



Admissions Office  
Division of Student Administration  
and Academic Services

+61 2 6125 5594  
[acceptance@anu.edu.au](mailto:acceptance@anu.edu.au)

Canberra ACT 2601 Australia  
[www.anu.edu.au](http://www.anu.edu.au)

CRICOS Provider Number: 00120C

UAC Ref: 

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Student ID: \_\_\_\_\_

**ANU OFFER ACCEPTANCE DECLARATION AND PAYMENT ADVICE FORM**

Name: \_\_\_\_\_  
Program: \_\_\_\_\_  
Commencing: \_\_\_\_\_  
Program Type: Undergraduate / Postgraduate

*All applicants must read and complete each section of this form. We cannot process this acceptance until all conditions in the letter of offer have been met (if applicable) and your payment has been processed.*

*Your eCoE will be issued after your acceptance and payment have been processed.*

*Applicants under the age of 18 need to provide details of their guardianship arrangements. See <http://www.anu.edu.au/study/apply/international-students-under-18-years-of-age>*

*All applicants: Complete your country of birth, citizenship and passport information. Then complete either: country where you will apply for your visa OR your current visa subclass.*

Your country of birth: \_\_\_\_\_ Your citizenship: \_\_\_\_\_

Your passport number: \_\_\_\_\_

Where will you be when you apply for your visa (i.e. country): \_\_\_\_\_

# If you are **not** applying for a student visa, please indicate your current visa subclass: \_\_\_\_\_

**SECTION 2: OVERSEAS STUDENT HEALTH COVER (OSHC)**

*All applicants: Select either to arrange your own health cover OR request ANU to organise your OSHC for you. Please note: ANU can only arrange visa length cover. If you are sponsored for a portion of your OSHC cost, you must arrange your own cover. Applicants who request ANU to arrange OSHC: select Single, Dual Family or Multi Family cover. Please read the information available on <http://www.anu.edu.au/students/program-administration/costs-fees/overseas-student-health-cover-duration-costs> before completing this section.*

**Overseas Student Health Cover (OSHC) <sup>a</sup>**

( ) I already have/will arrange my own OSHC through a recognised Australian OSHC provider <sup>a</sup>  
**Please note:** you will need to show proof of your OSHC when you apply for an Australian Student Visa.

( ) I require and authorise the University to organise my OSHC through Allianz  
( ) Single (The valid student visa holder)

^ Dual Family (The valid student visa holder plus one recognised partner **or** one or more dependent children)

^ Multi Family (The valid student visa holder plus one recognised partner **and** one or more dependent children)

<sup>a</sup> Please refer to the following Australian government website for more information about OSHC and recognised Australian providers: <https://www.privatehealth.gov.au/healthinsurance/overseas/oshc.htm>

<sup>^</sup> Please note that if you require Dual Family or Multi Family Cover your deposit amount will increase to cover the increased OSHC premiums. Please contact [acceptance@anu.edu.au](mailto:acceptance@anu.edu.au) to determine your new deposit.

Select a payment option and make your deposit payment. We cannot process your acceptance until your deposit has been received and processed.

### Payment amount: A\$20,000.00

This deposit includes visa-length Overseas Student Health Cover (where applicable). Where OSHC is not organised through the University, the full deposit amount will be credited to your tuition fee account.

### Payment options – there are two payment options. Please select below:

#### 1) Secure and fast payment through Western Union Business Solutions

This is the preferred method of payment and will allow you to pay in your local currency online 24/7. You can pay by credit or debit card or telegraphic transfer, where available.

Payment available here: <https://student.globalpay.wu.com/geo-buyer/anu>

I have made a payment through Western Union Business Solutions.

Date of payment: \_\_\_\_\_ Reference Number: \_\_\_\_\_

#### 2) Payment by cheque or bank draft:

Cheques or bank drafts should be made out to **The Australian National University in Australian dollars ONLY.**

**Attention:** If sending a cheque please ensure that your bank sends the required confirmation to the drawing bank in Australia.

I have attached a cheque/bank draft

All applicants must read the information provided and each point in the Statement of Financial Responsibility. All applicants must sign and date the declaration.

Applicants under the age of 18 must have a parent or guardian sign on their behalf.

