

Deposit, Bond and Accommodation Fees Refund Policy and Procedure

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| <p>Policy</p> <p>Blue Mountains International Hotel Management School Pty Limited (BMIHMS PL) trading as Blue Mountains International Hotel Management School (BMIHMS) to be known as ‘the School’ is governed by the Higher Education Board (HEB), and is committed to ensuring fair and equitable policies and procedures are in place regarding student campus accommodation and payment of any deposit monies/bonds to the School. The School will conduct all refunds ethically, honestly and with fairness to all parties in accordance with the following legislation and standards:</p> <ul style="list-style-type: none"> • Education Services for Overseas Students Act 2000 (ESOS) and Regulations 2001 (ESOS) • Higher Education Support Act 2003 (HESA) • National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code) • Tertiary Education and Quality and Standards Agency Act 2011 (TEQSA) |
| <p>Coverage</p> <p>This policy applies to all Domestic and International students at BMIHMS Australian campuses who inhabit accommodation provided by the School.</p> <p>For students attending BMIHMS programs at a non-Australian based campus, the fee refund will be considered in conjunction with the relevant local Refund Policy.</p> |
| <p>Purpose and Scope</p> <p>The purpose of this policy is to outline BMIHMS PL student campus residential regulations and document the process for refunds of student paid deposits, bond and accommodation fees where applicable.</p> |
| <p>Responsibilities</p> <p>Accounts Receivable Officer: responsible for processing of student invoicing, payments and refund requests; informing the Admissions and Student Services Departments of refunds paid</p> <p>Admissions Department: responsible for processing new student’s withdrawals; recording new international student’s defaults in PRISMS; recording new international student’s refunds in PRISMS</p> <p>Assistant Director, Finance: policy owner; responsible for approving refunds</p> <p>Campus Life Coordinator (Leura): responsible for day-to-day management of the Leura off-campus accommodation</p> <p>Rooms Division Manager (Leura)/Assistant Director Operations (Sydney): overall management responsibility of the Leura Campus/Sydney Campus accommodation</p> <p>Head of School/Deputy Head of School: responsibility for meeting with and processing (on campus) student withdrawal requests</p> <p>Residential Assistant: day to day management of the School’s Sydney accommodation (Boston University)</p> <p>Student Services Department: responsible for receiving and processing withdrawal applications; recording returning/continuing international student’s defaults in PRISMS; recording returning/continuing international student’s refunds in PRISMS</p> |
| <p>Glossary</p> <p>Compassionate or Compelling (Exceptional) Circumstances: are generally those beyond the control of the student and which have an impact upon the student’s course progress or wellbeing and could include, but are not limited to:</p> <ul style="list-style-type: none"> • serious illness or injury, where a medical certificate states that the student is unable to attend classes • bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided) • major political upheaval or natural disaster in the home country requiring emergency travel and |

- this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa

(Source: Standard 13 of the National Code).

Defer/suspend enrolment: to temporarily put studies on hold.

Deposit: a sum of money paid towards either tuition fees or accommodation fees

New student: any student studying in the first term of their course

Residential Assistant (RA): designated person in charge of the site.

Residential Bond: a security deposit reimbursed to the student on exit from the BMIHMS managed residence if no damage has occurred to the property

Residential fees: monies paid for BMIHMS managed accommodation

Returning/Continuing student: all existing students who are either returning to campus from Industry Placement, or continuing on campus from the previous term.

Procedure

Room Allocation

- New students commencing at the Leura campus are generally allocated a twin room with ensuite, depending on availability.
- Single rooms with ensuite will only be allocated to new students commencing at the Leura campus under special medical or personal conditions. Additional accommodation fees apply.
- Permission for Year 1 students to live off campus at Leura can only be granted by the Director of Operations or delegate. Requests for living off campus must be made in writing 28 days prior to study term commencement date.
- Return Students – Leura Year 2 students can request accommodation preferences, including off campus accommodation, in writing through the *Return to School Form* or through an internal [Change of Accommodation Request Form](#)
- New students booked into Sydney Campus Student Accommodation live in shared apartments of either 3 or 4 (single) bedrooms, with kitchen, lounge and share bathroom. Bookings need to be made via the Assistant Director Operations or on the '*Return to School Forms*' via Student Services.

