

You should complete the Application to Refund Tuition Fees or Re-Credit FEE-HELP Debt form if you are requesting refund of all or part of your pre-paid tuition fees or FEE-HELP loan for the semester cancelled if:

- You are or were an enrolled student of Whitehouse Institute within the last 12 months
- You paid your tuition fees upfront or you deferred your tuition fees to FEE-HELP
- The census date has now passed and because of exceptional circumstances you withdrew or deferred your enrolment (partially or in full) before the last teaching date of the semester/session

Privacy

Personal information collected on this form or supplied by you to the Whitehouse Institute is treated in the strictest confidence in accordance with the relevant privacy legislation and guidelines. The information collected is used solely for the purpose of assisting the Student Administration Manager to advise the Chief Executive Officer in making an informed decision on your case.

Changing your address

In accordance with Whitehouse Institute rules, it is important that you immediately notify the Whitehouse Institute in writing of any change of mailing address.

False or misleading statements or information

It is a criminal offence to knowingly make a false or misleading statement or to otherwise knowingly supply false or misleading information in connection with an application for refund of tuition fees or re-crediting of your FEE-HELP debt. Applicants who knowingly supply false or misleading information may be liable to criminal prosecution.

What exceptional circumstances are accepted?

Each application will be examined and determined on its merits. As a general guide, exceptional circumstances include those that are beyond your control; i.e. 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.

AND

did not make its full impact on you until on or after the census date; i.e. your circumstances occurred

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

AND/OR

made it impracticable for you to complete the course/unit requirements; i.e.

- undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other compulsory attendance requirements in order to meet your compulsory course/unit requirements, or
- complete the required work, or
- sit the required examinations, or complete any other course/unit requirements.

Exceptional circumstances may include:

- **Medical reasons** - where your medical condition only became known after enrolment *OR* the census date *OR* your medical condition existed prior to the census date, continued past that date and deteriorated to the extent that you are unable to continue your studies.
- **Family/personal reasons** - due to unforeseen personal/family reasons that are beyond your control you are unable to continue with your studies.

Please note: exceptional circumstances do not include:

- a lack of knowledge or understanding of FEE-HELP regulations or
- a lack of knowledge or understanding of the Whitehouse Institutes enrolment procedures and policies or
- termination of enrolment due to failure to comply with Whitehouse policies including, but not necessarily limited to unacceptable conduct and unsatisfactory progress.

Application Period

Your application must reach the Student Administration Manager within 12 months from the day you formally discontinued your studies. If you have not formally discontinued your unit or units of study, your application must reach the Student Administration Manager within 12 months from the last day of the period in which you undertook or were to undertake the unit or units of study.

If not supplied at submission of application, supporting documentation is required within 28 days of receipt of your application. A lack of knowledge or understanding of the requirements for applying for refund of tuition fees or re-crediting of FEE-HELP debt is not a valid reason for applying after the deadline.

It is most important that your application for refund of tuition fees or re-crediting of a FEE-HELP debt reaches the Student Administration Manager within the 12 month application period. Applications received after these dates WILL NOT be considered. The time limit maybe waived if Whitehouse is satisfied that it was not possible for you to apply within the time limit.

Supporting documentation

Your application for refund of tuition fees or re-crediting of a FEE-HELP debt will be considered on its merits in conjunction with the supporting documentation you provide. Your supporting documentation should provide enough detail for the Student Administration Manager to advise the Chief Executive Officer to make an informed decision regarding your case.

What supporting documentation do I need to provide?

It is most important that you provide *independent* supporting documentation to support your claims. It is not sufficient to provide only a personal statement outlining your exceptional circumstances.

Depending on your reasons for application, you may also need to provide a statement from a doctor and/or counsellor to verify your claims. Statements made by parents/guardians, husbands/wives/partners or close relatives are not considered to be *independent documentation* for these purposes.

Supporting documentation should include

- **Medical reasons** - a statement from a doctor indicating: the date your medical condition began or changed; how your condition affected your ability to study; and when it became apparent that you could not continue with your studies.
- **Family/personal reasons** – a statement from a doctor, counsellor or independent member of the community (e.g. A Justice of the Peace or a Minister of Religion) indicating: the date your personal circumstance began or changed; how your circumstance affected your ability to study; and when it became apparent that you could not continue with your studies.

What happens to my application after it has been lodged with the Student Administration Manager?

1. Upon receipt of the application form with original supporting documentation by Student Administration Manager, you will be issued with an acknowledgement (if you lodge it in-person). If you send your application via post, you will be emailed an acknowledgment advising date of receipt. If you have not received an acknowledgment of your application within two weeks of posting it, you should contact Student Administration to follow up. It is recommended that you retain a copy the completed application and all supporting documentation.

