



Fees Refund Policy

OakTree College is an independent co-educational specialist senior secondary school providing education opportunities for young people aged 15 to 20 years of migrant background who are at risk of disengaging from education.

The College has a focus on re-engaging students in their own education through a supportive learning environment and vocational education. It offers the Victorian Certificate of Education Vocational Major and the Victorian Pathways Certificate.

1. Rationale

The College has a responsibility to provide students, parents and the wider College community with comprehensive, transparent and accessible information on how it issues refunds

2. Purpose

The purpose of this policy is:

- To ensure that the process of applying for a refund is:
 - i. Straightforward and transparent
 - ii. Understood before any payments are made
- To ensure that the payment of a refund doesn't disadvantage the College in any way
- To explain to the wider College community the conditions and processes for issuing fee refunds; and

3. Scope

This policy applies to the Board, the Executive Principal and the Business & Administration Manager and the Accounts & Finance Manager, current and prospective students and parents.

4. Definitions

Fees	Tuition and non-tuition fees as set out by the College Board and outlined in the annual Fee Schedule and available on the College website.
Refund application form	Form completed by parents to request 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.

5. Responsibility

- a) The College Board is responsible for authorising this policy.

- b) The Executive Principal is responsible for:
 - (i) implementing, monitoring and reviewing this policy;
 - (ii) authorising and giving consideration to refund requests from parents; and
 - (iii) ensuring that all staff involved administering College fees or refunds maintain strict confidentiality to respect the circumstances, dignity and privacy of families.
- c) The Accounts & Finance Manager is responsible for:
 - (i) Paying refunds; and
 - (ii) ensuring that suitable financial records are maintained.
- d) Business & Administration Manager is responsible for:
- e) Providing to the Accounts & Finance Manager the attendance records for students to determine refund
- f) Managing correspondence with parents, carers or guardians on refund requests
- g) Updating VASS records when a student withdraws.
- h) Parents are responsible for
 - (i) meeting the financial obligations associated with the education of their child; and
 - (ii) applying to the Executive Principal for allowable refunds.

6. Implementation

- 1) Implementation and approval of refunds is the responsibility of the Executive Principal.
- 2) Refunds of any payment paid in advance may be made where:
 - A student ceases attendance at the College;
 - A student does not participate in any specific event or program for which a specific charge is payable; or
 - In such other cases as fair and equitable treatment warrants. Such decision to be at the sole discretion of the Executive Principal.
- 3) Where a student ceases attendance at the College, the following principles shall apply:
 - The date of cessation will be the date of receipt of an "Exit Form" or equivalent advice;
 - If the Student is enrolled at the College partway through the school year, refund of fees will be on a pro rata basis.
 - Where Camps & Excursions fees for the year have been paid in full, the rate of refund will be 100 % of Camps & Excursions not yet attended
- 4) A full refund will be made where the activity has been cancelled by the College
- 5) Voluntary contributions are non-refundable.

7. Refund Payment

- (i) The Request for a Refund Application Form will be made by completing a Refund Application Form (see attached).

(ii) Refund will only be made into a nominated bank account provided by the applicant.

8. Communication

- a) This policy will be communicated to the College community through the College website.
- b) This policy will be referenced in Students and Parent/Guardian Handbook
- c) Parents will receive a copy of this policy on enrolment.
- d) The Business & Administration Manager and the Accounts & Finance Manager and relevant 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

9. Appendix: Refund Application Form

10. Related Policies:

- Enrolment Agreement
- Enrolment Policy and Register
- Fee Management Policy

11. Approval and Review

Document owner:	Executive Principal
Approved by:	College Board
Approval date:	01 July 2024
Review date:	July 2025 (and every 12 months thereafter)

Appendix: Refund Application Form

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



Refund Application Form

Parent name				
Student name/s				
Refund request (✓)	<input type="checkbox"/> Camp & Excursions	<input type="checkbox"/> Materials	<input type="checkbox"/> Books, Stationery etc	<input type="checkbox"/> Other
Reason for refund request				
Refund to be paid	Bank name			
	Branch number (BSB)		Account number	
Parent signature	I declare that this information is true and correct.			
Date				

OFFICE USE ONLY

Refund granted	<input type="checkbox"/> Yes <input type="checkbox"/> No
Executive Principal comments	
Executive Principal signature	
Date granted	