

Refund Policy

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Drafted by	MSA	Approved by board on	November 2024
Responsible person	Financial Controller	Scheduled review date	June 2026

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1 Organisational Statement At Mastery Schools Australia, we are committed to maintaining transparency and fairness in our financial policies while supporting our families' needs. Our refund policy is designed to outline the circumstances under which fees may be refunded and the process for requesting refunds. This ensures that both the school and families can plan effectively while upholding our commitment to providing high-quality education and resources for all students.

2 Scope

This policy applies to all employees and parents/guardians of MSA and it is the responsibility of all to understand and comply with this policy.

3 Purpose

The purpose of this policy is to provide employees and families with guidelines for refund eligibility, calculations, non-refundable charges, and disputes.

Related Documents

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- (a) Enrolment Agreement

5 References

- (a) Corporations Act 2021
- (b) Australian Competition and Consumer Commission
- (c) Consumer Law - Competition and Consumers Act 2010

6 Refund Eligibility

6.1 Refunds for term levies will be considered under the following circumstances:

- (a) Withdrawal or transfer of the student before the commencement of the academic year
- (b) Inability of the student to attend the school due to unforeseen circumstances, such as relocation or serious illness
- (c) Failure of the school to provide the agreed-upon educational services

6.2 All refund requests must be submitted in writing to the school's administration teams. At that time, each refund request will be accessed on a case-by-case basis.

7 Refund Process

- (a) To request a refund, the parent or guardian must email the request to the school administration team.
- (b) The refund request must be accompanied by supporting documentation, such as medical certificates, proof of relocation, or any other relevant documents.
- (c) The school administration will review the refund request within seven days of receiving all necessary documents.
- (d) The decision regarding the refund request will be communicated to the parent or guardian in writing.

8 Refund Calculation

8.1 The refund amount will be calculated based on the date of withdrawal or transfer, or the period during which the school was unable to provide educational services. If the student withdraws or transfers before the commencement of the academic year, a full refund of the prepaid fees, excluding any non-refundable charges, will be provided.

- 8.2 If the student withdraws or transfers after the commencement of the academic year, the refund amount will be prorated based on the number of school days remaining in the academic year.
- 8.3 Refunds will be processed within fourteen days from the date of approval of the refund request.

9 Non-Refundable Charges

Certain charges may be non-refundable, charging Disputes limited state of affairs. In the event of a dispute regarding the refund request, the parent or guardian may escalate the matter to the school's Principal or follow any applicable dispute resolution process as per the school's policies.

10 Amendments to the Refund Policy

The school reserves the right to amend this refund policy at any time. Any changes will be communicated to parents or guardians through appropriate channels.

Breach of Policy

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12.1 Breaches of this Policy:

- (a) are not acceptable by any employees or parents/guardian;
- (b) will be responded to promptly; and
- (c) may result in disciplinary action being taken.

13 Review

This policy is reviewed periodically as detailed in the policy review schedule. The next review date is June 2026.

Communication

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This Policy is made available to employees and parents/guardians via the school's website and is readily available on the school's SharePoint site.