Deposit

- **New Students:** A \$2,000 enrolment deposit is required to be paid at the time of acceptance of enrolment, except for the following students:
 - Swedish students pay a \$500 enrolment deposit
 - Students from Kendall, UNITEC, UVM pay a USD1,000 enrolment deposit
- The above amount is a prepayment of the first academic term tuition fees. For English Language Students, this is the first academic term tuition fees for their Blue Mountains undergraduate or postgraduate course.
- **Residential bond:** A \$1,200 Residential bond is required to be paid at the time of acceptance of enrolment. This amount will be refunded when the room is vacated in original condition, when the student is no longer staying at BHMHMS campuses (ie Sydney and Leura).
- **New Students:** are required to give a minimum of four (4) weeks (28 days) written notice before the commencement of term, to the Enrolment Support Team of their inability to undertake the course. Withdrawal of enrolment with less than four (4) weeks written notice before the commencement of term, will forfeit the full enrolment deposit paid. Student visa refusal by DIBP exempted.
- All bond monies paid by students are recorded in a Bond Register, maintained by the Finance

Team. All bonds are returned to the student upon satisfactory inspection of the room on check-out.

Accommodation Bookings

- New Students – Leura campus: At the time of enrolment acceptance deposit payment, all new residential students are required to submit an accommodation bond of \$1200.
- New Students- Sydney campus: Requests for Sydney Campus Student accommodation will not be confirmed until full accommodation payment for the term is made along with receipt of student visa approval.
- All bond monies paid by students are recorded in a Bond Register, maintained by the Finance Team. All bonds are refundable when vacating the allocated accommodation. satisfactory inspection of the room on 'check-out' (see below).

Accommodation Cancellation

- New Students: are required to give a minimum of four (4) weeks (28 days) written notice before the commencement of term, to the Enrolment Support Team of their decision (if applicable) to no longer check-in to Leura or Sydney Campus Student Accommodation. New students who withdraw their enrolment with less than four (4) weeks written notice before the commencement of term, will forfeit the first term residential fees in full, unless the room can be re-let prior to the term commencement. The \$1,200 residential bond will be refunded in full.
- New Students who wish to vacate their Leura or Sydney Campus Student accommodation after term commencement will forfeit the first term residential fees in full. The \$1,200 residential bond is refunded subject to the normal checkout procedures. However if the student account remains unpaid at that time, then the School reserves the right to retain a portion of the Bond to cover pro rata food and accommodation charges.
- Continuing or Returning Students must give a minimum of four (4) weeks (28 days) written notice before the commencement of the next term, to the Director Operations, if they wish to withdraw their application for on-campus accommodation for the succeeding term. Where a student gives less than four (4) weeks written notice, the total cost of residential fees will be forfeited in full.
- Continuing or Returning Students who wish to vacate their School accommodation during their term of residence will forfeit the remainder of their residential fees for the current term.

Deferral, dismissal or suspension of studies (also refer to the [Cancelling \(Withdrawal\) Deferring and Suspending Student Enrolment Policy and Procedure](#))

- Students seeking to defer their studies due to compassionate or compelling circumstances with the permission of the Head of School /Deputy Head of School or Director Operations (or designate), will have their residential fees transferred to the next applicable term. If studies have not commenced within the agreed timeframe, the residential fees will be forfeited. If students are deferring due to personal reasons, they will be treated as a withdrawn student and as such, the refund policy for withdrawing students applies.
- Students who are dismissed or expelled from the School due to misconduct or academic reasons will forfeit any remaining residential fees.
- Students who are suspended from the School may have the remainder of the residential fees transferred to the next term of commencement. Should a suspended student subsequently withdraw their enrolment and not recommence in the scheduled term, all remaining residential fees will be forfeited.

