

REFUND POLICY

Student Resource Scheme, Camps, Excursions and Other Activities

ALBANY
CREEK
STATE
HIGH
SCHOOL



Refund Policy

1. INTRODUCTION

At Albany Creek State High School, we are committed to providing a safe and supportive learning environment for students, staff and volunteers. This commitment includes the health and safety of staff and students when conducting curriculum activities in the school or in other locations.

State schools are able to charge a fee for:

- An educational service including materials and consumables not defined as instruction, administration and facilities for the education of the student;
- An education service purchased from a provider other than the school where the provider charges the school; and
- A specialised education program.

A school fee is directed to the purpose for which it is charged. However occasionally refunds may need to be issued to a student, parent or carer for one of the following reasons:

- Overpayment of an account;
- Termination of enrolment for any number of reasons;
- Non-attendance at a non-compulsory excursion where no costs for that excursion have been incurred by the school; or
- Any other reasonable reason where a refund is legitimately required.

2. PURPOSE

The purpose of this policy is to provide information to parents/carers in relation to the requirements and policy for issuing refunds.

Refunds may only be made in the following circumstances:

- The customer or students credit balance relates to an overpayment, a credit note, a refundable deposit, bond or similar transaction;
- The reason for the refund must be legitimate; and
- Refunds may be made via electronic funds transfer (preferred method), or cheque facilities if electronic funds transfer is not possible.

3. GUIDELINES

Refund payments to accounts receivable customers may only be made from the Accounts Receivable Team at Albany Creek State High School. This is to ensure the correct processing of

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refund documentation and also ensure that Education Queensland policy and procedures are followed.

The following guidelines are in place in relation to issuing refunds:

- A refund cannot be made to correct an erroneous entry. Such transactions can only be undertaken through the issuing of a credit or debit note to correct the error;
- Refunds are not to be made automatically for all customers or students with a credit balance. Each refund will be made having regard to all of the relevant circumstances and individually entered into the OneSchool Finance system;
- Refunds may be offset against on-going accounts at the request of the customer; and
- Refunds must not be made where the debtor has an overdue account.
- Refunds may not be made if the fee was for services provided by an external provider who does not offer refunds.

The following Department of Education, Training and Employment policies refer:

- Education (General Provisions) Act 2006
- SCM-PR-002: School Excursions
- FNM-PR-019: State Education Fees

4. REFUNDS FOR ACTIVITIES AND EXCURSIONS

Non-compulsory school excursions and camps enhance a students learning by providing opportunities for the student to participate in activities, both curriculum-related and recreational, outside of the normal school routine. All planned school excursions are approved by the Principal.

School fees for co-curricular activities and excursions are provided on a cost recovery only basis, according to the number of students who have indicated their attendance.

Participation of the students in an excursion or co-curricular activity is indicated through payment of the fee and provision of a permission form completed by the parent/carer.

As the school budget cannot meet any shortfalls in funding for a co-curricular activity due to the subsequent non-participation of a student who had previously indicated attendance of the activity, fees already paid for a co-curricular activity may be refunded in full or in part or not at all, having regard to the associated expenses incurred and the circumstances of the non-participation.

Cost neutral school activities may at times result in a surplus for an activity, ie total revenues exceed total expenses for the activity. Any surplus funds in cost neutral cost centres must be accounted for appropriately. If the surplus is significant a credit will be issued to students involved and applied against outstanding amounts or future invoices.

There will be no refunds for compulsory excursion fees (if charged as a part of a Subject Fee) as the excursion has been planned and paid for on the basis of full attendance by the students in that

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class as the excursion is part of the students learning, development and often assessment for that subject.

5. REFUNDS FOR SCHOOL UNIFORMS

The purchase of school uniforms are made from the Albany Creek State High School Parent's & Citizens Association ("P & C Association") and it shall be at the discretion of the P & C Association to provide a refund for a school uniform.

6. APPLYING FOR A REFUND

If a student, parent or carer wishes to apply for a refund for any of the following reasons, they may do so by completing a Request for Refund form available from the school office:

- Overpayment of an account;
- Termination of enrolment for any number of reasons;
- Non-attendance at a non-compulsory excursion where no costs for that excursion have been incurred; or
- Any other reasonable reason where a refund is legitimately required.

Where possible, the request should include the receipt relating to the payment for which a refund is being sought. A request for refund must be made within 60 days of the date of the activity.

In the event that an activity is cancelled, all payments under \$20.00 will be automatically credited to a students school account to be used against outstanding fees or a credit balance applied to students school account for future use. For payments over \$20.00, parents will be given the option:

- a. to have monies transferred to outstanding debt; or
- b. if no outstanding debts exist, to have a credit balance applied to their account for future use; or
- c. receive a refund cheque

Refund requests received for non-attendance at a non-compulsory excursion or activity will be forwarded to the respective Head of Department for confirmation of the following:

- What costs have been incurred for that excursion; and
- If the student is able to receive a full or part refund of the activity or excursion fee.

7. PRO RATA REFUNDS

In some cases, where part of a course/unit of study has been completed, a pro-rata refund will be made based on the cost for the full course less the percentage completed.

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Request for Refund

I, _____, being the parent/carer of _____
in Year _____, request a refund of \$ _____ paid for _____
_____ (activity)

I request a refund for the following reasons: _____

I understand and agree that:

1. a refund may not be made to me or be made in full or in part, having regard to the associated expenses already incurred by the school, and the school's refund guidelines provided to me.
2. the school receipt for the original payment is attached / not attached. (Please circle)
3. my details will be kept confidential and will not be used for any other purpose.
4. my refund be made:

- as a credit against my child's account at the school; or
- to my bank account via electronic funds transfer (EFT) (please complete details below); or
- to my credit card if used for the original payment (I will present the card in person).

_____/_____/____

Signature of Parent/Carer

Date

Bank Account Details:

Account Name: _____

BSB: _____ Account Number: _____

Bank: _____ Branch: _____

(School Use Only) -----

Original Receipt Number: _____ Amount Received: \$ _____

APPROVED Refund Amount Approved: \$ _____ NOT APPROVED

_____/_____/____

Signature of Principal

Date