

Application to Refund Tuition Fees or Re-credit FEE-HELP Balance Instructions

Applicants are to complete the Application to Refund Tuition Fees or Re-Credit FEE-HELP Balance form if they are requesting a refund of all or part of their pre-paid tuition fees or FEE-HELP loan for the study period cancelled if:

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

Privacy

Personal information collected on this form or supplied by the applicant to 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 Executive Directors in making an informed decision on the applicants case.

Changing contact details - address

In accordance with Whitehouse Institute rules, it is important that applicants immediately notify 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 Balance. 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 an applicants' 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 them until on or after the census date; i.e. their 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 them 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 their 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 the applicants medical condition only became known after enrolment OR the census date OR their medical condition existed prior to the census date, continued past that date and deteriorated to the extent that they were unable to continue their studies.
- **Family / personal reasons** - due to unforeseen personal/family reasons that are beyond an applicant's control and they are unable to continue with their 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 and academic progression procedures and policies

Application Period

Applications must reach the Student Administration Manager within 12 months from the day an applicant formally discontinued their studies. If they have not formally discontinued their enrolment or subject(s), their application must reach the Student Administration Manager within 12 months from the last day of the period in which they 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 the application. A lack of knowledge or understanding of the requirements for applying for refund of tuition fees or re-crediting of FEE-HELP Balance is not a valid reason for applying after the deadline. It is most important that the application for refund of tuition fees or re-crediting of a FEE-HELP Balance reaches the Student Administration Manager within the 12 month application period. Applications received after these dates WILL NOT be considered. The time limit may be waived if Whitehouse Institute is satisfied that it was not possible for an applicant to apply within the time limit.

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Supporting Documentation

Applications for refund of tuition fees or re-crediting of a FEE-HELP Balance will be considered on its merits in conjunction with the supporting documentation provided. Supporting documentation should provide enough detail for the Student Administration Manager to advise the Executive Directors to make an informed decision regarding the applicants case.

What supporting documentation does an applicant need to provide?

It is most important that an applicant provides independent supporting documentation to support their claims. It is not sufficient to provide only a personal statement outlining their exceptional circumstances.

Depending on their reasons for application, an applicant may also need to provide a statement from a doctor and/or counsellor to verify their 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 the applicants medical conditions began or changed; how their condition affected their ability to study; and when it became apparent that they could not continue with their 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 the applicants personal circumstance began or changed; how their circumstance affected their ability to study; and when it became apparent that they could not continue with their studies.

What happens to the 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, an applicant will be issued with an acknowledgement (if lodged in-person). If the application was sent via post, the applicant will be emailed an acknowledgment advising the date of receipt. If an applicant has not received an acknowledgment of their application within two weeks of posting it, they should contact Student Administration to follow up. It is recommended that applicants 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 Balance will be considered principally on the basis of the independent supporting documentation provided. It is an applicant's responsibility to ensure all relevant documentation is provided. Whitehouse Institute reserves the right to validate any documentation supplied to support a claim or request further information/documentation if required.
3. The application, along with supporting documentation and any relevant student administration documentation will be forwarded to the Executive Directors for review and decision. The Student Administration Manager will then advise an applicant 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 applicant or their nominated agent within 4 weeks of approval. In the event of FEE-HELP re-credit, the re-credit of FEE-HELP balance 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 Balance after reporting.
5. If not approved and an applicant is not satisfied with the decision, they may apply in writing for a review. An application for review must be sent within 28 days of receiving the original advice. An applicant must state the reason why they are applying for a review.
6. The Whitehouse Institute will acknowledge receipt of the request for a review.
7. An applicant 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 an applicant is still dissatisfied with the results of the review, they have the right to appeal to the Administrative Appeals Tribunal (AAT) for a review of the reviewer's decision. Whitehouse Institute will participate in any procedures as deemed necessary by the AAT to resolve the matter.

Address for enquiries and applications

For enquiries about making an application for refund of tuition fees or re-crediting of a FEE-HELP Balance, please contact Student Administration at your campus. Further information on an applicant's rights and obligations are covered in the student manual, relevant Cancellation and Refund Policy, Study Assist government website www.studyassist.gov.au or the FEE-HELP information Booklet provided at enrolment or available from Whitehouse Institute. It is recommended that an applicant retains these instructions and a copy of their application and supporting documentation for future reference (if required).

Send completed applications and supporting documentation to:

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

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- Please read the attached instructions before completing this form
- Print clearly, using a black or blue ballpoint pen and use BLOCK LETTERS to complete ALL sections
- Sign declaration and send completed application with supporting documentation to:

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

Applicant Details

Given Name(s) _____ Family Name: _____

Address: _____

Suburb: _____ State: _____ Postcode: _____

Email: _____ Mobile: _____

Student No: _____ Campus: _____ Sydney Melbourne

Bachelor of Design Master of Design Specialisation Fashion Interiors CD&S

Request Details:

I am applying for:

Refund of Tuition Re-credit of FEE-HELP balance

Notification of cancellation lodged: Yes No If Yes, date lodged : _____

Cancellation confirmed?: Yes No If Yes, date of confirmation: _____

Section 1 - Subject Claim Details (not required if you withdrew / deferred on or before census):

Year of enrolment	Applicable study period	Applicable census date	Subject no: e.g. DI1	Subject name: e.g. Illustration for Design 1	Payment type: paid upfront or deferred FEE-HELP

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Section 2

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 you require additional space, please continue your statement on a separate page and attach

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 you require additional space, please list on a separate page and attach

Declaration:

I wish to apply to refund the tuition fees or re-credit my FEE-HELP Balance I incurred for the study period/subject(s) listed in Section 1 of this form. I declare the information provided is true and 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 an applicant to Whitehouse Institute of Design 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.

Applicants will be required to comply with the Whitehouse Institute of Design Code of Conduct and all relevant policies and procedures.

This procedure is governed by the:

- Whitehouse Code of Conduct

Office Use Only

Documentation attached:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Verified:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Recommended:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Student Admin. Mgr:	Date:
Approved:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Executive Director:	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"/> Academic Director advised	