

You are to complete the *Application to Refund Tuition Fees or Re-Credit FEE-HELP Balance form* if you are requesting refund of all or part of your pre-paid tuition fees or incurred a FEE-HELP debt for a study period if:

- You are or were an enrolled student of Whitehouse Institute within the last 12 months – this includes domestic and international students
- You paid your tuition fees upfront or you incurred a FEE-HELP debt
- The census date has now passed and because of *exceptional circumstances* you withdrew from or deferred your enrolment (partially or in full) before the last teaching date of the study period and did not successfully complete the enrolled subject(s).

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/subject requirements; i.e.

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

Application Period

Your application for Refund or Re-Credit FEE-HELP balance (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 enrolment or enrolled subjects, your application must reach the Student Administration Manager within 12 months from the last day of the study period in which you were to undertake the enrolled subjects.

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 Balance is not a valid reason for applying after the deadline.

It is most important that your application reaches the Student Administration Manager within the 12-month application period. Applications received after these dates will not be considered. This maybe waived if Whitehouse is satisfied if you demonstrate the circumstances which prevented you from submitting the application within the allowable 12 months.

Supporting documentation

Your application 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 Executive Director 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 be asked to provide a statement from a doctor and/or counsellor to verify your claims. Statements made by parents/guardians, spouse/partners or relatives are not considered to be *independent documentation* for these purposes.

Supporting documentation should include

- **Medical reasons** – medical certificates, 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 or email, you will be emailed an acknowledgment advising date of receipt. If you have not received an acknowledgment of your application within two weeks of lodgement, you should contact Student Administration to follow up. It is recommended that you retain a copy the completed application, all supporting documentation and proof of submission.
2. The decision to approve or not approve the application 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 Executive Director 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 FEE-HELP balance will be remitted.

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. Further documentation may be provided.

5. The Whitehouse Institute will acknowledge receipt of the request for a review.
6. You will be notified in writing of the reviewer's decision and the reviewer's reasons for making the decision within 45 working days.
7. If you are still 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.

Website: <https://www.aat.gov.au/>

Ph: 1800 228 333 or

NSW:
Level 6, 83 Clarence St
Sydney NSW 2000

VIC:
Level 4, 15 William St
Melbourne VIC 3000

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 Executive Director 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 Balance. Applicants who knowingly supply false or misleading information may be liable to criminal prosecution.

Address for enquires and applications

For enquiries about making application for refund of tuition fees or re-crediting of a FEE-HELP Balance, see the Student Administrator at your campus. Further information on your rights and obligations are covered in the Bachelor of Design student handbook, relevant Cancellation and Refund Policy or Study Assist government website www.studyassist.gov.au It is recommended that you retain these instructions and a copy of your application, supporting documentation and any communication related to your application 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**

Email: melb.admin@whitehouse-design.edu.au

- 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 OR email: melb.admin@whitehouse-design.edu.au

Student Details

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|------------------|---|--|
| ID: | Given Name(s): | FAMILY NAME: |
| Address: | | |
| Suburb: | State: | Postcode: |
| Phone: | Email: | |
| Course enrolled: | <input type="checkbox"/> Bachelor of Design | <input type="checkbox"/> Master of Design |
| Student Number: | Campus: | <input type="checkbox"/> Sydney <input type="checkbox"/> Melbourne |

Request Details

| | | |
|--|--|---|
| I am applying to: | <input type="checkbox"/> Refund Tuition Fees | <input type="checkbox"/> Re-credit FEE-HELP Balance |
| Was Notification of Cancellation or Deferral lodged? | <input type="checkbox"/> YES <input type="checkbox"/> No | If YES: date lodged: |
| Cancellation confirmed: | <input type="checkbox"/> YES <input type="checkbox"/> No | If YES: date of confirmation: |

Section 1 – Subject Claim Details

*Details can be obtained from your Commonwealth Assistance Notice or Confirmation of Enrolment
 (not applicable if confirmed withdrawn/deferred on or before census date or have successfully completed the subject)*

| Year of Enrolment | Applicable Study Period e.g.: SP1 | Applicable Census Date | Subject No e.g. DC1 | Subject Name e.g. Design Contexts 1 | Payment Type: FEE-HELP or Upfront |
|-------------------|--------------------------------------|------------------------|------------------------|--|---|
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Section 2 – Exceptional Circumstances

You are to 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.

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|------|
| (a). |
| |
| (b). |
| |
| (c). |
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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.

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| 1. |
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| 2. |
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| 3. |
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| 4. |
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| 5. |
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If space insufficient space, please list on a separate page and attach it to this application

DECLARATION

I am applying for refund of pre-paid tuition fees or re-credit my FEE-HELP Debt I incurred for the study period/subject(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.

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|--|---|--|
| 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: |
| Debt remitted / 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 |