



EMERALD SECONDARY COLLEGE

REFUND POLICY

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 electives, VCE subjects, 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
- If the family has outstanding charges to the school, any refund deemed appropriate will be offset against these outstanding charges
- 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

Essential Student Learning Items

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.

Optional Items

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.

REVIEW CYCLE

This policy was last updated 21st October 2020 and is scheduled for view in 2023.