



# NORWOOD SECONDARY COLLEGE



## REFUNDS POLICY

### **POLICY STATEMENT**

Norwood Secondary College (NSC) provides high quality education through a wide range of both academic and co-curricular programs, including VET, camps and excursions. The College must ensure that these activities do not run at a loss and as a result incur costs to the College.

NSC understands that occasionally circumstances arise preventing a student from participating in either an academic program or co-curricular activity. Similarly, circumstances beyond the control of the school may necessitate the cancellation of activities.

### **AIM**

To provide a fair and equitable refund system.

### **IMPLEMENTATION**

In principle, our school will consider requests for partial or full refunds of payments made by parents on a case-by-case basis taking into account the individual circumstances. Generally we will not be able to refund payments made for items purchased or costs that have already been paid where those funds have already been transferred to a third party. For example, camp costs when a child becomes unwell and cannot attend in circumstances where the payment has already been made or committed to a third party and no refund is available to the school. Where possible, we will make this clear to parents at the time of payment.

Students withdrawing from:

1. VET – Will not be entitled to a refund after attending the program for the first two weeks of Term 1.
2. Electives and Charges
  - 2.1 A partial refund shall be payable to the student exiting the College when the College has incurred expenses relating to academic programs selected by the student. In such cases, the refund will be the amount paid by the student, less expenses incurred by the College.
  - 2.2 A partial or full refund shall be payable when an elective, including materials associated, are unable to be provided by the College due to unforeseen circumstances. Each case will be addressed individually taking into account the costs that have been incurred by the College and the payment made by the student/family.
3. Camps and Excursions
  - 3.1. 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. For illness, a Doctor certificate will be required.
  - 3.2 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.

- 3.3 No refund will be payable to the student withdrawing when:
    - The College deems the withdrawal was avoidable and has incurred the full or partial costs of the camp or excursion.
  - 3.4 Deposits should be considered to be non-refundable, this is clearly documented in the Compass Event Information. Requests for deposit refunds will be considered on a case by case basis.
  - 3.5 Refunds will be directed to the family via a credit, which can be allocated to current, outstanding or future charges, or as a payment directly to a nominated bank account if requested.
  - 3.6 Refunds of payments made via Camps Sports and Excursion Funds (CSEF) will be redirected to the family via a CSEF credit, which can be allocated to current, outstanding or future charges that meet the CSEF criteria.
  - 3.7 Where a student is exiting the College and is entitled to a refund, a payment directly to a nominated bank account will be made if requested.
  - 3.8 Refunds will only be given when requested in writing within 21 days of the excursion taking place or the commencement of the camp.
  - 3.9 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.
4. Circumstances beyond the control of the school:
    - 4.1 If the school is advised to cancel a camp or excursion, due to a major crisis/event (extreme weather warnings/bushfire alerts, pandemics, or other), parents may request a refund of monies paid by them less any funds retained by the Booking Company.
    - 4.2 If the school has to reschedule a camp or excursion, due to a major crisis/event (extreme weather warnings/bushfire alerts, pandemics, or other), parents request for withdrawal of their student, will be considered as in section 3.
5. The Principal has the capacity to view special circumstances on an individual basis.

Approved: College Council 24 May 2021

Review: May 2022