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Refunds for Domestic Students Policy Version 1.1

Authorised by:

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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
1.1	28/04/2022	Registrar	Inclusion of further course and unit cancellation refund details, credit transfers, extension of concession grace period, and further special circumstances details. Other minor updates.

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 Policy Statement

Accredited VET and HE Courses/Qualifications – Course Cancellation (student initiated)

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.

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Box Hill Institute will provide a refund of tuition fees paid for students who have formally withdrawn from one or more units by submission of a Unit Withdrawal form within the following prescribed timeframes, and where students have supplied accurate personal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

- 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.

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.

Credit Transfers

For students being granted credit transfers in a unit after enrolling and incurring fees for the unit, unit tuition fees will be reversed upon successful submission and approval of 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. Applications must be submitted prior to scheduled unit end date.

Course cancellation by Box Hill Institute (accredited courses / qualifications)

In all instances, where an accredited course/qualification offering is cancelled by Box Hill Institute **prior to course commencement**, Box Hill Institute will provide a full refund of all course fees paid. For students with HELP Loans, the student's HELP loan is automatically reversed.

Where a diploma or higher VET qualification or any Higher Education qualification is cancelled by Box Hill Institute after course commencement and **prior to first unit census** date, or, a Certificate I-IV level course or senior secondary course cancelled within four weeks of the commencement of the course, Box Hill Institute will provide a full refund of all tuition, amenity, core skills support and materials fees paid. For students with HELP Loans, the student's HELP loan is automatically reversed. The return of any materials already issued to the student may also be required prior to material refund issuance.

Where a diploma or higher VET qualification or any Higher Education qualification is cancelled by Box Hill Institute after course commencement and **after unit census date has passed**, or, a Certificate I-IV level course or senior secondary course cancelled by Box Hill Institute after four weeks after the commencement of the course has passed, except where the course has been replaced by a new course version, Box Hill Institute will provide a refund of tuition fees and materials fees paid for all enrolled incomplete units at the point of course cancellation. Units already completed prior to course cancellation will not be refunded. For students with HELP Loans, except where the course has been replaced by a new course version, the student's HELP loan will be reversed for all enrolled incomplete units at point of course cancellation. The return of any materials already issued to the student may also be required prior to material refund issuance.

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Document: **OFFICIAL**
Refunds for Domestic Students Policy

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

Process Area: **Student Experience**



Students will be issued a Statement of Attainment for all units successfully completed up to the point of course cancellation. Where the course has been replaced by a new course version and no refund or HELP cancellation was issued for the enrolled and incomplete original units at point of course cancellation, enrolment in the replacement units for the course will be at no charge.

Unit cancellation by Box Hill Institute (units within accredited courses / qualifications)

In all instances, where a unit offering is cancelled by Box Hill Institute **prior to unit commencement**, Box Hill Institute will provide a full refund of all tuition and materials fees paid for the affected unit. For students with HELP Loans, the student's HELP loan is automatically reversed for the affected unit.

Where a unit from a Diploma or higher VET qualification or any Higher Education qualification is cancelled by Box Hill Institute after unit commencement but **prior to unit census date**, Box Hill Institute will provide a full refund of all tuition and material fees paid for the affected unit. For students with HELP Loans, the student's HELP loan is automatically reversed. The return of any materials already issued to the student may also be required prior to material refund issuance.

Where a diploma or higher VET unit or any Higher Education unit is cancelled by Box Hill Institute **after unit census date has passed** and prior to the scheduled unit end date, or, a Certificate I-IV or senior secondary unit is cancelled by Box Hill Institute after unit commencement and prior to the scheduled unit end date, except where the unit has been replaced by a new unit version, Box Hill Institute will provide a refund of tuition fees and materials fees paid for the affected unit, where the unit is enrolled and incomplete at point of unit cancellation. For students with HELP Loans, except where the unit has been replaced by a new unit version, the student's HELP loan will be reversed where the unit is enrolled and incomplete at point of unit cancellation. For students that have already successfully completed the unit prior to the scheduled unit end date and prior to unit cancellation, no refund will be issued and no HELP cancellation processed. The return of any materials already issued to the student may also be required prior to material refund issuance. Where the unit has been replaced by a new unit version and no refund or HELP cancellation was issued for the enrolled and incomplete original unit at point of unit cancellation, enrolment in the replacement unit will be at no charge.

Units Marked as Withdrawn as Part of the Assessment Process

For diploma or higher VET qualification or any Higher Education qualification, no refund or cancellation of HELP Loan applies after census date to enrolled units that are marked with a withdrawn outcome by Box Hill Institute as part of the assessment process for a student in a unit, either due to the student's incompleteness of unit requirements by scheduled unit end date, or where the student has stopped attending or participating for two months without formal notification of their withdrawal to the Institute.

For Certificate I-IV or senior secondary qualifications, no refund applies after four weeks after course commencement to enrolled units that are marked with a withdrawn outcome by Box Hill Institute as part of the assessment process for a student in a unit, either due to the student's incompleteness of unit requirements by scheduled unit end date, or where the student has stopped attending or participating for two months without formal notification of their withdrawal to the Institute.

Course Withdrawal by Box Hill Institute where student has stopped attending or participating without formal notification of their withdrawal to the Institute.

Students may be withdrawn by Box Hill Institute from their course and all enrolled units where the student has stopped attending or participating for at least two months without formal notification of their course exit to Box Hill Institute.

