

Students who withdraw from a topic(s) after the census date, or who have not successfully completed the requirements for the topic(s), can apply to have their HELP loan scheme debt remitted, or the up-front student contribution amount / tuition fees refunded.

To be considered you:

- must be able to demonstrate special circumstances **beyond your control**; and
- must lodge the application **within 12 months** of the end of semester in which the topic(s) were taken; and
- withdraw or have a fail grade applied to all the topic(s)

If you are still enrolled or have an incomplete grade for a topic you are applying for, your application will not be considered.

You will not be eligible for a remission where:

- you have been withdrawn from a placement as a result of unsatisfactory performance or unsafe, negligent or unprofessional practice and a Fail grade has been recorded; or
- a breach of the requirements of academic integrity has been proven and a penalty of an overall Fail grade has been recorded for the topic; or
- if you have successfully completed the topic

## SPECIAL CIRCUMSTANCES

A remission will be approved where it can be established that there were special circumstances that:

- were **beyond your control**; and
- did not make their full impact on you until on or after the census date for the topic(s), and
- made it impracticable for you to complete the requirements of the topic(s) in the semester you undertook it.

These circumstances may include:

### Medical

A medical condition occurred or worsened on or after the census date and prevented you completing one or more topics. Supporting medical evidence must be provided with your application.

### Family/personal

Unforeseen personal/family reasons that have occurred or worsened after the census date and are beyond your control and prevented you from completing one or more topics. Independent supporting evidence must be provided with your application.

### Employment related

After the census date your employment status or arrangements change unexpectedly, due to circumstances beyond your control, and as a result prevented you from completing one or more of your topics. Supporting evidence from your employer must be provided with your application.

### Course related

The University changes the arrangements for your topic or course and, as a result, you are disadvantaged to the extent that you are unable to complete one or more of your topics.

## LODGEMENT TIMEFRAME

Applications must be lodged via email to [remissions@flinders.edu.au](mailto:remissions@flinders.edu.au) as soon as possible but no later than **12 months** from the end of semester in which the topic(s) were taken.

**Applications lodged after this date will not be considered, unless independent supporting evidence is provided that confirms your incapacity to submit within this timeframe.**

## APPLICATION FORM

Applications for remission in special circumstances must be completed online via the [Application for remission in special circumstances](#) page. Complete all sections of the online form, making sure that you have provided adequate details in the 'summary of circumstances' space.

Attach relevant independent supporting evidence that substantiates your claims.

Your supporting evidence must confirm:

- The date your circumstances occurred or worsened.
- When it became apparent you could not continue your studies.
- How your ability to study was affected.
- The Provider or Registration number of your medical practitioner, if applicable.

You will need to ensure that your supporting documentation is on official letterhead (if relevant) or as a completed [Professional Statement Form](#), and is signed and dated.

### Privacy conditions

All personal information collected in your application and supporting documentation will be treated in accordance with the *Privacy Act 1988* and any relevant guidelines. The information collected is used solely for the purpose of assisting the University to make an informed decision on your application. The authority to collect this information is contained in the *Higher Education Support Act 2003*.

### Application declaration

Please read the application declaration carefully. If you need further information to ensure that you understand what this means, contact Flinders Connect Services for advice.

### Submit your application

Your completed application form plus all supporting documentation must be lodged online within the appropriate lodgement timeframe. You will receive an acknowledgement message once you have submitted the form. If you need to submit additional information or supporting documentation, please do so by emailing: [remissions@flinders.edu.au](mailto:remissions@flinders.edu.au)

## APPLICATION ASSESSMENT

You will be sent an acknowledgement email within 5 days confirming the date your application was received. If you have not received an acknowledgement within 14 days, contact Flinders Connect.

Your application will be assessed within 28 days of receipt of your application and **all** relevant documentation. You will receive written confirmation of the outcome and the reasons for the decision.

If your application is successful, a notation of Withdraw Not Fail (WN) will be recorded against the relevant topic(s).

If your application is unsuccessful, you will be advised by email of the reason for the decision.

Please note, all correspondence will be emailed to the email address that you provide on the Remission application form.

## FURTHER ADVICE

If you require further advice regarding a remission or refund, contact Flinders Connect  
Located on Level 0 of the Central Library building at Bedford Park campus  
Ph: 1300 Flinders (1300 3546 3377)  
Email: [remissions@flinders.edu.au](mailto:remissions@flinders.edu.au)