

Procedure: Student refunds

程序：学生退款

Purpose

目的

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

本程序规定了管理学费和学费押金退款的过程。

Procedure

程序

Refund Application

退款申请

1. Requests for a refund of tuition fees or a tuition fee deposit are submitted on the relevant form
通过相关表格提交退还学费或学费押金的请求
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.
由于申请的原因产生了多付的学费或学生超额缴纳了学费押金之后或同时接受退款申请。
3. Refund request are processed within 20 working days, unless one of the following apply:
除非符合以下条件之一，否则退款申请将在 20 个工作日内处理：
 - Delays in a program withdrawal or leave being approved;
从某项目中退出或休假请求未能及时获批；

- An appeals process is not yet finalised; or
申诉程序尚未完成；或
- Incorrect or incomplete information is provided on the refund application form.
退款申请表上提供了不正确或不完整的信息。

4. The Student Administration & Records Office notify students of the outcome of the refund application request.

学生管理和记录办公室将退款申请的审批结果通知学生。

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is not liable for any loss by students made where payments are refunded in the same currency in which they were originally made as the University has no control over the exchange rate provided by the financial institutions or fees involved in the transaction.

由于本校无法控制金融机构提供的汇率或交易所涉及的费用，因此，如果以原货币退还款项，则本校不承担学生遭受的任何损失。

International Students: New Students

国际学生：新学生

6. New international students are:

国际新生是：

- overseas students as defined in the Higher Education Support Act 2003; and
2003 年高等教育支持法所定义的海外学生；并且
- enrolled at the ANU for the first time in a given career; and
在某个项目级别中首次在澳大利亚国立大学注册；并且
- who are in their first semester, trimester or session of a program.
正在就读某个项目的首个学期、三学期制的学期或课程的人。

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.

缴纳全额或部分学费的国际新生有资格要求根据其所属类别退还全部或部分学费。

a. A full refund will be paid:

下列情况下将全部退款：

- Where an offer of a place is withdrawn by the University, or the University is unable to provide the program (unless the offer is withdrawn on the basis of incomplete or incorrect information provided by the student);

如果本校撤回了录取通知书，或者无法提供该项目（除非是根据学生提供的不完整或不正确的信息撤回了录取通知书）；

- 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.

如果学生的签证申请或要求从另一机构转学到澳大利亚国立大学的请求被拒绝，并且学生向本校提供了相关证据。签证被拒的，学生应提供内政部的拒签记录。

- 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.

如果学生经过努力仍未能满足录取通知书中规定的任何条件，并且未被允许入学。

- 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>:

在以下情况下，本校不予退款。每年对管理费金额进行审查，并发布在

<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.

在课程开始前至少提前四周取消其课程中的学位或以书面形式退课的学生，将被退还已缴纳的课程费用，但要扣掉管理费。

- 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.

在课程开始前不到四周的时间内到第一次免罚款退课截止日之间，取消其课程中的学位或以书面形式退课的学生，将退还已缴纳的课程费用，但要扣掉管理费。

- 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.

注册非标准课程（例如，夏季、秋季、冬季或春季课程）的学生，无论出于何种原因退出任何课程，都有资格就未超过免罚款退课截止日的课程获得退款，但要减去行政管理费用。

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.

如果本校基于学生提供的不完整或不正确的信息撤回了录取通知，则已缴纳的项目费用将退还给学生，但要扣掉管理费。

International Students: New Students Deferring an Offer of Admission

国际学生：新学生推迟录取通知书

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>

在以下情况下，本校不予退款。每年对管理费金额进行审查，并发布在

<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.

在项目开始日期之前至少提前四个星期要求推迟录取的国际新生有权要求退还已缴纳的课程费用，但要扣掉等同于管理费的保证金。该保证金存入该学生的账户。如果该学生后来并未入学，则将没收该笔款项，因为该笔款项涵盖管理费。

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.

在项目开始日期之前的四周内要求推迟录取的国际新生有权要求退还已缴纳的课程费用，但要扣掉等同于管理费的保证金。该保证金存入该学生的账户。如果该学生后来并未入学，则将没收该笔款项，因为该笔款项涵盖管理费。

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.

