



# Refunds for Domestic Students Procedure - BHIG –Version 1

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## 1 Document Control

| Version | Date       | Amended by | Changes Made                                                       |
|---------|------------|------------|--------------------------------------------------------------------|
| 1.0     | 26/03/2012 | Registrar  | Initial document<br>Separated out from Student Enrolment Procedure |

## 2 Purpose

To determine the procedures that apply to student fee refunds for domestic students enrolled into Box Hill Institute or CAE courses.

## 3 Scope

Applies to all Box Hill Institute and CAE 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 |
| 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)                                                                                      |

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## 5 Procedure

| Procedure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Responsibility                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <p><b>5.1 Refunds for government-subsidised students eligible for the concession tuition fee rate</b></p> <p><b>Students</b> must present their valid concession evidence to Student Administration within the required timeframes:</p> <ul style="list-style-type: none"> <li>Student to present in person to Student Administration their valid concession evidence</li> <li>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.</li> </ul> <p><b>Student Administration Manager</b> updates refund trigger forms annually in line with government, regulatory and Institute requirements.</p> <p><b>Student Administration</b> processes the form as follows:</p> <ul style="list-style-type: none"> <li>Attach a copy of the sighted concession evidence to the Overcharge form</li> <li>Processes the form into the Student Management System.</li> <li>Checks for any outstanding fees/fines.</li> <li>Calculates refund due depending on upfront payments made and/or payment plan instalments made up to point of concession evidence presentation.</li> <li>Reduces or cancels any payment plans as relevant depending on payment instalments made at point of concession evidence presentation.</li> <li>Where a refund is due, raises refund request within the Student Management System, or where manual refund process required raises manual refund request.</li> <li>Notates the Student Management System Refund Request Number on the refund trigger form.</li> <li>Submits any manual refund forms to the Registrar</li> <li>Upon receipt of approved manual refund form back from Registrar, forwards any manual refund requests to Finance.</li> <li>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.</li> <li>Files all refund trigger forms centrally.</li> </ul> | <p>Student</p> <p>Student Administration Manager</p> <p>Student Administration</p> |

Document: Refunds for Domestic Students Procedure - BHIG

Document No: ACA-AA-PRO026

Process Area: Academic Affairs



|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| <p>The <b>Registrar</b> (or delegate) approves the refund as follows:</p> <ul style="list-style-type: none"><li>• Receives refund request either electronically or in hard copy.</li><li>• Checks and authorises the refund request either via an electronic approval within the Student Management System, or manual approval on hardcopy refund request.</li><li>• Returns any manual refund requests to Student Administration to forward to Finance</li><li>• Returns the refund trigger form to Student Administration for filing</li></ul>                                                                                                                                                                                                                | Registrar                                               |
| <p><b>Finance</b></p> <ul style="list-style-type: none"><li>• Processes refund requests into Finance system</li><li>• Issues the refund either via cheque or direct debit/electronic funds transfer to the student or their payee</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Finance                                                 |
| <p><b>5.2 Refunds for short courses</b></p> <p><b>Students</b> must formally withdraw by notification of their withdrawal to Enrolments &amp; Customer Service or the Short Course Program Manager within required timeframes, either by email, phone, or in person.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Student                                                 |
| <p><b>Short Course Program Manager:</b></p> <ul style="list-style-type: none"><li>• For any CAE Short Course withdrawals, advises Enrolments &amp; Customer Service of the student's withdrawal via email within 24 hours.</li></ul> <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>                                                                                                                                                                                                                                                                                                                                        | Short Course Program Manager                            |
| <p><b>Enrolments &amp; Customer Service or Student Administration</b> processes the withdrawal as follows:</p> <ul style="list-style-type: none"><li>• Processes the withdrawal into the Student Management System.</li><li>• Calculates refund due depending on upfront payments made</li><li>• 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.</li><li>• Submits any manual refund forms to the Registrar.</li></ul> | Enrolments & Customer Service or Student Administration |



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## 7.1 Documents

| Term                       | Definition                                                                                                                                              |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| VET Funding Contract       | Annual contract between Box Hill Institute/CAE, 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 2015                                                                                      |

## 7.2 Risk/Opportunity Assessment

| Opportunity          | Likelihood | Severity | Assessment Method<br>(if applicable) | Mitigation |
|----------------------|------------|----------|--------------------------------------|------------|
| Increased compliance | Likely     |          |                                      |            |

## 8 Process Flowcharts

Nil