



Rational

Mildura Senior College encourages all families to pay essential education items as per DET guidelines however some students change schools or subjects during the school year. Additionally, students pay to participate in camps, excursions and extra-curricular activities however if circumstances sometimes prevail students from attending, a refund may be requested.

Purpose

This policy is to provide guidelines to assist in determining eligibility for a full or part refund for charges paid to the College for essential education items, materials, camps, excursions and extra-curricular activities. The policy will also ensure that the provision of optional services (i.e. camps) for students do not incur direct costs to the college.

Definitions

DET: Department of Education and Training

Essential educational items: Items or services that are essential to support the course of instruction in the standard curriculum program that parents and guardians are responsible for, i.e. exams, subject revision, online subscriptions, text books and other paper based college learning materials the student takes ownership of.

Material kits: Materials for learning and teaching where the students takes possession of materials in kit form.

Materials/project credits: Materials consumed by student or takes possession of the finished projects. (i.e. wood, art).

Camps, excursions and extra curriculum activities: Camps, excursions and extra curriculum activities where parents and guardians are responsible for all costs to ensure the College does not incur any direct expenses.

CRT: Casual Relief Teacher

Guidelines

Essential Educational Items

1. Parents are asked to ensure that all essential items fees are paid in full as per DET policy.
2. Students changing subjects may be eligible for a refund for Essential Education Items fees if changing between subject units i.e. between Semester 1 & 2 and remaining at the college.
3. No refund is available for material kits where a student has taken full possession.
4. No refund is given to materials charges for project credits (i.e. wood, metals) where the costs have been incurred for the project or the student has taken ownership of the materials/project.

Camps/excursions/extra-curriculum activities

If a camp or excursion is cancelled or altered by the school, or a student is no longer able to attend part or all of the camp or excursion, our school will consider requests for partial or full refunds of payments made by parents/carers on a case-by-case basis taking into account the individual circumstances. Generally we will not be able to refund payments made for costs that have already been paid where those funds have already been transferred or committed to a third party and no refund is available to the school. Where possible, we will provide information about refunds to parents/carers at the time of payment.

1. Students withdrawing from camps, excursions and extra-curriculum activities will not automatically be entitled to a refund.
2. A full refund will be payable to the student when:
 - The Principal deems the student’s withdrawal was unavoidable (e.g. illness). Proof of reason for withdrawal may be requested in such circumstances. (e.g. medical certificate).
3. A partial refund may be payable to the student withdrawing when:
 - More than 48 hours’ notice is given, in this instance a deposit will be retained along with any individual charges that have been incurred by the College that are unable to be refunded. (e.g. activity entry fee).
4. No refund will be payable to the student when:
 - Less than 48 hours’ notice was given and/or the Principal deems the withdrawal was avoidable and the school has incurred the full costs of the excursion or camp.
5. Standard deposit of \$50.00 is set for all activities to cover bus/accommodation/CRT.

Reviewed date:	15.11.2019	Review #	1	Page #	1
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- 6. Local excursions that costs are under \$50.00 will be only refunded if non-attendance notice is given and the individual fee for the student is refundable and no cost is incurred by the College.

Grievance Procedures

- 1. Grievances in the first instance are to be lodged in writing to the Principal for consideration.
- 2. The Principal (or their delegate) must respond within 1 week from when the grievance is received.
- 3. If the grievance remains unresolved then the family may make further appeal to the Mildura Senior College School Council.

Implementation

- 1. Parent Refund Policy is to be communicated to parents via the College’s Website and referenced in information provided to parents in regard to each activity.
- 2. Parent/Guardian/Student to complete a Request for Refund Form (Appendix A) and return to administration office.
- 3. Additional documentation provided by the family is to be attached to the Request for Refund Form i.e. medical certificate or statutory declaration.
- 4. Family statement to be attached to Request for Refund Form to demonstrate student payment.
- 5. Business Manager (or delegate) to determine what individual costs have been incurred by the College.
- 6. Principal to review the refund application.
- 7. Parent/carers/guardians will be notified if no refund is approved.
- 8. If approved, a refund payment will be made as per accounts payable process.

Resources

This policy should be read in conjunction with the following Department polices and guidelines:

- School Policy and Advisory Guide: [Parent Payments](#)

The following College policies are also relevant to this Parent Refund Policy:

- 1.08 Complaints Policy
- 1.27 Parent Payment Policy

Review and Evaluation

<i>Ratified by:</i>	<i>College Council</i>	<i>Ratified date:</i>	<i>13.10.2016</i>
<i>Document Owner:</i>	<i>Business Manager</i>	<i>Reviewed date:</i>	<i>15.11.2019</i>
<i>S:\Admin\Policy Docs\Policy Register\1.28 Parent Refund Policy</i>		<i>Review Cycle:</i>	<i>Every 2 Years</i>
<i>Principal Approval:</i>			

Date reviewed by College Council: 02.12.2019

<i>Reviewed date:</i>	<i>15.11.2019</i>	<i>Review #</i>	<i>1</i>	<i>Page #</i>	<i>2</i>
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APPENDIX A



REQUEST FOR REFUND FORM

This form is to be completed by parents/carers requesting a refund for any family payments made or for non-attendance of a College camp, excursion or extra curriculum activity.

Family Details			
Parent/Carers Name			
Phone		Email	
BSB		Account Number	
Bank/Branch			
Student Details			
Student Name			
Pathways		Sub-School Leader	
Student Refund Activity			
<input type="checkbox"/> Camps, excursions and extra-curriculum		<input type="checkbox"/> Subject Costs	<input type="checkbox"/> Other
Activity Details (i.e. Camp/Subject)			
Reason for non-attendance or withdrawal			
Documentation provided	<input type="checkbox"/> Medical Certificate	<input type="checkbox"/> Statuary Declaration	<input type="checkbox"/> Other
Amount paid			
Parent Signature		Date	



PARENT REFUND POLICY

1.28

Office Use			
<input type="checkbox"/> Supporting documentation attached	Total refund	\$	
<input type="checkbox"/> Family statement attached	Date paid		Cases21 batch No.
<input type="checkbox"/> Notification	<input type="checkbox"/> Family contacted if request not approved		Date contacted
Approval			
Comment			
Name			
Position			
Signature		Date	
Camp, excursion and extra curriculum refund calculation			
Full Refund			
Total activity charge	\$		
Family payment	\$		
Total Refund	\$	Total costs minus family payment	
Partial Refund			
Deposit	\$		
Individual Costs			
Activity 1	\$		
Activity 2	\$		
Activity 3	\$		
Total Costs	\$		
Family payment	\$		
Total Refund	\$	Total costs minus family payment	