



Fees Office,  
Division of Registrar and Student Services, ANU  
Pauline Griffin Building (11)  
Canberra ACT 0200 Australia

Email: fees.officer@anu.edu.au  
Phone: + 61-2-6125-8124  
Fax: +61-2-6125-7535

## REFUNDS

### Who is Eligible for a Refund?

There are a few reasons a person is eligible for a refund but the main reason for a refund will depend on whether or not the fee payment was made before or after the census dates.

#### First or second semester enrolment:

Students who voluntarily withdraw before the 31<sup>st</sup> of March (first semester) or 31<sup>st</sup> of August (second semester)- the census dates- will not incur a tuition fee liability on the course from which they have withdrawn and so are eligible for a full refund of the tuition fees paid.

Students who withdrawal after the dates stated above for the relevant semester will incur a tuition fee liability and they are not entitled to a refund, except in special circumstances.

For further guidelines as to what refunds may be given in relation to Domestic Tuition Fee (DTF), International students Fee (ISF) and HECS-HELP loans please see the relevant policy on the ANU fees website, [www.anu.edu.au/sas/fees/index.php](http://www.anu.edu.au/sas/fees/index.php)

#### If I am eligible for a Refund what do I do?

You must download a refund application from [www.anu.edu.au/sas/forms](http://www.anu.edu.au/sas/forms) Complete all details and lodge either in person at the front desk in the student administration, building 11,

by fax to 02 6125 7535

Or by post to:  
Student Fees Office  
Student Administration  
Pauline Griffin Building (11)  
ANU ACT 0200

#### How will I be Refunded?

Refunds will normally be made in the same way as the fees were originally paid. International students, the University reserves the right to make the refunds payable in the currency of your home country.

#### When should I submit my Application for a Refund?

Students who believe they are eligible for a refund must submit the application by the 31<sup>st</sup> of December in the year in which the tuition fee liability or overpayment of student fees occurred. No retrospective refunds will be given.

#### If I am not eligible but there are "Special Circumstances" which I believe make me eligible, what can I do?

Applications for a refund in special circumstances may be made outside the dates nominated above and will be considered on the basis outlined below. This means that each application will be assessed and examined on its merit and in conjunction with the supporting documentation. 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 of the ANU having received the request.

Submission for an application in special circumstances should be in writing and sent to:  
Student Fees Office  
Student Administration  
Pauline Griffin Building (11)  
ANU ACT 0200

### What constitutes "Special Circumstances"?

Special circumstances may include;

**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 meet the course or program requirements and are unable to continue with your studies

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

**Family/personal reasons:** Due to unforeseen family/personal issues that are beyond your control you are unable to continue with your studies.

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

#### As a new International Student if I have paid my tuition fee deposit and I withdraw from my program before it commences am I eligible for a Fee Refund?

If you cancel your place or withdrawal from a program in writing at least 4 weeks before the course commences, you will be refunded the program fees paid, less an administrative fee of A\$250.

#### As a new International Student if I have paid my tuition fee deposit and I withdraw from my program after it commences but before the census date what are the consequences?

If you cancel your place or withdrawal your place in a program in writing less than 4 weeks before the commencement of the program or up until the first census date you will be refunded the program fees paid less a withdrawal fee of A\$2500.

#### If I do not meet the conditions stated in the offer letter and cannot enrol, are I eligible for a refund?

If you do not meet any one of the conditions in the acceptance offer and are not permitted to enrol, a full refund of the fees paid will be made.

#### If I am unable to obtain a visa, can my deposit be refunded?

If your visa application is refused, a full refund of the fees paid will be made. Evidence of refusal is required.

#### If I am a continuing student and I withdraw before the census date am I eligible for a refund of any fees that I have paid?

If you are a continuing student and withdrawal from a course before the relevant census date you are eligible for a full refund of the fees paid.

#### If I am a continuing student however I am not permitted to continue in my program because I do not meet degree/diploma rules can I apply for a refund of any fees paid?

If you do not meet the degree/diploma progress rules and are not permitted to re-enrol or continue with a program you will be eligible for a refund of the program fees if you paid the fees before you were advised of the termination of your enrolment. The refund will not be paid until any appeal under academic progress rules has been finalised.

REFUNDS

