

 	<h1>REFUNDS POLICY</h1>
<b>Policy last reviewed</b>	October 2023
<b>Approved by</b>	Principal
<b>Next scheduled review date</b> This policy will be reviewed every 3 – 4 years. Consultation with College Council is not required.	October 2026



## HELP FOR NON-ENGLISH SPEAKERS

If you need help to understand the information in this policy, please contact Nathalia Secondary College on 03 5866 2331 or [nathalia.sc@education.vic.gov.au](mailto:nathalia.sc@education.vic.gov.au).

## PURPOSE

The purpose of this policy is to:

- Ensure there is a fair and equitable refund system in place at Nathalia Secondary College following payment for camps, excursions, incursions, curriculum contributions and extra-curricular activities which have not been fully accessed.

## POLICY

This policy is developed to provide guidelines in determining eligibility for a full or part refund for charges paid to the college for curriculum contributions, materials, camps, excursions and extra-curricular activities and to ensure that the provision of optional services do not incur direct costs to the college.

## GUIDELINES

- All refund requests must be made in writing.
- A request for a refund does not automatically equate to a full refund of monies paid.
- The policy will ensure that the provision of optional services (ie: camps, excursions, etc.) do not incur direct costs to the college.

## CURRICULUM CONTRIBUTIONS

- Where payment has been received for the curriculum contributions and the student is exiting the college, a pro-rata refund dependant on the number of terms the students has been enrolled at the college may be applicable.

## OPTIONAL ITEMS

- No refund is available for kits/material charges where the costs have been incurred for the project or the student has taken ownership of the material/project, eg: Building and Construction, Salon Assistant.
- Students withdrawing from camps, excursions and extra-curricular activities will not automatically be entitled to a refund.

- A refund (less any non-refundable deposit) may be payable to the parent / guardian if the Principal deems the withdrawal from the activity is due to unavoidable circumstances, ie: serious illness. Proof will be required, eg: medical certificate.
- Where the college has paid a 'group fee' as opposed to a 'per head fee', a refund cannot be calculated until all costs associated with the camp, excursion or incursion have been met.

## IMPLEMENTATION

- Complete a 'Request for Refund' form and return to the office.
- Additional documentation provided by the family will be attached to the request.
- A Family Statement will be attached to the student refund form to demonstrate payment.
- The Business Manager will determine what individual costs have been incurred by the college.
- The Principal will approve the refund.
- Notification will be given if the refund is declined.
- The refund payment will be made as per CASES 21 Finance Business Process Guide through the accounts payable process.

## COMMUNICATION

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

- Available publicly on school website
- Hard copy available from school administration upon request