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Logo  Description automatically generated |   **EMERALD** **SECONDARY COLLEGE** |
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REFUND POLICY

**Help for non-English speakers**

If you need help to understand the information in this policy, please contact Emerald Secondary College on (03) 5968 5388 or email emerald.sc@education.vic.gov.au

**Purpose**

To outline the process of applying for a refund of a payment received by Emerald Secondary College from a parent/guardian. To provide a fair and equitable refund system for those students who did not attend.

To ensure that the provision of services for students, i.e. excursions/camps/visiting groups/services do not incur direct costs to the school, nor cause the school to run at a loss.

## **Scope**

## To provide a fair and equitable refund system. This policy is to provide guidelines to assist in determining eligibility for a full or part refund for charges paid to the school for Essential Student Learning Items and Optional Items including camps and extra-curricular activities.

## **Policy**

* All refund requests must be made in writing with 21 days of the event or student exit from the school
* A request for a refund does not automatically equate to a full refund of monies paid
* When required, payments of refunds will be made via direct deposit into a nominated bank account. No cash refunds will be given unless the refund is under ten dollars
* The principal will have capacity to view special circumstances on an individual basis

**Implementation**

Where payment has been received for the Essential Student Learning Items and students exiting the school, a pro-rata refund dependent on the number of terms the student has been enrolled at the school for may be applicable. For example, a student departing at any point in Term 2 having paid the whole year’s fees in advance, may be refunded for Terms 3 & 4.

**Electives and VCE subjects**

Students changing electives/ VCE subjects may be eligible for a refund with the first week of the semester. Any changes outside of this timeframe are at the principal’s discretion.

**Camps, Excursions and Incursions**

* The policy will ensure that the provision of optional services (i.e. camps, instrumental music) do not incur direct costs to the school
* CSEF amounts that have been allocated to events will not be refunded. The funds will be credited back to the student’s account
* The school will consider a refund due to medical reasons, a medical certificate must be supplied
* Deposits paid for camps are non-refundable unless cancelled by the College

Any consumables such as a lock or calculator will not be refunded as it will be considered as a used item.

**COMMUNICATION**

This policy will be communicated to our school community in the following ways

* Available publicly on our school’s website
* Discussed at parent meetings as required
* Made available in hard copy from school administration upon request

**POLICY REVIEW AND APPROVAL**

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| Policy last reviewed  |  29th October 2021 |
| Approved by  |  School Council  |
| Next scheduled review date  |  October 2023 |