Refunds for Domestic Students Procedure - BHI –Version 1

Document:	Refunds for Domestic Students Procedure – BHI
Document No:	ACA-AA-PRO026
Process Area:	Academic Affairs

Contents

1   Document Control

Version	Date	Amended by	Changes Made
1.0	26/03/2012	Registrar	Initial document
			Separated out from Student Enrolment Procedure
	8/04/2019	Quality Coordinator	Minor administrative changes to remove reference to 'BHIG' and 'CAE'

2   Purpose

To determine the procedures that apply to student fee refunds for domestic students enrolled into Box Hill Institute courses.

3   Scope

Applies to all Box Hill Institute domestic students.

4   Definitions

Term	Definition
Unit (subject/module)	Any area of study, which is part of a course, has a title and code number in the subject register on the Student Management System maintained by the Registrar
Course	One or more units comprising a course of study, which has a title, and a code in the Student Management System maintained by the Registrar and leads to an award
HE	Higher Education (usually Degree courses)
HELP	Higher Education Loan Program (FEE-HELP or VET Student Loan)
VET	Vocational Education and Training (Cert. I to VET Graduate Diploma courses)

5   Procedure

Procedure	Responsibility
5.1 Refunds for government-subsidised students eligible for the concession tuition fee rate **Students** must present their valid concession evidence to Student Administration within the required timeframes: • Student to present in person to Student Administration their valid concession evidence • Students will be asked to complete the relevant trigger form (Overcharge form), and must complete all sections as accurately as possible, including bank account details to enable any refunds due to be paid via electronic funds transfer. **Student Administration Manager** updates refund trigger forms annually in line with government, regulatory and Institute requirements. **Student Administration** processes the form as follows: • Attach a copy of the sighted concession evidence to the Overcharge form • Processes the form into the Student Management System. • Checks for any outstanding fees/fines. • Calculates refund due depending on upfront payments made and/or payment plan instalments made up to point of concession evidence presentation. • Reduces or cancels any payment plans as relevant depending on payment instalments made at point of concession evidence presentation. • Where a refund is due, raises refund request within the Student Management System, or where manual refund process required raises manual refund request. • Notates the Student Management System Refund Request Number on the refund trigger form. • Submits any manual refund forms to the Registrar • Upon receipt of approved manual refund form back from Registrar, forwards any manual refund requests to Finance. • Where an invoice was issued to a sponsor/employer for a student's fee payment but is not yet paid, and the concession evidence presented was within the required timeframes, raises an adjustment note to cancel or reduce the invoice as relevant, and issues the adjustment note to the sponsor/employer. • Files all refund trigger forms centrally.	Student Student Administration Manager Student Administration

The **Registrar** (or delegate) approves the refund as follows: • Receives refund request either electronically or in hard copy. • Checks and authorises the refund request either via an electronic approval within the Student Management System, or manual approval on hardcopy refund request. • Returns any manual refund requests to Student Administration to forward to Finance • Returns the refund trigger form to Student Administration for filing	Registrar
Finance • Processes refund requests into Finance system • Issues the refund either via cheque or direct debit/electronic funds transfer to the student or their payee	Finance
5.2 Refunds for short courses **Students** must formally withdraw by notification of their withdrawal to Enrolments & Customer Service or the Short Course Program Manager within required timeframes, either by email, phone, or in person.	Student
Short Course Program Manager: • For any Short Course withdrawals, advises Enrolments & Customer Service of the student's withdrawal via email within 24 hours. For any BHI Short Course withdrawals, completes and lodges the Short Course Withdrawal Notification and Refund Application Form with Student Administration within 24 hours.	Short Course Program Manager
Enrolments & Customer Service or Student Administration processes the withdrawal as follows: • Processes the withdrawal into the Student Management System. • Calculates refund due depending on upfront payments made • Where a refund is due, raises refund request within the Student Management System, or where manual refund process required raises manual refund request. Alternatively, where payment was made online via the Institute's website/web enrolment facility, raises the refund via that system to be paid directly back onto the student's credit card from which initial payment was made. • Submits any manual refund forms to the Registrar.	Enrolments & Customer Service or Student Administration

• Upon receipt of approved manual refund form back from Registrar, forwards any manual refund requests to Finance. • Where an invoice was issued to a sponsor/employer for a student's fee payment but is not yet paid, and the withdrawal was within the required timeframe, raises an adjustment note to cancel or reduce the invoice as relevant, and issues the adjustment note to the sponsor/employer. • Files all refund trigger forms centrally. The **Registrar** (or delegate): • Receives refund request either electronically or in hard copy. • Checks and authorises the refund request either via an electronic approval within the Student Management System, or manual approval on hardcopy refund request. • Returns any manual refund requests to Student Administration to forward to Finance • Returns the refund trigger form to Student Administration for filing (where relevant) **Finance** • Processes refund requests into Finance system • Issues the refund either via cheque or direct debit/electronic funds transfer to the student or their payee **5.3 Review** Refund processes will be reviewed annually to ensure they remain current and valid in light of changing government policy and regulatory requirements, changing Institute structures and increasing systems capability such as expansion of student management system capability and student self-service.	Registrar Finance

6   Related Documents

- Refunds for Domestic Students Policy
- Student Enrolment Policy and Procedure - BHI
- Inbound International Students Refund Policy & Procedure
- Short Course Refunds - Guidelines
- BHI Welcome Booklet

7.1 Documents

Term	Definition
VET Funding Contract	Annual contract between Box Hill Institute, and the Victorian State Government for the receipt of government funding for accredited qualifications.
Higher Education Standards	Higher Education Standards Framework (Threshold Standards) 2015
ASQA Standards	Australian Skills Quality Authority (ASQA) Standards for RTOs 2015

7.2 Risk/Opportunity Assessment

Opportunity	Likelihood	Severity	Assessment Method (if applicable)	Mitigation
Increased compliance	Likely			

8 Process Flowcharts

Nil

Version: 1.0
Date: 1.5.2018