

Write-up: Process Details	Documentation & Responsibility
<p>Information on Student Refunds</p> <p>Refund Procedure Note(s):</p> <p>(1) All refund policy statements are detailed in the School’s Refund Policy. All conditions must be satisfied before the School can proceed with the applications. The whole refund process should not take more than 7 working days (timeline to be monitored by the Student Services Executive), from date of application to notifying student of final outcome.</p> <p>(2) Date of application will refer to the date that the School receives the duly executed Refund Form with all supporting documents.</p> <p>(3) The refund policy can also be found on the following platforms : -</p> <ul style="list-style-type: none"> • School’s website • Student handbook • Official Receipt • Student Contract • Orientation Programme Materials <p>(4) Reasons for Refund are based on the following : -</p> <ul style="list-style-type: none"> • Refund due to Non-Delivery of Course • Refund due to Other Reasons • Refund during Cooling off period • Excess payments • Any other reasons as stated 	
<p>1. Student to Fill Up Refund Request Form</p> <p>1.1 In the event of any refunds that is to be made, students are to fill up the Refund Request Form and hand it to the Student Services Executive for further processing.</p> <p>1.2 Any supporting documentations that are required to process the refund request must also be submitted along with the Refund Request Form. This includes the Course Withdrawal or Course Transfer Request Forms.</p> <p>1.3 Reasons for Refund must also be clearly documented in the Refund Request Form.</p> <p>1.4 Student Services Executive is to acknowledge receipt of the form on the Refund Request Form.</p>	<p>Refund Request Form and Supporting Documents (Student Services Executive)</p>
<p>2. Student Services Executive To Meet Up With Student</p> <p>2.1 Upon receipt of any Refund Request Form (including supporting documents if any), Student Services Executive is to meet up with the student. This is to be done within 2 working days upon receipt of the Refund Request Form (based on the date of application).</p>	<p>Refund Request Form (Student Services Executive)</p>

<p>3. Establishing of Refund Category and Amount</p> <p>3.1 Student Services Executive is to refer to the Standard Student Contract details to establish if a refund is to be made to the students.</p> <p>3.2 Finance Executive will work out a Refund Amount (if any) based on the Refund Policy as stated in the Standard Student Contract. This amount will be indicated on the Refund Request Form.</p> <p>3.3 All refund amounts will strictly adhere to the Refund Policy as stated under the Standard Student Contract or at the discretion of the Management Team.</p> <p>Note: Ex-Gratia Payments made will be through the discretion of the School's CEO.</p>	<p>Student Contract (Student Services Executive)</p>
<p>4. Management Approval of Refund Amount</p> <p>4.1 Upon establishing of Refund Amount, Student Services Executive is to seek the approval of CEO as part of Management Approval before the Refund Amount can be disbursed.</p> <p>4.2 Such Management Approval should be documented in the Refund Request Form.</p>	<p>Refund Request Form (Student Services Executive)</p>
<p>5. Disbursement of Refund Amount</p> <p>5.1 Upon Management Approval of Refund Amount, Student Services Executive is to pass the Refund Request Form to Finance Executive for final processing.</p> <p>5.2 After tabulating the refund amount, Finance Executive will disburse the refund amount to Student Services Executive.</p> <p>5.3 Student Services Executive is to contact student to collect the Refund Amount or other refund methods as stated in the Refund Request Form.</p>	<p>Refund Request Form (Student Services Executive)</p>
<p>6. Student Acknowledgement of Refund Amount</p> <p>6.1 Student is to acknowledge receipt of Refund Amount in the Remittance Advice.</p>	<p>Remittance Advice (Student Services Executive)</p>

Flowchart: Student Refund Procedures

