

## Refunds or Fee Remission under Special Circumstances.

### What supporting documentation to include +

To assist you to provide acceptable evidence, supporting documentation may include:

#### For medical reasons:

Medical or health-related circumstances should be supported by a statement or certificate from your doctor/specialist, and should include:

- 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.

SAE Institute has also developed an ‘impact assessment statement’, to be provided alongside any application where the circumstances are medical or psychological in nature. This form is included on your application form.

You should inform your doctor/specialist the statement is being sent in support of your application and SAE Institute may contact them to clarify information provided. You should authorise your medical practitioner to release information to SAE Institute staff if contacted about your application.

Please be aware medical certificates/statements without any of the information specified above will not substantiate a claim for special circumstances.

Documentation should be dated within the relevant study period.

Separate applications must be submitted if applying for the removal of financial liability for more than one study period.

#### For family/personal reasons:

Acceptable evidence to document a family/personal circumstance may include:

- An official copy of a relevant birth certificate or death certificate;
- An official report or evidence statement (e.g. police report, insurer report, bankruptcy notice),
- A statement from doctor/specialist; a psychologist or counsellor or an independent member of the community, with relevance to the circumstance.

A statement from a doctor, counsellor or independent member of the community should state or provide evidence of:

- the date your personal circumstances began or changed, or the date the situation/event had occurred;
- how your circumstances affected your ability to study; and
- when it became apparent that you could not continue with your studies.



### **For employment related reasons:**

Acceptable evidence for documenting a change of employment related circumstance may include a letter from your employer outlining the following;

- A letter from your employer notifying you of the change of condition, including the date this change has taken effect;
- Your current work hours and location; and
- The reason for changed hours and/or location

Please be aware that if you elect to increase your work hours (such as moving to a permanent position or working overtime hours), or if you undertake additional employment (such as a second job), this will not substantiate a claim for special circumstances beyond your control.

