

# REFUND AND REMISSION PERSONAL STATEMENTS.

When you file a Refund and Remission application, the online form asks you to enter a response into three boxes that cover each of the following dot points, confirming that your circumstances:

- Were beyond your control
- Did not make their full impact known until on or after the census date
- Affected you to the extent that you were unable to complete the requirements of the unit

As you can see, the explanations for each point may overlap, and many students often find they repeat the same information for each point. We recommend that you write a personal statement covering these three points. This guide may help ensure you are addressing Curtin's requirements. Remember that any claims you make about your circumstances must be supported with evidence.

If you write a letter addressing the dot points, you can upload it with your supporting documents. In the text boxes in the online form you can just write "Please see attached letter "[Name of letter]".

If you are applying for Refunds and Remissions for more than one semester, you will need to lodge separate applications and write separate letters for each semester.

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## SAMPLE LETTER – Example Only. Do Not Copy.

Dear Fees Team,

**I am writing to request a Refund and Remission for [unit code(s) and name(s), eg CHEM1000 Principles and Processes in Chemistry]. I experienced unforeseen circumstances during the semester which meant I was unable to complete the requirements of the unit.**

**The circumstances I experienced were out of my control. This semester, I...**

*Provide an explanation of what happened and the specific date(s) on which it happened. How you explain it will depend on whether it was a new circumstance, or a pre-existing one which got worse.*

**New circumstances:** *"I was progressing well in CHEM1000 and had completed all the assignments. In week 6 of semester I fell down a hill while hiking and broke both my arms, which meant I was unable to complete any more of the labs."*

**Pre-existing circumstances:** *"I have been diagnosed with depression but manage it with medication and regular psychologist appointments. I was progressing well in CHEM1000 and had completed all the assessments so far. In week 6 of semester I unexpectedly lost a close relative which caused me to spiral. I was not able to engage with any more in-person assessment tasks for the unit or attend the final exam."*

**My circumstances did not make their full impact known until on or after the census date. They started...**

*Use the dates on the evidence/supporting documents that you will be providing which confirm the date of the incident which caused the problem. The dates on this evidence should be **after** the census date of the semester/study period for the unit for which you are lodging the Refund and Remission application.*

**New circumstances:** *"I was not expecting to fall down a hill when on my hike. I have attached a medical certificate from the hospital and a Professional Practitioner Certificate from my GP which confirms the dates of my hospitalisation and treatments [please see attached document(s), "[name of document(s)]"."*

**Pre-existing circumstances:** *"I have attached a death notice of the relative, and a Professional Practitioner Certificate from my psychologist which confirms I have been supported by them since the death of my relative [please see attached document(s), "[name of document(s)]."*

**The circumstances affected me to the extent that I was unable to complete the requirements of the unit. I was not able to...**

*Explain what prevented you from completing the requirements of the unit.*

**New circumstances:** *"CHEM1000 requires students to complete a minimum 4 out of 5 laboratory sessions to pass the unit. 3 of the labs were after I broke my arms. I could not complete them as you cannot participate in labs when you have broken arms."*

**Pre-existing circumstances:** *"Though I had been managing my depression well for many years, the unexpected loss of my relative triggered me. I was barely able to think about anything or leave my home. I have been seeking help from my psychologist since then to help me get back on track."*

**IMPORTANT: If you were able to pass other units in the same study period you will also need to explain why they were not affected (or not affected as badly).**

**New circumstances:** *"I was able to complete my other three units as they did not involve tasks that require fine motor skills, unlike labs."*

**Pre-existing circumstances:** *"My other units only contained online assessments, I didn't have to attend anything in person. This made it easier for me to complete them from my home. I was not able to do this for CHEM1000 because you had to attend in-person laboratory sessions."*

**Thank you for considering my application.**

**Yours sincerely,**

**Your name**

**Your student number**

#### **WHERE YOU CAN GET HELP:**

##### **CURTIN STUDENT GUILD STUDENT ASSIST**

Student Assist Officers can help review your draft and guide you through the process of applying for a Refund and Remission.

PHONE: (08) 9266 2900 | 1800 063 865 (toll free)

EMAIL: [student.assist@guild.curtin.edu.au](mailto:student.assist@guild.curtin.edu.au)

WEB: [www.guild.curtin.edu.au](http://www.guild.curtin.edu.au)

##### **CURTIN SERVICES**

Curtin's Health Service and Psychology and Counselling Services are free to access for students. In some circumstances they may be able to provide supporting documents.

- **CURTIN UNIVERSITY HEALTH SERVICE – Bentley Campus Building 109**  
PHONE: (08) 9266 7345  
WEB: [www.curtin.edu.au/students/personal-support/health/medical-centre](http://www.curtin.edu.au/students/personal-support/health/medical-centre)
- **CURTIN PSYCHOLOGICAL AND COUNSELLING SERVICES – Bentley Campus Building 109**  
PHONE: (08) 9266 7850  
WEB: [www.curtin.edu.au/students/personal-support/counselling-wellbeing/counselling](http://www.curtin.edu.au/students/personal-support/counselling-wellbeing/counselling)

##### **EXTERNAL SERVICES**

Any medical or health professionals outside Curtin will need to provide a Professional Practitioner Certificate, which you can find out more about on our website at [guild.curtin.edu.au/advice/academic/refunds](http://guild.curtin.edu.au/advice/academic/refunds)