

# OS-HELP Processing Timeline

OS-HELP processing can take up to six weeks after you have submitted your application. Please ensure all required documents have been uploaded, as this can delay the processing past the predicted six weeks.

Once you have submitted your application, the following process will take place:

## Week 1

Once a week, Global Programs downloads applications and sends them to the college/s you stated had agreed to provide credit for your overseas study. The college has one week to respond with confirmation that you are approved.

## Week 2

One week later (having received college approval), Global Programs will assess your application. If you are eligible, they will email you confirming your eligibility and the maximum amount which you have been approved to borrow. The email will include instructions on how to complete your electronic Commonwealth Assistance Form (eCAF).

This initial approval stage will generally take two weeks from submission, assuming your application has been filled out correctly.

## Week 3

Once a week, Global Programs will download completed eCAFs. You will then be issued with a formal offer letter, which will be sent to your ANU email address. Once you have received your offer letter Global Programs will begin the payment process.

## Payment (Weeks 4-6)

Once you have received your offer letter, you will generally receive your payment within 21 days.

If you have any questions about your application, please contact Global Programs at [global.programs@anu.edu.au](mailto:global.programs@anu.edu.au).