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International Inbound Students Refund Policy - BHI Version 2

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Authorised by: CEO

Endorsed By: Executive Team

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Document: **International Inbound Students Refund Policy**

Document No.: **AAS-AA-POL044**

Process Area: **International Department**



1 Document Control

Version	Date	Amended by	Changes Made
1	10/06/2014	Executive Director, Student Recruitment & Marketing	Initial document
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 outline the policy to be applied when applications are received for refund of tuition fees by Inbound International Students

3 Scope

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

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

4 Policy Statement

The Institute will ensure that the policy and procedure applied to all Box Hill Institute Inbound International Students when applying for a refund of tuition 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.

All refunds will be paid via electronic funds transfer.

5 Code of Conduct

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

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6 Definitions

Term	Definition
Institute	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.

7 Related Procedures

The following procedures are linked below:

- International Inbound Student Refund Procedure – BHI
- Withdrawal and Refund of International Tuition Fees Procedure - BHI
- Compliant: Student, Customer, Client and Stakeholder Policy Privacy and Data Protection Procedure

8 Related Operating Guidelines

Nil

9 Related Forms

- International Inbound Students Application for Refund Form

10 Related Legislation and Registration

10.1 Box Hill Institute

10.2 External

- Education Services for Overseas Students Act 2000
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018

11 Records

Records will be maintained in accordance with the requirements of Box Hill Institute's Records Management Policy and Procedures.

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Where the privacy of individuals may otherwise be compromised, records will be kept secure and confidential.

12 Review

This policy must be reviewed no later than three years from the date of CEO endorsement. The policy will remain in force until such time as it has been reviewed and re-approved or rescinded. The policy may be withdrawn or amended as part of continuous improvement prior to the scheduled review date.

13 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.

14 Policy Owner

Owner	Author
Deputy Chief Executive Officer	Manager, International Student Policy and Monitoring

15 Approval Body

The CEO is the approval body.

Signature	Date of Approval
CEO	23/10/2019

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