



HIB Refund Policy

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1. Refund Policy – New Students

If HIB is unable to commence, continue or complete the delivery of a programme, tuition fees will be refunded within 28 days of HIB confirming its inability to deliver the programme.

If an enrolment is cancelled in writing within 14 days after an unconditional offer letter is signed by the student, then all tuition fees and any deposit will be refunded. If the programme has commenced within that 14-day period, then the learner will be charged for the tuition provided up to the time the formal cancellation notice is received by the college.

If a booking (defined as a student holding either a conditional or unconditional offer where a deposit has been paid) is cancelled **more than 28 days prior to commencement of the programme**, the full tuition fees will be refunded, minus a cancellation fee applied, which is currently BWP1000.

If a confirmed enrolment (defined as a student holding an unconditional offer where a full tuition fee payment has been made) is cancelled **within 28 days of commencement of the programme**, or the learner does not commence on the agreed date or withdraws from the programme once it has commenced there will be no refund.

A discretionary refund may be made in exceptional circumstances, e.g., because of serious evidenced illness or family death or other serious circumstance. All such requests will be considered by the Senior Management Group (SMG). Approval is at the sole discretion of HIB.

Refund refers to the refund of tuition fees. Fees paid to third parties for other services (e.g. medical insurance, accommodation etc.) will be covered by separate terms and conditions.

2. Additional Information for International Student Refunds – New Students

Where a valid student visa application has been refused and documented, the tuition fees paid will be refunded on the receipt of documentary evidence including:

- i. The original Visa Refusal letter
- ii. The Visa Appeal Refusal Letter
- iii. Copy of applicant's passport.



The refund will be made to the person that made the original payment in the source country where the payment originated.

An administration fee of BWP1000 applies.

Where international students are eligible for a Visa on Arrival to Botswana (usually for 90 days), enrol with HIB and subsequently apply for a permanent visa or residence permit, and this subsequent application is refused by the immigration authorities, a refund will be provided on a pro-rata basis based on the length of the academic year which has been completed. Refunds will only be processed upon receipt of documentary evidence showing that the student has returned to their home country.

3. Refund Policy – Continuing Students

Where a programme of study lasts for longer than one academic year, students are expected to re-enroll with the Institute each academic year. Re-enrolment occurs where a student has met all academic conditions for progression from one academic year/stage to the next, and where tuition fees for the next academic year/stage have been paid in full.

HIB recognizes that some students, for unavoidable reasons, may elect not to continue their studies from one academic year/stage to the next (for example if a student visa extension is refused). In the case where tuition fees are paid in full or in part, if HIB is notified of the cancellation **more than 28 days prior to re-enrolment on the programme**, the full tuition fees for the upcoming academic year/stage will be refunded, minus a cancellation fee applied, which is currently BWP1000.

If a confirmed re-enrolment (defined as a student meeting academic progression requirements and having paid the full tuition for the upcoming academic year/stage) is cancelled **within 28 days of re-enrolment on the programme**, or the learner does not commence on the agreed date or withdraws from the programme once it has commenced there will be no refund.

4. Fraudulent Documents

Where an applicant submits documents which are found to be fraudulent at any stage of the admissions process, 50% of the fees will be withheld to cover administration costs.

Where an applicant holding an unconditional offer (and in the case of international students a student visa,) attempts to register at the college with documents which are found to be fraudulent, the student will not be eligible for a refund of any portion of their fees. Holmes takes the verification process very seriously and reserves the right to inform any relevant authority of the attempt to use fraudulent documents.

5. The Refund Process

All refund requests must be made on the *Refund Request Form* and must include a reason for the request. The Campus Director will manage all requests for refund as outlined in this policy.

When a refund is approved, the details of the approval are received by the Head of Academic Administration (or delegate) who will calculate the applicable refund and enter the refunded amount into the Student Management System.

- A print-out from the Student Management System's Payment Requisition Form should then be completed to confirm payment authorisation.
- The Payment Requisition Form will outline how the refunded amount was calculated and will be provided to Finance for review, confirmation, and payment.
- All refunds will only be made to the person that made the original payment in the source

country where the payment originated for money laundering purposes.

When a refund is rejected, a letter explaining why the refund request has been rejected will be sent to the person making the application for a refund within 28 business days of the complete Refund Request being made.

All refund requests will be finalised within 28 days of receipt of the completed Refund request.

Learners have a right to complain or appeal a HIB decision for refund. To do so, any person applying for a refund must access HIB's Appeals process.

This policy, and the availability of the Appeals processes, does not remove the right of the person applying for a refund to take action under the relevant consumer protection laws.