

QMS Online**Section:** ESOS/International**Page:** Intl Inbound Students Refund Policy - Box Hill and CAE**Version:** 1**Creation Date:** 20/02/13, 15:08**Print Date:** 30/11/2015

Note: This is an uncontrolled document when printed.

International Inbound Students Refund Policy - Box Hill and CAE**Purpose**

To outline the policy to be applied when applications are received for refund of course fees by Inbound International Students.

Scope

Applies to all enrolled Inbound International Students who are seeking a refund of course fees.

All enrolled Inbound International Students who are seeking a refund of either the Materials Fee or Service and Amenity Fee need to apply to the relevant teaching centre/Student Administration.

Policy Statement

The Institute/CAE will ensure that the policy and procedure applied to all Box Hill Institute/CAE Inbound International Students when applying for a refund of course fees will be open and transparent.

The terms and conditions of refunds are published in an annual schedule.

Documentation will be sufficiently clear and comprehensive to enable effective review.

Code of Conduct

All employees are expected to conduct themselves in a manner consistent with the Box Hill Institute Group Code of Conduct for Employees.

Definitions

Tuition/Course Fee - The tuition/course fee is prescribed by Box Hill Institute/CAE as the payment for course enrolment.

Materials Fee - the course teaching materials fee covers materials supplied to the student by Box Hill Institute/CAE that are necessary to the teaching of the course, and are consumed or transformed by the student during the course for the purpose of the course.

Service and Amenity Fee - The Service and Amenity Fee is a compulsory fee, charged by Box Hill Institute – it entitles students to a range of services. Funds are used to provide services of direct benefit to students.

Related Procedures

The following procedures are linked below:

- International Inbound Student Refund Procedure – BHI and CAE
- Withdrawal and Refund of Student Fees Procedure - BHI
- Student Grievance Procedure – BHI Group

Related Operating Guidelines	Schedule of International Inbound Student Refund Terms & Conditions
Related Forms	See linked forms below.
Related Policy, Legislation and Regulation	<p>Box Hill Institute Group</p> <ul style="list-style-type: none"> • Student Grievance Policy – BHI Group <p>External</p> <ul style="list-style-type: none"> • Education Services for Overseas Students Act 2000 • National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007
Records	Records will be maintained in accordance with the requirements of Box Hill Institute’s and CAE’s Records Management Policy and Procedure.
Review	This policy and any associated procedures must be reviewed no later than five (5) years from the date of approval. The policy and associated procedures will remain in force until such time as they have been reviewed and re-approved or rescinded. The policy and procedures may be rescinded or amended as part of continuous improvement prior to the scheduled review date.
Approval Body	CEO
Endorsement Body	<p>VET Board of Studies</p> <p>Higher Education Board of Studies</p>
Document ID	POLIS30
Date Approved	10 July 2014
Owner	Executive Director, Student Recruitment & Marketing
Author	Centre Manager, International Student Services

Linked Files:

[Refund Application Form \(CAE\) \(Version 1.2012\)](#) [84 KB]

[Inbound International Students Refund Procedure - BHI and CAE \(Version 1.2014\)](#) [88 KB]

[International Student Application for Refund Form \(Version 1.2013\)](#) [83 KB]

[Learner Grievance Procedure - BHI & CAE \(Version 3.2014\)](#) [111 KB]