2. The decision to approve or not approve the refund of tuition fees or re-crediting of a FEE-HELP debt will be considered principally on the basis of your *independent* supporting documentation. It is your responsibility to ensure all relevant documentation is provided. Whitehouse reserves the right to validate any documentation supplied to support your claim.
3. The application, along with supporting documentation and any relevant student administration documentation will be forwarded to the Chief Executive Officer for review and decision. The Student Administration Manager will then advise you in writing of a decision within 45 working days that either the application is approved or disallowed, or if further documentation/validation is required.
4. If approved, in the event of pre-paid tuition fees, it will be paid in favour of the student or your nominated agent within 4 weeks of approval. In the event of FEE-HELP re-credit, the debt will be remitted at the next batch of revisions (before the end of the calendar year). *Due to cut off dates, please be advised that it can take some time for the ATO to remove the debt after reporting.*
5. If not approved and you are not satisfied with the decision, you may apply in writing for a review. Your application for review must be sent within 28 days of receiving the original advice. You must state the reason why you are applying for a review.
6. The Whitehouse Institute will acknowledge receipt of the request for a review.
7. You will be notified in writing of the reviewer's decision and the reviewer's reasons for making the decision within 45 working days.
8. If you are dissatisfied with the results of the review, you have the right to appeal to the Administrative Appeals Tribunal (AAT) for a review of the reviewer's decision. The Whitehouse Institute will participate in any procedures as deemed necessary by the AAT to resolve the matter.

Address for enquires and applications

For enquiries about making application for refund of tuition fees or re-crediting of a FEE-HELP debt, see the Student Administration Coordinator at your campus. Further information on your rights and obligations are covered in the Bachelor of Design student handbook, relevant Student Refund Policy, Going to Uni government website www.goingtouni.gov.au or the FEE-HELP information Booklet provided at enrolment or available from Whitehouse Institute. It is recommended that you retain these instructions and a copy of your application and supporting documentation for future reference (if required).

Send completed applications and supporting documentation to:

**Student Administration Manager
Whitehouse Institute of Design, Australia
Level 4, 672 Bourke Street
Melbourne VIC 3000**

- Please read the attached instructions before you complete this form
- Print clearly, using a black or blue ballpoint pen and
- Use BLOCK LETTERS and complete ALL sections
- Sign declaration and then send completed application and your supporting documentation to:
Student Administration Manager
Whitehouse Institute of Design, Australia
Level 4, 672 Bourke Street, Melbourne VIC 3000

Student Details

Family Name: _____ Given Name(s): _____

Address: _____

Suburb: _____ State: _____ Postcode: _____

Phone: _____ Email: _____

Student Number: _____ Campus: _____ Session Group: _____

Course Specialisation: Fashion Interiors Styling

Request details

I am applying to: Refund of Tuition Fees Re-credit FEE-HELP debt

Notification of Withdrawal or Deferral lodged? YES No If YES: date lodged: _____

Withdrawal or Deferral confirmed: YES No If YES: date of confirmation: _____

Section 1 - Unit of Study claim details *(not required if withdrew/deferred on or before census):*

Year: e.g. 2010	Study period: e.g. Semester 1	Census Date: e.g. 23 March 2011	Unit No: e.g. COR107	Unit name: e.g. Design Ideas and Concepts	Payment Type: i.e. Paid upfront or deferred FEE-HELP

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Section 2 - Exceptional Circumstances: You must provide information on your exceptional circumstances, explaining (a) how the circumstances were beyond your control (b) how they prevented you from completing your studies (c) how they changed after the census date

If space insufficient space, please continue your statement on a separate page and attach it to this application

Section 3 - Documentation: Please list documents you have attached to support this application. Remember it is your responsibility to validate your claim with *independent* documentation.

1:
2:
3:
4:
5:

If space insufficient space, please list on a separate page and attach it to this application

DECLARATION

I wish to apply to refund the tuition fees or re-credit my FEE-HELP debt(s) I incurred for the semester/unit(s) listed in Section 1 of this form. I declare that the information I have provided I correct and I understand that if I make any false or misleading statements, I may be liable for prosecution.

Student Signature: _____ Date: _____

NOTE: Personal Information collected on this form or supplied by you to Whitehouse Institute will be treated in accordance with the Privacy Act 1998 and any other relevant guidelines. The information collected is used solely for the purpose of validating your claim. The authority to collect this information is contained in the Higher Education Support Act 2003.

Office Use Only	Documentation attached <input type="checkbox"/> yes <input type="checkbox"/> no	Verified <input type="checkbox"/> yes <input type="checkbox"/> no	
Approved <input type="checkbox"/> yes <input type="checkbox"/> no	Student Admin. Mgr:		Date:
Approved <input type="checkbox"/> yes <input type="checkbox"/> no	Chief Executive Officer:		Date:
<input type="checkbox"/> Revision/refund processed <input type="checkbox"/> yes <input type="checkbox"/> no	Amount:		Date:
<input type="checkbox"/> Student file updated	Date student notified:	<input type="checkbox"/> Notification to finance	