

POLICY – August 2020

Refund Policy



Annually

Child Safe Standards

Victorian government schools are child safe environments. Lilydale Heights College actively promote the safety and wellbeing of all students, and all school staff are committed to protecting students from abuse or harm in the school environment, in accordance with their legal obligations including child safe standards. All schools have a Child Safety Code of Conduct consistent with the Department's exemplar available at <http://www.education.vic.gov.au/about/programs/health/protect/Pages/childsafestandards.aspx>

Rationale

The school must 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.

Aims

To provide a fair and equitable refund system.

Implementation

Students withdrawing from:

VET/VCAL– will not be entitled to a refund after attending the program for the first two weeks of term 1.

Refunds for Student Charges

1. Voluntary charges are Non Refundable. Only refundable if paid in the preceding year and student does not commence at the school
2. Essential and Optional charges including Elective & School Contributions Charges:
 - Fully refundable if paid in the preceding year and student does not commence at the school
 - Pro-rata, based on the exit date per term
 - nil refund after commencement of term 4

Camps & Excursions

1. Where no cost is incurred by the college, a full refund shall be payable provided that:
 - the student's place is filled by another student;
 - the college deems the student's withdrawal was unavoidable. e.g. illness
2. A partial refund shall be payable to the student withdrawing when:
 - the college deems the student's withdrawal was unavoidable but has incurred expenses relating to the withdrawal. In such cases, the refund will be the amount paid by the student, less expenses incurred by the college as a result of the withdrawal.
3. No refund will be payable to the student withdrawing when:
 - The college deems the withdrawal was avoidable and has incurred the full costs of the camp or excursion.

Refunds will only be given when requested in writing within 21 days of the excursion taking place or the commencement of the camp.

Where the college makes the decision to cancel a camp or excursion due to insufficient numbers, the amount paid by the student shall be refunded in full.

Where a camp or excursion has to be rescheduled because of Government warnings, e.g. trips to Bali, fire danger parents may request a refund of monies paid by them less any funds retained by the Booking Company for the rescheduled trip.

The Principal will have the capacity to view special circumstances on an individual basis.

Responsibility: Principal, Finance Sub-Committee and Treasurer

Endorsement

College Council: August 2020