Notify persons to whom the fee relates in writing within at least 14 days prior to the cancellation of the chief executive’s intention to cancel, and provide a [Transfer Note](http://ppr.det.qld.gov.au/education/management/Pages/Enrolment-in-State-Primary%2C-Secondary-and-Special-Schools.aspx) where applicable or refer the case to the region to manage the student’s continued enrolment

Seek chief executive approval to cancel enrolments on grounds of unpaid fees

Ensure that debt recovery processes are in accordance with [Financial Practices in Schools and Other Education Centres](http://ppr.det.qld.gov.au/corp/finance/services/Pages/Financial-Practices-in-Schools-and-Other-Education-Centres.aspx) and School Accounting Manual

Provide reimbursement where
a waiver/partial refund is granted

Make preliminary determination on applications for fee waiver or partial refund
(if relevant), ensuring natural justice by providing applicants the opportunity to submit further information, prior to finalisation of decisions

Provide the [Home-based student status nomination form](http://ppr.det.qld.gov.au/education/management/Procedure%20Attachments/Distance%20Education%20Enrolment%20Fees/Home-Based%20Student%20Waiver.docx) for each student

* If request to review has been received, Principal to make final decision and advise [final decision in writing](http://ppr.det.qld.gov.au/education/management/Procedure%20Attachments/Distance%20Education%20Enrolment%20Fees/Template%20Letters%20Home-Based%20Waiver.docx)
* If no request to review decision has been received within 14 days, allocate fees for central recovery in October of the current school year

Negotiate with parents to ensure full level of service, including scheduled telephone teaching lessons is utilised

[Notify parents in writing](http://ppr.det.qld.gov.au/education/management/Procedure%20Attachments/Distance%20Education%20Enrolment%20Fees/Template%20Letters%20Home-Based%20Waiver.docx) of the waiver/refund decision, the reasons, and indicate to the applicant they may request a review of the decision within 14 days

Regional Director

Where the SDE has ceased service provision, follow appropriate processes for enforcing parental obligation in accordance with [Managing Student Absences and Enforcing Enrolment and Attendance at State Schools](http://ppr.det.qld.gov.au/education/management/Pages/Managing-Student-Absences-and-Enforcing-Enrolment-and-Attendance-at-State-Schools.aspx)

Apply for review
of principal’s decision

Accept the principal's final waiver/refund decision

Parent pays an annual enrolment fee
(if applicable)

For each student, complete both the:

* relevant [application for Student Enrolment](http://ppr.det.qld.gov.au/education/management/Pages/Enrolment-in-State-Primary%2C-Secondary-and-Special-Schools.aspx) *and*
* [Home-based student status nomination form](http://ppr.det.qld.gov.au/education/management/Procedure%20Attachments/Distance%20Education%20Enrolment%20Fees/Home-Based%20Student%20Waiver.docx), providing evidence to support a fee exemption/waiver, where appropriate

Receive principal’s waiver/refund decision

On request of the parent, instigate a review of the refund/waiver decision

Commence provision of services to students who have paid the fee/initial instalment

Negotiate, document and sign payment plans with parents if requested

Invoice parents for applicable fees

Determine fee exemptions and notify parents of [decision/reasons](http://ppr.det.qld.gov.au/education/management/Procedure%20Attachments/Distance%20Education%20Enrolment%20Fees/Template%20Letters%20Home-Based%20Waiver.docx) in writing, retaining associated documentation (e.g. medical certificate)

If required, request, negotiate and sign a documented payment variance plan with the principal

Principal

* Where appropriate, complete the [Refund Application form](http://ppr.det.qld.gov.au/education/management/Procedure%20Attachments/Distance%20Education%20Enrolment%20Fees/Home-Based%20Student%20Refund.docx) to request a partial refund of the fee prior to the end of Semester 1 of the school year, stating the reasons for the application and the date enrolment ceased
* Maintain close contact with teachers
* Ensure regular attendance by students at scheduled telephone lessons
* Pay ongoing telephone conferencing costs (unless eligible for a subsidy)

Parent

Provide for the student:

* a suitable learning environment
* access to the necessary course materials and appropriate technology
* active on-site support (including monitoring regular return of work)

Process for Home-Based School Students enrolling in a School of Distance Education