

Write-up: Policy Details

Objectives

This document clearly defines the refund policy that the School adopts. The refund policy and processes that is detailed in the School's policy and operation manual shall be in accordance with the guidelines as provided in the EduTrust Guidance Document.

Responsibilities

This policy details how the School manages its student refund process by providing a guiding framework to ensure that all refunds are handled accordingly as stipulated by the standard student contract signed with students. It is the responsibility of the various departments that is responsible for each process step, to ensure that the refund process is carried out in a timely and fair manner.

Policy Statement

- a) The School's Management Team shall ensure a fair and reasonable refund policy is detailed for any payments made.
- b) Time taken to process all refund requests will be done within 7 working days.
- c) 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
- d) The refund policy shall be clearly communicated to all its students via the website, student contract and student handbook.
- e) The refund policy shall be clearly explained to all students and prospective students.
- f) The School shall regularly review the refund policy to ensure that it remains fair to students.
- g) Non-Refundable Fees: -
School Application Fees (\$100)
- h) Refund Policy : -

Refund for Withdrawal Due to Non-Delivery of Course:

The School will notify the Student within three (3) working days upon knowledge of any of the following:

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It terminates the Course before the Course Commencement Date;
- (iii) It does not complete the Course by the Course Completion Date;
- (iv) It terminates the Course before the Course Completion Date;
- (v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the standard student contract within any stipulated

timeline set by CPE; or

- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

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 seven (7) working days of the above notice.

Refund for Withdrawal Due to Other Reasons:

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract, the School 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:

The School 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.

The Student will be refunded the highest percentage (stated in the refund table) of the fees already paid if the Student submits a written notice of withdrawal to the School 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
60%	("Maximum Refund") More than 30 days before the Course Commencement Date
30%	Before, but not more than 30 days before the Course Commencement Date
0%	After, but not more than 14 days after the Course Commencement Date
0%	More than 14 days after the Course Commencement Date, but not more than 30 days after the Course Commencement Date
0%	More than 30 days after the Course Commencement Date

Notes:

Conditions where a course may be cancelled:

- 1) The intake does not meet a minimum enrolment of 10 students. (Subject to School's discretion)
- 2) A lecturer is unable to be deployed due to unforeseen circumstances and a substitute lecturer cannot be found.