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# Refunds for Domestic Students Policy Version 1

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**Authorised by: CEO**

**Endorsed By: Executive Team**

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Document: **Refunds for Domestic Students Policy  
- BHI**

Document No.: **ACA-AA-POL026**

Process Area: **Academic Affairs**



# 1 Document Control

Version	Date	Amended by	Changes Made
1.0	29/12/2017	Registrar	Initial document. Separated out from Student Enrolment Policy
	09/04/2019	Academic Quality Assurance Coordinator	Minor administrative changes to remove reference to 'BHIG' and 'CAE'
	05/08/2021	Academic Quality Assurance Officer	Minor administrative change to update Higher Education Standards Framework (Threshold Standards) 2021 in 11.2

# 2 Purpose

To determine the policy and principles which 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 Policy Statement

## Accredited VET and HE Courses/Qualifications

Box Hill Institute will provide a refund of tuition and service & amenity fees paid for students who have formally exited a course by submission of a Course Exit form within the following prescribed timeframes, and where students have supplied accurate personal and bank account information to enable a refund to be issued:

- For Senior Secondary and Certificate I-IV level accredited courses/qualifications, have formally exited the course within the first four weeks of the formal course start date for the course in the calendar year of the student's enrolment;
- For Diploma and higher level Vocational Education and Training (VET) qualifications, have formally exited the course prior to the first census date for the student in the course in the calendar year of the student's enrolment;
- For Higher Education Degree courses, have formally exited the course prior to the first census date for the student in the course for the calendar year of the student's enrolment.

Box Hill Institute will provide a refund of tuition fees paid for students who have formally withdrawn from one or more units by submission of a Unit Withdrawal form within the following prescribed timeframes, and where students have supplied accurate personal and bank account information to enable a refund to be issued:

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- For Senior Secondary and Certificate I-IV level accredited courses/qualifications, have formally withdrawn from a unit/s within the first four weeks of the formal course start date for the course in the calendar year of the student's enrolment;
- For Diploma and higher level Vocational Education and Training (VET) qualifications, have formally withdrawn from unit/s prior to the unit census date for the student in the unit;
- For Higher Education Degree courses, have formally withdrawn from unit/s prior to the unit census date for the student in the unit.

In line with the HESA Act, for students with HELP Loans where formal Course Exit or Unit Withdrawal has occurred prior to the unit census date, the student's HELP loan is automatically reversed.

Box Hill Institute will only provide a refund of materials fees paid less the cost of any materials issued and/or consumed up to the point of the student's course exit or unit withdrawal, as advised by the relevant Teaching Faculty.

The Core Skills Support fee is generally not refundable.

In all instances, where an accredited course/qualification offering is cancelled prior to course commencement, Box Hill Institute will provide a full refund of all course fees paid.

Students formally exiting a course or withdrawing from units outside the stated timeframes are not eligible for a refund of tuition or service and amenity fees.

### Short Courses

For Short Courses, Box Hill Institute will provide a refund of short course fees paid less an administration fee as set annually by the Registrar, for formal exit from a Short Course at least four working days prior to the scheduled short course start date.

In all instances, where a Short Course has been cancelled Box Hill Institute will provide a full refund of course fees paid.

In all instances, where a Short Course has been postponed Box Hill Institute will provide a full refund of course fees paid to students unable to take up the short course for the re-scheduled dates.

A handling fee as set by the Registrar annually, may apply for student initiated short course transfers. No refunds or transfers apply once a short course has commenced.

All short course refunds are made directly to the payee. For online/web-based fee payments made via credit card, refunds are only made to the payee's credit card as was used for the original fee payment.

Students exiting a short course outside the stated timeframes are not eligible for a refund of short course fees.

### General

To be considered for an accredited course/qualification fee refund, students must formally withdraw via submission of a Course Exit or Unit Withdrawal Form within the required timeframe. Where a student simply stops attending classes without formal withdrawal, they will not be considered for a fee refund.

Generally refunds are activated upon the submission of the relevant trigger form that may result in a refund of fees, such as a Course Exit, Unit Withdrawal, Leave of Absence, Unit Deletion/Swap, Overcharge/Overpayment form. No separate fee refund application is required.

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For all courses, where fees have been paid by a sponsor, any refunds due will be issued to the sponsor.

Students with payment plans in place who formally withdraw from units or exit a course within refund timeframes, and where fees have been only partially paid at point of withdrawal, will have any refunds due calculated based on instalments paid up to the point of the student's formal course exit/unit withdrawal, less any payment plan set-up fees, billing fees or administrative fees incurred as part of the payment plan contract.

Students with payment plans in place who withdraw from units or exit a course outside of refund timeframes are required to continue making payment plan instalments according to the payment plan contract, until the outstanding balance is settled.

In line with the VET Funding Contract, where students enrolled in a government-subsidised place without a concession rate, subsequently provide a valid concession card to Student Administration prior to their course commencement for the calendar year, a refund of the difference between the standard fee rate and concession fee rate will be issued.

