



Fees Office – Student and Academic Services

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Commonwealth Supported Students Refund Policy, Re-crediting of Student Learning Entitlement and Remission of HECS-HELP Debt

ELIGIBILITY

If after enrolling a student withdraws¹ from course/s **before the relevant course/s Census Date/s**, the student will not incur a HECS-HELP debt or consume Student Learning Entitlement. If a student has paid their student contribution amount for the course/s before the course/s Census Date, the student will be eligible for a refund upon request. (The refund application form is available from the website above.) The form must be submitted to Student Administration.

Where a student withdraws from a course **after the relevant course Census Date**, the student is still liable for the student contribution amount applicable to the course and will still consume Student Learning Entitlement for that course. However, if the course withdrawal after Census Date is made because of special circumstances (see below) the student may be eligible for a re-crediting of the Student Learning Entitlement, a refund of the student contribution amount paid upfront or a remission of the HECS-HELP debt for the course/s.

Census Date for First and Second Semester courses are:

First Semester – 31 March
Second Semester – 31 August

Non-standard Session Census Dates:

For courses taken in non-standard sessions the individual course Census Dates may be found at <http://info.anu.edu.au/StudyAt/ListCourseFees>. Census dates for courses are also displayed under the Enrolment Menu on ISIS.

If census date falls on a weekend the previous working day will be taken as the census date for that particular semester/session.

Note: *If you have your Student Learning Entitlement for a course re-credited, the HECS-HELP debt incurred for the course will be remitted or any student contributions paid will be refunded in full.*

SPECIAL CIRCUMSTANCES

Applications for a refund in special circumstances made outside the dates nominated above will be considered on the basis of the *Guidelines for Remission of HECS-HELP Debt in Special Circumstances*. This means that each application will be examined and determined on its merits.

As a general guide, special circumstances include those that:

- a) are beyond your control;
(ie a situation occurs which a reasonable person would consider is not due to your action or inaction, either direct or indirect, and for which you are not responsible. This situation must be unusual, uncommon or abnormal. A lack of knowledge or understanding of the University's rules, due deadlines and administrative procedures is not considered to be beyond a person's control.)

AND

- b) occur either
- on, or after, the Census Date; or
 - before the Census Date, but the full effect or magnitude does not become apparent until on, or after, the Census Date

AND

- c) make it impracticable for you to complete the course requirements.
(For example, circumstances are such that it is impracticable for you to:
- undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other compulsory attendance requirements, or
 - complete the required assessable work, or
 - sit the required examinations.)

Special circumstances may cover:

Medical reasons: where your medical condition existed prior to the due date, continued past that date and deteriorated to the extent that you are unable to continue your studies OR your medical condition only became known after the due date.

Family/personal reasons: due to unforeseen personal/family reasons that are beyond your control you are unable to continue your studies.

Employment related reasons: where your employment status or employment arrangements change unexpectedly due to circumstances beyond your control and you are unable to continue your studies.

Program/Course related reasons: where the arrangements for your course or program are changed and as a result you are disadvantaged to the extent that you are unable to complete the requirements of the course and continue with your studies.

Submission of Application for Refund in Special Circumstances

Your application for a refund due to special circumstances should be completed on the form available at:
<http://www.anu.edu.au/sas/fees/#refunds>

Please note that this form must be submitted DIRECT to the HESA Compliance Officer and not via your College. Submission deadlines will be based upon the date it is received by the HESA Compliance Officer.

Each application will be considered on its merits in conjunction with the supporting documentation you provide. Your supporting documentation should provide enough detail for Student Administration to make an informed decision regarding your case for a refund. Students will be advised of the outcome of their request by letter within 4 weeks from the date ANU receive the request.

Closing Date

Students who believe they are eligible for a re-crediting of the Student Learning Entitlement for a course must apply for it in writing within 12 months of dropping the course or within 12 months of the end of the semester/session in which the course was offered.

Associated Late Fees and Other Administrative Charges

Late fees and other administrative charges are not refundable.

Registrar, Division of Registrar and Student Services

¹ The date of withdrawal is the date on which the student drops a course from their enrolment via the Web (using ISIS/ANUBIS), or the date the University receives written notification of withdrawal from the student, not the date on which the notification was written.