

OS-HELP Processing Timeline

– Last Updated 17/12/2025

Please be advised that below is an outline of the OS-HELP process. It is **your responsibility** to ensure that you have uploaded the correct documents, if not this will delay the following timeline (**6-8 weeks**). Once you have submitted your OS-HELP Application in the Global Programs System this timeline commences:

Week 1 On a weekly basis, Global Programs download student OS-HELP Loan Applications and checks for two documents.

1. Letter of Acceptance from your host institution.
2. ANU Academic College(s) Assessment completed by your college(s) **OR** other documentation that confirm the requested information in this form signed off by your college(s).

Week 2-4 Pending you have submitted both documents, Global Programs will then assess your application. If found eligible, Global Programs will email you with instructions on how to complete your electronic Commonwealth Assistance Form (eCAF).

Week 5 On a weekly basis Global Programs downloads completed eCAFs. You will then be issued with a formal offer letter and Global programs will begin the payment process.

Weeks 4-6 Once you receive your offer letter, you will generally receive your loan within 21 days.

Please double check before reaching out to us!

- Apply no earlier than **four months** before the overseas program commences and no later than four weeks after commencement of Exchange and Year in Asia or **four weeks** prior to commencement for short programs, clinical placements, internships, and other international opportunities.
- Please ensure you monitor our website for any delays on payments.
- If you haven't received your payment, please ensure you check that your bank account details are correct in your ISIS account.

Otherwise, please email global.programs@anu.edu.au and ensure you provide your student ID.