Where a student enrolled in a government-subsidised place without a concession rate, was unable to provide their concession evidence prior to course commencement due to late issuance of concession evidence by Centrelink, the following grace period applies: The student must provide their concession evidence no later than six weeks after their course commencement date for the calendar year to receive a refund of the difference between the standard fee rate and concession fee rate, providing their concession was valid at the student's course commencement date.

Where students have outstanding fees/fines, these may be deducted from any refund due prior to refund issuance.

For inbound international students, please refer to the Inbound International Students Refund Policy and Procedure.

**Extenuating Circumstances:**

**Senior Secondary & Certificate I-IV Level Courses:**

Students not eligible for a refund of fees paid who have experienced severe extenuating circumstances affecting their study and decision to withdraw, may apply to the Registrar in writing prior to 1 December in the calendar year of study, for extra consideration regarding their course exit/withdrawal, and a partial or full refund of fees. Students must provide details of the extenuating circumstances experienced and its impact on their study, along with documentary evidence to support this (e.g. medical certificate). Refunds are not guaranteed.

**VET Diploma and higher level VET courses:**

Students including those with HELP Loans should refer to the Re-crediting of FEE-HELP Balance and Review of Decisions Procedure, where severe extenuating circumstances prevail affecting the student after census date, and their decision to withdraw.

**Higher Education courses:**

Students including those with HELP Loans should refer to the Re-crediting of FEE-HELP Balance and Review of Decisions Procedure, where severe extenuating circumstances prevail affecting the student after census date, and their decision to withdraw.

**Short Courses:**

Students not eligible for a refund of short course fees paid who have experienced severe extenuating circumstances affecting their decision to withdraw, may apply to the Team Leader Enrolments & Customer

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Service or relevant Short Course Program Manager in writing prior to 1 December in the calendar year of scheduled study, for extra consideration regarding their withdrawal, and partial or full refund of fees. Students must provide details of the extenuating circumstances experienced along with documentary evidence to support this (e.g. medical certificate). Refunds are not guaranteed.

Refunds for Domestic Students Procedure is linked below.

## 5 Responsibilities

The **Registrar** is responsible for implementation of the refund policy and procedure, the setting of a range of student administrative charges annually, the publishing of refund information and authorisation of refunds due.

**Student Administration and Enrolments & Customer Service** are responsible for processing refund trigger forms and refund requests into the Student Management System, raising invoice adjustment notes where necessary, recalculating or cancelling payment plans or cancelling HELP loans where variations have occurred within required timeframes.

**Teaching Faculty Operations Managers** are responsible for receiving and competing course exit and unit withdrawal forms, and forwarding to Student Administration.

**Admissions staff** are responsible for advising students of the refund policy applicable to the student as part of the pre-training review.

**Finance staff** are responsible for paying a refund to a student or designated sponsor.

**Students** are responsible for obtaining and completing required course exit or unit withdrawal forms and submitting within required refund timeframes. Students are also responsible for providing accurate personal and bank account information to enable a refund to be issued.

## 6 Code of Conduct

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

## 7 Definitions

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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)

## 8 Related Policies & Procedures

- Refunds for Domestic Students Procedure
- Inbound International Students Refund Policy & Procedure
- Student Enrolment Policy and Procedure
- Students – Leave of Absence Policy and Procedure
- Inbound International Student Deferment, Suspension or Cancellation of Enrolment Policy
- Commonwealth Entitlements Review of Decisions Policy
- Re-crediting of FEE-HELP Balance and Review of Decisions Procedure

## 9 Related Operating Guidelines

- Short Course Refunds - Guidelines
- Box Hill Institute Welcome Booklet

## 10 Related Forms

- Course Exit Forms (a range of course exit forms available on the Registrar's site depending on level)
- Unit Withdrawal Form
- Short Course Withdrawal Notification and Refund Application Form
- Overcharge/overpayment Form
- Leave of Absence Form
- Application for Refund of Paid Tuition Fees and/or Re-Credit of Fee-Help Balance in Special Circumstances (Degree Courses Only)

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- Application for Refund of Paid Tuition Fees and/or Re-Credit of Vet Fee-Help/VET Student Loan Balance in Extenuating Circumstances

## 11 Related Legislation and Registration

### 11.1 Box Hill Institute

- Student Enrolment Procedure

### 11.2 External

- VET Funding Contract with Higher Education and Skills Group (usually annual)
- Higher Education Support Act (2003) (HESA)
- Australian Skills Quality Authority (ASQA) Standards for RTOs 2015
- Higher Education Standards Framework (Threshold Standards) 2021
- Education Services for Overseas Students Act 2000 (ESOS Act)

## 12 Records

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

Where the privacy of individuals may otherwise be compromised, records will be maintained as confidential.

## 13 Review

This policy must be reviewed no later than three (3) 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.

## 14 Approval Body

The CEO is the approval body.

Owner	Author
Executive Director, Academic Affairs (VET & Higher Ed)	Registrar

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