For diploma or higher VET qualification or any Higher Education qualification, no refund or cancellation of HELP Loan applies after census date for any enrolled units that are marked as withdrawn by Box Hill Institute

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as part of a course withdrawal/course exit process where the student has stopped attending or participating for at least two months without formal notification of their withdrawal/course exit to the Institute.

For Certificate I-IV or senior secondary qualifications, no refund applies after four weeks after course commencement for any enrolled units that are marked as withdrawn by Box Hill Institute as part of a course withdrawal/course exit process where the student has stopped attending or participating for at least two months without formal notification of their withdrawal/course exit to the Institute.

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, and for credit transfers Application for RPL/RCC/TR or Degree Advanced Standing Application form. No separate fee refund application is required.

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. Refunds will only be made where sufficient instalment payments have been made to cover any fees still incurred, unless otherwise authorised by the Registrar due to extenuating circumstances.

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.

Students with payment plans in place who receive credit transfers or fee reductions after enrolment, where fees have been only partially paid at point of the credit transfer or fee reduction being granted, refunds will be calculated based on instalments paid up to that point less any payment plan set-up fees, billing fees or administrative fees incurred as part of the payment plan contract. Refunds will only be made where sufficient

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instalment payments have been made to cover any fees still incurred, unless otherwise authorised by the Registrar due to extenuating circumstances.

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 three months 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. Under extenuating individual circumstances this grace period may be extended as authorised by the Registrar.

Student with HELP Loans in place who are entitled to a unit tuition fee reversal or reduction after census date will have their HELP loan reversed or amended in the affected unit/s as appropriate, in line with the Commonwealth Entitlements Review of Decisions Policy and Re-crediting of HELP Balance and Review of Decisions Procedure.

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/Special Circumstances:

Special 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 and/or evidence). Refunds are not guaranteed.

Special Circumstances - VET Diploma and higher level VET courses:

Students withdrawing from a VET diploma or higher level VET course or unit after census date and who have experienced severe extenuating circumstances affecting their study and ability to complete unit/s, may apply for a refund of tuition fees in affected units and/or HELP debt reversal in affected units. Special circumstances are those that are:

- beyond the student's control; and
- do not make their full impact on the student until on or after the census day for a course, or the part of a course (unit); and
- make it impracticable for the student to complete the requirements for the course, or the part of the course (unit), during the student's enrolment in the course, or the part of the course (unit).
- The test is cumulative and all three of these above criteria must be met per unit for which a refund under special circumstances is being applied, along with providing adequate documentary evidence to support the application.

Applications for refunds under special circumstances must be made within 12 months after the census day for the course, or the part of the course (unit), concerned, or within that period as extended by Box Hill Institute,

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via completion and submission of the Application for Refund of Paid Tuition Fees and/or Re-Credit of VET FEE-HELP/VET Student Loan Balance in Extenuating Circumstances form along with documentary evidence.

Students with HELP Loans should refer to the Re-crediting of HELP Balance and Review of Decisions Procedure, where severe extenuating/special circumstances prevailed affecting the student after census date, and their decision to withdraw, or impacted their ability to pass the unit where a fail grade has been received.

Refunds are not available for passed units.

Special Circumstances - Higher Education courses:

Students withdrawing from a Higher Education unit of study (unit) after census date and who have experienced severe extenuating circumstances affecting their study and ability to complete unit/s, may apply for a refund of tuition fees in affected units and/or HELP debt reversal in affected units. Special circumstances are those that are:

- beyond the student's control; and
- do not make their full impact on the student until on or after the census date for the unit of study; and
- make it impracticable for the student to complete the requirements for the unit during the period during which the student undertook, or was to undertake, the unit.
- The test is cumulative and all three of these above criteria must be met per unit for which a refund under special circumstances is being applied, along with providing adequate documentary evidence to support the application.

Applications for refunds under special circumstances must be made within 12 months of the date the unit withdrawal took effect, or, 12 months after the end of the period during which the student undertook, or was to undertake, the unit. Applications must be made via completion and submission of the Application for Refund of Paid Tuition Fees and/or Re-Credit of FEE-HELP Balance in Special Circumstances (Degree Courses Only) form along with documentary evidence.

Students with HELP Loans should refer to the Re-crediting of HELP Balance and Review of Decisions Procedure, where severe extenuating/special circumstances prevailed affecting the student after census date, and their decision to withdraw, or impacted their ability to pass the unit where a fail grade has been received.

Refunds are not available for passed units.

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 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 Code of Conduct

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

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6 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)

7 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 and Re-crediting of HELP Balance and Review of Decisions Procedure
- Recognition of Prior Learning, Current Competence and Credit Transfer Policy and Procedure

8 Related Documents

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

9 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

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- 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

10 Related Legislation and Regulation

- 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)
- VET Student Loan Rules 2016

11 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.

12 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.

13 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 Managers and Coordinators are responsible for receiving and competing course exit and unit withdrawal forms, and forwarding to Student Administration.

Student Recruitment 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.

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Document: **OFFICIAL**
Refunds for Domestic Students Policy
Document No.: ACA-AA-POL026
Process Area: **Student Experience**



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.

14 Policy Owner

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

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

Author/s	Name
Registrar	Carolyn Luscombe

15 Approval Body

The CEO is the approval body.

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

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