## GENERAL INFORMATION

The Australian Department of Home Affairs requires that Universities ensure international students studying in Australia are aware of their financial obligations and have sufficient funds to support themselves and any dependents during their studies.

You will be required to certify that you will have funds available for travel to and from Australia, payment of the tuition fee listed above and living expenses for you and your dependents for each year of your program of study.

All sections of this form must be completed along with the acceptance and payment declaration before an Electronic Confirmation of Enrolment (eCoE) can be issued.

Student visa holders in Australia are limited to 40 hours of work per fortnight during semester. No work limits apply if you are studying Masters by research or Doctorate course in Australia. Although your visa permits you to work you should not rely on work to support yourself in Australia as a student. More information about permission to work while studying is available from the Department of Home Affairs website <https://www.homeaffairs.gov.au/>.

## ESTIMATED LIVING COSTS

While it is not possible to set an exact guide of what your expenses will be while living in Australia, the following is the guide used by the Australian Department of Home Affairs in assessing Student Visa applications (excluding your student fees).

For a breakdown of these costs, please go to: <https://www.homeaffairs.gov.au/>

For more information about school fees, please see: [https://www.education.act.gov.au/public-school-life/international\\_students](https://www.education.act.gov.au/public-school-life/international_students)

## STATEMENT OF FINANCIAL RESPONSIBILITY

- I confirm that I have read and understand the information relating to the cost of living in Canberra at <http://www.anu.edu.au/students/program-administration/costs-fees/cost-of-living> and I have access to sufficient funds to cover all associated costs with my study, travel to and from Australia, living expenses for the duration of my studies for myself and my family members (regardless of whether they are accompanying me to Australia) for the total period of my stay in Australia.
- I understand that the listed tuition cost is indicative and does not include expenses such as textbooks, stationery and additional program specific requirements.
- I understand that in the event that I have insufficient funds to cover all associated study and living costs, I will not seek assistance from the University or the Australian government.
- I understand that in the event that I have insufficient funds to cover all associated study and living costs, the University reserves the rights to terminate my enrolment and eCoE.

I hereby certify that all the statements made on this declaration of finances are true and correct.

Applicant's Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date \_\_\_\_\_

*Please note: If you are under 18 years of age, this declaration must be signed on your behalf by your parents or a person(s) who has legal custody of you.*

Parent's Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date \_\_\_\_\_

*All applicants must read each point in the declaration. All applicants must sign and date the declaration. Applicants under the age of 18 must have a parent or guardian sign on their behalf.*

- I confirm that I have met the academic and English language requirements as outlined in the policies of the University and in my letter of offer.
- I acknowledge and agree to the University auditing information presented for my admission including but not limited to qualifications, English language proficiency and referee reports. (This includes obtaining official records from institutions or issuing bodies for the purpose of verification of my supporting documents).
- I confirm that the documents presented with my application are genuine and a true representation of my study history. I acknowledge and agree that it is an offence to submit fraudulent documentation in support of an application for the purpose of gaining admission to the University.
- I acknowledge and agree that all documents provided for my admission become the property of the University and will not be returned.
- I acknowledge and agree to the University providing my personal information to any relevant third party for auditing purposes.
- I acknowledge and agree to provide original documents if requested by the University.
- I acknowledge and agree that if I am discovered to have submitted incorrect, incomplete or fraudulent information to the University the University will revoke my offer and that my enrolment will be cancelled. If I am admitted or enrolled I will also be subject to ANU Policies and Rules (available at [www.anu.edu.au](http://www.anu.edu.au)), including the Discipline Rules, whereby if I am found to have engaged in misconduct by providing incorrect, incomplete or fraudulent information the University may terminate my candidature or enrolment in a program of study or course.
- I acknowledge that I may access course information and other information relevant to my enrolment as outlined in the offer letter.
- I acknowledge and agree I will be subject to the Statutes, Rules, Orders, Codes, policies and procedures of the University and that I must comply with orders and directions given by staff of the University.
- I understand that I remain ultimately responsible for all tuition fees and associated study costs while enrolled at the University regardless of any scholarship arrangement.
- I have read and understand the information attached relating to the Refund Policy for International Students (pages 5-7 of this document).
- I accept the place offered to me at the Australian National University in the above program and agree to meet the conditions stated in the offer letter.
- Unless I have indicated that I do not require ANU to organise OSHC, I understand that by signing this Offer Acceptance Declaration, I agree to enter into and be subject to the terms and conditions of the Allianz OSHC policy. I can access this policy at <https://www.oshcallianzassistance.com.au>
- I agree to keep the University informed of my current address, mobile phone number, email address and who to contact in emergency situations and I agree that when any of this information changes, I will inform the University within 7 days.
- I acknowledge that if I vary my degree from the one detailed on this offer acceptance declaration my tuition fee liability may vary and I may be invoiced for an additional amount to the deposit.
- I acknowledge and understand that I remain solely responsible for determining whether or not any qualification I seek to obtain from ANU is recognised for any purpose in any jurisdiction.
- I understand that the Australian National University is bound by the Privacy Act 1998 (cth), we collect, hold, use and disclose your personal information to the Commonwealth including the TPS, or state or territory agencies to enable us to meet legal obligations. These obligations include visa and immigration requirements of the Commonwealth. Information that ANU will disclose to these parties includes, but is not limited to your enrolment details, academic progress and contact information. For other situations in which your personal information may be shared, please refer to the Privacy Policy at the policies webpage: [policies.anu.edu.au](http://policies.anu.edu.au).

