



# Procedure: Student refunds

## Purpose

This procedure covers the process for administering refunds of tuition fees and tuition fee deposits.

## Procedure

### Refund Application

1. Requests for a refund of tuition fees or a tuition fee deposit are submitted on the relevant form
2. Refund requests are 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. Refund request are processed within 20 working days, unless one of the following apply:
  - Delays in a program withdrawal or leave being approved;
  - An appeals process is not yet finalised; or
  - Incorrect or incomplete information is provided on the refund application form.
4. The Student Administration & Records Office notify students of the outcome of the refund application request.
5. The University is not liable for any loss by students made where payments are refunded in the same currency in which they were originally made as the University has no control over the exchange rate provided by the financial institutions or fees involved in the transaction.

### International Students: New Students

6. New international students are:
  - a. overseas students as defined in the Higher Education Support Act 2003; and
  - b. enrolled at the ANU for the first time in a given career; and
  - c. who are in their first semester, trimester or session of a program.
7. New international students who pay all or part of their tuition fee are eligible for a refund of all or part of that fee based on the category they fall into below.

- a. A full refund will be paid:
- Where an offer of a place is withdrawn by the University, or the University is unable to provide the program (unless the offer is withdrawn on the basis of incomplete or incorrect information provided by the student);
  - Where a student's visa application or request to transfer from another institution to ANU is refused and students provide evidence of the refusal to the University. Students provide the decision record from the Department of Home Affairs in the case of a visa refusal.
  - Where a student attempts to but fails to meet any one of the conditions stated in the offer letter and is not permitted to enrol.
- b. In the following circumstances, a fee is retained by the University. The amount of the administrative fee is reviewed annually and published at <http://www.anu.edu.au/students/program-administration/costs-fees/fee-refunds>:
- A student who cancels their place in a program or withdraws in writing at least four weeks before the program commences, is refunded the program fees paid, less the administrative fee amount.
  - A student who cancels their place or withdraws from a program in writing less than four weeks before the program commences, up until the first census date, will be refunded the program fees paid, less the administrative fee amount.
  - A student enrolled in a non-standard session (e.g. Summer, Autumn, Winter, or Spring session) and who withdraw from all courses for whatever reason, are eligible for a refund for those courses whose census dates have not passed, less the administrative fee amount.
8. Where the University withdraws an offer of a place on the basis of incomplete or incorrect information provided by the student, the student is refunded the program fees paid less the administrative fee amount.

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

9. In the following circumstances, a fee is retained by the University. The amount of the administrative fee is reviewed annually and published at <http://www.anu.edu.au/students/program-administration/costs-fees/fee-refunds>
10. New international students who defer their offer at least four weeks prior to the program start date are entitled to a refund of the program fees paid, less a security equal to the administrative fee. This security is held on the student's account. If the student later cancels their offer they forfeit the amount as it covers the administrative fee.

11. Students who defer their offer less than four weeks prior to the program start date, are entitled to a refund of the program fees paid, less a security equal to the administrative fee. This security is held on the student's account. If the student later cancels their offer they forfeit the amount as it covers the administrative fee.
12. Students who commence their program after deferring their offer are required to repay the deposit less the amount that is kept by the University as security.

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

13. Continuing international students are:
  - a. Students who are defined as overseas students in the Higher Education Support Act 2003, and
  - b. have been enrolled in a previous session at ANU; and
  - c. are continuing this session in either the same program, or have transferred to a new program in the same career.
14. Continuing students who withdraw from course(s) before the relevant course census date(s), are eligible for a full refund of the tuition fees paid for the course(s).
15. Continuing international students who withdraw from course(s) after the relevant course census date(s) are not eligible for a refund unless a late withdrawal application is approved, in accordance with the Late withdrawal policy and procedure..

