

## ENGLISH LANGUAGE CENTRE SPECIAL CIRCUMSTANCES REPAYMENT APPLICATION

### INSTRUCTIONS

#### Who should use this form?

This form applies to all international **fee paying students** at the University of Adelaide's English Language Centre (ELC) who withdraw from an Academic English course or courses after enrolment, or who have not successfully completed the requirements of an Academic English course, and who seek a repayment of tuition fee payment, due to special circumstances having prevented them from successfully completing their course(s).

#### What special circumstances are accepted?

In all cases, special circumstances must have a significant impact on you and your ability to complete the course(s) you have undertaken to study. Therefore you should demonstrate that the circumstances:

(a) are beyond your control; are not a result of your action or inaction; and are unusual, uncommon or abnormal;

**AND**

(b) occur after enrolment **OR** occur before enrolment, but worsen after that day, **OR** occur before enrolment but the full effect or magnitude does not become apparent until on or after that day;

**AND**

(c) make it impracticable for you to complete the attendance and/or assessment requirements of your course(s).

Please note: Consideration will be given to whether, at the time the circumstances emerged, it was *already* impracticable for you to meet the requirements of the course(s). For example, where progressive requirements relating to compulsory assessment and/or attendance at classes for the course(s) had not been met at the time the circumstances emerged.

#### Why do I need independent supporting documentation?

Your application will be considered principally on the basis of your **independent** documentation to support your claims. **It is not sufficient to provide only a personal statement outlining your special circumstances.**

Supporting independent documentation **must** demonstrate how your circumstances affected your ability to study, the date the special circumstances began or changed, and when it became apparent that you could not continue and complete your course(s). Supporting documentation may include:

#### For medical reasons:

Eg, where your medical condition has changed to such an extent that you are unable to continue studying:

- a statement from a treating doctor

#### For family/personal reasons:

Eg, death, severe medical problems or unforeseen financial difficulties within a family so that it is unreasonable to expect you to continue studying:

- a statement from a doctor, counsellor or independent member of the community (depending on the individual circumstances involved)

#### For employment-related reasons:

Eg, where your employment status or arrangements have changed so that you cannot continue studying:

- a statement from your employer.

**Supporting documentation must be signed original documents, i.e. not copies or faxes, and should be on appropriate company or business letterhead.**

## Application Period

Your application must reach the English Language Centre (ELC), within **12 months** from the date you withdrew from your course(s). If you did not withdraw from your course(s), your application must reach the ELC within **12 months** from the last day of the course(s) in which you were enrolled.

**A lack of knowledge or understanding of the requirements for applying for a repayment is not a valid reason for applying after the deadline.** Applications after this time cannot be considered under normal conditions. In the event an application is submitted after the 12-month timeframe, the application must also be accompanied by further independent evidence providing additional support for the medical/family/personal/employment related reasons for the late application. The additional evidence supporting the late application, outside of the 12-month timeframe, will be assessed separately and distinctly to that provided to support the special circumstances during the relevant course(s).

## What happens to my application after it has been lodged with the ELC?

You will receive a letter confirming the receipt of your application and case number. You will be advised of the outcome of your application within **28 days** of the receipt of your application and/or supporting evidence. If further information is required from you, it will be requested via your student email.

If you are not satisfied with this decision, you may apply in writing to the Associate Director (Learning & Teaching), Professional & Continuing Education at the University for a review of your case as per the University's Grievance Policy.

If you are an international **fee paying student**, and your application for a repayment of tuition fees is successful, you will receive a repayment for payments made for the courses to which your successful application relates. The repayment will be made to your nominated bank account. A minimum amount for international transfers is \$50 due to financial institution transfer fees. Repayments will be issued in Australian dollars unless otherwise notified.

## Privacy

Personal information collected on this form or supplied by you to the University is treated in the strictest confidence. The information collected is used solely for the purpose of assisting the University to make an informed decision on your case.

## Permission to consult *Counselling & Disability Services*

Sometimes it may be helpful to consult staff in *Counselling & Disability Services* to establish the nature and severity of a student's special circumstances. Students have the option on their application form (pages 3 and 4) to indicate whether they wish this consultation to occur.

## Additional Enquiries:

All additional enquiries should be directed to:

[elc@adelaide.edu.au](mailto:elc@adelaide.edu.au)

## How do I apply?

Fill in the following application form and send it (with original supporting evidence) to:

**ELC Operations Manager**  
**Professional & Continuing Education**  
**Level 9, 115 Grenfell Street**  
**UNIVERSITY OF ADELAIDE SA 5005**  
**AUSTRALIA**



**SPECIAL CIRCUMSTANCES** – You must provide sufficient details explaining how your circumstances were beyond your control, when your circumstances occurred, and how your circumstances prevented you from continuing your studies.

If you need more space, please attach a separate sheet.

**To support your case, you must provide the following original documentation:**

**A letter from a doctor, counsellor, employer or independent member of the community which covers:**

- The date your circumstances began
- If your circumstances changed, the date they changed and to what extent
- How your circumstance(s) affected your ability to commence or continue study in your program
- When it became apparent that you could not commence or continue your studies

**Note: Medical documentation must display a relevant contact number for the medical professional.**

Attached:

To follow within 28 days:

**Permission to consult Counselling & Disability Services (Optional)**

I consent to the Review Officer consulting relevant staff in Counselling & Disability Services to obtain further information about my special circumstances.

Yes:

No:

**Repayment details**

In the event your application is successful, your repayment will be processed either via Electronic Funds Transfer to your nominated bank account, or to the original credit card from which payment was originally received. Regardless of which method, bank details are required to ensure payment can be finalised. Please complete the bank details below:

<b>BSB Number:</b> (for Australian bank accounts only)		<b>Bank Name:</b>	
<b>Account Number:</b>		<b>Branch Address:</b> (for overseas bank accounts only)	
<b>Account Name:</b>		<b>SWIFT Code:</b> (for overseas bank accounts only)	

**Declaration:** *I declare that the information I have given on this application is correct*

**Signature:**

**Date:**

**Send this form to:**

ELC Operations Manager, Professional & Continuing Education  
Level 9, 115 Grenfell Street, University of Adelaide SA 5005, AUSTRALIA