

PROCESS

Write-up: Process Steps & Details	Documentation / (Responsibility)
<p>1. Refund Procedure</p> <p>Information notes on student refunds:</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 Head, Corporate Student Services), from date of application to issuance of funds to the student.</p> <p>(2) Date of application will refer to the date that the School receives the duly executed Student Request 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 Official 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 approved by the School <p>1.1 Students who would like a refund will fill up and submit the Student Request Form. The form will be submitted to the Head, Corporate and Student Services for processing.</p> <p>1.2 Any supporting documentations that are required to process the refund must be submitted along with the Student Request Form.</p> <p>1.3 Reasons for refund must also be clearly documented in the Student Request Form.</p> <p>1.4 The Head, Corporate and Student Services is to acknowledge the receipt of the refund request by signing on the form. This is to be done within 2 working days from the date of application.</p> <p>1.5 After which, the Head, Corporate and Student Services is to refer to the student's Student Contract to establish if a refund is to be made to the student.</p>	<p>Student Request Form (Head, Corporate and Student Services)</p> <p>School's Official Website / Student Handbook / Official Receipt / Student Contract / Orientation Programme Materials (Head, Business Development/Head, Corporate and Student Services)</p> <p>Student Request Form (Head, Corporate and Student Services)</p> <p>Student Contract (Head, Corporate and Student Services)</p>

<p>1.6 The Head, Corporate and Student Services is to work out the refund amount (if any) based on the refund policy stated in the student contract. This amount is to be indicated on the Student Request Form.</p> <p>1.7 Upon establishing of the refund amount, the Head, Corporate and Student Services is to seek the approval of CEO as part of Management Approval before the refund amount can be issued.</p> <p>1.8 The Management approval will be documented in the Student Request Form.</p> <p>1.9 All refund amounts will strictly adhere to the refund policy as stated in the student contract unless otherwise decided by the school's management.</p> <p>1.10 Upon Management Approval of refund amount, the Head, Corporate and Student Services is to pass the Student Request Form to the Finance Executive for final processing and issuance of refund.</p> <p>1.11 The Head, Corporate and Student Services is to contact the student to inform on the refund status and collection of the refund payment if approved.</p>	
<p>2. Communicate to students on the computation of the refund amount</p> <p>2.1 During the collection of the refund, the Head, Corporate and Student Services is to communicate to the student on the computation of the refund amount.</p> <p>2.2 Subsequently, the student is to acknowledge the receipt of the refund amount on the Remittance Advice whenever applicable.</p>	<p>Remittance Advice (Finance Executive)</p>
<p>3. Maintain up-to-date and accurate refund records</p> <p>3.1 After processing of the refund, the Finance Executive is to update the Master List of Refund. This is to be done within 3 working days from the approval by the CEO.</p> <p>3.2 The Finance Executive will also update the accounting system as well as recognize the deduction of refund amount from revenue on a monthly basis.</p>	<p>Master List of Refund (Finance Executive)</p> <p>Accounting System (Finance Executive)</p> <p>Spreadsheet - Withdrawal and Termination (Finance Executive)</p>
<p>4. Review of refund policy and procedure for continual improvement</p> <p>4.1 The refund policy and procedures would be reviewed through the following platforms: -</p> <ul style="list-style-type: none"> Internal review by respective Process Owners using the Internal Review Form 	<p>Internal Review Form / IPRAA Report (Process Owners / Designated)</p>

<ul style="list-style-type: none">• Internal assessment by Designated Independent Internal Process Auditor using the Internal Process Review, Audit and Assessment (“IPRAA”) Report	Independent Internal Process Auditor)
4.2 The evaluation of the effectiveness process would be based on the outcomes stated under Systems and Review section of this manual.	