# ISP Refund Procedure

## Purpose

This refund procedure outlines the process and roles and responsibilities for all Department of Education and Training (DET) staff involved in processing refunds payable to international students, as part of the International Student Program (ISP) in Victorian Government schools.

This document should be read in conjunction with the [ISP Refund Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Refund_Policy.docx), which is the prevailing policy referred to in *Ministerial Order 819 – Fees for Overseas Students in Government Schools* (Vic).

## Roles and responsibilities

### Case Officers, International Student Services Unit (ISSU), International Education Division (IED)

Case Officers, ISSU, IED, are responsible for:

* checking that the paperwork is appropriate and changing the student’s status on the appropriate DET (IED) document management system
* forwarding the refund request and relevant paperwork to the Finance and Business Improvement Unit (FBIU).

### Finance Officers, FBIU, IED

Finance Officers, FBIU, IED, are responsible for:

* following up on incomplete refund applications with the applicant to assist with a timely refund decision
* conducting refund assessments and submitting refund applications to a person who has the delegated authority to make a refund decision on behalf of the Secretary, DET
* monitoring refund progress to ensure required timeframes are met, and escalating the matter to the Manager, FBIU, IED, where meeting the required timeframe is at risk
* recording refunds in the appropriate DET (IED) document management system, and in the Provider Registration and International Student Management System (PRISMS) within seven days of refund payment, where required
* maintaining accurate and up-to-date records of the refund decision on the appropriate DET (IED) document management system.

### Senior Finance Officer, FBIU, IED

The Senior Finance Officer, FBIU, IED, is responsible for reviewing the refund assessment documentation prepared for accuracy against the legislation and the [ISP Refund Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Refund_Policy.docx).

### Manager, FBIU, IED

The Manager, FBIU, IED, is responsible for:

* making decisions on refund applications in accordance with the legislation and the [ISP Refund Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Refund_Policy.docx), within their financial authorisation
* ensuring that Finance Officers, FBIU, IED, monitor refund timeframes and record refund payment in PRISMS within seven days, where required.

### Executive Director, IED

The Executive Director, IED, is responsible for making decisions on refund applications in accordance with the legislation and the [ISP Refund Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Refund_Policy.docx) where the refund amount is above the financial authorisation of the Manager, FBIU, IED.

### Accounts Payable Officers, Financial Services Division (FSD)

Accounts Payable Officers, FSD, are responsible for processing the payment of approved refunds in a timely manner to meet required timeframes.

## Process

### Refund application review and assessment

#### Case Officers, Recruitment and Admissions and School Support, International Education Division (IED)

* Receive and check paperwork is in order and change the student’s status on the appropriate DET (IED) document management system and in PRISMS, where required.
* Forward the refund request and relevant paperwork to the Finance and Business Improvement Unit (FBIU).

#### Finance Officers, FBIU, IED

* Receive and review refund applications and follow up with the applicant on any outstanding information, i.e. an incomplete refund application form or missing supporting documentation.
* Once a complete application is received, save all documentation to the appropriate DET (IED) document management system.
* Determine whether the refund circumstances indicate payment may be due in a 14 day or 4 week timeframe.
* Assess the refund against the legislation and the [ISP Refund Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Refund_Policy.docx) and calculate any refund due using financial data from DET financial management systems.
* Prepare all necessary documentation for review by the Senior Finance Officer, FBIU, IED, and submission to the Manager, FBIU, IED, or Executive Director, IED.

#### Senior Finance Officer, FBIU, IED

* Reviews the refund assessment document prepared by Finance Officers, FBIU, IED, for accuracy against the legislation and the [ISP Refund Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Refund_Policy.docx).

### Refund decision

#### Manager, FBIU, IED

* Reviews and makes a decision on the refund application against the legislation and the [ISP Refund Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Refund_Policy.docx), within their financial delegation.
* Returns their refund decision to Finance Officers, FBIU, IED, to process in a timely manner.

#### Executive Director, IED

* Reviews and makes a decision on the refund application against the legislation and the [ISP Refund Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Refund_Policy.docx), where the refund amount is above the financial authorisation of the Manager, FBIU, IED.
* Returns their refund decision to Finance Officers, FBIU, IED, to process in a timely manner.

### Refund processing

#### Finance Officers, FBIU, IED

* Prepare the necessary paperwork to facilitate the refund payment and send to the Accounts Payable Officers, FSD, for payment, if the refund decision supports the payment of a refund.
* Advise the refund applicant of the refund decision.
* Record the refund decision in the appropriate DET (IED) document management system.

#### Accounts Payable Officers, FSD

* Process refund payments in a timely manner to meet required timeframes.

### Refund monitoring

#### Finance Officers, FBIU, IED

* Monitor the refund progress against refund timeframes, and escalate to the Manager, FBIU, IED, if meeting the refund timeframe is at risk.
* Monitor refund payments by FSD and record refund payments in the appropriate DET (IED) document management system, and in PRISMS within seven days, where required.

#### Manager, FBIU, IED

* Takes appropriate action to meet refund timeframes, where Finance Officers, FBIU, IED, have alerted the manager that meeting the refund timeframe is at risk.
* Ensures that Finance Officers, FBIU, IED, monitor refund timeframes and record refunds in PRISMS within seven days, where required.

## Legislation

* *Migration Act 1958* (Cth)
* *Education Services and Overseas Students Act 2000* (Cth)
* *ESOS National Code of Practice for Providers of Education and Training to Overseas Students 2018* (Cth)
* *Education Services for Overseas Students (Calculation of Refund) Specification 2014* (Cth)
* *Education Services for Overseas Students (Notifying provider default - requirements for a notice) Determination 2012 (No. 1)*
* *Education Services for Overseas Students (Provider default – discharge of obligations – requirements for a notice) Determination 2012 (No. 1)*
* *Education Services for Overseas Students (Student default – discharge of obligations – requirements for a notice) Specification 2015 (No. 1)*
* *Education and Training Reform Act 2006* (Vic)
* *Ministerial Order 819 – Fees for Overseas Students in Government Schools* (Vic)
* *Health Records Act 2001* (Vic)
* *Privacy and Data Protection Act 2014* (Vic)
* *Public Records Act 1973* (Vic)

## Related documents

* [ISP Refund Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Refund_Policy.docx)
* [ISP Refund Request Form](https://www.study.vic.gov.au/Shared%20Documents/en/Refund-Request-Form-2017.pdf)
* DET Instrument of Delegation 2019/D03

## Related procedures

* Nil.

## Supporting information / websites

* [PRISMS User Guide](https://prisms.education.gov.au/Information/ShowInformation.aspx?Doc=Provider_User_Guide&key=information-provider-user-guide&Heading=)

## Definitions

* Nil.

## Contact and maintenance officer

Manager, Finance and Business Improvement Unit

International Education Division

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## Authorised

Executive Director, International Education Division

**Date of authorisation**: 29/11/2019

**Review frequency**: This procedure will be reviewed at minimum every 24 months or when any changes arise impacting its currency, including legislative or regulation change.