

## Refund Policy

### Policy Statements

- a) The College'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) Application Fees and Audition Fees are non-refundable (except in the event that the course is cancelled by SRMC).
- d) The College 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
- e) The refund policy shall be clearly explained to all students and prospective students.
- f) SRMC shall regularly review the refund policy to ensure that it remains fair to students.
- g) College's Refund Policy as per clauses in the Standard Student Contract: -

#### Refund for Withdrawal Due to Non-Delivery of Course:

SRMC 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 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 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:**

SRMC 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 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
50%	('Maximum refund') More than [30] days before the Course Commencement Date
25%	Before, but no more than [30] days before the Course Commencement Date
0%	After the Course Commencement Date

**Notes:**

Conditions where a course may be cancelled:

- 1) The intake does not meet a minimum enrolment of 5 students. (subject to College's discretion)
- 2) A lecturer is unable to be deployed due to unforeseen circumstances and a substitute lecturer cannot be found.

## Refund Procedures

### **1. Student to Fill Up Refund Request Form**

- 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 Registration Officer for further processing.
- 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 Application Forms.
- 1.3 Reasons for Refund must also be clearly documented in the Refund Request Form.

### **2. Acknowledgement of Receipt of Refund Request Form**

- 2.1 Upon receipt of any Refund Request Form (including supporting documents if any), Registration Officer is to acknowledge the receipt of the refund request to the student. This acknowledgement of receipt should be confirmed by signing on the Refund Request Form. This is to be done within 2 working days upon receipt of the Refund Request Form (based on the date of application).

### **3. Establishing of Refund Category and Amount**

- 3.1 Registration Officer is to refer to the Standard Student Contract details to establish if a refund is to be made to the students.
- 3.2 Registration Officer will work out a Refund Amount (if any) based on the Refund Policy as stated in the Standard Student Contract. This amount will be documented in the Refund Request Form.
- 3.3 All refund amounts will strictly adhere to the Refund Policy as stated under the Standard Student Contract.

### **4. Management Approval of Refund Amount**

- 4.1 Upon establishing of Refund Amount, Registration Officer is to seek the approval of Management before the Refund Amount can be disbursed.
- 4.2 Such Management Approval should be documented in the Refund Request Form

### **5. Disbursement of Refund Amount**

- 5.1 Upon Management Approval of Refund Amount, Registration Officer is to pass the Refund Request Form to Finance Manager for final processing.
- 5.2 For monitoring purpose, Finance Manager is to ensure that refund is completed within 7 working days by filling in date of refund and sign off on the Refund Request Form.

### **6. Student Acknowledgement of Refund Amount**

- 6.1 Student is to acknowledge receipt of Refund Amount in the Notification of Course Fee Refund.
- 6.2 A copy of Notification of Course Fee Refund and the original Refund Request Form would then be handed back to the Registration Officer for filing purposes.

