



THE AUSTRALIAN NATIONAL UNIVERSITY

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Appeals

An appeal is when a student applies:

- To have late fees/tuition fees/HECS waived or refunded or;
- For a late withdrawal with special circumstances or;
- Both of the above

Colleges

Colleges only need to get involved with an appeal if a result change is involved. For example, a student may have received an NCN or WN grade for a course and is appealing to have it changed to a WL. In this case the College must approve the result change.

Colleges have the delegation to instruct us to change a result (eg. WN to WL). They do not have the delegation to authorise a fee refund, only Enrolments Manager/Coordinator does. They can support the student's appeal for a refund, but cannot authorise it.

Fee refunds

If an appeal is for a fee/HECS refund and a Late Withdrawal, approval from the College for a WL does not necessarily mean a refund/remission will be granted, although in practice it usually is.

To be eligible for a fee refund or HECS remission, a student must specifically request it. If a WL is approved and the student hasn't requested a fee refund but we think one is due, we would write to the student explaining that the WL had been approved and invite the student to apply for a refund or remission.

Remissions/Refunds – what's the difference?

A remission refers to the refunding of student contribution and SLE for HECS students and the FEE-HELP debt for postgraduate students.

A refund refers to International Tuition Fees or Domestic Tuition Fees (ie no commonwealth assistance)

A remission needs to be reported to DEST, a refund doesn't.

Who does what?

Felicity assesses applications for Remission.

Enrolments assesses applications for refund.

Once a remission/refund has been approved, Enrolments processes any enrolment variation including grade changes, and applying the action reason of "Remission Special Circumstances" or "Administrative Drop" to Enrolment Requests. Enrolments will usually receive appeals (addressed to Enrolments Manager) and if the appeal needs to be sent to a College, Enrolments writes a memo and sends the papers to the College.

"Remission Special Circumstances" vs "Administrative Drop"

To generate a refund or remission, the course must be dropped with an action reason of "Remission Special Circumstances" for HECS or FEE-HELP students or "Administrative Drop" for ISF and DTF students. This process generates the refund/remission.

Note that these action reasons do not need to be used if backdating a drop to before Census Date.

When do we use a WL?

A WL is only used for appeals that are received after Friday of Week 10 (the commencement of the WN period)

Sample letters and memos attached.

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