- I understand and have been informed of the requirements for acceptance into the program, including the minimum level of English language proficiency, educational qualifications or work experience required, and program credit if applicable.
- I understand and have been informed Program content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods.
- I understand and have been informed of program duration and key academic dates <http://www.anu.edu.au/directories/university-calendar>.

**By completing this form, I acknowledge that I have read and agree with the statements above.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Please note: If you are under 18 years of age, this declaration must be signed on your behalf by your parents or a person(s) who has legal custody of you. Applicants under the age of 18 need to provide details of their guardianship arrangements. See <http://www.anu.edu.au/study/apply/international-students-under-18-years-of-age>*

Parent's Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

**When we receive this form and payment has been processed, we will send you a copy of the electronic Confirmation of Enrolment (eCoE) which will allow you to apply for a student visa.**



**Student Administration & Records  
Division of Student Administration  
and Academic Services**

135 ANU  
[refund@anu.edu.au](mailto:refund@anu.edu.au)

Acton ACT 2601 Australia  
[www.anu.edu.au/students/program-administration/costs-fees](http://www.anu.edu.au/students/program-administration/costs-fees)

CRICOS Provider Number: 00120C

## REFUND POLICIES FOR INTERNATIONAL STUDENTS

### Policy statement

1. The University recognises that, on occasion, there may be circumstances that warrant a refund of tuition fees collected by the University. 16.1(e) of the Fees Rules states that the Registrar, by notice, may determine the circumstances in which a person may be entitled to a refund of the whole or portion of the fees paid or to the remission of a fees debt.
2. Partial or full refunds will be given where a student has paid a tuition fee deposit or paid tuition fees, and then withdraws from the program and/or course/s prior to the relevant dates.
3. For the purposes of determining whether a refund is given, the date of withdrawal from a course or program is the date on which the University receives written notification of withdrawal, or the date on which a course is dropped on ISIS.
4. Census dates for courses can be viewed on the website <http://programsandcourses.anu.edu.au/>. Census dates for courses are also displayed under the Enrolment Menu on ISIS.
5. Refunds will normally be made in the same currency as the fees were originally paid.
6. This refund policy and procedure do 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.
7. Where a discrepancy occurs between this policy or procedure and the Higher Education Support Act 2003, the Education Services for Overseas Students (Act) 2000, the Australian National University Act 1991, the Fees Statute 2006, the Fees Rules or the Tuition Fees Order, that legislation will prevail.

