



International Inbound Students Refund Procedure - Version 2



Contents

1	Document Control	1
2	Purpose	1
3	Scope	1
4	Responsibilities	1
5	Definitions	2
6	Procedure	2
7	Related Documents	4

1 Document Control

Version	Date	Amended by	Changes Made
1	10/06/2014	Executive Director, Student Recruitment & Marketing	Initial
1.1	16/08/2019	Manager, International Student Policy & Monitoring	Update to new template and National Code 2018
2	23/10/2019		Final

2 Purpose

To implement the policy and principles which apply to the refund of international student tuition fees.

3 Scope

Applies to International Inbound students.

4 Responsibilities

General Manager | Vice President is responsible for publishing of refund information and authorisation of refunds.

Manager, International Student Policy & Monitoring is responsible for the implementation of the International student refund policy and procedure

International Admissions Staff are responsible for advising students of the refund policy applicable to the international student as part of the Letter of Offer and Student Agreement including Schedule 1.

Registrar's staff are responsible for processing all international student fee refund requests into the Institute's student management system.



Registrar is responsible for authorising international student fee refund payments requests made via the student management system to initiate the refund payment, and authorising any manual refund payment initiation requests needed for certain international payment transfer purposes.

Finance Staff are responsible for paying the refund to an international student or designated sponsor.

International Students are responsible for obtaining and completing the required course exit forms and submitted within the required refund timelines. International students are also responsible for providing accurate personal and bank account information to enable a refund to be issued.

5 Definitions

Term	Definition
BHI	Means Box Hill Institute
ESOS	Education Services for Overseas Students Act 2000
Inbound International Students	Students who are enrolled at Box Hill Institute (BHI) and are holders of an Australian Student Visa. For the purposes of the National Code (2018) Inbound International Students are defined as overseas students.

6 Procedure

Step	Procedure	Responsibility
1.	<p>Applying for a refund</p> <ul style="list-style-type: none"> 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. 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. c. The completed International Student Application for Refund must be delivered, mailed or emailed to the Institute's International Student Office. 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. 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 must be paid before any refund can be made 	International Student
2.	<p>Special Circumstances</p> <p>Special circumstances are determined at the discretion of General Manager/Vice-President International or delegate, as preventing a student from taking up the course where:</p>	General Manager/Vice-President International

Uncontrolled when printed or downloaded



	<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 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. 	
3.	<p>Refunds for students who obtain permanent resident visa status</p> <ol style="list-style-type: none"> 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. 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. If the student wishes to continue study at the Institute 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. If the student has already paid the tuition fees applying to international students for the semester, or any future semesters, a total refund of the tuition fees are payable to the student. 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>International Student</p> <p>International Office Staff</p> <p>International Student</p> <p>International Office Staff</p> <p>International Student</p>
4.	<p>Internal appeal against a decision taken by the Institute</p> <ol style="list-style-type: none"> Students may appeal decisions relating to the refund of fees under the Institute Student Grievance Policy and Procedure. 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>International Student</p>
5.	<p>External appeal against a decision taken by the Institute</p> <ol style="list-style-type: none"> International students also have the right to contact the Victorian Ombudsman, in relation to grievances under the ESOS Act. Students must notify the Institute of their decision to seek an external appeal within 5 working days of notification of the decision of the Institute in relation to an appeal. 	<p>International Student</p>

Document: **International Inbound Students
Refund Procedure**
Document No.: **AAS-AA-PRO044**
Process Area: **International**



7 Related Documents

International Inbound Student Application for Refund Form
International Inbound Student Refund Policy Schedule 1

7.1 Documents

Term	Definition
Nil	

8 Approval Body

The CEO is the approval body.

Signature	Date of Approval
CEO	23/10/2019