



Fees Office – Student and Academic Services
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Refund Policies for International Students

This statement sets out the policy under which refunds may be made for Tuition Fees and the Overseas Student Health Cover (OSHC) premium.

ISF Rates can be found at: <http://studyat.anu.edu.au/courses/>
 the refund application form can be downloaded from www.anu.edu.au/sas/forms/.

Tuition Fees – Refund Policy

New Students (ie students enrolled at the ANU for the first time who are in their first semester or session of a Program)

If you have paid all or part of your tuition fee, The Australian National University will refund all or part of your fee on the following basis:

1. If an offer of a place is withdrawn, or the University is unable to provide the program, the student is eligible for a full refund of all program fees paid. However, if the offer was made on the basis of incorrect or incomplete information supplied by the student, the University reserves the right to retain \$250 of the program fees paid.
2. If a student's visa application or request to transfer from another institution to the ANU is refused, a full refund of fees will be made. Evidence of refusal is required.
3. If a student does not meet any one of the conditions stated in the offer letter and is not permitted to enrol, a full refund of fees will be made.
4. A student who cancels his or her place in the program (in writing) at least four weeks before the program starts, will be refunded the program fees paid, less an administrative fee of \$250.
5. A student who cancels his or her place or withdraws from a program in writing less than four weeks before the program starts, up until the first Census Date, will be refunded the program fees paid, less a withdrawal fee of \$2,500.
6. Students taught in an intensive mode who are enrolled in a non-standard session (eg Summer, Autumn, Winter, Spring session) and who withdraw from all courses for whatever reason, will only be eligible for a refund for those courses whose Census Dates have not passed less \$2,500 withdrawal fee.

Continuing Students (includes students who transfer to a new program at ANU)

1. Continuing students, who withdraw from course/s before the relevant course Census Date/s, will be eligible for a full refund of the tuition fees paid for the course/s.
2. All students (new and continuing) who withdraw from a course/s, for whatever reason, beyond the relevant course Census Date/s, will not be eligible for a refund.

A student who does not meet degree/diploma academic progress rules and is not permitted to re-enrol or to continue a program, will be eligible for a refund of program fees for future terms if the fees were paid before the student was advised of termination of enrolment. The refund will not be paid until any appeal under academic progress rules has been finalised.

All Students

1. An undergraduate or postgraduate coursework student who remains enrolled in their program but withdraws from one or more courses before 31 March for Semester 1 or 31 August for Semester 2, will be eligible for a full refund for those courses.

2. Students taught in an intensive mode who remain enrolled in their program in a non-standard semester (eg Summer, Autumn, Winter, Spring Session) and who withdraw from a course for whatever reason, before the Census Date of that course, will be eligible for a full refund for that course. For Census Dates, please refer to the website <<http://info.anu.edu.au/StudyAt/ListCourseFees.asp>>. Census dates for your courses are also displayed under the Enrolment Menu on ISIS.
3. No refunds will be given for any student after the Census Date (31 March for Semester 1 or 31 August for Semester 2) in standard semesters, nor after course Census Dates in non-standard sessions.

Fee Refunds for International students who obtain permanent resident status in Australia

1. If you are granted permanent resident status in Australia you will pay either the Higher Education Contribution Scheme (HECS), subject to place availability, or full fees applying to domestic students. Permanent resident (PR) status is recognised from the date proof of PR status is provided to the university not the date on which the application was made.
2. If you have already paid the tuition fees applying to International students for the semester, a total refund of these fees (less any agent fee applying to the University) will be paid if you have:
 - (i) obtained permanent residence by the census date for that semester; and
 - (ii) satisfied section 36-40 of the Higher Education Support Act 2003: that is, have completed a Request for Commonwealth Support form on or before the course census date, or
 - (iii) have made arrangements with the university to pay fees as domestic student
3. If you obtain permanent residence status after the census date in a semester, you will be classified as an International student for the remainder of that semester. You will be liable to pay the tuition fees applying to International students for that semester. From the following semester, you will be classified as a permanent resident and will be liable to pay either the student contribution in accordance with HESA guidelines or full fees applying to domestic students.

Overseas Student Health Cover (OSHC) – Refund Policy

Refund of OSHC premiums can only be considered in accordance with the refund policy of Worldcare. A copy of this is provided at the Worldcare Assist website <www.worldcare.com.au>.



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General Refund Policies for All the International Student Fees

1. The Director, Student and Academic Services will make the final decision about refunds.
2. The date of withdrawal is the date on which the University receives written notification of withdrawal.
3. Refunds will normally be made in the same currency as the fees were originally paid. The University reserves the right to make refunds payable in the currency of the student's home country.
4. If a student is eligible for a refund for tuition fees that were paid using a credit card, the refund will be credited back on to that credit card.
5. Students who believe they are eligible for a refund of fees, must apply for it by 31 December of the calendar year in which the overpayment occurred. No retrospective refunds will be given for previous calendar years.
6. Where there is a dispute between a student and the University about entitlements under this refund policy, attempts will be made to negotiate a settlement before resorting to external dispute resolution mechanisms, including, allowing the student to refer the matter to the Deputy Vice-Chancellor or Vice-Chancellor of the University to intervene and direct some form of resolution

A student is entitled to appear on his or her own behalf, with or be represented by, a person nominated by the student, at any negotiation to resolve a dispute under this refund policy.

If a dispute remains unresolved after attempts at negotiation or after 20 business days, whichever is the lesser, the University and the student will submit the dispute to a mutually agreed upon external mediator.

If a dispute is not settled within a further 10 business days, the matter will be referred to arbitration with an arbitrator nominated by the Chairman of the ACT Chapter of the Institute of Arbitrators and Mediators Australia.

7. This refund policy arrangement does not remove the right of the student to take further action under Australia's consumer protection laws.

In addition, a student may commence legal proceedings relating to any dispute arising from this refund policy at any time where that student believes it is reasonable to do so to seek urgent relief.

Registrar, Student and Academic Services