### International Students: New Students

8. A new international student is an overseas student as defined in the Higher Education Support Act 2003, enrolled at the ANU for the first time in a given career, who is in their first semester, trimester or session of a program.
9. A new international student who pays all or part of their tuition fee will be eligible for a refund of all or part of that fee based on which category they fall into below.  
A full refund will be paid:
  - a. If an offer of a place is withdrawn, or the University is unable to provide the program (unless the offer is withdrawn on the basis of incomplete or incorrect information provided by the student)
  - b. If a student's visa application or request to transfer from another institution to the ANU is refused. Evidence of refusal is mandatory. Students provide the decision record from the Department of Immigration and Border Protection in the case of a visa refusal.
  - c. If a student attempts to but fails to meet any one of the conditions stated in the offer letter and is not permitted to enrol.  
In the following circumstances, a fee will be retained by the University. The amount of the administrative fee and withdrawal fee will be reviewed annually and published at <http://www.anu.edu.au/students/program-administration/costs-fees/fee-refunds>.
  - d. A student, who cancels their place in a program in writing at least four weeks before the program starts, will be refunded the program fees paid, less the administrative fee amount.

- e. A student who cancels their 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 the withdrawal fee amount.
  - f. Students enrolled in a non-standard session (e.g. 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 the withdrawal fee amount.
10. If the University withdraws an offer of a place on the basis of incomplete or incorrect information provided by the student, the student will be refunded the program fees paid less the administrative fee amount.

#### **International Students: New Students Deferring an Offer of Admission**

11. A new international student who defers their offer at least four weeks prior to the program start date will be entitled to a refund of the program fees paid, less a security equal to the administrative fee. This security will be held on the student's account. If the student later cancels their offer they will forfeit the amount as it will cover the administrative fee outlined in 9.d.
12. A student who defers their offer less than four weeks prior to the program start date, will be entitled to a refund of the program fees paid, less a security equal to the administrative fee. This security will be held on the student's account. If the student later cancels their offer they will forfeit the amount as it will cover the administrative fee outlined in 11.e.
13. Where a student commences their program after deferring their offer, the student will be required to repay the deposit minus the amount that has been kept by the University as security.

#### **International Students: Continuing Students**

14. A continuing international student is a student who is defined as an overseas student in the Higher Education Support Act 2003, has been enrolled in a previous session at the ANU and is continuing this session in either the same program, or has transferred to a new program in the same career.
15. A continuing student, who withdraws 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.
16. A continuing international student who withdraws from course/s beyond the relevant course census date(s) will not be eligible for a refund unless covered by Special Circumstances (LateWithdrawal).
17. A continuing international student who does not meet 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 current or 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.

#### **International Students who Obtain Permanent Resident Status in Australia**

18. A student granted permanent resident status in Australia will pay either the Higher Education Contribution Scheme (HECS), subject to place availability, or full domestic tuition fees (DTF).
19. 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 for permanent residency was made or granted.
20. For a student who has already paid the tuition fees applicable to international students for the semester, a refund of these fees (less any agent fee applying to the University) will be paid if the student has obtained permanent residence by the census date for that semester; and either:
- satisfied section 36-40 of the Higher Education Support Act 2003 (HESA): that is, have completed a Request for Commonwealth Support form on or before the course census date, or
  - have made arrangements with the University to pay fees as domestic student
21. A student who obtains permanent residence status after the census date in a semester will be classified as an international student for the remainder of that semester. They will be liable to pay the tuition fees applicable to international students for that semester. From the following semester, the student 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.

#### **International Students: Overseas Student Health Cover (OSHC)**

22. An on-shore international student must contact Allianz Global Assistance directly to request for a refund. A student eligible for a refund will need to provide Allianz Global Assistance with the student visa and flight details before leaving Australia at the end of a program of study.

23. An off-shore international student who will be no longer attending the University will need to request a refund of OSHC from the Student Administration & Records Office. ANU will cancel the COE and students will be advised when this has occurred.
24. A sponsored international student who does not have their OSHC paid by their sponsor will need to contact Allianz Global Assistance directly to request for a refund.
25. A sponsored international student who does have their OSHC paid by their sponsor does not need to request a refund as Allianz Global Assistance will liaise with the University to refund the premium to the sponsor.

#### **Domestic Students**

26. A student who voluntarily withdraws from a course before the course census date will not incur a tuition fee liability for the course from which they have withdrawn and will be eligible for a full refund of tuition fees paid.
27. A student who withdraws from a course after the course census date will incur a tuition fee liability for the course and is not entitled to a refund, except in special circumstances (see Special Circumstances (Late Withdrawal)).

