

# REFUNDS POLICY

## PURPOSE

Diamond Valley College is committed to ensuring that refund practices are consistent and transparent across the school.

Diamond Valley College will implement the measures outlined below, in accordance with Department guidelines. This policy intends to safeguard and protect the staff involved in the refunding of monies and minimise the risks associated with refunds.

## SCOPE

This policy applies to all school staff involved in refunding on behalf of Diamond Valley College.

## POLICY

### Roles and responsibilities of staff

At Diamond Valley College our Office support staff and Business Manager are responsible for managing the finances at our school.

Where possible, segregation of duties will be maintained so that no individual will be responsible for more than one of the following:

- receipting of funds/cash and issuing receipts
- refunding amounts to parents – no cash is to be refunded

### When can we refund?

In instances where

- the event, subject, goods, etc, does not go ahead or are not supplied
- the student leaves the school prior to taking possession of goods/events that have been paid for
- the student is unable to attend an event due to illness/medical and has provided a medical certificate
- a supplier agrees to the refund on behalf of the school
- if the school decides the student may not attend or participate in an event due to behaviour or other issues, then a partial or full refund may be possible, dependant on the date the decision is made and/or any other financial considerations

### When can't we refund?

In instances where

- the service/goods/event has been booked and paid for based on the agreement that the student will attend or purchase
- the goods have been used, and are no longer in a state for refund or are not faulty

## FURTHER INFORMATION AND RESOURCES

- [School Financial Guidelines](#)

School council approved this policy on [            ]. To be reviewed 12 months later.

- **Finance Manual for Victorian Government Schools**
  - [Section 3 Risk Management](#)
  - [Section 4 Internal Controls](#)

## EVALUATION

This policy will be reviewed annually by School Council to confirm/enhance internal control procedures.

Proposed amendments to this policy will be discussed with Administration Staff, Leadership Team, Finance subcommittee, School Council.

## REVIEW CYCLE

This policy was ratified at the June 2019 College Council meeting and is due for review in May 2020