

Refund Policy

Under the Education (General Provisions) Act 2006 state schools can charge fees for some services to enhance students' educational experiences. A school fee for each service is calculated on a cost recovery only basis. At Shailer Park State 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. School excursions and camps enhance a student's learning by providing opportunities for the student to participate in activities, both curriculum-related and recreational, outside the normal school routine. All planned school excursions are approved by the Principal.

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 educational program.

A school fee is directed to the purpose for which it is charged.

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; 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.

Excursions and Camps

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 extra-curricular activities such as excursions and camps are calculated on a cost recovery only basis, according to the number of students who have indicated their attendance. Participation of students in an extra-curricular activity is indicated through:

- payment of a fee, and
- provision of a permission form completed by the parent/carer.

As the school budget cannot meet any shortfalls in funding for an extra-curricular activity due to the subsequent non-participation of a student who had previously indicated attendance of the activity, fees

already paid for an extra-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.

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

Student Resource Scheme (SRS)

Please refer the Student Resource Scheme procedure for information on the SRS refunds. For more information, please contact school office or email office@shailerparkss.eq.edu.au. Department of Education policy references: Education (General Provisions) Act 2006 Departmental User Charging procedure Departmental Student Resource Scheme procedure

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 and providing a copy of the receipt of payment for the extra-curricular activity if possible.

Refunds may **only** be issued in the following circumstances:

- 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

Refund requests received for non-attendance at a non-compulsory excursion or activity will be forwarded to the Principal. The decision as to whether the school will or not refund the payment in part, in full or not at all depends on whether the school has incurred any costs associated with the activity. Where possible, if approved we will apply credit the refundable amount against the student's account at the school, and use it to offset any future charges.

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.