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# *Refund*

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## **APPROACH**

### **1. Communication of Refund Policy and Procedures**

- 1.1 The School's Refund Policies and Procedures are made available to both prospective and potential students through the following channels:
  - a. School's Official Website
  - b. Student Handbook
  - c. Student Contract
- 1.2 These Policy and Procedures are also communicated to students during the Pre-Course Course Counselling Sessions and during the Orientation Programme.
- 1.3 The School shall ensure a fair and reasonable refund policy is detailed for all students.
- 1.4 Upon completion of any refund, the School's Student Management System would need to be updated, including the status of students as part of maintaining accurate student records.

### **2. Refund Policy**

- 2.1 The maximum processing time from student request (withdrawal / refund) to the issuance of the qualified refund amount should not exceed 7 working days from the student's withdrawal/refund request, and the Programme Management Executive would need to inform students on how the refund are being computed.
- 2.2 As the Student Contract can differ based on which periods that they are signed, and that each Student Contract is a legally binding document, reference should be made to each Student Contract that is signed with the School with regards to the refund terms and conditions for
  - a. Withdrawal Due to Non-Delivery of Course
  - b. Withdrawal Due to Other Reasons
  - c. Withdrawals made during the Cooling Off Period
- 2.3 Refund for Withdrawal Due to Non-Delivery of Course:
  - a. The PEI will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a "Refund Event"):
    - It cannot commence the provision of the Course on the Course Commencement Date;
    - It cannot complete the provision of the Course by the Course Completion Date;
    - The Course will be terminated before the Course Completion Date;

- The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
  - The Immigration & Checkpoints Authority of Singapore (the “ICA”) rejects the Student’s application for the Student Pass.
- b. Where any of the Refund Events in Clause 3.1(a) to (c) of the Standard Student Contract has occurred:
- The PEI shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
  - If the Contracting Party accepts such alternative study arrangements, the PEI shall set forth such alternative study arrangements in a written contract and the existing Contract shall automatically terminate on the date that such new written contract comes into effect.
  - If the PEI does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) of the Standard Student Contract, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate the Contract by way of a written notice to the PEI.
- c. Where any of the Refund Events in Clauses 3.1(d) to (e) of the Standard Student Contract has occurred, the PEI shall forthwith terminate the Contract by way of a written notice to the Contracting Party.
- d. If the Contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(a) of the Standard Student Contract, the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- e. If the Contract is terminated pursuant to Clause 3.2(b) of the Standard Student Contract read with either Clause 3.1(b) or Clause 3.1(c) of the Standard Student Contract, the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- f. If the Contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) of the Standard Student Contract read with Clause 3.1(a) of the Standard Student Contract, the PEI shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- g. If the Contract is terminated pursuant to Clause 3.2(c) of the Standard Student Contract read with either Clause 3.1(b) or Clause 3.1(c) of the Standard Student Contract, the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.

#### 2.4 Refund for Withdrawal During the Cooling-Off Period:

- a. Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the PEI, forthwith terminate the Contract at any time within the 10 calendar day Cooling-Off Period by way of a written notice to the PEI. The PEI shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

2.5 Refund for Withdrawal Outside the Cooling-Off Period:

- a. Without prejudice to Clauses 3.1 to 3.8 of the Standard Student Contract, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the PEI. Upon receipt of such notice, the PEI shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D.

2.6 As the Refund Table can differ based on which periods that they are signed, and that each Student Contract is a legally binding document, reference should be made to each Student Contract that is signed with the School with regards to the % of refunds as stated in the Refund Table (Schedule D of the Student Contract).

2.7 As a guide of reference for internal employees who are preparing the Student Contract, the following are references for the Refund Table that will need to be input.

% of [the amount of fees paid under Schedules B and C]	If the Contracting Party's written notice of withdrawal is received:
{100%}	more than [30] working days before the Course Commencement Date
{50%}	on or before, but not more than [30] working days before the Course Commencement Date
{0%}	after, but not more than [0] working days after the Course Commencement Date
{0%}	more than [0] working days after the Course Commencement Date

2.8 All non-refundable amounts in the Student Contract are to be highlighted. As a guide of reference for internal employees who are preparing the Student Contract, the following are references for non-refundable fees: -

- a. Non-Refundable Fees: Registration Fees

**3. Communicate to students on computation of refund amount**

3.1 The School will communicate to students on the computation of the refund amount.

**4. Maintain up-to-date and accurate refund records**

- 4.1 The School is to maintain a master list of refunds records which is to be updated after processing of the refund.

## **PROCESS**

1. The Programme Management Executive is to ensure that the School's Refund Policies and Procedures are made available and updated (in the event of any changes) on the following channels: -
  - a. School's official website
  - b. Student Handbook
  - c. Student Contract
2. For communication of the Policy and Procedure to students, reference should be made to POM 4.1.1 Pre-Course Counselling, Selection & Admission for the conduct of Pre-Course Counselling Sessions and Orientation Programme.
3. For any requests on Refunds, students are to fill in the Student Request Form and submit them to the Programme Management Executive. Students should state the reasons for the request.
4. Programme Management Executive would need to then arrange a meet-up with the student to understand more on the rationale of request if necessary. This would be part of the processing of student request and details would need to be documented in the Student Request Form.
5. Finance/ Administration Manager would need to approve or acknowledge all requests in the Student Request Form.
6. For students below the age of 18 Years Old, a written consent would need to be received from the parent / legal guardian. Evidence of consent will be through signing off on the Student Request Form.
7. Upon management approval or acknowledgement, Programme Management Executive would need to notify students in writing of the outcome. For notification of refund, the refund computation should be documented as well.
8. Programme Management Executive would need to take note of the maximum processing time, including informing students of the final outcome, as follows: -
  - a. Refunds, including payment made to students: within 7 working days from the student's withdrawal / refund request.
9. Upon completion of any Refunds, the Programme Management Executive would need to update both the School Management System and the Master List of Refunds.