### **International students who obtain Permanent Resident status in Australia**

16. Students granted permanent resident status in Australia pay either the student contribution in accordance with Higher Education Support Act 2003 (HESA), subject to eligibility and availability, or full domestic tuition fees (DTF).
17. 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 is made or granted.
18. Students who have 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 where students have obtained permanent residence and provided evidence to the university by the census date for that semester; and either:
  - a. satisfied section 36-40 of the HESA Act : that is, have completed a Request for Commonwealth Support form on or before the course census date, or
  - b. have made arrangements with the University to pay fees as a domestic student.
19. Student who obtain permanent residence status after the census date in a semester are classified as international students for the remainder of that semester and are liable

to pay the tuition fees applicable to international students for that semester. From the following semester, the student is classified as a permanent resident and is 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)**

20. On-shore international students contact Allianz Global Assistance directly to request a refund. Students eligible for a refund provide Allianz Global Assistance with student visa and flight details before leaving Australia at the end of a program of study.
21. Off-shore international students who are no longer attending the University request a refund of OSHC from the Student Administration & Records Office. ANU cancels the Confirmation of Enrolment (CoE) and students are advised when this has occurred.
22. Sponsored international students who do not have OSHC paid by their sponsor contact Allianz Global Assistance directly to request for a refund.
23. Sponsored international students who have OSHC paid by their sponsor do not request a refund as Allianz Global Assistance liaises with the University to refund the premium to the sponsor.

### **Domestic Students**

24. Students who voluntarily withdraw from a course before the course census date do not incur a tuition fee liability for the course from which they have withdrawn and are eligible for a full refund of tuition fees paid.
25. Students who withdraw from a course after the course census date incur a tuition fee liability for the course and are not entitled to a refund unless a late withdrawal application is approved, in accordance with the Late withdrawal policy and procedure.

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

26. Students who, prior to the census date of their course(s), voluntarily withdraw from their program, take program leave from a session of study or withdraw from all their courses in a session of study, are not liable for the SA-Fee for that session of study. Where the SA-Fee was paid upfront to the University the student is eligible for a refund of the amount paid for that session; or if the student opted to obtain a SA-HELP loan, they are no longer liable.
27. Students who, after the census date of their course(s), voluntarily withdraw from their program, or withdraw from all their courses in a session of study, remain liable for the SA-Fee in that session of study and are not be refunded their SA-Fee where paid upfront or remitted their SA-HELP debt where this has been deferred. Students remain

liable for the SA-Fee whether or not they are approved for a late withdrawal and qualify for a refund or remission of some or all tuition fees.

## Appeals

28. Students may lodge a written appeal against a refund decision, addressed to the Registrar, Division of Student Administration, outlining the grounds for appeal and addressing the reason(s) for the decision not to provide a refund.

- Appeals are submitted to [appeals@anu.edu.au](mailto:appeals@anu.edu.au) within 20 working days of the notification of the outcome of the original request.

29. The Registrar considers the request and advises the student of the outcome in writing.

30. Students may lodge a written appeal against the decision of the Registrar, Division of Student Administration, to the Deputy Vice-Chancellor **on procedural grounds only**.

31. Procedural appeals are submitted to [appeals@anu.edu.au](mailto:appeals@anu.edu.au) within 20 working days of the notification of the decision of the Registrar, Division of Student Administration.

32. The Deputy Vice-Chancellor advises the student of the outcome of the procedural appeal in writing.

## Document information

Title	Student refunds
Document Type	Procedure
Document Number	ANUP_002610
Version	10
Purpose	This procedure covers the process for administering refunds of tuition fees and tuition fee deposits.
Audience	Students
Category	Academic
Topic	Students
Subtopic	Finance & Fees
Effective Date	20 Dec 2018
Review Date	20 Dec 2021
Responsible Officer	Registrar, Student Administration ( <a href="mailto:registrar.student.administration@anu.edu.au">registrar.student.administration@anu.edu.au</a> )
Approved By	Deputy Vice-Chancellor (Academic) ( <a href="mailto:dvc.academic@anu.edu.au">dvc.academic@anu.edu.au</a> )
Contact Area	Division of Student Administration ( <a href="mailto:policy.regs@anu.edu.au">policy.regs@anu.edu.au</a> )
Authority	Australian National University Act 1991 Higher Education Support Act 2003 Fees Rule 2017 Education Services for Overseas Students Act 2000 National Code of Practice for Providers of Education and Training to Overseas Students 2018
Printed On	17 Sep 2019

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