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Refunds for Domestic Students Procedure - BHI –Version 1

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Authorised by: CEO



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1 Document Control

Version	Date	Amended by	Changes Made
1.0	26/03/2012	Registrar	Initial document
	8/04/2019	Quality Coordinator	Separated out from Student Enrolment Procedure 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 7.1

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

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<p>timeframes, raises an adjustment note to cancel or reduce the invoice as relevant, and issues the adjustment note to the sponsor/employer.</p> <ul style="list-style-type: none"> Files all refund trigger forms centrally. <p>The Registrar (or delegate) approves the refund as follows:</p> <ul style="list-style-type: none"> 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 <p>Finance</p> <ul style="list-style-type: none"> Processes refund requests into Finance system Issues the refund either via cheque or direct debit/electronic funds transfer to the student or their payee <p>5.2 Refunds for short courses</p> <ul style="list-style-type: none"> 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. <p>Short Course Program Manager:</p> <ul style="list-style-type: none"> For any Short Course withdrawals, advises Enrolments & Customer Service of the student's withdrawal via email within 24 hours. <p>For any BHI Short Course withdrawals, completes and lodges the Short Course Withdrawal Notification and Refund Application Form with Student Administration within 24 hours.</p> <p>Enrolments & Customer Service or Student Administration processes the withdrawal as follows:</p> <ul style="list-style-type: none"> 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. 	<p>Registrar</p> <p>Finance</p> <p>Student</p> <p>Short Course Program Manager</p> <p>Enrolments & Customer Service or Student Administration</p>
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<ul style="list-style-type: none"> • 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. <p>The Registrar (or delegate):</p> <ul style="list-style-type: none"> • 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) <p>Finance</p> <ul style="list-style-type: none"> • Processes refund requests into Finance system • Issues the refund either via cheque or direct debit/electronic funds transfer to the student or their payee <p>5.3 Review</p> <p>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.</p>	<p>Registrar</p> <p>Finance</p>
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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

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



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) 2021
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

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