



Fees Refund Policy-PP002

Introduction

Plenty River College (the College) is an independent, specialist senior secondary school, delivering the Victorian Pathways Certificate (VPC) and VCE Vocational Major (VM). It provides a safe and inclusive learning environment for young people aged 15-20 years who may have been disengaged or are at risk of disengaging from education.

Plenty River College is a school of opportunities in which all students are empowered to achieve their personal best. Our mission is to assist students to develop life and work skills and achieve in their learning by:

- re-engaging them in education;
- fostering their social and emotional development; and
- providing a supportive and safe environment for them.

Rationale

The College has a responsibility to provide students, parents and the wider College community with comprehensive, transparent and accessible information on how it will manage its fees and charges.

Purpose

The purpose of this policy is:

- to explain to the wider College community the conditions and processes for issuing fee refunds; and
- to provide transparency on refunds and ensure that the College will not incur indirect costs following a refund.

Scope

This policy applies to the Board, the Executive Principal, the Business Manager, students and parents.



Fees Refund Policy-PP002

Definitions

Fees	Tuition and non-tuition fees as set out by the College and outlined in the annual Fee Schedule and available on the College website.
Refund application form	Form completed by parents to requesting a refund of fees as defined in this policy.
Parent/s	Refers to parents, guardians, step-parents and/or carers as listed in the College Enrolment Form.
Tuition Fees	Tuition fees are set each year by the Board for the provisions of academic and wellbeing support offered by the school.
Wellbeing Support	Includes access to a psychologist, social worker and education support workers to support students with mental health issues, homelessness, family violence, educational support needs etc

Responsibility

1. The College Board is responsible for authorising this policy.
 2. The Executive Principal is responsible for:
 - implementing, monitoring and reviewing this policy;
 - authorising and giving consideration to refund requests from parents; and
 - ensuring that all staff involved administering College fees or refunds maintain strict confidentiality to respect the circumstances, dignity and privacy of families.
 3. The Business Manager is responsible for:
 - Paying refunds; and
 - ensuring that suitable financial records are maintained.
 4. Parents are responsible for
 - meeting the financial obligations associated with the education of their child; and
 - applying to the Executive Principal for allowable refunds.
- **Implementation**
 - The College will levy fees for educational and wellbeing services as described in the College's Fees Management Policy.



Fees Refund Policy-PP002

- All refund applications must be made in writing to the Executive Principal. Refunds will not be paid unless authorised by the Executive Principal, and will not be paid in cash.
- The College's preferred refund method is as a credit to the student's account. Refunds can also be paid directly into a nominated bank account.
- The College will provide refunds under the following conditions:

1. Resources (books, stationery, equipment)

Partial refunds will be given, such as for unused books and stationery. Refunds on equipment fees will only be paid where the equipment has been returned in working order. Learning materials will be refunded on a pro rata basis.

2. Camps and Excursions

If a student is unable to participate in camps or excursions due to accident or illness, some refunds may be available:

- all applications for refunds must be made within two (2) weeks of the event;
- non-refundable deposits will only be returned where another student can replace the ill student;
- 'per head' costs can be refunded where the money has not already been paid to third parties involved in the excursion or camp;
- bulk charges can only be refunded after the College has met all outstanding costs.

3. Other refunds

The College will not automatically provide refunds. Parents may request a refund in writing, which will be granted at the discretion of the Executive Principal.

Voluntary contributions are non-refundable.

Communication

1. This policy will be communicated to the College community through the College website.
2. Parents will receive a copy of this policy on enrolment.
3. The College Business Manager and relevant financial or administration staff will be informed of this policy through:
 - attending the College induction program for new staff;
 - receiving a copy of this policy at the first staff meeting at start of the College year



Fees Refund Policy-PP002

Appendices:

Appendix 1: Refund Application Form

Related Policies:

- Enrolment
- Fees Management

Relevant Legislation

- Education and Training Reform Act 2006 (Vic)
- Consumer and Competition Act 2010
- A New Tax System (Goods & Services Tax) Act 1999



Fees Refund Policy-PP002

Appendix 1: Hardship Application Form



Hardship Application Form

Please complete this form and submit it to the Executive Principal for consideration.

Parent name					
Student name/s					
Relief or concession period (✓)	Year:	<input type="checkbox"/> Term 1	<input type="checkbox"/> Term 2	<input type="checkbox"/> Term 3	<input type="checkbox"/> Term 4
Amount or % relief or concession requested					
Reason					
Parent signature					
Date					

OFFICE USE ONLY

Relief or concession period granted	
Amount or % relief or concession granted	
Executive Principal comments	
Executive Principal signature	
Date granted	



Fees Refund Policy-PP002

Document Number:	PP002	Developed by:	Heather Glover
Policy Owner:	Executive Principal	Approver Name & Role:	PRC Board
Evidence of Approval:	Board Meeting	Version No:	V2024.2
Date Approved:	18/09/2024	Review Due To:	
Next Review Due:	18/09/2025		
Department: Compliance and Governance		School Standards: STD - School Governance	
		RTO Standards: Choose an item.	

Revision Record:

Date	Version	Revision description
17/06/2021	V2021.V1	Initial Policy
18/09/2024	V2024.2	