OFFICIAL

Refunds for Domestic Students Procedure – Version 1.1

Document:	Refunds for Domstic Students Procedure	
Document No.:	ACA-AA-PROS026	
Process Area:	Student Experience	

Contents

1   Document Control

Version	Date	Amended by	Changes Made
1.0	26/03/2012	Registrar	Initial document
			Separated out from Student Enrolment Procedure
	09/04/2019	Academic Quality Assurance Coordinator	Minor administrative changes to remove reference to 'BHIG' and 'CAE'
	05/08/2021	Academic Quality Assurance Coordinator	Minor administrative change to update Higher Education Standards Framework (Threshold Standards) 2021 in 6.1
1.1	28/04/2022	Registrar	Inclusion of appeal section. Other minor updates and policy reference added.

2   Purpose

To ensure that Box Hill Institute assesses and provides refunds to domestic students in accordance with relevant regulatory, contractual and business requirements.

3   Scope

Applies to all Box Hill Institute domestic students.

4   Definitions

Term	Definition
Unit	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. Includes subjects, modules, units of study, units of competency.
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 accredited courses/qualifications including higher education courses and senior secondary courses

Students must formally withdraw by completion and submission of the relevant refund trigger form (Course Exit Form / Unit Withdrawal Form / Leave of Absence Form) within the required timeframes, unless the withdrawal is Box Hill Institute initiated and the Box Hill Institute submits the form, in line with the Student Enrolment Policy and Procedure. For units enrolled for which credit transfers are subsequently required, complete and submit the Application for RPL/RCC/TR or Degree Advanced Standing Application together with supporting statements of attainment/academic transcripts, in line with the Recognition of Prior Learning, Current Competence and Credit Transfer Policy and Procedure:

- The relevant form is to be obtained from the Teaching Faculty, Student Administration, or downloaded from either Student Web or the Box Hill Institute Group websites.

- Students must attempt to complete all sections as accurately as possible, including bank account details to enable any refunds due to be paid via electronic funds transfer.

- Students must then submit the completed form to their relevant Teaching Faculty Manager (or nominee).

(Role column: Student)

Teaching Faculty Manager (or nominee) must finalise the form as follows:

- Completes Teaching Faculty sections on the form.

- For Box Hill Institute initiated course or unit cancellations, ensures students have been informed at least 28 days prior to the proposed cancellation in line with the Box Hill Institute Student Enrolment Policy– Enrolment Cancellation Institute initiated section, allowing sufficient time for students to initiate grievance procedures under the Institute's Student Complaints and Appeals Policy and Procedure, before the cancellation takes final effect.

- For Box Hill Institute initiated course or unit cancellations, ensures any grievance procedures initiated by the student have been completed prior to finalising the course or unit cancellation.

- For credit transfers for enrolled units, process the Application for RPL/RCC/TR or Degree Advanced Standing Application in line with the Recognition of Prior Learning, Current Competence and Credit Transfer Policy and Procedure.

- Calculates any materials fees to be refunded depending on materials issued and/or already consumed by the student up to the point of the student's course exit or unit withdrawal

- For government-subsidised students ensures participation is recorded in the Student Management System for any units the student has attended prior to their withdrawal.

- For Unit Withdrawals or Course Exits, ensures all relevant units are withdrawn in the Student Management System.

- Authorises the form

- Submits to Student Administration as soon as possible

(Role column: Teaching Faculty Manager/Course Coordinator)

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Student Administration Manager updates refund trigger forms annually in line with government, regulatory and Institute requirements.	Student Administration Manager
Student Administration processes the form as follows:	Student Administration
• Processes the Trigger form into the Student Management System.	
• Checks for any outstanding fees/fines.	
• Calculates the refund due in line with Refunds for Domestic students policy, any upfront payments made and/or payment plan instalments made up to point of withdrawal, and any outstanding fees or fines due.	
• Reduces or cancels any payment plans as relevant in line with Refunds for Domestic Students policy where sufficient instalment payments have been made to cover any fees still incurred, unless otherwise authorised by the Registrar.	
• Cancels HELP loans as relevant where withdrawal is within required timeframes in line with Refunds for Domestic Students policy, or where special circumstances have been approved, in line with Refunds for Domestic Students Policy or Commonwealth Entitlements Review of Decisions Policy and Re-crediting of HELP Balance and Review of Decisions Procedure.	
• 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 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) approves the refund as follows:	
• Receives refund request either electronically or in hard copy.	
• Checks and authorises the refund request.	Registrar
• Returns any manual refund requests to Student Administration to forward to Finance.	
• Returns any non-approved refunds to Student Administration for further processing or provision refund outcome advice to the student.	
Finance	
• Processes refund requests into Finance system	
• Issues the refund via direct debit/electronic funds transfer to the student or their payee	Finance

