



## 4. SPECIAL CIRCUMSTANCES

### Please refer to the policy and guidelines for further details

You must provide information on your special circumstances, specifically how those circumstances:

- did not make their full impact until after the census date; AND
- prevented you from completing your studies; AND
- were beyond your control


## 5. CHECKLIST

I have attached independent supporting documentation substantiating my claim for special circumstances.

Attached

To follow

Completed ALL sections of the application form

Signed the declaration

Addressed the application to: CQUniversity Australia

Senior Coordinator, Reporting, Academic & Student Records  
Student Governance Directorate  
Building 2, Bruce Highway Rockhampton QLD 4702

Email to:

academicrecords@cqu.edu.au

**NOTE: Supporting documentation MUST be supplied with this application before it can be assessed.**

**If your documentation is insufficient, the University will request once only for further supporting documents. If you do not respond by the specified due date, your case will be closed.**

## 6. DECLARATION

I declare that the information I have provided on this application is true and correct.

Applicant's signature

Date

*IMPORTANT PRIVACY INFORMATION: Personal information is collected, used and stored by CQUniversity to facilitate your studies and related activities. Commonwealth and state departments require certain information about student details and activities to be reported or disclosed by the University. Any other provision of your information will only be as authorised by you or required by law and in accordance with the Information Privacy Act 2009 Qld and the University's Information Privacy Policy and Procedure.*

## 7. APPLICATION TIMELINES

An application must be made in writing within twelve months of the date the unit was withdrawn or, if the unit has not been withdrawn, within twelve months of the end of the period of study in which the unit was, or was to be, undertaken.

If additional documentation is requested on receipt of the application, it is the students' responsibility to provide the documents within these timelines.

## 8. OFFICE USE ONLY

Date received

Acknowledgement letter sent

Date

Initials

## 9. STUDENT ELIGIBILITY REQUIREMENTS

For an application to be considered, a student must satisfy ALL requirements outlined in sections 6.4 and 6.5 of the Removal of Financial Liability Due to Special Circumstances policy. Any requirement that is not met will result in an unsuccessful application.

### BASIC ELIGIBILITY CRITERIA

To be eligible to apply for removal of financial liability due to special circumstances, the following criteria must be met:

- the student remained enrolled in the unit(s) after the census date; and
- the student did not successfully complete the requirements of the unit(s); and
- the application is submitted in writing; and
- the application is made within twelve months from the date the student withdrew from the unit(s) or, if the student did not withdraw from the unit(s), within twelve months from the end of the term or session of enrolment during which the unit(s) was or was to be undertaken.

### SPECIAL CIRCUMSTANCES CRITERIA

The student will be required to demonstrate (with a personal statement and supporting documentation) special circumstances are applicable based on the requirements outlined below. All three conditions must be met.

#### Special circumstances were beyond the student's control

The circumstances which led to the student's withdrawal or inability to complete the unit requirements must be considered by a reasonable person not to be due to the student's action or inaction, either direct or indirect, and for which the student was not responsible. The situation must be unusual, uncommon or abnormal.

#### Special circumstances did not make their full impact until on or after the census date

To meet this condition the special circumstance must have occurred:

- before the census date, but deteriorated significantly after the census date; or
- before the census date, but the full effect or magnitude did not become apparent until on or after the census date; or
- on or after the census date.

#### Special circumstances made it impracticable for the student to complete the unit(s) requirements

To meet this condition the student would need to demonstrate that it was impracticable for them to complete the unit requirements for the term or session of enrolment, for example, because the student was unable to:

- undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other compulsory attendance requirements in order to meet the compulsory unit requirements; or
- complete all assessment tasks and/or examinations and any special unit requirements.

NOTE: Failure to meet any progressive requirements of the unit(s) prior to the special circumstances developing will not necessarily mean that the special circumstances made it impracticable for the student to complete the unit requirements. For example, if the student needed to pass all assessment items in order to pass the unit, and they had already failed one of those assessment items before the special circumstance (e.g. ill health) occurred, the student could not have passed the unit even if they had not fallen ill, therefore the application is likely to be refused.

### EXAMPLES OF SPECIAL CIRCUMSTANCES

#### Medical reasons

Medical reasons must be supported by a medical certificate(s) and/or a medical statement(s) that substantiates that:

- the condition existed prior to the census date, continued past that date, and resulted in significant deterioration after the census date to the extent that the student was unable to complete the unit(s); or
- the medical condition only became known after the census date and was severe enough that the student was unable to complete the unit(s).

#### Family or personal reasons

Family or personal reasons must be supported by documents from the student's health care provider(s) or counsellor that substantiates the student's claim.

- Example 1: A member of the student's family suffers from a severe medical condition and, after the census date, the student was required to provide full-time care (which is substantiated in the student's supporting documentation). As a result, the student was unable to complete the unit(s).
- Example 2: A member of the student's immediate family or partner died after the census date and the student was affected to the extent that the student was unable to complete their unit(s) (must be substantiated by documentary evidence).

#### Financial reasons

Financial reasons must be supported by documents that may include but are not exclusive to: bank statements, list of expenses, bankruptcy notice.

- Example: There is a significant and unexpected change to the student's financial circumstances or to those of a third party who supports the student that occurred after the census date. This unexpected change must have been sufficiently large that it would be unreasonable to expect that the student would be able to complete the unit(s) (must be substantiated by documentary evidence).

#### Employment Related Reasons

Employment related reasons must be supported by a statement from the student's employer and/or supporting documentation to substantiate that, after the census date, the student's employment status or arrangements changed unexpectedly due to circumstances beyond their control, and as a result the student was unable to complete the unit(s).

- Example 1: The student was employed full-time whilst studying. After the census date, their employer unexpectedly increased the student's hours of employment in circumstances that were beyond their control. As a result the student was unable to complete the unit(s).
- Example 2: The student was employed full-time whilst studying. After the census date, the student's employer directs that the student be transferred to a different state/country. As a result, the student was unable to complete the unit(s).

**NOTE:** Choosing to increase hours of work or to undertake additional employment is not regarded as a circumstance beyond a student's control. In such circumstances liability will not be remitted.

**Special circumstances do not include:**

- a lack of knowledge or understanding of census dates or withdrawal procedures;
- a lack of knowledge or understanding of the HECS-HELP scheme (HECS-HELP students only);
- a lack of knowledge or understanding of the FEE-HELP loan scheme (FEE-HELP students only);
- a student forgetting they are enrolled in a unit(s);
- forgetting to drop a unit(s);
- an inability to repay a HECS-HELP or FEE-HELP debt.

**IMPORTANT NOTES**

- The application form, personal statement and any supporting documentation must be in English. An official translation in English must be included with the student's application for any supporting documentation issued in another language.
- Separate applications must be submitted if the student is applying for the removal of financial liability for more than one term or session of enrolment.
- Each application MUST be accompanied by independent supporting documentation. It is not sufficient to provide only a personal statement outlining special circumstances.
- Letters from a family member or from other students will not be considered independent.
- Depending on the reason for applying for withdrawal without financial penalty, a statement from a doctor, counsellor, employer or institution may be required.
- Independent supporting documentation must be signed and should preferably be on printed letterhead. A letter from a doctor that does not identify that doctor's medical provider number will not be accepted.
- A document witnessed by a Justice of the Peace must have that person's full details for identification purposes with the Department of Justice, if necessary.
- Determination of special circumstances is based largely on the information and documentation provided by the student with their application; assumptions about the student's special circumstances will not be made. The University has no obligation to seek additional supporting information for persons (e.g. doctors) the student identifies in their application.
- Applications submitted without supporting documentation will NOT be considered.