#### **Commonwealth Supported Students - Remission of HECS-HELP or FEE-HELP Debt**

28. If a student withdraws from course/s before the relevant course/s census date(s), the student will not incur a HECS-HELP or FEE-HELP debt. 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.
29. Where a student withdraws from a course after the relevant course census date, the student remains liable for the student contribution amount applicable to that course. If the withdrawal is made because of special circumstances (see Part 9) the student may be eligible for a refund of the student contribution amount paid upfront or a remission of the HECS-HELP or FEE-HELP debt for the course/s.
30. If census date falls on a weekend, the previous working day will be taken as the census date for that particular semester/session.

#### **Part 8 - Student Amenities Fee (SA-Fee)**

31. A student who, prior to the census date of their course/s, voluntarily withdraws from their program, takes program leave from a session of study or withdraws from all their courses in a session of study, will not be liable for the SA-Fee for that session of study. If the SA-Fee was paid upfront to the University the student will be eligible for a refund of the amount paid for that session; or if the student opted to obtain a SA-HELP loan, they will no longer be liable.
32. A student who, after the census date of their course/s, voluntarily withdraws from their program or withdraws from all their courses in a session of study, will remain liable for the SA-Fee in that session of study and will not be refunded their SA-Fee where paid upfront or remitted their SA-HELP debt if deferred. The student will remain liable for the SA-Fee whether or not the student qualifies for a refund or remission of some or all tuition fees under Special Circumstances (Late Withdrawal).

#### **Part 9 - Special Circumstances (Late Withdrawal)**

33. An application for a refund in Special Circumstances (Late Withdrawal) will be considered on the basis outlined below and for a refund of course tuition fees only. Each application will be examined and determined on its merits.
34. As a general guide, special circumstances include those that are beyond a student's control; (e.g. a situation occurs which a reasonable person would consider is not due to a student's action or inaction, either direct or indirect, and for which a student is 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 occur either:
  - a. On, or after, the census date; or
  - b. Before the census date, but the full effect or magnitude does not become apparent until on, or after, the census date; or
  - c. Make it impracticable for a student to complete the course requirements. For example, circumstances are such that it is impracticable for a student 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.
35. Special circumstances may cover:
  - a. Medical reasons: where a medical condition existed prior to the census date, continued past that date and deteriorated to the extent that a student is unable to continue their studies OR a student's medical condition only became known after the census date.

- b. Family/personal reasons: due to unforeseen personal/family reasons that are beyond a student's control and they are unable to continue their studies.
  - c. Employment related reasons: where a student's employment status or employment arrangements change unexpectedly due to circumstances beyond their control and they are unable to continue their studies.
  - d. Program/course related reasons: where the arrangements for a student's course are changed and as a result they are disadvantaged to the extent that they are unable to complete the requirements of the course and continue with their studies.
36. An application under this section must be received within 12 months of the date of withdrawal, or 12 months after the end of the period during which the person undertook, or was to undertake, the course, whichever comes sooner.
37. Each application will be considered on its merits in conjunction with the supporting documentation provided. Supporting documentation should provide enough detail for an informed decision to be made regarding the case for a refund. Students will be advised of the outcome of their request by letter within 20 working days from the date ANU received the full request with complete supporting documentation.

### **Part 10 - Appeals**

38. A student requesting a review of a decision about a refund may lodge a formal appeal in writing within 20 days of the notification of an unsuccessful refund application to the Manager, Student Administration & Records Office. The Student Administration & Records Office will then forward the appeal to the Registrar, Student Administration.
39. The appeal must address the reason/s for the decision not to refund a payment.
40. The Registrar will then consider the appeal. In undertaking a review of the refund decision, the Registrar will:
- a. Discuss the decision with administration staff involved in the refund process;
  - b. Consider the reasons for the decision not to refund a payment; and
  - c. Consider the information contained in the appeal from the applicant that addresses those reasons.
41. On completion of the above the Registrar or nominee may:
- a. Confirm the original decision not to refund a payment; or
  - b. Set aside the original decision and approve a refund of the payment.
42. The Registrar or nominee's decision on whether to refund the payment must be communicated in writing to the applicant within 7 working days of the decision being made.
43. A student may, within 20 working days after the decision was notified to the student, appeal against a decision made under paragraph 43 to the Deputy Vice-Chancellor on procedural grounds only.
44. The Deputy Vice-Chancellor may:
- a. confirm the decision; or
  - b. set aside the original decision and refer the matter back to the Registrar to reconsider the original decision in light of the Deputy Vice-Chancellor's findings; and make a new decision.
45. In determining an appeal, the Deputy Vice-Chancellor may inform himself or herself as he or she sees fit.
46. The decision of the Deputy Vice-Chancellor is final.



