Policy: Student tuition fee refunds

Purpose

To articulate the University's principles for administering refunds of student tuition fees.

Overview

This policy sets out the principles for the administration of student tuition fee refunds.

Scope

All refunds related to student tuition fees where an upfront payment was made towards international student fees (ISF), overseas student health cover (OSHC) where the policy is arranged by the University, domestic tuition fees (DTF), student contributions amount and student services & amenities fee (SSAF).

Policy statement

1. Student refunds (full or partial) are given where there is a credit on a student's ANU account as a result of:
    a. a tuition fee deposit and/or Overseas Student Health Cover (OSHC) payment and where that student withdraws from the University on or before the relevant census date; or
    b. dropping a course on or before the relevant census date; or
    c. a successful late withdrawal application where a student made upfront payment for the relevant course(s); or
    d. an overpayment; or
    e. an ANU approved sponsor, scholarship provider, or loan provider paying an amount directly to the University.
2. Student refunds are consistent with the:
    a. Education Services for Overseas Students Act 2000 (ESOS Act);
    b. The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code);
    c. The Higher Education Support Act 2003; and

d. University legislation.

3. Student refunds are normally made in Australian dollars unless otherwise requested in the refund application.
4. Where a student is eligible for refund due to tuition fee overpayment but does not apply for a refund, the financial credits will be securely held on their student account until further charges are incurred by the student, or the student lodges a refund request.

Document information

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On 9 April 2021, the ANU Council assigned authority to approve academic policy to the Academic Board.

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