
Refund Policy

10. The School's Management Team shall ensure a fair and reasonable Refund Policy is detailed for any payments made.
11. The School's Refund Policy and Procedures are made through the following channels: -
 - School's official website
 - Student Handbook
12. These Policy and Procedures are also communicated to students during the Pre-Course Counselling Sessions and also during the Orientation Programme.
13. The school will maintain a list of refunds.
14. Time taken to process all refund requests will be done within seven (7) working days.
15. Computation of the refund amount is to be communicated to the Students.
16. The School is to maintain a List of Refunds, which is to be updated within three (3) days after processing of the refund.
17. The School adopts the Refund Policy as per the Standard Student Contract as set out by CPE. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas: -
 - Refund for Withdrawal Due to Non-Delivery of Course
 - Refund for Withdrawal Due to Other Reasons
 - Cooling-Off Period
18. School Refund Policy as per clauses in the Standard Student Contract: -

Refund for Withdrawal Due to Non-Delivery of Course:

 1. The PEI will notify the Student within three (3) working days upon knowledge of any of the following:
 - It does not commence the Course on the Course Commencement Date;
 - It terminates the Course before the Course Commencement Date;
 - It does not complete the Course by the Course Completion Date;
 - It terminates the Course before the Course Completion Date;
 - It has not ensured that the Student meets the course entry or matriculation requirement as set by the organization stated in Schedule A of the Standard Student Contract within any stipulated timeline set by CPE; or
 - The Student's Pass Application is rejected by Immigration and Checkpoints Authority (ICA).

2. The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw within (7) working days of the above notice.

Refund for Withdrawal Due to Other Reasons:

1. If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the Standard Student Contract, the PEI will, within seven (7) working days of receiving the Student's Written Notice of Withdrawal, refund to the Student an amount based on the table in Schedule D of the Standard Student Contract.

Refund During Cooling-Off Period:

1. The PEI will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.
2. The Student will be refunded the highest percentage (stated in Schedule D of the Standard Student Contract) of the fees already paid if the Student submits a Written Notice of Withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

Refund Table:

% of [the amount of fees paid under Schedules B and C]	If Student's Written Notice of Withdrawal is received:
[100%]	More than [28] days before the Course Commencement Date
[90%]	Before, but not more than [28] days before the Course Commencement Date
[50%]	By close of Business on the Census Date* for the Subject
[0%]	After the Census Date* for the Subject

*Refer to Student Timetable

- Non-Refundable Fees: -
 - Registration Fees

Notes

1. Conditions where a course may be cancelled:
 - The intake does not meet a minimum enrolment of 80 students.

The teacher is suddenly hospitalized, and a substitute teacher cannot be found.

Refund Procedure

- 2.1 Student is to fill in the Refund Request Form or send in an email to request for refund and state the reasons for the request.
- 2.2 For students below the age of 18 Years Old, a written consent would need to be gotten from the parent / legal guardian. Evidence of consent can either be signing of on the Refund Request Form or any emails / letters.
- 2.3 Programme Management Executive is to acknowledge the refund request within 3 working days and work out if any refund is eligible.
- 2.4 Approval from the Directors is required for the approval of the refund amount.
- 2.5 Should the student be eligible for refund, the student will be informed of the refund computation via the Refund Request Form or payment voucher or email to the student.
- 2.6 The Programme Management Executive or Finance / HR Asst Manager will inform the student when the refund is ready to be collected, or when the transaction has been made (internet banking).
- 2.7 The whole process will be completed within 7 working days from date of request.