## REFUND PROCEDURE

Refund requests will only be processed in circumstances where the refund complies with the *Policy: Student Refunds*

### Refund of Tuition Fees

1. Requests for a refund of tuition fees or a tuition fee deposit must be made on the form Application for a fee refund and submitted online through Apollo, in person at Student Central (Building X-005), or by mail to:

Student Administration and Records  
Division of Student Administration and Academic Services  
Di Riddell Student Centre  
Building 154 University Avenue  
The Australian National University  
Canberra ACT 2601  
Australia

2. A refund request will only be accepted after, or at the same time, as the request that creates an overpayment of tuition fees or the tuition fee deposit by the student.
3. The refund request will normally be processed in 20 working days, unless one of the following apply:
  - Delays in program withdrawal or leave being approved;
  - Appeals requiring the approval of the Registrar, Student Administration; or
  - Incorrect or incomplete information being provided.
4. The Student Administration & Records Office will notify a student of the outcome of a request.
5. Where a payment is refunded in the same currency in which it was originally made, ANU has no control over the exchange rate provided by the financial institutions or fees involved in the transaction. ANU is not liable for any loss made in such transactions.

### Special circumstances (Late withdrawal)

6. Applications for a refund in Special Circumstances (Late Withdrawal) should be provided in writing on the Application for Late Withdrawal form and submitted in person at Student Central (Building X-005), or by mail to:

Manager, Student Information Services  
Division of Student Administration and Academic Services  
Di Riddell Student Centre  
Building 154 University Avenue  
The Australian National University  
Canberra ACT 2601  
Australia

7. The application must include:
  - a. A written statement explaining the reasons for requesting a late withdrawal from the course/s, including why the course/s were not dropped prior to Census Date; and
  - b. Supporting documents (medical or otherwise) that verify the written explanation. Supporting documents must be provided as either originals or certified copies of original documents.
8. An Application for Late Withdrawal form will be processed within 20 working days of receipt, unless incorrect or incomplete information is provided.
9. The Division of Student Administration will notify a student of the outcome of a request. At this point a student may apply for a refund if their late withdrawal request is successful.

### Appeals

10. A student may appeal a refund decision by lodging a written appeal addressed to the Registrar, Division of Student Administration, addressing the reason/s for the decision not to provide a refund. The appeal must be received by the University within 20 working days of the notification of the outcome of the original request.

11. The appeal must be submitted to [refunds@anu.edu.au](mailto:refunds@anu.edu.au), in person at Student Central (Building X-005), or by mail to:

Manager, Student Administration and Records  
Division of Student Administration and Academic Services  
Di Riddell Student Centre  
Building 154 University Avenue  
The Australian National University  
Canberra ACT 2601  
Australia  
The Australian National University

12. The Registrar will consider the request and advise the student of the outcome within 7 working days of the decision regarding the outcome being made.
13. Within 20 working days after the decision of the Registrar being notified to the student, a student may lodge an appeal to the Deputy Vice-Chancellor on procedural grounds only.
14. The appeal must be submitted to [refunds@anu.edu.au](mailto:refunds@anu.edu.au), in person at Student Central (Building X-005), or by mail to:

Manager, Student Administration and Records  
Division of Student Administration and Academic Services  
Di Riddell Student Centre  
Building 154 University Avenue  
The Australian National University  
Canberra ACT 2601  
Australia  
The Australian National University

15. The Deputy Vice-Chancellor will advise the student of the outcome of the procedural appeal within 7 working days of a decision being made.
16. If a student still holds a dispute with the University about a refund, they must advise [refunds@anu.edu.au](mailto:refunds@anu.edu.au) within 20 working days of the notification from the Deputy Vice-Chancellor regarding the outcome of their procedural appeal. An arbitrator nominated by the Chair of the ACT Chapter of the Institute of Arbitrators and Mediators Australia will be appointed.