and, after the census date, the student was required to provide full-time care. As a result, the student was unable to complete the course(s).

- A member of the student's immediate family or partner died after the census date and the student was affected to the extent that the student was unable to complete their course(s).
- A student has a significant and unexpected change in their financial circumstances or the circumstances of a third party sponsor that occurred after the census date. This unexpected change must have been sufficiently large to prevent the student from successfully completing their studies for that term.

Employment Related reasons

Employment related reasons **must** be supported by a statement from the student's employer and substantiate that the student's employment circumstances changed unexpectedly due to circumstances beyond their control and after the census date to the extent that the student was unable to complete the course(s). For example:

- The student was employed full-time whilst studying. After the census date, their employer unexpectedly increased the student's hours of employment in circumstances that were beyond their control. As a result the student was unable to complete the course(s) of study.
- The student was employed full-time whilst studying. After the census date, the student's employer directs that the student be transferred to a new location or redeployed to a different position. As a result the student was unable to complete the course(s).

NOTE: Choosing to increase hours of work or apply for a new position which requires additional duties is not regarded as circumstances beyond the student's control. In such circumstances the application may not be approved.

Special circumstances DO NOT include:

- a lack of knowledge or understanding of the census dates or withdrawal procedures;
- a lack of knowledge or understanding of the HECS-Help or FEE-Help scheme;
- a student forgetting they are enrolled in a course;
- forgetting to drop a course;
- an inability to repay a HECS-Help or FEE-Help debt.

IMPORTANT NOTES

- The application form and supporting documentation must be in English. An official translation in English must be included with the student's application for any supporting documentation issued in another language.
- Separate applications must be submitted for EACH term if the student is applying for a waiver for multiple terms.
- Each application **MUST** be accompanied by independent supporting documentation. It is not sufficient to provide only a personal statement outlining special circumstances.
- Letters from a family member or from other students or from a USQ staff member (except in cases where the application is based on University error) will not be considered independent.
- Independent supporting documentation must be signed and on printed letterhead. Medical certificates must include the Doctor's provider number.
- Assessment of applications will be based on the information and supporting documentation provided by the student with their application; assumptions about the student's special circumstances will not be made. The University has no obligation to seek additional supporting information from persons the student identifies in their application.
- Applications submitted without supporting documentation will **NOT** be considered.
- An original signed application must be submitted
- As stated in the AIP (Administration Information for Providers) 22.8, there is no capacity under the HESA (Higher Education Support Act) 2003 for a provider to remit any SA-Help debt incurred by a student or refund any upfront payments of the Student Amenities Fee.

The full Waive Academic and Financial Penalty policy and guidelines are available on the USQ website:

<http://www.usq.edu.au/current-students/organise-enrolment/fees/guidelines/refund/waive-academic-penalty>