

Refund Policy

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1 Organisational Statement

Mastery Schools Australia (“the School” or “MSA”) is committed to managing refunds fairly, consistently and transparently. This Policy is designed to outline the circumstances in which fees may be refunded and the process for requesting and assessing a refund, helping MSA and families plan effectively while supporting the continued provision of 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

3.1 The purpose of this Policy is to:

- (a) establish a fair and consistent process for requesting and assessing refunds;
- (b) explain how approved refunds will be calculated and processed;
- (c) identify charges that may not ordinarily be refundable; and
- (d) provide a process for reviewing disputed refund decisions.

4 Related Documents

- (a) Enrolment Agreement
- (b) Fees and Levies Schedule
- (c) Complaints Handling Policy and Procedure

5 References

- (a) Corporations Act 2001
- (b) Competition and Consumer Act 2010 (Cth)
- (c) Australian Competition and Consumer Commission

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; and
 - (d) an overpayment or duplicate payment has occurred.
- 6.2 All refund requests must be submitted in writing to the School's Administration Teams. At that time, each refund request will be assessed on a case-by-case basis.
- 6.3 A change of mind, non-attendance or withdrawal after MSA has incurred or committed the relevant expenditure will not automatically entitle a parent or guardian to a refund.

7 Refund Process

- 7.1 To request a refund, the parent or guardian must submit the request in writing to the relevant campus Administration Team.
- 7.2 The request must include:
- (a) the student's name and campus;

- (b) details of the payment for which a refund is requested;
- (c) the reason for the request; and
- (d) any relevant supporting documentation, such as a medical certificate or evidence of relocation.

7.3 MSA may request additional information reasonably required to assess the request.

7.4 MSA will ordinarily review a complete refund request within seven business days. Where additional time or information is required, the parent or guardian will be notified.

7.5 The outcome 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, including but not limited student uniform charges.

10 Disputes

In the event of a dispute regarding a refund decision, the parent or guardian may escalate the matter to the School's Principal or follow the applicable dispute resolution process under the School's Complaints Handling Policy and Procedure.

11 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.

12 Breach of Policy

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 August 2028.

14 Communication

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.

