



Cairns School of Distance Education

Refund Policy

Refund - School activities and excursions

1. When bookings are made for school organised activities, excursions, including bus fares, entrance fees etc. there is sometimes a requirement that pre-payment deposits are required of our school.
2. These costs are taken into account when individual costs for students are calculated.
3. When payment for any activity and/or excursion is made to the school so that students may attend, we regard the money paid as your money, until such time as it is legitimately expended in preparation or payment for the activities/excursion.
4. There are times when, following payment for activity or excursion, a student or students are required to withdraw from participation.
5. If the withdrawal from participation is for an **urgent** and **unexpected** reason, parents have the right to request a refund, or partial refund, dependent on the circumstances in [1], above.
6. **Every effort** will be made to refund payments made for school organised activities or excursions, based on [3] above, if the withdrawal is for an urgent and/or unexpected reason.
7. Refunds provided should be fair, equitable and just for all concerned. We will not penalise students who are attending by increasing costs and will not penalise students and their parents for inability to attend paid-for activities or excursions, through unplanned circumstances.

Examples of urgent and unexpected reasons for non-attendance may include: *Flooding, bushfire, serious illness of student / supporting parent, religious festival, death / funeral.* [This list is not exhaustive, and other reasons for non-attendance may be discussed with the Principal to ascertain your suitability for refund of costs.]

To request a full or partial refund, please outline the circumstances of your request in writing to community@cairnssde.eq.edu.au within 7 days of the event taking place. The decision whether to allow any refund will be delayed pending finalisation of all costs associated with the event being processed to determine any financial impact to other participants or the school.

Refund – Distance Education Fee

A person may apply for a refund of the fee paid for distance education in accordance with Section 71 of the Regulation (<https://www.legislation.qld.gov.au/view/html/inforce/current/sl-2017-0161#sec.71>) when, due to a change in their personal circumstances, the student is no longer undertaking a component or a program of distance education.

Applications for refunds must be received prior to the end of Semester 1 of the school year to which the fee relates and give details of the change of circumstances. No refunds are available for students who were enrolled at the beginning of Semester 2. Refunds are calculated in accordance with the [Refund look-up table](#).

Further information on the distance education enrolment fee and the calculation of refunds is available at: <https://ppr.qed.qld.gov.au/pp/distance-education-enrolment-and-fees-procedure>.

Where an applicant is not satisfied with a refund decision, they have 14 days after being notified of the decision, to apply for a reconsideration of the decision. This application is lodged with the school Principal who will refer the application to the Regional Director to reconsider the decision.

<https://ppr.qed.qld.gov.au/pp/distance-education-enrolment-and-fees-procedure>