

## 7. Frequently Asked Questions

### 7.1 Application Eligibility

1. **Do I need to complete 12 months of employment service to be eligible to apply for the Discount?**

No minimum employment service requirement is needed to apply for the Discount.

2. **Can I get a fee discount for a program that I've already completed or that I'm currently completing?**

Discounts will not be applied to past or current semesters, but you can apply for the discount for the upcoming semester.

3. **Applications for out of round courses**

If you are planning to start your studies with courses offered during the Summer, Autumn, Winter or Spring session which have varying fee payment deadlines please contact [HRD.Development@anu.edu.au](mailto:HRD.Development@anu.edu.au) for more information.

4. **Does the discount apply to undergraduate programs?**

Domestic applicants applying to an undergraduate program receive a [Commonwealth Supported Place](#) (CSP). A recipient of CSP is ineligible to apply for the Staff and Family Tuition Fee Discount.

International applicants who are full fee-paying students are eligible to apply for the discount.

5. **Are non-award courses eligible for the discount?**

The discount does not apply to tuition fees for [non-award courses](#).

6. **Why don't I get my offer of admission and confirmation of my fee discount at the same time?**

Applications for admission into a program and for the Discount require different information and are thus managed by separate teams.

Applicants are recommended to accept their offer letter and subsequently apply for the discount without delay prior to the closing date of the application round. You need to accept your offer of admission before applying for the discount but do not require an acknowledgement of receipt.

*Please note: Due to high volumes at the start of a semester, acknowledgment of your acceptance may be delayed by the student team, but this does not affect an application for the Discount.*

**7. Do I need to reapply for the discount every semester?**

No, if you belong to the same eligibility group, your discount will continue to apply.

However, if you have had a change in employment status, family status or degree change, you need to notify the University by emailing [HRD.Development@anu.edu.au](mailto:HRD.Development@anu.edu.au)

**8. Do I still get the discount if I resign from ANU?**

If you resign during a teaching semester and after the relevant semester census date the staff discount still applies. However, if you choose to enrol the following semester, the fees will revert to a full fee. You must advise Student Administration and Academic Services of this change.

**9. Do I still get the discount if my fixed-term contract ends?**

If your fixed-term employment contract ends during a teaching semester, and after the relevant census date, then the staff discount still applies for the respective semester.

However, if you choose to enrol in courses for the following semester, the fees will revert to a full fee. You must advise Student Administration and Academic Services of this change.

**10. What should I do if my family circumstances change?**

If you are a recipient of a family tuition fee discount and your family circumstances change you must notify [HRD.Development@anu.edu.au](mailto:HRD.Development@anu.edu.au) of changes in your family situation that may impact your eligibility.

If your relationship status changes and you are no longer eligible to receive the fee discount you may be responsible for the full tuition fees.

## 7.2 Fees Invoices

### 1. Why doesn't my invoice show the discounted amount?

Invoices are generated prior to the commencement of the respective semester to give students the maximum amount of time to pay their fees. They are also updated on a weekly basis. You will receive your invoice before you have received the outcome of your fee discount application.

We recommend awaiting the outcome of your discount application, which will be communicated via [HRD.Development@anu.edu.au](mailto:HRD.Development@anu.edu.au), before proceeding with payment. Following the outcome, Student Finance will amend your student fee invoice within five days.

*Please note: The University recognises the importance of managing your fees payments and has structured the invoicing process to accommodate this. Applicants awaiting a decision are provided sufficient time to settle any outstanding balances without incurring a late fee.*

### 2. I received an invoice that doesn't show my staff discount. How can I get this corrected?

Your tuition fees will be corrected within 5 working days of receiving your approved discount application outcome. Once the discount has been applied, you will be able to view the updated amount in [ANUHub](#) under "Account Payments Due."