

## PARENT REFUNDS



### Help for non-English speakers

If you need help to understand the information in this policy, please contact 0357830300.

### PURPOSE

To ensure that:

- There is a fair and equitable system in place should parents ask for refunds
- The school will not incur a direct cost following a refund
- Follow DET's Values of Accountability, Human Rights, Impartiality, Integrity, Leadership, Respect and Responsiveness

### POLICY

Wallan Secondary College charges families for a range of educational activities including essential educational items, excursions, incursions and camps. There will be instances when parents will ask for refunds of payments for a range of reasons (eg illness, withdrawal from activity, leaving the school). Therefore, the school needs to set guidelines on granting refunds.

The Principal has the overall responsibility of implementing this policy, but may delegate certain roles to suitably qualified staff.

#### Camp / excursions / incursions

- Refunds will be given only if by doing so, the school will not incur a cost:
  - Non-refundable deposits are set to allow planning of the event, these deposits will not be refunded.
  - Refunds will not be given if the withdrawal will change the number of instructors/teachers required according to a ratio and it is too late to change that number eg. Camp
- Refunds are not granted automatically upon request. The college will assess every request on its merit.
- All requests for refund must be in writing within 14 days of the event. In case of illness, a medical certificate will need to be provided before the refund request can be considered. Refunds can be authorised in writing only by the Principal and Assistant Principal.
- Refunds will preferably be given by crediting the amount to the student's account to be used to pay subsequent charges, or directly into a nominated bank account. No refunds will be made by cash.
- If the student has not paid the essential educational items, the money will be used towards that charge.

### POLICY REVIEW AND APPROVAL

Policy last reviewed	19.04.2023
Approved by	Principal
Next scheduled review date	19.04.2027