

**Policy/Process**
**Refund for Withdrawal Due to Non-Delivery of Courses**

- i. The School will notify the student within 3 working days upon knowledge of any of the following:
  - a. It does not commence the Course on the Course Commencement Date;
  - b. It terminates the Course before the Course Commencement Date;
  - c. It does not complete the Course by the Course Completion Date;
  - d. It terminates the Course before the Course Completion Date;
- ii. Under the above circumstances, the School shall:
  - a. Inform the student in writing of any alternative study arrangements, if any, and
  - b. Within 7 working days of the receiving the student's written notice of withdrawal, to the student the Proportional remaining Course Fees paid.

**Refund for Withdrawal Due to Other Reasons**

If the student withdraws from the course for any reason other than those related to the non-delivery of course, the School will, within 7 working days of receiving the student's written notice of withdrawal, refund to the student an amount based on the table below.

**REFUND POLICY**

1. Registration fee for course is not refundable
2. Refunds are based on the following term and conditions:

% Of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[90%]	more than [14] days before the Course Commencement Date
[75%]	before, but not more than [14] days before the Course Commencement Date
[50%]	after, but not more than [14] days after the Course Commencement Date
[0%]	more than [14] days after the Course Commencement Date

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### **Refund During Cooling-off Period**

The School will give the students a cooling-period of 7 working days after the date that the contract has been signed by both parties.

A student who wishes to withdraw from the course during the cooling-off period will be refunded the maximum amount as indicated in the refund table within 7 working days after the student's written notice of withdrawal is received, regardless of whether the student has started the course or not.

### **Communication**

The refund policy and procedure will be communicated to all students and prospective students via the following:

- a. Website;
- b. Pre-course counselling;
- c. Student Contract;
- d. New Student Orientation; and;
- e. Student Handbook.

### **Updated Records**

All refund records shall be maintained properly and be easily retrievable for audit. Records are updated within 3 working days.

### **Procedure**

The school has refund procedure aligned with the refund policy to execute refund requests. Staff are trained in the policy and procedure and are expected to comply strictly to them during execution. The procedure is designed to ensure that refunds are processed within 7 working days. The procedures are as follows:

- Step 1 - Student submits refund request form.
- Step 2 - Student Service Staff provides counselling to student within 24 hours.
- Step 3 – Student Service Staff confirms the refund amount based on refund policy stated in the student contract.
- Step 4 – Mgt approves the refund amount and issues cheque payment to student within 7 working days from receipt of the request form.
- Step 5 – Student acknowledges receipt of refund amount.
- Step 6 – Student Service Staff updates records.