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5.2 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
• Student to present to Student Administration their valid concession evidence either in person or provide a scanned copy remotely.	
• 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 Manager
Student Administration processes the form as follows:	Student Administration
• Sight the original evidence in person, or where a scanned copy has been provided validate the copy via the document verification service and retain a copy of the validation together with the scanned copy.	
• Attach a copy of the sighted concession evidence or scanned copy together with the document verification service validation 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 sufficient instalments payments have been made to cover fees still incurred.	
• 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.	
The **Registrar** (or delegate) approves the refund as follows:	Registrar

• Receives refund request either electronically or in hard copy.	
• Checks and authorises the refund request.	
• Returns any manual refund requests to Student Administration to forward to Finance.	
• Returns any non-approved refunds to Student Administration for further processing or provision refund outcome advice to the student.	
Finance	Finance
• Processes refund requests into Finance system	
• Issues the refund via direct debit/electronic funds transfer to the student or their payee	

5.3   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:	Short Course Program Manager
• For any CAE Short Course withdrawals, advises Enrolments & Customer Service of the student's withdrawal via email within 24 hours.	
• For any other Short Course withdrawals, completes and lodges the Short Course Withdrawal Notification and Refund Application Form with Student Administration within 24 hours.	
Enrolments & Customer Service or Student Administration processes the withdrawal as follows:	Enrolments & Customer Service or Student Administration
• 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.	
• 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. • Returns any manual refund requests to Student Administration to forward to Finance. • Returns any non-approved refunds to Student Administration for further processing or provision refund outcome advice to the student.	Registrar
Finance • Processes refund requests into Finance system	Finance

5.4 Right of Complaint and Appeal
 	
Under Box Hill Institute's Student Complaints and Appeals Policy and Procedure:
 	
    • Students have the right to lodge a complaint where they are dissatisfied with an aspect of BHI's decision-making, or the services provided under Box Hill Institute's Refunds for Domestic Students Policy and Procedure.
 	
    • Students have the right to lodge an appeal where they are not satisfied with the outcome of a formal complaint or administrative review in relation to the Refunds for Domestic Students Policy and Procedure, and believes that procedural fairness has not been applied, or there are extenuating circumstances that have not been considered, or additional information is available that should be considered regarding the original complaint.
 	
Students should refer to the Box Hill Institute's Student Complaints and Appeals Procedure for complaint and appeal lodgement steps.
	Student

5.5 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

6   Related Documents

- Refunds for Domestic Students Policy
- Student Enrolment Policy and Procedure
- International Inbound Students Refund Policy & Procedure
- Inbound International Student Deferment, Suspension or Cancellation of Enrolment Policy
- Commonwealth Entitlements Review of Decisions Policy and Re-crediting of HELP Balance and Review of Decisions Procedure
- Recognition of Prior Learning, Current Competence and Credit Transfer Policy and Procedure
- Short Course Refunds - Guidelines
- Welcome Booklet

6.1   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 2021
VET Student Loans Rules	VET Student Loans Rules 2016

6.2   Risk/Opportunity Assessment

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

7   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
- Unit Deletion/Swap Form
- Application for RPL/RCC/TR Form (VET courses)
- Degree Advanced Standing Application Form
- Application for Refund of Paid Tuition Fees and/or Re-Credit of FEE-HELP Balance in Special Circumstances (Degree Courses Only)
- Application for Refund of Paid Tuition Fees and/or Re-Credit of VET FEE-HELP/VET Student Loan Balance in Extenuating Circumstances

8   Procedure Owner

The Executive Director of Student Experience is the owner of this procedure.

Executive Director Signature	Date Endorsed	Name/Title
		Alison Scobie Executive Director, Student Experience (Acting)

Author/s	Name
Registrar	Carolyn Luscombe

9   Approval Body

The CEO is the approval body.

Signature	Date Endorsed	Name/Title
		Laura MacPherson Interim CEO & Managing Director