



## PARENT REFUND POLICY

### Rationale

Mildura Senior College encourages all families to pay essential education items as per DEECD 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 circumstances prevent students from attending and a refund may be requested.

### Aims

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

**DEECD:** Department of Education and Early Childhood Development

**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 student takes possession of materials in kit form.

**Materials/project credits:** Materials consumed by student or takes possession of the finished projects. (i.e. home economics).

**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 DEECD 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. woodwork) where the costs have been incurred for the project or the student has taken ownership of the materials/project.

#### ***Camps/excursions/extra-curriculum activities.***

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 eg: illness. Proof of reason for withdrawal may be requested in such circumstances. (i.e. medical certificate or statutory declaration).
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. (i.e. activity entry).
  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.
  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 Council.

### **Implementation**

1. Parent Refund Policy is to be communicated to parents via Website and referenced in information provided to parents in regard to each activity.
2. Parent/Guardian/Student to complete a Request for Student Refund Form and return to administration office.
3. Additional documentation provided by the family is to be attached to the Request for Student Refund Form i.e. medical certificate or statutory declaration.
4. Family statement to be attached to Student Refund Form to demonstrate student payment.
5. Business Manager or Office Manager to determine what individual costs have been incurred by the college.
6. Principal to approve refund.
7. Parent or guardian notified if no refund is approved.
8. Refund payment is made as per accounts payable process.

### **Resources**

DEECD Parent Payments policy

<http://www.education.vic.gov.au/school/principals/spag/management/Pages/parentpayments.aspx>

### **Appendices**

Student Refund Form

### **Evaluation**

<b>Ratified by:</b>	College Council	<b>Ratified Date:</b>	13 October 2014
<b>Document Owner:</b>	Business Manager	<b>Review Date:</b>	13 October 2016
<b>Review Cycle:</b>	Bi-annual		



# Request for Student Refund

This form is to be completed by parents or guardians requesting a refund for any family payments made or not attendance of College camp, excursion or extra curriculum activity.

<b>Family Details</b>						
<b>Parent Name</b>						
<b>Telephone</b>		<b>Email</b>				
<b>BSB</b>		<b>Account Number</b>				
<b>Bank/Branch</b>						
<b>Student Details</b>						
<b>Student Name</b>						
<b>Pathways</b>		<b>Co-ordinator</b>				
<b>Student Refund Activity</b>						
<b>Camps, excursions and extra-curriculum</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		<b>Subject Costs</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Activity Details (i.e. Camp/Subject)</b>						
<b>Reason for non-attendance or withdrawal</b>						
<b>Documentation provided</b>	Medical Certificate	<input type="checkbox"/> Yes <input type="checkbox"/> No	Statuary Declaration	<input type="checkbox"/> Yes <input type="checkbox"/> No	Other	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Amount paid</b>						
<b>Parent Signature</b>			<b>Date</b>			

Approval	
Comment	
Name/Position	
Signature	

Office Use					
Family documentation	<input type="checkbox"/>	Total refund	\$		
Family statement	<input type="checkbox"/>	Date paid		Creditor batch	
Notification	<input type="checkbox"/>	Family contacted if request not approved	Date contacted		

Camp, excursion and extra curriculum refund calculation			
<b>Full Refund</b>			
Total activity charge	\$		
Family payment	\$		
Total Refund	\$	Total costs minus family payment	
<b>Partial Refund</b>			
Deposit	\$		
Individual Costs			
Activity 1	\$		
Activity 2	\$		
Activity 3	\$		
Total Costs	\$		
Family payment	\$		
Total Refund	\$	Total costs minus family payment	