

## 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.
- e) The College will notify the Student in writing [within three \(3\) working days](#) after becoming aware of any of the following (each a "Refund Event"):
- It cannot commence the provision of the Course on the Course Commencement Date;
  - It cannot complete the provision of the Course by the Course Completion Date;
  - The Course will be terminated before the Course Completion Date;
  - The Student does not meet the course entry or matriculation requirements as stated in Schedule A in the standard Student Contract; or
  - The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student Pass.
- f) Where any of the Refund Events in Clause 3.1(a) to (c) in the standard Student Contract has occurred:
- The College shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
  - If the Contracting Party accepts such alternative study arrangements, the College shall set forth such alternative study arrangements in a written contract and the current standard Student Contract shall automatically terminate on the date that such new written contract comes into effect.
  - If the College does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 3.2(a) in standard Student Contract, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate the current standard Student Contract by way of a written notice to the College.
- g) Where any of the Refund Events in Clauses 3.1(d) to (e) in the standard Student Contract has occurred, the College shall forthwith terminate the current standard Student Contract by way of a written notice to the Contracting Party.

- h) If the Contract is terminated pursuant to Clause 3.2(b) read with Clause 3.1(a) in the standard Student Contract, the College shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- i) If the Contract is terminated pursuant to Clause 3.2(b) read with either Clause 3.1(b) or Clause 3.1(c) in the standard Student Contract, the College shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- j) If the Contract is terminated pursuant to Clause 3.3 or Clause 3.2(c) read with Clause 3.1(a) in the standard Student Contract, the College shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.
- k) If the Contract is terminated pursuant to Clause 3.2(c) read with either Clause 3.1(b) or Clause 3.1(c) in the standard Student Contract, the PEI shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.
- l) Refund for Withdrawal During the Cooling-Off Period:  
Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the College, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to the College. The College shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice. The College will provide the Student with a cooling-off period of ten (10) calendar days after the date that the Contract has been signed by both parties.
- m) Refund for Withdrawal Outside the Cooling-Off Period:  
Without prejudice to Clauses 3.1 to 3.8 in the standard Student Contract, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to the College. Upon receipt of such notice, the College shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D in the standard Student Contract.
- n) Non-Refundable Fees: -  
Schedule C Miscellaneous Fees
- o) 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 [22] working days before the Course Commencement Date
[25%]	On or before, but not more than [22] working days before the Course Commencement Date

[0%]	After the Course Commencement Date
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**Communicate to students on computation of refund amount**

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

**Refund Procedure**

Information notes on student refunds:

- (1) All refund policy statements are detailed in the College's Refund Policy. All conditions must be satisfied before the College can proceed with the applications. The whole refund process should not take **more than 7 working days** (timeline to be monitored by the **Senior Registrar**), from date of application to issuance of funds to the student.
  - (2) Date of application will refer to the date that the College receives the duly executed **Student Request Form** with all supporting documents.
  - (3) The refund policy can also be found on the following platforms: -
    - **College's website**
    - **Student handbook**
    - **Official Receipt**
    - **Student Contract**
    - **Orientation Programme Materials**
  - (4) Reasons for Refund are based on the following: -
    - 1 (e) to 1 (m) outlined in the approach section
    - Excess payments
    - Any other reasons approved by the College
- 1.1 Students who would like a refund, submit the **Student Request Form** to the **Senior Registrar** for processing.
  - 1.2 Any supporting documentations that are required to process the refund must be submitted along with the **Student Request Form**.
  - 1.3 Reasons for refund must also be clearly documented in the **Student Request Form**.

- 1.4 The **Senior Registrar** 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.
- 1.5 Afterwhich, the **Senior Registrar** is to refer to the student's **student contract** to establish if a refund is to be made to the student.
- 1.6 The **Senior Registrar** 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**.
- 1.7 Upon establishing of the refund amount, the **Senior Registrar** is to seek the approval of a member of the **Management Team** before the refund amount can be issued.
- 1.8 The Management approval will be documented in the **Student Request Form**.
- 1.9 All refund amounts will strictly adhere to the refund policy as stated in the student contract unless otherwise decided by the college's management.
- 1.10 Upon the approval by the **Management Team**, the **Senior Registrar** is to pass the **Student Request Form** to the **Finance Manager** for issuance of the refund amount through the student's preferred refund option.
- 1.11 The **Senior Registrar** is to contact the student to inform them on the refund status and collection of the refund payment if approved.

**Communicate to students on the computation of the refund amount**

- 1.12 During the collection of the refund, the **Senior Registrar** is to communicate to the student on the computation of the refund amount.
- 1.13 Subsequently, the student is to acknowledge the receipt of the refund amount and the explanation of the computation on the **Student Request Form**.