延迟入学的学生在以后正式入学后，应补缴押金，押金金额应减去本校保留的保证金。

International Students: Continuing Students

国际学生：继续就读的学生

13. Continuing international students are:

继续就读的国际学生是：

- a. Students who are defined as overseas students in the Higher Education Support Act 2003, and
在 2003 年高等教育支持法中被定义为留学生的学生， 以及
- b. have been enrolled in a previous session at ANU; and
在之前的学期已经在澳大利亚国立大学注册的学生； 并且
- c. are continuing this session in either the same program, or have transferred to a new program in the same career.
正在同一项目中继续就读， 或已转入同一级别的新项目中。

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).
在相关免罚款退课截止日之前退出课程的继续就读的学生， 有资格获得该课程学费的全额退款。

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.
在相关课程免罚款退课截止日之后退出课程的继续就读的国际学生， 除非之前获批延迟退课， 否则不得退款。

International students who obtain Permanent Resident status in Australia

在澳大利亚获得永久居民身份的国际学生

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).
在澳大利亚获得永久居民身份的学生， 根据 2003 年高等教育支持法案（HESA）的规定， 基于资格和名额缴纳学生学费（视资格和可获得性而定）或全额国内学生学费（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.
永久居民（PR）身份从把永久居民身份证明提供给本校之日（而不是提交或批准永久居留权的日期）起获得本校认可。

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:
已经缴纳了本学期的国际学生学费的学生， 如果学生在该学期的免罚款退课截止日之前获

得了永久居民身份并向本校提供了证据，则将退还这些费用（减去向本校支付的任何代理费）；并且，或者

- 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
符合 HESA 法第 36-40 章的规定：也就是说，在课程免罚款退课截止日当天或之前已完成联邦支持申请表，或
- b. have made arrangements with the University to pay fees as a domestic student.
已与本校达成按国内学生缴纳学费的安排。

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.

在某学期的免罚款退课截止日之后获得永久居民身份的学生在该学期的剩余时间仍被归类为国际学生，并有责任缴纳适用于国际学生的该学期学费。从下个学期开始，该学生被归类为永久居民，并有义务根据 HESA 指南缴纳学生学费或缴纳适用于本地学生的全额学费。

International Students: Overseas Student Health Cover (OSHC)

国际学生：海外学生医疗保险（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.

境内的国际学生直接与安联全球援助（Allianz Global Assistance）联系，要求退款。有资格获得退款的学生在学习计划结束离开澳大利亚之前，向安联全球援助提供学生签证和航班详细信息。

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.

不在境内并且不再就读本校的国际学生通过学生管理和记录办公室申请海外学生医疗保险退款。澳大利亚国立大学取消了入学确认书（CoE），并在发生这种情况时通知学生。

22. Sponsored international students who do not have OSHC paid by their sponsor contact Allianz Global Assistance directly to request for a refund.

受资助的国际学生，资助方未支付海外学生医疗保险的，可直接联系安联全球援助以要求退款。

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.

受资助的国际学生，资助方支付海外学生医疗保险的，不提交退款申请，因为安联全球援助会与本校联系，以便将款项退还资助方。

Domestic Students

本国学生

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.

在课程免罚款退课截止日之前自愿退出课程的学生，无需为退出的课程缴纳学费，并有资格获得已缴纳的学费的全额退款。

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.

在课程免罚款退课截止日之后退出课程的学生必须缴纳该课程的学费，并且根据延迟退课政策和程序，除非其延迟退课申请获批，否则无权获得退款。

Student Amenities Fee (SA-Fee)

学生设施费 (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.

在课程免罚款退课截止日前，自愿退出课程、在该学期休学或在该学期中退出所有课程的学生，不承担该学期的学生设施费。如果学生设施费是预先支付给本校的，则该学生有资格获得退还为该学期缴纳的款项；或如果学生选择获得 SA-HELP 贷款，则不再承担此费用。

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.

在课程免罚款退课截止日之后，自愿退出项目或在学期中退出所有课程的学生，在该学期中仍需承担学生设施费，因此不会退还预先支付的学生设施费，或减免其已经延期的 SA-HELP 债务。无论学生是否获准延迟退课并有资格获得部分或全部学费的退款或减免，学生仍需承担学生设施费。

Appeals

申诉

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.
学生可以针对退款决定提出书面申诉，发给学生管理处教务长，概述申诉理由并对不予退款决定的理由进行回应。
29. Appeals are submitted to appeals@anu.edu.au within 20 working days of the notification of the outcome of the original request.
在收到原申请结果的通知后 20 个工作日内，将申诉提交至 appeals@anu.edu.au。
30. The Registrar considers the request and advises the student of the outcome in writing.
教务长考虑该请求并以书面形式将结果告知学生。
31. 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**.
学生仅可根据**程序方面的理由**，对学生管理处教务长的决定向常务副校长提出书面申诉。
32. Procedural appeals are submitted to appeals@anu.edu.au within 20 working days of the notification of the decision of the Registrar, Division of Student Administration.
在收到学生管理处教务长决定的通知后 20 个工作日内，将基于程序的申诉提交至 appeals@anu.edu.au。
33. The Deputy Vice-Chancellor advises the student of the outcome of the procedural appeal in writing.
常务副校长以书面形式将基于程序的申诉的结果告知学生。

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