

International Inbound Students Refund Procedure - Box Hill Institute and CAE

Related Policy	International Inbound Students Refund Policy – BHI and CAE	
Procedure	Responsibility	
<p>1. Applying for a refund</p> <p>a) Refund requests submitted by the student for full or partial refund must be made in writing on the International Students Application for Refund, and must set out the reasons for the request and be accompanied by supporting documentation as appropriate.</p> <p>b) The International Students Application for Refund must be used and include the date of the claim, the student's full name, the basis for making the claim, the address and bank account details to which the refund is to be forwarded, and the student's signature.</p> <p>c) The completed International Student Application for Refund must be delivered or mailed to the Institute's International Student Services office/or to the CAE College.</p> <p>d) Claims will not be processed where the signature on the claim does not match the student's signature as shown on other documents provided by the student for admission to the Institute/CAE.</p> <p>e) The funds covering the tuition fees must be cleared at the time that the refund request is made by the student and all debts to the Institute/CAE must be paid before any refund can be made.</p>	<p>International Student</p>	<p>ISS Staff/CAE College Staff</p> <p>ISS Staff/CAE College Staff</p>
<p>2. Special circumstances</p> <p>Special circumstances are determined at the discretion of the Centre Manager, International Student Services, nominated CAE staff or delegate, as preventing a student from taking up the course where:</p> <ul style="list-style-type: none"> • illness or disability prevents a student from taking up the course; • there is a death of a close family member of the student (parent, sibling, spouse or child) • the student has been excluded from the Institute/CAE for failure to meet progression rules and where fees were paid in advance of notification of that exclusion; or • other special or extenuating circumstances, including political, civil or natural events affecting the student. 	<p>Centre Manager, ISS/nominated CAE College staff or Delegate</p>	
<p>3. Refunds for students who obtain permanent resident visa status</p> <p>a) Permanent resident status is recognised from the date that the permanent resident visa is formally notified to the student and not the date on which the application for the permanent visa was made.</p>		

<p>b) If a student obtains Australian permanent resident status before his or her enrolment in a course but after the date of the Letter of Offer for the course, the fee-paying overseas place will be withdrawn.</p> <p>c) If the student wishes to continue study at the Institute/CAE he or she must apply for a local student place and will be subject to the same selection criteria applicable to these applicants and will be liable to pay the Tuition and Service and Amenity Fee for that course.</p> <p>d) If the student has already paid the tuition fees applying to international students for this semester, or any future semesters, a total refund of these fees is payable to the student.</p> <p>e) If a student obtains a permanent resident status after enrolling in a course, the student will be liable to pay the tuition fees applying to international students for that semester in which the permanent resident status was granted.</p>	<p>ISS Staff/CAE College Staff</p> <p>International Student</p> <p>ISS Staff/CAE College Staff</p> <p>International Student</p>
<p>4. Internal appeal against a decision taken by the Institute/CAE</p> <p>a) Students may appeal decisions relating to the refund of fees under the Institute/CAE's Student Grievance Policy and Procedure.</p> <p>b) This Policy, the Student Agreement and the availability of complaints and appeals processes, do not remove the right of the student to take action under Australia's consumer protection laws.</p>	<p>International Student</p>
<p>5. External appeal against a decision taken by the Institute/CAE</p> <p>a) International students also have the right to contact the Commonwealth Department of Education, in relation to grievances under the ESOS Act.</p> <p>b) Students must notify the Institute/CAE of their decision to seek an external appeal within 5 working days of notification of the decision of the Institute/CAE in relation to an appeal.</p> <p>c) Once the appeals process has been completed and if the suspension or cancellation remains the student must be reported on PRISMS.</p>	<p>International Student</p> <p>ISS Staff/CAE College Staff</p>
<p>Approval Body</p>	<p>CEO</p>
<p>Document ID</p>	<p>PROIS30</p>

Linked Files

1. Student Grievance Policy – BHI Group
2. Student Grievance Procedure – BHI Group
3. International Students Application for Refund Form
4. Schedule of International Inbound Student Refund Terms & Conditions