

ANU COLLEGE POLICY ON REFUND OF FEES

This statement sets out the policy under which refunds may be made for the fees paid by international students and includes general refund policies which relate to all these fees.

Students need to be sure they have read and understood in full ANU College's refund policy for international students, as set out below.

Policy

Students will qualify for a refund depending on the category of their situation. Such situations are covered by the provisions of the Education Services for Overseas Students Act 2000 (ESOS Act 2000) and are detailed in the section **Qualifying for a Refund** below.

Definitions

Program

A program is the total length of the course that appears on the letter of offer or electronic Confirmation of Enrolment (eCOE) from ANU College.

Foundation Studies:

The Foundation Studies Program consists of two or three semesters, per the student's letter of offer. A semester has 14 weeks of tuition.

ELICOS

ELICOS stands for English Language Intensive Courses for Overseas Students. A program in ELICOS consists of one or more modules, per the student's letter of offer.

Module:

One module is 5 weeks of ELICOS tuition.

Access English:

The Access English Program consists of 10 weeks of tuition.

ANU College:

ANU College is a registered business name of ANU Enterprise Pty Limited (ANUE). ANUE is the CRICOS-listed company that will refund any fees due.

Withdrawal:

Withdrawal is notice in writing of cancelling the enrolment. Withdrawal also includes leaving the program as a result of unsatisfactory academic progress, attendance below 80% or failure to comply with relevant College student policies. Withdrawal also includes a category 1, 2 or 3 as detailed in the table below.

QUALIFYING FOR A REFUND

Students will qualify for a refund depending on the category of their situation. The three categories and refund details are shown below.

CATEGORY 1 If the Offer is withdrawn or the Program is unable to be provided by ANU College prior to the commencement date.			
	Foundation Studies	ELICOS	Access English
Tuition Fee	Full Refund less processing fee and bank charges	Full Refund less processing fee and bank charges	Full Refund less processing fee and bank charges
Application Processing Fee	No Refund	No Refund	No Refund
Refund Processing Fee	Nil	Nil	Nil
Homestay Placement Fee	Full Refund	Full Refund	Full Refund
Bank Charges	\$30	\$30	\$30



CATEGORY 2

Student Cancels or Withdraws prior to the commencement date of the Course, Students Visa application or transfer from another institution is refused, Student does not meet any one of the conditions stated in the Offer Letter, or the Offer was made on the basis of incorrect, false or incomplete information supplied by the Student.

	Foundation Studies	ELICOS	Access English
Tuition Fee	Full Refund less processing fee and bank charges	Full Refund less processing fee and bank charges	Full Refund less processing fee and bank charges
Application Processing Fee	No Refund	No Refund	No Refund
Refund Processing Fee	\$250	\$250	\$250
Homestay Placement Fee	No Refund	No Refund	No Refund
Bank Charges	\$30	\$30	\$30

CATEGORY 3

Withdrawal by Student after the commencement date of the Program.

	Foundation Studies	ELICOS	Access English
Tuition Fee	70% of the unused semester/s fees less processing fee and bank charges provided withdrawal is before the unused semester/s commencement date/s.	70% of the unused modules greater than 20 weeks less processing fee and bank charges. There will be no refund of Tuition Fees for ELICOS programs of 20 weeks or less.	No Refund
Application Processing Fee	No Refund	No Refund	No Refund
Refund Processing Fee	\$250	\$250	\$250
Homestay Placement Fee	No Refund	No Refund	No Refund
Bank Charges	\$30	\$30	\$30

OVERSEAS STUDENT HEALTH COVER (OSHC) REFUND

Refund of OSHC premiums can only be considered in accordance with the refund policy of Medibank Private and OSHC Worldcare. A copy of this is provided on the associated websites: www.oshcworldcare.com.au and www.medibank.com.au



GENERAL PROCEDURES FOR ALL THE ABOVE FEES

1. Refund applications must be made in writing and addressed to The Manager, Student Administration, ANU College. It is recommended that the refund application form available on the ANU College website is used. (www.anucollege.com.au)
2. The date of withdrawal is the date on which ANU College receives written notification of withdrawal.
3. Refunds will always be made in Australian dollars, converted to the currency of the student's home country when there is an overseas bank account. ANU College will not be responsible for any cost associated with currency conversion or currency exchange fluctuations.
4. If a student is eligible for a refund of fees that were paid using a credit card, the refund may be credited back on to that credit card.

5. *Disputes.*

Where there is a dispute between a student and ANU College about entitlements under this refund policy, attempts will be made to negotiate a settlement before resorting to external dispute resolution mechanisms, including allowing the student to refer the matter to the Principal and General Manager, ANU College, to intervene and direct some form of resolution. A student is entitled to appear on his or her own behalf, and may be accompanied by a person nominated by the student, or may ask the nominated person to represent him or her at any negotiation to resolve a dispute under this refund policy.

If a dispute remains unsolved after attempts at negotiation or after 20 business days, whichever is the lesser, ANU College and the student will submit the dispute to a mutually agreed upon external mediator.

If a dispute is not settled within a further 10 business days, the matter will be referred to arbitration with an arbitrator nominated by the Chairman of the ACT Chapter of the Institute of Arbitrators and Mediators Australia. Both parties are to meet their respective costs associated with mediation.

6. This refund policy arrangement does 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 any time that the student believes it is reasonable to do so to seek urgent relief.
7. Eligible refunds will be made within 10 business days if ANU College defaults on the program and usually within 20 business days if the student withdraws from the program. However, the refund will not be paid until any appeal under academic progress rules, or any dispute has been finalised.
8. It should be noted that ANUE is required to advise the Department of Immigration and Citizenship (DIAC) of changes to a student's study program, and a withdrawal from a program may result in changes to the student's entitlement to enter or remain in Australia.

HOW TO CONTACT ANU COLLEGE

Write to:

Student Administration
ANU College
Building 95, Fulton Muir Building
Corner Barry Drive & North Road
The Australian National University
Canberra ACT 0200 AUSTRALIA

T + 61 2 6125 5000

F + 61 2 6257 1433

Email elicos@anucollege.com.au

Email foundation@anucollege.com.au

Email access@anucollege.com.au

Website www.anucollege.com.au

The Staff of ANU College are always available to answer any enquiries. Please feel free to contact us by any of the above methods.

