

Refund Policy & Procedure

Refund Policy

- a) The College's refund policy and procedure are available to all students, including prospective ones, on the following platforms:
- College's website
 - Student handbook
 - Official receipt
 - Student contract
 - Orientation programme materials
- b) The College shall ensure a fair and reasonable refund policy is detailed for all students.
- c) The maximum processing time from the student's withdrawal / refund request to the issuance of the refund shall not exceed **more than 7 working days**.
- 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) Refund for Withdrawal Due to Non-Delivery of Course:
- 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 organisation 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).
- f) 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.
- g) 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.

h) Refund during Cooling-off Period:

- 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.
- 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.

i) Schedule D - 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 not more than [30] days before the Course Commencement Date
[0%]	After the Course Commencement Date

j) Non-Refundable Fees: -

- Schedule C Miscellaneous Fees

Communicate to students on computation of refund amount

The College will communicate to students on the computation of the refund amount.

Refund Procedure

- Students who would like a refund, submit the **Student Request Form** to the **Admin Executive** for processing.
- Any supporting documentations that are required to process the refund must be submitted along with the **Student Request Form**.
- Reasons for refund must also be clearly documented in the **Student Request Form**.
- The **Admin Executive** 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.
- All refund amounts will strictly adhere to the refund policy as stated in the student contract unless otherwise decided by the college's management.
- The **Admin Executive** is to contact the student to inform them on the refund status and collection of the refund payment if approved.
- During the collection of the refund, the **Admin Executive** is to communicate to the student on the computation of the refund amount.

- Subsequently, the student is to acknowledge the receipt of the refund amount and the explanation of the computation on the [Student Request Form](#).