GUIDELINE 2: Determination of Special Circumstances applicable to study commenced on or after 1 January 2005
(Appendix 2)

PROCEDURE
Remission (removal) of debt in Special Circumstances – HECS-HELP, FEE-HELP, UPFRONT Student Contribution & Re-credit of SLE

Related Policy
Enrolment

Each application will be examined and determined on its merits. The decision maker shall consider the person’s claims, together with independent documentary evidence which substantiates these claims.

(a) Circumstances are beyond a person’s control.

The decision maker will be satisfied that a person’s circumstances are beyond the person’s control if a situation 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.

(b) Circumstances that did not make their full impact until on or after the census date

The decision maker will be satisfied that a person’s circumstances did not make their full impact on the person until on or after the census date for a course(s) if the person’s circumstances occur:

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

c. on or after the Census date.

(c) Make it impracticable for the person to complete the requirements for the course(s) in the period during which the person undertook, or was to undertake, the course(s).

Source: “Guidelines for Student Learning Entitlement (HESA 2003) Chapter 5 Special Circumstances” – obtained from DEST website