Campus room check-out procedure

- Students who vacate School student accommodation are to comply with the School's check-out procedure at the end of each residential period, before the accommodation bond refund is processed.

Leura Campus

Upon checkout the following will be confirmed before the accommodation bond refund is processed:

- Housekeeping / Maintenance – the vacated room is clean and undamaged;
- Front Office – the student’s front office account has been settled in full; and
- There are no outstanding monies, including but not limited to incidental charges such as fire brigade callouts, fines, penalties, library and telephone charges.

Sydney Campus

- Upon checkout of student accommodation a full room inspection checklist will be completed and signed off by the Residential Assistant, before the accommodation bond refund is processed.

Student Accommodation Damage

- If damage to the accommodation room is identified and/or additional cleaning is required to meet the checkout standards, the Campus Life Coordinator (Leura) or Residential Assistant (Sydney) will advise the Accounts Receivable Department of any charges to be incurred by the student based on the following rates:
- Additional cleaning \$200.00 (excluding GST),
- Any costs to repair damages incurred during the time of residence.
- Any additional charges will be noted on the student invoice and deducted from the original accommodation bond.
- Accommodation bond refunds will only be paid as a direct deposit to a nominated bank account as indicated by the student on the [Refund Form](#).

Refund Application Requests

- Requests for refunds in terms of the above requirements should be submitted (typed) on the [Refund Form](#), available as an electronic document from BMIHMS on request.
- No refunds for bonds / deposits / overpayments etc will be processed until all invoices have been paid and there is a zero account balance for new, continuing and returning students. Students are informed via email of all outstanding balances.
- Refunds will be reimbursed in Australian dollars except for students from Kendall, UNITEC, UVM who paid in American dollars.
- New international student’s refunds are recorded in PRISMS by the Admissions Department

Review process related to fee refund

Any decision made by the School relating to the refund of fees is subject to review.

Appeals against refunds may be made in accordance with the [Non-Academic Complaints and Grievance Policy and Procedure](#).

This agreement and the availability of the complaints and appeals processes, does not remove the right to take further action under Australia’s consumer protection laws.

Associated Forms

[Change of Program Form](#)

[Internal Change of Accommodation Request Form](#)

[Refund Form](#)

Return to School Form

Room Inspection Checklist

Related Information

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| Cancelling (Withdrawing), Deferring and Suspending Student Enrolment Policy and Procedure Non-Academic Complaints and Grievance Policy and Procedure Sydney Campus Student Accommodation Policy and Procedure | | | |
| Review | | | |
| Policies and procedures are reviewed on a yearly basis. Staff can submit recommendations for change on the Improvement Request Form . | | | |
| Comments | | | |
| <p>May 2012: Policy name change from: On-Campus Accommodation & Bond Refund Policy; updated to include Sydney Campus Accommodation</p> <p>July 2013: Updated for changed responsibilities and added clarification of refund procedures</p> <p>April 2014: Separate clarification of refund procedure of deposit payment and accommodation bond; Responsibilities updated; procedure of withdrawal for new students clarified between Leura and Sydney campuses; last paragraph detailing the refund process for Campus check-out procedure for both Leura and Sydney campuses added; associated forms updated.</p> <p>March 2015: Updated in line with the changes to ESOS requirements; update responsibilities; updated room allocation; name changes to '<i>Deposit, Bond and Accommodation Refund Policy and Procedure</i>'; included referce to HEB, included 'Approvals'</p> <p>April 2015: hyperlinks added</p> <p>March 2016: Updated logo</p> | | | |
| Approvals | | | |
| Version | Apprvoed by | Date | Details |
| 5 | Higher Education Board | May 2015 | Minutes of Meeting |
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