

Administrative Procedures Manual	Administrative Procedure 507
	Customer Service Charges
	APPROVED: September 2013
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LEGAL REFERENCE:	Section 52, 53, 222, 257 Education Act

Background

There is value in hands on application of theory and processes taught in the classroom setting.

Principals may establish customer services with the provision that they be on a cost recovery basis.

Procedures

1. Customer service is to be viewed as a break-even operation over a period of one (1) school year.
2. The customer is expected to pay for the cost of materials used in the service provided.
3. A service charge up to a maximum of fifteen percent (15%) of the cost of materials may be charged to cover the cost of breakage or damage.
4. Equipment items and parts with unit costs in excess of two hundred and fifty dollars (\$250.00) are to be purchased by the customer who will be responsible for their safe delivery to the school.
5. Materials required for a building project (such as a garage) are normally to be purchased and delivered to the site by the customer unless it is a class project to be sold at a later date by sealed tender bid.
6. All funds, including service charges derived from customer service, shall be remitted to Central Financial Services to be credited to the school's Career and Technology Studies (CTS) program supply object of expenditure. Such payments are to be made in the month following their collection.
7. All customer service work must be paid for at the time the work is performed. No credit privileges are to be extended to customers.