

Complete this form if you are applying for a re-credit, remission and/or repayment of fees where exceptional or compassionate and compelling circumstances apply. For more information on the remission criteria, please refer to vu.edu.au/current-students/your-course/fees/refunds

If your application is successful, the University will remit your debt via HECS-HELP, re-credit your debt (FEE-HELP, VET FEE-HELP and VET Student Loan) or arrange a refund where you have made upfront payments. Please note that SA-HELP and OS-HELP loans cannot be remitted; however your SSAF may be re-credited when paid upfront.

Eligibility criteria

To be eligible for a remission, you must meet ALL of the below special circumstances criteria:

- you have discontinued a unit late or received a fail grade for a unit due to exceptional circumstances
- your circumstances were beyond your control
- your circumstances did not make their full impact on you until on or after Census date for the unit or it became apparent after the Census date that you could not continue with your study.*
- it was impracticable for you to complete the requirements for the unit(s) in the study period.

Circumstances that are not managed by the post census remission of fees process, [contact your Course and Unit advisor](#), or college:

- If you believe a university administration error has occurred, such as course or unit withdrawal was not processed, or
- you enrolled in the incorrect unit of study, or
- you experienced technical issues with VU Collaborate or MYVU, or
- you are dissatisfied with academic, course, unit subject matter.

***If your difficulties existed before the Census date, but circumstances prevented you from withdrawing until after the census date, your application may still be considered.**

Application period

You must lodge an application in writing:

- within 12 months of the withdrawal date of the unit of study or
- within 12 months of the end of the period of study in which the unit was enrolled, or was to be undertaken if the person has not withdrawn or
- within 12 months of the end of a leave of absence period if granted by the University.

Applications submitted outside the 12 month lodgement period will not be considered unless you can demonstrate with supporting documentation that you were incapable of applying within this timeframe.

Special circumstances

Where you have successfully completed some unit(s) but not all, you are required to provide us further supporting documentation. For more information on Special Circumstances: vu.edu.au/sites/default/files/student-connections/pdfs/Definition-of-special-circumstances.pdf

Supporting evidence

Your medical certificate or letter must:

- be an original or certified document
- validate the reason you are applying for a remission of debt
- be signed and printed on a letterhead with the medical provider number included
- outline the medical diagnosis, duration of illness, treatment plan and how the condition impacted your ability to make rational decisions before Census date or was more pronounced or materially exacerbated post Census date.

Please note: The application will be deemed invalid if no documentation is provided.

Notification to applicants and review process

The Remission Actioning Officer must notify you of a decision in writing within 21 days from when the application was received. If you are not satisfied with the decision and you are:

- a domestic student, you can request for a review of the decision within 28 days from receiving the decision
- an international student, you can request for a review externally to the ombudsman.

How to submit application and supporting evidence

Email us via [AskVU](#) and enter:

- Subject: Remission of Fees
- Topic: Fees

Alternatively, you can submit the application on campus at [VUHQ](#).

Vocational Education Certificate (I–IV) students are not eligible to apply for a remission of fees under the [Remission of Fees Policy](#). Instead, you can apply for a Fee Waiver under the [Fee Adjustment Procedure](#). Please contact [Student Welfare](#) for more information.

Please complete the form in **BLOCK LETTERS**.

1. PERSONAL DETAILS

Student ID Family name

Given names Date of birth

Course title Course code

Email Phone

Address (if required to have outcome posted)

Street

Suburb State Post code

2. COURSE DETAILS

What course are you currently enrolled in?

Course title Course code

Units for which you are applying to have your debt remitted:

Unit code	Unit title	Study period	Year	Help loan or refund amount

3. REASON FOR APPLYING FOR SPECIAL CIRCUMSTANCES

4. STUDENT DECLARATION

- I have completed all sections of the form.
- I have attached supporting documentation to support my application.
- I have read the information and understood the information required to be eligible for a remission of debt.
- I declare the above information provided by me is true and completed in full.
- I have read the Privacy Policy and I agree to abide by the regulations and policies of VU.

Signature

Date

OFFICE USE ONLY

Application assessment

Is this application approved? Yes No

Remission officer name Date

Special comments

International refund

Domestic refund

Signature

Date

PRIVACY STATEMENT

Victoria University (VU) values your privacy and is committed to handling your personal information in accordance with the Privacy and Data Protection Act 2014 (Vic) and other applicable privacy legislation. The personal information collected on this form will be used primarily for the purposes of assessing and processing this application. VU may also use and disclose your personal information to verify the information provided by you, to comply with government and other reporting requirements and/or to carry out associated activities connected with this application. Your personal information may also be disclosed to Commonwealth and State agencies such as the departments of education and the Department of Home Affairs in accordance with VU's obligations under the Education Services for Overseas Students Act 2000 (Cth) (ESOS Act), the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) and other applicable legislation. Your personal information will not otherwise be used or disclosed without your consent, unless permitted by law. By completing and submitting this application, you agree to VU collecting, using and disclosing your personal information as described above and in accordance with VU's Privacy Policy and Student Information Privacy Collection Statement (which provides further detail about the types of personal information VU may collect from you and how it is managed) available on the Privacy page on our website vu.edu.au/privacy

You have a right to access your personal information held by VU. If you have any questions regarding privacy, please refer to the [Privacy page](#) on our website, our frequently asked questions at [ASKVU](#) or phone us on 9919 6100 or 1300 VIC UNI (or 1300 842 864).

PRIVACY INFORMATION: We collect and protect your personal information in accordance with our Privacy Policy vu.edu.au/privacy.

CONTACT US

If you have any questions, you can access ASKVU (askvu.vu.edu.au), speak to us via live chat or call us on **+61 3 9919 6100**.

Our **VUHQs** are located at the following campuses:

- ◆ City Campus
- ◆ Footscray Park
- ◆ Sunshine
- ◆ Footscray Nicholson
- ◆ St Albans
- ◆ Werribee